

BLUE BOOK

PERSONNEL POLICY AND PROCEDURE MANUAL

Augusta-Richmond County Public Library System (ARCPLS)

Revised:

2020

2009

2005

2003

2002

Welcome to employment with the Augusta-Richmond County Public Library System (ARCPLS).

We consider our employees the key to successful Library service to the citizens of Richmond County. You were carefully selected in the belief that you will be committed to ARCPLS public service goals and standards and join the Library Board of Trustees (BoT), management, and staff in providing the highest quality services possible with available resources. Employment is meant to benefit the Library and the employee. Either party can terminate the arrangement at will.

This handbook explains some of the employment practices and procedures; however, ARCPLS reserves the right of ultimate discretion in furthering the goals of the Library and its mission. The manual is cross-referenced with the Augusta-Richmond County Human Resources' Personnel, Policies and Procedures Manual (PPPM) where applicable. The PPPM is on the Augusta, GA website at augustaga.gov.

The Personnel Policies of the BoT of ARCPLS are applicable to all employees of the Library including its branch libraries unless otherwise stated.

“At Will” Employment

All employees of ARCPLS are employed or hired “at will,” which means each may resign at any time for any reason or no reason. Each may be terminated at any time for any reason. Employees enter into the employment relationship voluntarily and may leave the employment relationship at any time. Similarly, ARCPLS is free to conclude or end its relationship with any employee at any time for any reason or no reason.

The personnel policies of the ARCPLS do not create a contract of employment between the Library and its employees. Statements of salary in annual or bi-weekly intervals are for informational purposes and do not create a contract for the specified time. The relationship between the employee and the ARCPLS remains “at will,” notwithstanding any provision within the Library’s personnel policies. No director, manager, or representative of the ARCPLS other than the Trustees acting officially in a meeting at which a quorum is present has the authority to enter into any agreement with an employee regarding the terms of employment that changes the “at will” relationship with an employee or modifies the ARCPLS personnel policies as to that employee.

Equal Opportunity Employer

ARCPLS is an Equal Opportunity Employer. ARCPLS does not discriminate on the basis of race, color, national origin, sex, gender, disability, religion, or age in its employment opportunities or practices and provides equal access to everyone. Sexual and disability harassment are acts of discrimination and are not tolerated. See Chapter II Equal Employment Opportunity in the Augusta-Richmond County PPPM for more details.

Employees with questions, concerns and/or complaints relating to the nondiscrimination policies or practices of ARCPLS should address those to the Library Director.

The Library Board of Trustees (BoT)

The Library is governed by a board of twelve (12) trustees in which is vested legal responsibility for ARCPLS and which serves as the policy-making body of the institution. The BoT’s responsibilities include selection and appointment of the Library Director, promotion of Library interest in the community, promotion of a progressive and expanding Library program, and control of Library funds, property, and equipment. Subject to existing statutes and ordinances, the BoT has the power to determine the rules and regulations governing Library services and personnel. (Georgia Code 20-5-43)

The Library Director

The Library Director is the chief administrative officer of the Library. The Library Director acts in an advisory capacity to the BoT and recommends programs, policies, and changes, and attends all board meetings and committee meetings except when his or her salary and evaluation is discussed. The Library Director is not a member of the respective BoT and has no vote on matters under consideration. The Library Director's duty is to carry out the policies and decisions of the BoT as they affect both patrons and employees. The Library Director is responsible for the preparation of the local and state budget and the request for funds and advises and prepares the Library budget. The Library Director has full responsibility for determining internal Library procedures, for the selection process of books and other materials, and for the complete discharge of all duties imposed upon the position by law or by regulations of the BoT, or by the Office of Public Library Services of the University System of Georgia Board of Regents (Georgia Code 20-5-45).

The Library Director shall hire and terminate employees in accordance with policies and practices of the BoT. The Library Director is responsible for the formulation and administration of personnel policies, including, but not limited to, assignment of duties, service standards and staff development.

In the Library Director's absence, the Assistant Director or the BoT appointee is responsible for administration of personnel policies at ARCPLS.

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1. Attendance, Schedules, and Leave

Annual Leave, SEE ALSO PPM Section 100.007; SEE ALSO Forms: Augusta Richmond County Annual Leave Request/Authorization

Vacations are for the purpose of rejuvenating both the physical and mental faculties of Library employees. All employees are urged to take vacations.

Annual leave must be approved in advance by the immediate supervisor in consultation with the Library Director. Calculating the accrual of annual leave begins on the day of the original appointment.

1. Necessary absences other than those covered by Sick Leave are counted against Annual Leave. 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. All full-time employees shall be entitled to earn and accrue paid time off. Temporary and part-time employees shall not be eligible for Annual Leave or Sick Leave.
3. Employees that need to use Sick Leave must notify their supervisors as soon as practicable of this need, but in any event no later than one (1) hour after the employee's scheduled start time. Failure to notify your supervisor of this need to use Sick Leave in a timely manner may result in any applicable day being classified as Absent Without Official Leave (AWOL). If an employee has requested Sick Leave for a period of three (3) consecutive working days, a physician's certification must be furnished to permit payment for Sick Leave.
4. Annual Leave allotments are sent to departments and branch libraries by February 10. Requests for Annual Leave may be made between February 1 and March 1 based on seniority. A vacation projection calendar will be routed to departments and branch libraries. The vacation you projected for a new year is not the approved leave. It is merely a projection of leave time in which you would like to have approved. Supervisors should only approve leave within two (2) months and certainly not more than three (3) months in advance of leave being taken. Master's Week and time off during the Christmas holidays should be negotiated within departments and branch libraries, taking into account who has requested these dates in the past.
5. Supervisors will make every effort to grant requests, but some adjustments may be necessary in case of overlapping requests.

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

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

6. Requests for Annual leave should be coordinated with those who do similar jobs. Accumulated compensatory time may be taken with Annual Leave when this does not interfere with another vacation schedule, and when it is cleared with the Department Head.
Note: Exempted employees do not receive compensatory time.
7. Holidays falling within an annual leave period are not counted as part of the Annual Leave allowance.
8. Saturdays and Sundays which are scheduled working days, EXCEPT those falling within a full week's vacation (Sunday through Saturday), may not be taken as Annual Leave unless an exchange has been made with another staff member. This applies to all requests for Annual Leave on a scheduled work weekend day.
9. Pay checks and direct deposit stubs due when an employee is on Annual Leave will be placed in mailboxes or Branch Delivery unless the Office Assistant/Assistant Director is instructed to do otherwise by the employee. Checks will not be given to another person unless the Office Assistant/Assistant Director is authorized in writing to do so by the employee.
10. Staff members who are ill on or before the first day of scheduled Annual Leave may take Sick

Leave instead of Annual Leave until the end of the illness. Such a transfer of Annual Leave to Sick Leave must be cleared by calling their immediate supervisor on the first day of scheduled Annual Leave. (These transfers apply only to Annual Leave and or compensatory days.)

9. Probationary employees will accumulate Annual Leave immediately and will be entitled to take Annual Leave upon completion of six (6) months of employment. If a probationary employee's service at the Library is terminated for whatever reason within this 12-month period, he/she will forfeit all cumulated Annual Leave. No accrual of Annual Leave or Sick Leave is allowed while on leave of absence without pay while suspended, or while on worker's compensation or salary continuation in lieu of worker's compensation.

10. Non-professional staff members receive Annual Leave per month as follows:

a. 0-1 year employed	½ day
b. 1-3 " "	1 day
c. 3-5 " "	1¼ days
d. 5-10 " "	1½ days
e. 10-15 " "	1-¾ days
f. 15+ " "	2 days

11. Professional staff members receive Annual Leave per month as follows:

a. 0-1 year employed	1 day
b. 1-2 " "	1½ days
c. 2-3 " "	1-¾ days
d. 4+ " "	2 days

12. Annual Leave is credited to the employee's account at the end of each pay period (based on 26 pay periods per year). At the end of every pay period, all departments and branch Library receive a Vacation Leave/Sick Leave Reconciliation Report from the Library Director/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.

13. The maximum amount of annual leave which may be accrued at any one time is 288 hours. The Library Director may accrue more than 288 hours with BoT approval.

Annual Leave: Vacation Buyback

Augusta-Richmond County Government established a program that allows annual leave to be converted to cash payments in lieu of taking time off for all eligible employees of Augusta, Georgia. This is contingent upon the availability of Library funds and the approval of the Augusta-Richmond County Commission with the final approval from the ARCPLS Board of Trustees.

Procedures:

- A. Any eligible employee may request to sell annual leave to Augusta, Georgia's Human Resources Department.

Eligible employees are:

Full-Time and employees who are eligible to accrue leave.

Ineligible employees are:

Temporary

Part-time

- B. An employee may sell a minimum of eight (8) hours and a maximum of twenty-four (24) hours of annual leave.
- C. An employee must maintain a minimum of seventy-five (75) hours after the leave is sold.
- D. Once sold, the appropriate amount of Annual Leave will be permanently deducted from the employee's leave balance.
- E. Request to sell Annual Leave must be submitted through the Department of Human Resources Department as the date and time to register varies from year to year.
- F. Payments for the Annual Leave sold shall be included in the last paycheck on or before December 25.
- G. Annual Leave sale by any eligible employee is strictly voluntary.
- H. The payout of any Annual Leave shall be contingent upon the approval of the Augusta-Richmond County Commission with the final approval from the ARCPLS Board of Trustees.

Attendance and ADPeTime

1. Purpose

To identify and explain how the ADPeTime automated Time and Attendance System is to be used and to outline the rules and regulations associated with using the current timekeeping system in place.

2. Scope

The policy will apply to all employees (non-exempt and exempt) throughout the ARCPLS.

3. Equipment

For the Library employees, the following mechanism(s) have been designated as the approved way to record your time worked:

- A. Time Stamp (computer based)

This mechanism is located at the Headquarters Library and all branch libraries.

4. Procedures

- 1.) All Augusta Richmond County Public Library employees (exempt and non-exempt part-time) are required to use the ADPeTime and Attendance system to record your hours worked.
 - All employees are required to clock in/out for payroll and attendance purposes.
 - ADPeTime and Attendance system records will be used to track attendance and leave status for all employees.
- 2.) All employees will clock in and out at Library department location or the designated area. If there is ever a problem with this approved clocking in mechanism, an employee should notify their supervisor immediately and the supervisor will direct the employee to the next appropriate clocking in station.
 - Simply "forgetting" to clock in and out will not be a legitimate excuse and may be cause for disciplinary actions against the employee.
- 3.) Library employees should clock in for the day and out for the day in accordance to their work schedules. Employees are expected to report to work on time daily.
 - The seven (7) minute rounding rule applies to all punches made in the ADPeTime.

- Library employees clocking in five (5) minutes or more after the start of their scheduled work period will be considered tardy unless specifically approved in advance by their supervisor.
 - Multiple occasions of tardiness may lead to disciplinary action.
- 4.) All Library employees (exempt and non-exempt) are required to clock in/out for their scheduled lunch period in addition to the beginning and end of the day.
- All Library employees must take one (1) hour for their lunch time
 - Library employees should leave their desk or work area during their lunch period
- 5.) Library employees who do not regularly have access to clock in/out for their scheduled lunch period are subjected to have an automatic deduction for their lunch hour.
- Check with your supervisor to see if your position has been designated as an automatically deducted position.
- 6.) If a Library employee misses an entry into the timekeeping system or representing the Library on official business, the employee should notify their supervisor as soon as possible by email notification. The designated timekeeper will manually enter the employee's work hours.
- Library employees who consistently miss time clock entries may be subjected to disciplinary action.
- 7.) Library employees are permitted to work overtime with prior authorization from their supervisor. Overtime included: clocking in early, late or working through their scheduled work lunch period.
- Nonexempt employees who work overtime without prior authorization may be subjected to disciplinary procedures.
- 8.) Library employees cannot clock in or out for another employee.

5. Rules and Regulations

Library employees shall be subjected to immediate discipline, up to and including termination, for any violations of the following:

- A. Any attempt to tamper with timekeeping hardware or software
- B. Falsification of information, whether intentional or unintentional.
- C. Attempting to clock in or out for any other employee.
- D. Interfering with other employee's use of any timekeeping equipment.
- E. Any action, whether intentional or unintentional, which damages or causes to damage any timekeeping equipment.
- F. Interfering with any investigation concerning any timekeeping issues.
- G. Attempting to view any other employee's records.
- H. Attempting to download any records from and machine than what's been designated by Administration
- I. Patterns of tardiness
- J. Excessive "unscheduled absences." (See PPPM)

Special Note: Employees will be paid for hours recorded and approved on payroll morning.

6.) Disputes

In the case of timekeeping dispute, Library employees shall make written notice of the problem and submit it to their immediate supervisor.

If no malfunction or other mechanical problem is found with the device in question and no other evidence can substantiate the employee's claims, the records recorded by the timekeeping device shall be considered final.

Breaks

Each employee is entitled to one fifteen (15) minute break for each three and a half (3.5) hours worked per day.

Breaks must be taken as time and service to the public permits.

Each employee is entitled to a one (1) hour lunch or a thirty (30) minutes lunch/dinner break for working a seven and a half (7.5) hour day.

Break time may not be used to: shorten the length of the work day, lengthen a lunch/dinner hour, add to accumulated leave time, or count as overtime if not taken at the designated time.

Break time is a paid portion of scheduled work time.

Break time length shall be adhered to and, if abused, may be cause for disciplinary action.

Employees should not abandon service to a patron in order to take a break or leave a secure public area unattended to take a break. Co-workers should be advised when an employee is taking his/her break.

Library employees may leave the Library premises during breaks if the 15-minute period is observed.

(EXCEPTION: No break is allowed after 5:00 p.m. or on Sunday shifts, since short staffing requires all staff members be on duty.) **In an emergency,** exceptions may be made by the supervisor.

Compensatory Time, SEE ALSO Augusta-Richmond County PPPM Sections 500.131-500.132

Under the Fair Labor Standards Act (FLSA), eligibility for overtime pay and compensatory time are specified. All employees, except those exempt from FLSA, are to be paid or given time and one half for any hours worked in excess of 40 hours a week.

An exempted salaried employee is defined as work meeting the rules of exemption from overtime provisions of the federal FLSA. Employees with exempt status are compensated for the results they are expected to accomplish regardless of the number of hours worked. Each of these employees would qualify under the Administrative, Professional, Computer-Related Professional or Executive exemption standards of FLSA.

- Library Director
- Assistant Director
- Senior Librarians/Librarian
- Systems Administrator

The FLSA designation for each employee shall be determined by the Library Director and shall be

reviewed on a periodic basis.

For purposes of this policy, compensatory or comp time refers to time given in lieu of overtime payments at the rate of one and one-half (1 ½) hours for each hour of overtime worked.

For non-exempt full-time employees, the Library's policy is to avoid, whenever possible, overtime for non-exempt staff. Overtime is defined as time worked above 40 hours in ARCPL's 37.5 workweek. If overtime is necessary, and approved in advance by the Library Director or Assistant Director, non-exempt employees are eligible for compensatory time in lieu of overtime payments at the rate of one and one-half (1 ½) hours for each hour of overtime worked.

Overtime does not include hours worked in excess of 7.5 hours a day unless more than 40 hours are worked in ARCPL's one-week pay period.

Under the FLSA, vacation, holidays, and sick leave will not be considered as time worked in computing overtime.

Therefore, whenever possible, long days should be balanced with short days within the pay period to avoid the accumulation of extra hours. Compensatory time off must be approved by the supervisors in advance.

Compensatory time from an earlier week cannot be used to balance a second week.

No non-exempt employee may work over 40 hours per week. It is the employee's responsibility not to exceed this limit. If an employee notices that he or she is going to exceed this 40-hour limit, then the supervisor should be notified immediately.

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.

Family Medical Leave Act (FMLA), **SEE ALSO Augusta-Richmond County PPM Section 100.030**

The Family and Medical Leave Act of 1993 is a federal law that provides covered employees with the right to an unpaid leave of absence for up to twelve (12) work weeks within a twelve (12) month period, in order to address certain family and medical responsibilities. There is a provision expanding the leave to 26 work weeks during a single twelve (12) month period to care for certain family members whose serious injury or illness was incurred or aggravated in the line of active military duty.

Employees are eligible for FMLA if they:

- Have been employed by the State of Georgia for a total of at least twelve (12) months. The twelve (12) months of employment are not required to be consecutive in order for the employee to qualify for FMLA leave. In general, employment before a break in service of seven or more years is not counted, unless the break in service is due to an employee's fulfillment of military obligations.
- Have worked at least 1,250 hours for the State of Georgia in the twelve (12) months immediately before the start date of Family and Medical Leave.
- Have a qualifying reason for the absence (as outlined in section five (5) of this Rule).
- Have not already exhausted the available Family and Medical Leave entitlement for the twelve (12) month period.

The 1,250 hours includes only those hours actually worked for the employer. Paid leave and unpaid leave, including FMLA leave, holidays, and periods of suspension and furlough are not included.

Eligible employees are entitled to up to twelve (12) work weeks of unpaid leave during a rolling twelve (12) month period measured backward from the date an employee uses any Family and Medical Leave, for any one or combination of the following reasons:

- For the birth and care of the newborn child of the employee within twelve (12) months of the child's birth. (Leave must be taken during the twelve (12) month period following the birth or placement, and must be taken in a single consecutive period and may not be taken intermittently or on a reduced schedule.)
- When a child under the age of 18 is placed with an employee for adoption or foster care (leave is available for preliminary activities required for the placement and during the first twelve (12) months after placement)
- To care for a spouse, child, or parent (not including in-laws) with a serious health condition
- When the employee is unable to work because of his or her own serious health condition

For any qualifying exigency arising out of the employee's spouse, child, or parent (not including in-laws) being deployed, or on notice of upcoming deployment, to a foreign country as a member of the regular Armed Forces or as a result of a federal call to active National Guard or Reservist military duty in support of a contingency operation (typically during a war or declared national emergency)

An eligible employee is entitled to take up to 26 work weeks of Family and Medical Leave during a single twelve (12) month period to care for a covered service member undergoing medical treatment, recuperation, therapy, or outpatient services, or who is otherwise on the temporary disability retired list, for a serious injury or illness received or aggravated in the line of active military duty.

Employees seeking FMLA leave need not specifically ask for it. The responsibility of the employee is to give the employer enough information to determine if the leave falls within FMLA eligibility. At that point, it is the employer's obligation to inquire further in order to decide whether the leave truly is covered or not.

FMLA allows an employer to designate qualifying leave as FMLA-covered even though an employee may not want to “use” FMLA leave.

Employee rights under the FMLA and Workers’ Compensation are concurrent. Therefore, an employee with an on-the-job injury that also qualifies as a serious health condition may receive benefits under both the FMLA and state Workers’ Compensation laws simultaneously.

However, employees cannot receive Workers’ Compensation wage loss benefits and paid FMLA leave concurrently. If an employee receives Workers’ Compensation wage loss benefits, the employee cannot use accrued paid leave during this period of FMLA leave.

When appropriate, ARCPLS will:

- notify employees within five (5) days of their eligibility to take leave and or consequences if they fail to meet these obligations
- request employees to provide medical certification within fifteen (15) days supporting the need for the leave due to a serious health condition affecting them
- notify employees of their right to use paid leave during the absence and whether the agency will require use of available paid leave
- notify employees of their right to maintain their benefits or any requirement for the employee to make premium payments to maintain health benefits
- provide essential job duties and responsibilities to their health provider who would complete the required certification form that must specify which duties and responsibilities you cannot perform
- notify employees if their certification is deficient
- inform employees must use a health care provider to authenticate or clarify their medical certification form
- notify employees their leave will not be designated and counted as FMLA
- acquire staff to provide periodic report during the FMLA leave regarding their status and intent to return to work
- alert staff returning from leave with a serious health condition that a doctor’s certification note must be submitted that you are able to resume your regular work duties and responsibilities.

Funeral Leave, SEE ALSO Augusta-Richmond County PPM Section 100.035

Funeral Leave of up to three (3) working days will be granted for an employee absent from duty as a result of death in the immediate family. It is intended that the Library’s employees only use the time required, not that each employee will automatically receive three (3) full days.

For those employees who have to travel to other states or out of the country, the Library Director may use his/her discretion to authorize extended leave because of travel and/or the close attachment to the death of the person.

For the purpose of definition, immediate family includes spouse, father, father-in-law, mother, mother-in-law, son, sons-in-law, daughter, daughter-in-law, brothers, brother-in-law, sisters, sisters-in-law, grandparents and grandparents-in-law.

A copy of an obituary or death notice of the deceased family member must be provided to the Assistant Director/Library Director if funeral leave is used by the employee.

Employees may receive leave with pay to attend the funerals of current staff, staff's immediate family members', or retirees' funerals. The Library Director must approve the leave in advance.

Holidays and Closures, **SEE ALSO Augusta-Richmond County PPM Section 100.006**

Full time employees receive eleven (11) paid holidays per year. These are: New Year's Day, Martin Luther King, Jr. Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving and the day after Thanksgiving, Christmas Eve, Christmas Day, and the day after Christmas.

Employees whose day off for the week falls on a holiday receive a compensatory day off within the pay period with the approval of their supervisors.

Part-time and temporary employees do not receive paid holidays. Time may be made up during that week.

An employee who is not on approved leave, is suspended for disciplinary reasons, or who fails to report on his or her scheduled workday (except for emergency situations) before or after a holiday, will not be paid for the holiday.

Hospitalization

Full time staff who work 37.5 hours a week are eligible to participate in the State Health and Flexible Benefits Plans.

Families of employees may be included in the hospitalization plan for an additional cost. Hospitalization premiums are deducted from a staff member's paycheck.

For a list of physicians and other information see the Department of Community Health (State Health) website at <http://dch.georgia.gov> or Flexible Benefits website at <http://team.georgia.gov>.

Hours of Work, **SEE ALSO Library Work Schedule Structure; SEE ALSO Augusta-Richmond County Personnel Policy and Procedures Manual Section 100.002 and Section 100.005.**

Staff members are paid on the basis of a scheduled work week. Therefore, staff members are expected to be at their posts ready for work at the hour specified, and to remain at their posts until the specified close of the work day. Flex time is not allowed, except in certain situations (See Augusta-Richmond County Personnel Policy and Procedures Manual, Section 100.038 Training and Education.)

Full-time employees work 37.5 hours a week/75 hours every two weeks.

Part-time employees may work up to 30 hours a week/up to 60 hours every two weeks.

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

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

Jury or Court Service, SEE ALSO Augusta-Richmond County PPM Section 100.036

An employee called to jury duty or subpoenaed as a witness during scheduled working hours will receive full pay.

The Department Head must receive a copy of the summons to submit to the County Human Resources Department before jury duty leave begins.

While on court service, the employee will be expected to return to work during those hours when not in court.

Employees are compensated for the time required for travel to the courthouse and the time to serve. Court service extending beyond 7½ hours in a day will **not** accrue compensatory time at the Library.

An employee appearing in court as a plaintiff or defendant must use Annual Leave or take Leave Without Pay for time away from work.

Leave of Absence, SEE ALSO Augusta-Richmond County PPM Sections 100.031 and 100.032

Leave of Absence (Leave Without Pay) is granted only when an employee has exhausted all accumulated Annual Leave and Sick Leave for circumstances covered by FMLA. An employee who has a medical condition which does not qualify under FMLA must adhere to the provisions outlined in the Member's Guide for the Teachers Retirement System of Georgia. (www.trsga.com)

If an employee has exhausted all FMLA leave, cannot perform the duties of his/her position, and it does not create an undue hardship on the organization, the Library Director has the option to place the employee on Leave Without Pay for an additional ninety (90) days with a doctor's certification. A doctor's certification/recommendation is required for employees to resume full duty at the end of the ninety (90) days and that they are fit for duty and can return to work.

No sick leave or annual leave will be earned by an employee for the time an employee is on leave without pay. If the employee works at least half of a pay period (37.5 hours), only half of the accrual will be received for that pay period).

Library Work Schedule Structure, SEE ALSO Hours of Work

The basis work requirement for a full time employee will consist of 7.5 hours in a day, 37.5 hours in a week, and 75 hours in a bi-weekly period.

Overtime must be requested and authorized by the Library Director or designee in advance. If an employee is required by management to work hours which are in excess of forty (40) such hours must be compensated as either compensatory time or overtime in accordance with the premium pay provisions of Title 5 and Title 38 of the United States Code and the overtime provisions of the Fair Labor Standards Act.

The official lunch period is one hour. Employees may not skip lunch in order to leave early without the prior approval of the Library Director or designee.

All work schedule must be approved/disapproved by the immediate supervisor or in the absence of the supervisor, the Library Director or designee.

Employees attending conferences of training courses will be guided by the schedules for the conferences for training courses as adjustments will be made accordingly. Training courses or conferences will not alter the requirement for all employees to account for their approved work schedule.

While supervisors are expected to make every effort to schedule meeting and other special activities during the core times, there may be times when the Library Director or immediate supervisor will ask employees to arrange his/her schedule to attend meeting or to meet program needs. When possible, the employee will be given advance notice of the special needed.

Lunch Hour

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.

Outreach Services personnel may eat their lunch at the nearest public eating establishment. For the sake of appearances, Library vehicles may never be taken to the homes of employees or their friends, either during lunch hours or en route.

Lunch Meetings

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

Military Leave, **SEE ALSO Augusta-Richmond County HR PPM Section 100:100.06**

Augusta, Georgia provides military leave to employee in accordance with the Uniformed Services Employment and Re-employment Rights Act of 1994 (USERRA) and Georgia law. In accordance with Georgia law, Augusta, Georgia provides a maximum of eighteen (18) days or one hundred forty-four (144) hours of paid leave per federal fiscal year for military as defined in O.C.G.38-2-79.

USERRA provides guidelines for employees who elect military leave and for the prompt re-employment of employees who left employment to perform military training or service in one of the Uniformed Services and have completed such service under honorable conditions. The Uniformed Services include the Armed Forces, the Army National Guard, and Air National Guard when engaged in active duty for training, inactive duty training or full-time National Guard duty, the commissioned corps of the Public Health Service, and other category of persons designated by the President in time of war or emergency.

A person who is a member of, applies to be a member of, has performed, applies to perform, or has an obligation to perform service in a Uniformed Service shall not be denied initial employment, re-employment, retention in employment, promotion, or any benefit of employment by an employer on the basis of that membership, application for membership, performance of service or obligation.

Requesting Leave

Employees who enter the Uniformed Services are entitled to military leave of absence without pay for a period not to exceed a cumulative total five (5) years not to include those periods of service exempted by federal law (USERRA Regulations, 20 CFR &1002.03).

The employee is required to provide notification of the need for military leave to the department as soon as possible. In addition, the employee should contact Augusta-Richmond County Human Resources Department in order to complete the appropriate leave form. If available, a copy of the appropriate military orders or other supporting documentation for situations that do not warrant military orders should be attached to the appropriate leave form. When written orders are not provided in advance of leave, the department may request the orders upon return from leave.

Department Documentation

All appropriate leave forms should be submitted to the Augusta-Richmond County Human Resources Department at the time of the military leave along with all supporting documentation placing the employee on military leave. This documentation should include the military orders/supporting documentation when available and a letter to the employee confirming the reason and dates of the leave.

Use of Leave Balances

In accordance with federal law, employees are not required to use annual nor sick leave for military leave. However, employees may elect to use their annual or sick leave. Employees electing to use accrued, unused annual or sick leave during a military leave must requires in writing to use these balances. Otherwise, the employee will take leave without pay for the entire.

To the extent that military leave is take as paid leave, employees on military leave will continue to accrue vacation and sick leave during the paid portion of the leave. Employees do not accrue sick nor vacation leave while on unpaid leave.

All periods of military leave without pay will be counted as credited service for all benefits that are based on length of service, including service awards.

Probationary Period, SEE ALSO Augusta-Richmond County PPPM 800.020

All Library employees hired through Augusta-Richmond County Human Resources are subject to a one year probationary period. During this 12-month period, full-time employees are not eligible to apply for other full-time positions in the Library.

If an employee is laid off and then re-appointed in the same department, he or she may be given credit for the portion of the probationary period completed before they are laid off.

Probationary performance evaluations are conducted quarterly by the employee's immediate supervisor or Department Director. The Department Director shall notify ARC Human Resources in writing as to whether or not the employee successfully completes their probationary period.

If a new, promoted, or transferred employee is performing marginally or appears unsuited to the job, the Department Director should discuss the situation with the ARC HR Director before expiration of the probationary period. The probationary period may be extended initially for up to ninety (90) days. The employee must be advised of the extension and the reasons for it.

Sick Leave, SEE ALSO Augusta-Richmond County Personnel Policy and Procedures Manual Section 100.015-100.025

1. Employees that need to use sick leave must notify their supervisor as soon as practicable of this need and no later than thirty (30) minutes before the employee's scheduled start time. In the case of a medical emergency, notify the supervisor as possible.
2. If you cannot reach your supervisor, and you are scheduled to work, call the Assistant Director and/or Director prior to your shift to talk to or leave a message on the designated line. If all else fails, you may text or send an email to your immediate supervisor. You are responsible for making sure a manager, Assistant Director, or Director is informed of your absence.
3. If you know that you will be out for a certain number of days, give this information to your supervisor when you call the first day. If you are scheduled to work the weekend, call your supervisor to notify him or her of your status.
4. Failure to notify your immediate supervisor of the need to use Sick leave in a timely manner may result in any applicable day classified as Absent Leave without Pay (AWOL).
5. If an employee requested Sick leave for a period of three (3) consecutive working days, a physician's certification must be furnished to claim payment for sick leave.
6. If there is a reasonable suspicion that an employee is abusing sick leave, he or she may be required to present a physician's certification for any period of time for which sick leave is being requested.
7. One (1) working day (seven and a half (7.5) hours) sick leave is granted to full time employees per month. Part-time employees working less than twenty-five hours are not granted sick leave hours.
8. Sick leave is to be used for medical appointments and illness. If an employee has no sick leave, annual leave or leave without pay must be used for appointments.
9. If an employee or employee's family member must see an attending physician for themselves as covered by FMLA, time may be made up by working additional hours if the following conditions are met:
 - a. Make-up time must be approved by the employee's supervisor in advance.
 - b. A signed note or letter from the physician is submitted to the supervisor, prior to the makeup time, stating that the employee did have an appointment with the 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 FMLA.

10. The maximum allowable sick leave that may be accrued and carried into the next calendar year for all employees is 990 hours.
11. The Library allows employees to accrue over 990 hours of sick leave for credit towards retirement. This accrual is kept in a separate payroll notebook so that employees will receive unused sick leave credit that is added towards their creditable years of service with TRS.
12. The employer should certify the member's sick leave as part of the retirement process using the proper online Sick leave Certification form.
13. TRS will grant credit for unused sick leave upon retirement at the rate of one (1) month credit for each twenty (20) days, seven point five (7.5) to receive additional creditable service time .
14. A TRS member must have at least 60 unused sick leave hours combined from all TRS-covered employers to be eligible for sick leave credit at retirement.
15. Georgia law does not allow unused sick leave credit to be based on other service (e.g., out of state, Employer's Retirement System, (ERS) or Public School Employer's Retirement System (PSERS). Members cannot be paid for unused sick leave and receive service credit. For the years where records are not available, TRS will use an average for the periods when the system kept accurate records and apply that average to the periods when records are not available.

Staff Meetings, **SEE ALSO Safety**

All full time staff (with the exception of branch custodians) must attend the following meetings:

- Monthly staff meetings and safety meetings
- Departmental meetings
- Departmental or Library in-service training sessions
- Any specially-called staff meetings

Part time staff must attend any meetings that are required by their managers or the Director. Part time staff are welcome to attend monthly staff and safety meetings.

If a staff member knows he or she will be unable to attend a meeting, it must be cleared with the department head *in advance*.

Monthly staff meetings are held at 8 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 an employee plans to use compensatory time.

It is important to be prompt. Members on duty at public service desks at HQ or the Branches should leave in time to reach the desk by 9:00 a.m. or the branch's opening time.

Substitutes, See Also Substitutes: Assistant Director

Substitutes are Library employees who float between the branches and other departments as needed. Library Branch Managers, Head of Public Services, Circulation Manager, and the Children's Librarian may request sub coverage in the event that an employee is absent.

A best practice is to avoid approving leave or comp time for more than one employee in a day. This prevents some coverage emergencies as it allows for illness and other unforeseen events.

Requests for substitutes should be reserved for emergencies and when the absence of an employee would violate Library policy or disrupt Library services so that the branch may not remain open.

Substitutes are available on a first-come, first-served basis.

The Branch Managers and Department Heads are responsible for ensuring coverage at their location in the event of emergencies that arise in case a substitute is not available.

Occasionally, it may be necessary to make changes to the substitute schedule and/or requested leave or comp time to accommodate emergencies even if the time has been previously approved.

Substitutes: Assistant Director, See Also Substitutes

The Branch Managers and Department Heads are responsible for ensuring coverage in the event of emergencies that arise. Branch Managers have several options when seeking coverage. Branch Managers should work together to ensure coverage. A Branch Manager may allow one of their employees to cover at another location, revise shifts of other employees, and request a substitute. The Manager may also work the shift of the absent employee. If the staff has to work over the allotted 40 hours per week, the additional hours must be approved by the Library Director.

Occasionally, it may be necessary to make changes to the substitute schedule and/or requested leave or comp time to accommodate emergencies even if the leave time was previously approved.

As a last resort, a Branch Manager may contact the Assistant Director to ask if they may be able to assist. If all else fails, the Assistant Director should contact the Library Director.

Tardiness

Punctuality is expected of all Library employees at all times. Employees not at their appointed work stations on time without an excuse approved by their supervisor may be notified in writing that the tardy behavior must be modified.

If the employee receives two or more reprimands for tardiness within a three (3) month period, the supervisor will notify the Library Director. Documentation will be placed in the employee's personnel file, and disciplinary action will be taken for frequent tardiness.

Telecommuting Policy and Procedures

SEE ALSO APPENDIX XLV : Telecommuting Form and Checklist

Definitions

Telecommuting is the use of telecommunications and computer technologies to allow employees to work at home, or to access work remotely, for at least of part of the workweek based on the agreement plan. Telecommuting is a privilege that may be granted on an individual basis under appropriate circumstances to high-performing employees whose job responsibilities are suited to such an arrangement and who meet eligibility requirements.

Informal telecommuting is a short-term period of one week or less of working away from the office.

Formal telecommuting is a long-term, set schedule of working away from the office lasting for more than a week and up to a year.

Objective

Telecommuting allows employees to work at home, on the road or in a satellite location for all or part of their workweek. The Augusta-Richmond County Public Library System (ARCPLS) considers telecommuting to be a viable, flexible work option when both the employee and the job are suited to such an arrangement. Telecommuting may be appropriate for some employees and jobs but not for others. Telecommuting is not an entitlement. It is not an organizational benefit, and it in no way changes the terms and conditions of employment with ARCPLS.

Eligibility Requirements

Not all jobs can be performed from off-site locations. In general, positions requiring face-to-face interaction with customers and office personnel may not be suitable for telecommuting arrangements.

Employees and supervisors have the freedom to develop basic requirements tailored to the employee and departmental needs. The following basic requirements must be met:

- The employee must have worked for the employer for one year (12 months) completing their probationary period.
- The employee must possess good time-management and organizational skills.
- The employee must be self-motivated, self-reliant and disciplined.
- Employees must be able to carry out the majority of their duties, assignments, and other work obligations at their home office as they perform work on employers' premises.
- The workweek for all full-time regular employees is 37.5 hours, divided into five days, Monday through Friday, with employees scheduled to work seven and a half (7.5) hours per day.
- Employees must be available to their supervisors and co-workers during core work hours. There are two core periods each day. The first runs from 8:30 a.m. to 12 noon and the second from 1 p.m. to 5 p.m.
- Employees must be available to attend scheduled meetings and participate in other required office activities at the home office as needed except for extraordinary circumstances. The employer normally provides at least 24 hours' notice for such events.
- The employee must make and maintain dependent care arrangements to permit concentration on work assignments from home.
- The employee and supervisor will review the physical workspace needs and the appropriate location for the telework.
- The employee must plan with their co-workers and managers to cover on-site job demands that arise on a telework days.
- The employee must determine any tax or legal implication under the Internal Revenue Service (IRS), state and local government law, and/or restrictions of working out of a home-based office. The responsibility for fulfilling all obligations in this area rests solely with the employee.
- The employee must be in compliance with all applicable Information Technology (IT), security, privacy and confidentiality policies and procedures.
- Part-time employees are not eligible for telework assignment except under exceptional circumstances that are beyond the library's control.
- The remote worksite cannot be located outside the employee's home residence unless it has been approved in advance by the Library Director and Augusta-Richmond County Public Library Board of Trustees (BoT).
- The employee must abide by the terms of the telework agreement and the guidelines of the telework policy.
- An employee cannot be considered for telework if their performance evaluations do not indicate sustained high performance.

Application Procedures

Telecommuting can be informal, such as working from home for a short-term project or on the road during business travel, or a formal, set schedule of working away from the office as described below. Either an employee or a supervisor can suggest telecommuting as a possible work arrangement. Below are the procedures for applying for informal, temporary telecommuting arrangements and formal, long-term telecommuting arrangements:

Informal, temporary telecommuting arrangements: Individuals requesting informal telecommuting arrangements of a week or less must contact their immediate supervisor in writing (by email or letter) as soon as possible. The email or letter must include the dates requested, reason for the request, and a description of the work to be accomplished during the telecommuting period. The immediate supervisor will share this information with the Library Director or Library Assistant Director based on the organizational chart. The Library Director or Library Assistant Director will consult with the immediate supervisor regarding the request and make decides on the employee's past performance and organizational needs. All informal telecommuting arrangements are made on a case-by-case basis, focusing first on the business needs of the organization. These arrangements are approved on an as-needed basis only, with no expectation of ongoing continuance.

Formal, long-term telecommuting arrangements: Individuals requesting formal, long-term telecommuting arrangements must be employed with ARCPLS for a minimum of 12 months completing their probationary period and must have a satisfactory performance evaluation record. If the telecommuter applies for a new position, the same eligibility applies a minimum of 12 months completing their probationary period and must have a satisfactory performance evaluation record. Eligible individuals will fill out a telecommuting form and submit it to their supervisor for review by the appropriate parties.

Types of Telecommuting Arrangements

- Long term telecommuting may be approved for circumstances such as pandemic or a crisis beyond our control such a tornado, hurricane, earthquake, landslide, ice storm, flooding, or riots.
- Temporary telecommuting arrangements may be approved for circumstances such as inclement weather, special projects or business travel.
- Other informal, short-term arrangements may be made for employees on family or medical leave to the extent practical for the employee and the organization and with the consent of the employee's health care provider, if appropriate. This agreement will not replace the Family Medical Leave Act.

Before entering into any formal, long-term telecommuting agreements, the employee and supervisor, with the assistance of the Library Director, the BoT, and the Human Resource Department, will evaluate the suitability of such an arrangement, reviewing the following areas:

- **Employee suitability.** The employee and manager will assess the needs and work habits of the employee, compared to traits customarily recognized as appropriate for successful telecommuters.
- **Job responsibilities.** The employee and manager will discuss the job responsibilities and determine if the job is appropriate for a telecommuting arrangement.
- **Equipment needs, workspace design considerations and scheduling issues.** The employee and manager will review the physical workspace needs and the appropriate location for the telework.
- **Tax and other legal implications.** The employee must determine any tax or legal implications under IRS, state and local government laws, and/or restrictions of working

out of a home-based office. Responsibility for fulfilling all obligations in this area rests solely with the employee.

If the employee's supervisor, Library Director, BoT and the Human Resource Department concurs, a telecommuting agreement will be prepared and signed by all parties, the agreement period will commence.

Evaluation of telecommuter performance during the agreement period will include regular interaction by phone and e-mail between the employee and the manager and regular meetings to discuss work progress and problems. At the end of the agreement period, the employee and manager will each complete an evaluation of the arrangement and make recommendations for continuance or modifications.

Telecommuting Procedures

The telecommuter will adhere to the same standards detailed in the ARCPLS Blue Book and the Augusta-Richmond County Policy and Procedures as non-telecommuting employees. Any non-compliance with these policies and procedures can result in disciplinary action, up to and including termination.

At-will telecommuting

Any telecommuting arrangement made will be based on a case by case basis or an individual circumstance and may be discontinued at will and at any time at the request of either the telecommuter or the organization. Every effort will be made to provide 30 days' notice of such change to accommodate commuting, child care and other issues that may arise from the termination of a telecommuting arrangement. There may be instances, however, when no notice is possible.

Performance Standards

The telecommuter must maintain the same or improved level of productivity and work quality while teleworking. If the productivity or work quality begin to decline, the telework agreement will be reevaluated to determine if changes can be made or if the agreement needs to be terminated. It is expected the telecommuter will not abuse this opportunity by allowing their productivity or work to decline.

The employee who violates this policy and procedure may be subject to discipline up to and including dismissal. The employee agrees to abide by the terms and conditions of this agreement. The agreement will be placed in the employee's official personnel files at the Library and Human Resources Department.

Equipment

On a case-by-case basis, ARCPLS will determine, with information supplied by the employee and the supervisor, the appropriate equipment needs (including hardware, software, modems, phone and data lines and other office equipment) for each telecommuting arrangement. The Library Director and System Administrator will serve as resources in this matter. Equipment

supplied by the organization will be maintained by the organization. Equipment supplied by the organization is to be used for business purposes only. The telecommuter must sign an inventory of all ARCPLS property received and agree to take appropriate action to protect the items from damage or theft. Upon termination of employment, all company property will be returned to the company, unless other arrangements have been made.

Equipment supplied by the employee, if deemed appropriate by the organization, will be maintained by the employee. ARCPLS accepts no responsibility for damage or repairs to employee-owned equipment. ARCPLS reserves the right to make determinations as to appropriate equipment, subject to change at any time. ARCPLS will supply the employee with appropriate office supplies (pens, paper, etc.) as deemed necessary. ARCPLS will also reimburse the employee for business-related expenses, such as shipping costs, that are reasonably incurred in carrying out the employee's job.

The employee will establish an appropriate work environment within his or her home for work purposes. ARCPLS will not be responsible for costs associated with the setup of the employee's home office, such as remodeling, furniture or lighting, nor for repairs or modifications to the home office space.

The library will not be liable for damages to the employee's property resulting from participation in the Telecommuting agreement.

Security

Consistent with the organization's expectations of information security for employees working at the office, telecommuting employees will be expected to ensure the protection of proprietary company and customer information accessible from their home office. Steps include the use of locked file cabinets and desks, regular password maintenance, and any other measures appropriate for the job and the environment.

As a general rule, confidential library information may not leave the premises. If it is necessary for data to be downloaded or transported to be used by the telecommuter, this must be approved in advance by the Library Director or designee who must be assured of methods being used to safeguard the information. Failure to use care in safeguarding the organization's confidential information in all phases of possession (transportation, use, storage, and disposal) is a performance matter covered by the organization's disciplinary action policy.

The telecommuter must never provide non-employees access to the library's network or share network access passwords.

The telecommuter will follow organization procedures to avoid computer viruses and data contamination. The telecommuter will protect the organization's network by contacting the System Administrator for antivirus definitions and or firewalls as required.

The organization reserves the right to terminate remote access privileges to telecommuters when necessary to protect the security, integrity and availability of the library's network.

Safety

Employees are expected to maintain their home workspace in a safe manner and free from hazards. ARCPLS will provide each telecommuter with a safety checklist that must be completed bi-weekly. Injuries sustained by the employee in a home office location and in conjunction with his or her regular work duties are normally covered by the company's workers' compensation policy.

The employee will be covered by Worker's Compensation if injured in the course of performing official duties at the telecommuting location. If an employee incurs a work-related injury while telecommuting, workers' compensation laws and rules apply just as they would if such an injury occurs as if the staff was working at the library. Employees must notify their supervisor or manager immediately and complete all necessary and or management-requested documents regarding the injury.

Telecommuting employees are responsible for notifying the employer of such injuries as soon as practicable. The employee is liable for any injuries sustained by visitors to his or her home worksite.

Telecommuting is not designed to be a replacement for appropriate child care. Although an individual employee's schedule may be modified to accommodate child care needs, the focus of the arrangement must remain on job performance and meeting business demands. Prospective telecommuters are encouraged to discuss expectations of telecommuting with family members prior to entering a trial period.

Time Worked

While telecommuting, the employee's salary and benefits will remain the same as if the employee was working at the library.

If the telecommuter is sick and unable to work or take vacation in their telecommuting location, it is required to report these absences as they would be in a normal library setting. All use of vacation, compensatory time off, sick leave or any other type of leave, staff must have supervisory approval before taking leave in accordance with established department procedures. The telecommuter must agree to follow established procedures by completing an official Augusta-Richmond County Public Library Leave Request Form for final approval.

All payroll and leave will be based on the employee's official ADPeTime hours worked recorded by their immediate supervisor or by an official library timekeeper. The employee's time and attendance will be recorded as if performing official duties at the library. It is the teleworker's responsibility that their ADPeTime is submitted by the required deadlines.

Telecommuting employees who are not exempt from the overtime requirements of the Fair Labor Standards Act will be required to accurately have their supervisor or an official library timekeeper record all hours worked using ADPeTime time-keeping system. A non-exempt employee's overtime must be approved by the Library Director or designee in advance will be compensated in accordance with applicable law and rules. The employee understands that failing to obtain proper approval for overtime will result in the telecommuting agreement being cancelled.

Unless approved by the Library Director or designee and documented in the telework agreement, the telecommuter will be expected to work the normal hours (8:30am-5pm) from the telework location.

Telework is not intended to be used in place of sick leave, family and medical leave, or any other type of leave. However, with approval from the Library Director or designee, telework may be used as partial or full return to work following an illness or injury.

The teleworker must notify their supervisor in the event of an emergency such as a failure of electrical power failure that a decision will be made to be excused from working or the teleworker may be required to report to work.

A telecommuter who is telecommuting shall not conduct personal business during their regular hours unless during break time or lunch.

Failure to comply with these requirements can result in the immediate cessation of the telework agreement.

Dress Code/Virtual Meetings

Employees are expected to follow the ARCPLS Dress Code policy while telecommuting unless the day's task requires otherwise.

Employees will be required to participate in work meetings and conference calls for projects or just to check in occasionally. If your assigned computer has a camera, it must be used for these activities.

During the activities, employees must always present a clean and professional appearance and an appropriate work setting. You should present yourself as if you were in a board room making the presentation.

Time Cards

Each employee is responsible for recording his/her attendance in the ADP Enterprise Time and Labor Management System (eTime) by clocking in and out via Timestamp (Web) daily. At the end of the pay period, employees are responsible for approving their timecard. If an employee locks themselves out of ADP eTime, they should immediately call Richmond County Help Desk.

Timekeepers are required to keep an ARCPLS Timesheet as an accurate record of time worked for all employees during each pay period for the purpose of audit reviews.

New hires are entered in ADP Enterprise Time and Labor Management System by the Human Resources Specialist on date hired.

All supervisors are timekeepers who are responsible for keeping up-to-date ADP eTime timestamps for their departments/branch locations. Timekeepers are responsible for missed punches and unexcused absences. If the manager is unavailable to edit your time record, contact all of the official timekeepers by email.

Timekeepers should make sure all employees have completed and approved their ADP eTime timestamps and timecards prior to payroll morning.

Timekeepers are responsible for the final approval ADP eTime timestamps and timecards on a pay period basis for the departments/branch locations.

If there is an issue that the official Timekeepers are unable to rectify or a software problem, the Library Director may contact the Augusta-Richmond County IT Department Finance Project Manager for correction.

Voting

Staff members are encouraged to vote at all elections. Employees are permitted an hour to vote during their scheduled shift. Arrangements for time off should be made in advance with your supervisor.

Worker's Compensation, SEE ALSO Augusta-Richmond County Personnel Policy and Procedures Manual Sections 1000.601-1000.613

ARCPLS adheres to the Augusta-Richmond County's Workers Compensation policy as fully outlined in the PPPM Section 1000.601-1000.613. The Workers' Compensation policy is established to provide guidance and information for employees who are injured "in the course of their employment."

Any injury by accident which arises out of or during the course of employment or an occupational disease as defined by the State of Georgia Workers' Compensation Law is compensable.

Employees must report all accidents and/or injuries, regardless of how trivial, to his or her immediate supervisor as soon as the injury occurs. All witnesses to the job related injury must fill out a witness statement.

Immediate Supervisors must ensure that the injured employee is provided proper first aid treatment or emergency medical care. A First Report of Injury must be filed with the Risk Management Department within 24 hours of first notification of the injury. Please confer with the Assistant Director or Library Director to complete this form for Risk Management. In addition, an incident report should be filled out according to Incident Report policy and procedure in this manual.

If accidents are serious, life-threatening, or have resulted in death, the supervisor must notify the Library Director or Assistant Director and Risk Management immediately.

See the Augusta-Richmond County Policy and Procedure Personnel Manual sections *1000.601-1000.613* for full details on Emergencies, Non-Emergencies, Clearance to Return to Work, Temporary Duty, Returning to Full Duty, and Employee Responsibilities.

2. Benefits and Retirement

Benefits: COBRA (Consolidated Omnibus Budget Reconciliation Act of 1985)

The Consolidated Omnibus Budget Reconciliation Act (COBRA) gives workers and their families who lose their health benefits the right to choose to continue group health benefits provided by their group health plan for limited periods of time under certain circumstances. These circumstances include:

- Voluntary or involuntary job loss;
- Reduction in the hours worked;
- Transition between jobs;
- Death;

- Divorce;
- Covered employee becomes entitled to Medicare;
- and other qualifying life events.

Qualified individuals may be required to pay the entire premium for coverage up to 102 percent of the cost to the plan.

COBRA-eligible individuals are encouraged to contact SHBP for more information about COBRA retirement benefits. The information in this manual is not exhaustive.

Sources:

SHBP: <https://shbp.georgia.gov/cobra> ; Retrieved 10/17/2019

Employee Benefits Security Administration: <https://www.dol.gov/sites/dolgov/files/ebsa/about-ebsa/our-activities/resource-center/publications/an-employees-guide-to-health-benefits-under-cobra.pdf> ; Retrieved 10/17/2019

Benefits: COBRA Eligibility

There are three basic requirements that must be met in order for you to be entitled to elect COBRA continuation coverage:

- Your group health plan must be covered by COBRA;
- A qualifying event must occur;
- You must be a qualified beneficiary for that event.

COBRA-eligible individuals are encouraged to contact SHBP for more information about COBRA coverage. The information in this manual is not exhaustive.

Sources:

Employee Benefits Security Administration: <https://www.dol.gov/sites/dolgov/files/ebsa/about-ebsa/our-activities/resource-center/publications/an-employees-guide-to-health-benefits-under-cobra.pdf> ; Retrieved 10/17/2019

Benefits: Employee Responsibility

All employees will be given benefits information as part of the onboarding process. As information changes or becomes available regarding benefits, employees will be notified. All employees are responsible for reading the materials, notification emails, etc. and making inquiries if they have questions.

Once a year, open enrollment occurs in the month of October. Employees are notified of the specific dates and must make their elections within that time period. Failure to do so can result in the lapse of insurance coverage. Employees are encouraged to make their elections as quickly as possible.

Once the employee has made their elections, they should print out two (2) copies of the GABreeze “transaction recap” that reflects the monthly charges for GABreeze. One copy is for the employee and one copy should be given to Administration. After elections are made in for the State Health Benefit Plan, two (2) copies of the “confirmation statement” should be printed. One copy is for the employee and one copy should be given to Administration.

Employees are expected to notify the Assistant Director in the event of qualifying events that would result in a change of benefits options, such as a special enrollment. Some examples of qualifying events are the

loss of health coverage, getting married or divorced, death, changes in residency, changes in income that affect coverage. For more information, please contact your benefits provider.

Tools are available through the websites to preview and aid in the selection of plans. All employees may contact the benefits providers or the Assistant Director for guidance.

Sources:

Healthcare.gov; Qualifying Events; <https://www.healthcare.gov/glossary/qualifying-life-event/> ; retrieved 10/23/2019

Benefits: Health Insurance - State Health Benefit Plan (SHBP)

All salaried employees, half time and more, are eligible to participate in the State Health Benefit Plan. SHBP is a self-funded plan that pays claims out of the premiums contributed from members and from monthly contributions from the Employers that offer the SHBP (e.g., State agencies and Public Schools), except for our fully-insured plan options Anthem Blue Cross and Blue Shield (Anthem) and United Healthcare Medicare Advantage, and Kaiser Permanente (KP) Regional Health Maintenance Organization (HMO). SHBP offers its active and pre-65 members a choice of six different plan options across three different vendors.

Health Reimbursement Account (HRA) Plan Options:

- Anthem GOLD
- Anthem SILVER
- Anthem BRONZE

HMO Plan Options:

- Anthem Statewide HMO*
- UnitedHealthcare Statewide HMO*

**Note: same plan design.*

High Deductible Health Plan Options (HDDP):

- UnitedHealthcare HDHP

Claims Administration

The SHBP Division has delegated full responsibility for claims administration under the various plan components, that is, well-being incentives and programs, medical benefits and pharmacy benefits, to the following Administrators:

- Medical Claims Administrators: Anthem, UnitedHealthcare, and KP
- Pharmacy Benefits Manager: CVS Caremark



- Wellness Program Administrator: Sharecare



Sources:

SHBP; <https://shbp.georgia.gov/plan-options-programs> ; Retrieved 10/18/2019

Benefits: Social Security

All employees, prior to employment, must complete Form W-2 (Wage and Tax Statement) to ensure income, Social Security, and Medicare taxes are withheld.

Benefits: Teachers Retirement System (TRS) Overview

All employees who work **25 hours** or more in a permanent status position are required to be members of TRS as a condition of employment.

Temporary, less than half-time, and private school employees are not eligible for TRS membership.

All members must contribute 6% of their pre-tax, earnable compensation, the salary payable to a member to for full, normal working time, to their TRS account by a biweekly payroll deduction. Unlike a 401(k), you cannot contribute more than the required 6%.

What you receive from TRS is based on a formula that involves your length of service and your high average salary. TRS calculates your benefit using your highest 24 consecutive months of pay. The longer you work, and the higher your salary is, the more money you will receive from TRS.

Your retirement benefit is calculated by using the percentage of salary formula. Two (2) percent is multiplied by your years of creditable service, including partial years (not to exceed 40 years). This product is then multiplied by your average monthly salary for your two (2) highest consecutive years of membership service. Your benefit calculation is based on the two (2) highest consecutive years of membership service that produce the highest benefit, which may not be your last years worked. The salary used to calculate your benefit may be limited if increases in your salary are above what is allowed by Georgia law.

TRS-eligible individuals are encouraged to contact TRS for more information about TRS retirement benefits. The information in this manual is not exhaustive.

Sources:

trsga.com; Retrieved 10/17/2019

Benefits: TRS Retirement Preparation

Employees who are preparing to retire are encouraged to begin carefully considering various retirement scenarios. They should access their most recent annual member statement which provides a projected retirement benefit based on the most current information. The website (trsga.com) promotes pre-retirement counseling events throughout the state of Georgia. In addition to this information, employees may log into their TRS account and set up an appointment at the TRS office to discuss retirement options.

Applications for retirement may be submitted as early as six (6) months to the retirement date. This allows ample time for paperwork and the account auditing process. After TRS receives the retirement application, a final retirement benefit estimate will be sent to the employee.

Sources:

Trsga.com; <https://www.trsga.com/active-member/pre-retirement/> ; retrieved 10/17/2019

TRS-eligible individuals are encouraged to contact TRS for more information about TRS retirement benefits. The information in this manual is not exhaustive.

Hospitalization

Full time staff who work 37.5 hours a week are eligible to participate in the State Health and Flexible Benefits Plans.

Families of employees may be included in the hospitalization plan for an additional cost. Hospitalization premiums are deducted from a staff member's paycheck.

For a list of physicians and other information see the Department of Community Health (State Health) website at <http://dch.georgia.gov> or Flexible Benefits website at <http://team.georgia.gov>.

3. Buildings, Maintenance, and Parking

Air Conditioning and Heating and Ventilation, **SEE ALSO Disruption of Library Operations**

HVAC

Air conditioning maintains the building at a set temperature for cooling during the summer months (usually June 1-October 1) and heating during the winter months.

All portions of the building cannot be controlled to an exact temperature but when working properly, will maximize the building's energy efficiency and keep the staff work areas at a comfortable temperature.

If staff at Headquarters, Diamond Lakes, Friedman, and Maxwell feel the unit is not heating/cooling to the appropriate temperature of 74 degrees (or 68/78 for Friedman), the Systems Administrator should be contacted.

The Systems Administrator will review the readings from the online temperature sensors and make adjustments to ensure that ARCPLS is heated/cooled as designed.

If the Systems Administrator determines that the unit is not heating/cooling properly, Diamond Lakes staff should contact Central Services.

If the units at Appleby or Wallace Branch are not cooling the building to 78 degrees/heating the building to 68 degrees properly, a call should be placed to the HVAC service contractor during regular business hours.

If a call is placed on the weekend, the scheduled service should be performed the next normal business day before 4 pm (Monday-Friday).

If the Systems Administrator or the Administration Staff is unavailable, please contact the senior staff at the Information Department at the Headquarters Library.

Exempted from these temperature guidelines are our Georgia Room Special Collections area, data rooms, and server rooms. They remain at a constant 68 degree temperature year round during and after hours.

Electric Fans, Heaters and Other Small Appliances

Portable electric heaters and fans can artificially increase/decrease temperature readings taken by building sensors and cause adjacent rooms not to be cooled or heated properly.

Portable electric heaters and fans should not be used unless it is specifically required by a staff for medical reasons or as result of heating, ventilating and air conditioning systems failure.

Refrigerators, microwaves, coffee pots, and other small appliances are limited to designated kitchen and staff break areas because the sinks and flooring there minimize the damage that can be caused by equipment failure.

Because of their potential to cause fire and water damage, these items should not be in private offices and cubicles.

Decorative or Additional Lighting

Decorative lighting can be a fire hazard. Because of this, decorative lighting (including floor or table lamps) cannot be allowed individual work areas unless needed for reasonable lighting. If there is a medical reason to increase the amount of light in an employee's workspace, contact the Safety Officer or Library Director.

Decorative lighting is allowed at the Service Desks of ARCPLS during the holidays, providing this lighting is appropriately secured, tested for use in public spaces and is turned off by Service Desk staff at the end of each business day.

Holiday Decorations

Generic holiday decorations are permissible. They must be non-flammable and should not obstruct walkways. Generic holiday decorations include ornaments, artificial trees, wreaths, snowmen, Santa Claus, and poinsettias.

Custodians

Library custodians are responsible for the indoor and outdoor appearance and cleanliness of the Library facilities. Custodial duties also encompass safety through keeping the floors and grounds clear of slipping and tripping hazards.

At the branches, custodians report to the Branch Manager. At Headquarters, the custodians report to the Assistant Director.

In order for branches to receive custodial supplies, Branch Managers must submit requests to their immediate supervisor. If the immediate supervisor is unavailable, the Secretary or Data Entry Assistant will handle requests during the absence.

Requests for custodial support should be made in writing using the Building Maintenance Problems to be Reported form (SEE Appendix XXXI) unless there is an emergency.

In the event of an emergency requiring custodial support, notify the Assistant Director. If the Assistant Director is unable, please contact the Library Director.

Library staff may not assign or request the assistance of custodians to perform personal errands.

Custodians must confirm their work schedules through their immediate Library supervisor.

All employees are responsible for notifying custodians in the event of spills, wet floors, and other situations that may be hazardous and can be solved quickly and safely through cleaning. Employees must notify their immediate supervisor as well during emergencies.

Custodians, like all Library employees, are required to be familiar with and adhere to Blue Book and coinciding Augusta-Richmond County Policy and Personnel Manual policies.

Custodians employed through a staffing agency are responsible for knowing when time cards are due in addition to all of the staffing agency's policies and procedures.

Disruption of Library Operations, SEE ALSO [Emergencies, Disasters, Riots, Etc.](#); SEE ALSO [Bomb Threat](#); SEE ALSO [Fires](#); SEE ALSO [Tornadoes](#); SEE ALSO [Weather Problems](#)

1. Loss of Vital Public Services.

- a. Interruptions in electrical power, natural gas, water, or telephone service may affect the ability of the Library to function effectively and safely. Temporary, short-term interruptions may not require the cessation of Library operations. The Headquarters Library does have a generator for power backup.
- b. Any interruption should be reported to the employees' immediate supervisors first with an on-site assessment of the problem and its ramifications, such as lack of lights, no power for computers, HVAC not functioning, no water, etc.
- c. Administration will determine whether the building should be closed, when it should be reopened, and whether staff should go home or be reassigned. The Public Relations Assistant 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 Library Director or Assistant Director.
- e. Lack of mail/delivery service or financial services poses an inconvenience, but does not normally result in the cessation of Library operations.

2. Building/Physical Plant Failures.

- a. Malfunctions in heating, air conditioning, ventilation systems, elevators, security systems, fire warning & suppression systems and computer systems can have varying degrees of effect on Library operations, often dependent on whether they are temporary or long-term. Loss of HVAC resulting in extremely high or low temperatures in the building should be immediately reported to their supervisors for a determination of action while the problem is being repaired. If the working environment presents a health or safety risk as determined by the Library administration, the facility may be closed and staff reassigned.
- b. Malfunctioning security systems and fire warning and suppression systems generally will not result in a building closure, although the final determination will be made by Administration.
- c. Loss of computer access can seriously interfere with many Library services. The stand-alone system may be used in the short-term to allow minimal Library service. It may be necessary to limit the number of books and materials a patron may check out. A determination as to whether the interruption of computer access is of sufficient gravity to necessitate the closure of the Library will be made by Administration.

Entry of Building

In general, staff are 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 Library Director.

Fire Extinguisher, **SEE ALSO Appendix XLIV**

Do not block fire extinguishers as the Library must maintain easy access to them for safety purposes. The fire extinguisher's pressure gauge should be checked monthly by an assigned staff to be sure that the extinguisher is holding pressure. The monthly checks should be documented by initialing and dating the attached card on the fire extinguisher. The fire extinguisher should be inspected and certified annually by a fire protection equipment company. A complete breakdown and internal inspection must be done every six (6) years. Both the annual and six (6) year inspections shall be done by a fire protection equipment company.

Housekeeping, **SEE ALSO Augusta-Richmond County PPM Sections 1100.101-1100.104**

Housekeeping is an important element of every safety and health program. Many painful and sometimes disabling injuries are caused when employees are struck by falling objects or by striking against or tripping over objects they did not see. Many injuries and property damage losses stem from fires caused by poor housekeeping practices and improper storage of flammable materials.

When materials are stored properly with adequate space to move through the storage area, or with adequate clearance to work within the storage area, accidents can be avoided. With some pre-planning, tripping hazards can be avoided and many other sprains, fractures, and bruises that result from falls can be prevented.

Aside from the accident prevention benefits, good housekeeping means efficient performance. When materials, tools, and equipment all have a place for orderly storage and are returned to the proper place after use, they are easier to find and easier to inspect for damage and wear.

The following housekeeping safety procedures apply:

1. Keep work areas and storage facilities clean, neat and orderly.
2. Keep all aisles, stairways, passageways, exits and access ways to buildings free from obstructions at all times. Remove all grease and water spills from traffic areas immediately.
3. It is everyone's responsibility to pick up and clean up.
4. Do not place supplies on top of lockers, hampers, boxes, or other moveable containers at a height where they are not visible from the floor.
5. When piling materials for storage, make sure the base is firm and level. Cross tie each layer. Keep piles level and do not stack piles too high. Keep aisles clear and maintain adequate space to work in them.

6. When storing materials suspended from racks or hooks, secure them from falling and route walkways a safe distance from the surface beneath.
7. When storing materials overhead on balconies or mezzanines, provide adequate toe boards to keep objects from rolling over the edge.
8. Do not let materials and supplies that are no longer needed accumulate. IF IT IS NOT NEEDED, GET RID OF IT.
9. Tools, equipment, machinery and work areas are to be maintained in a clean and safe manner. Defects and unsafe conditions must be reported to your supervisor.
10. Return tools and equipment to their proper place when not in use.
11. Lay out extension cords, air hoses, water hoses, ladders, pipes, tools, etc., in such a way as to minimize tripping hazards or obstructions to traffic.
12. Clean up spills immediately to avoid hazards. In the event the removal cannot be done immediately, the area must be appropriately guarded, signed or roped off.
13. Nail points, ends of loop or tie wires, etc., must not be left exposed when packing and unpacking boxes, crates, barrels, etc. Nails are to be removed as soon as lumber is disassembled.
14. Store sharp or pointed articles to keep co-workers from coming in contact with the sharp edges or points.
15. Dispose of all packing materials properly to reduce the chance of fires.
16. Empty wastebaskets daily into approved containers.
17. Put oily and greasy rags in a metal container for that purpose and dispose of properly and frequently.
18. Maintain adequate lighting in obscure areas for the protection of both employees and the public. Keep landscaping well-manicured to minimize hiding places.
19. Employees are not to handle food, tobacco, etc., with residue from any lead-based product (such as leaded gasoline) on their hands. Consumption of food and beverages is prohibited in areas where hazardous substances are stored or used.
20. Employees whose hands are cut or scratched are not to handle any lead-based products.
21. All switches or drives on machinery must be shut down and locked out before cleaning, greasing, oiling, or making adjustments or repairs.
22. Circuit breaker boxes and fuse boxes should be kept closed at all times. It is a requirement to maintain a minimum clearance of 36 inches in front of them.
23. Flammables (kerosene, gasoline) and combustible materials (coats, rags, cleaning supplies) should not be stored in mechanical rooms or around electrical boxes.
24. Extension cords should not be run across aisles or through oil or water. Inspect cords for kinks, worn insulation, and exposed strands of wire before use.
25. When fuses blow continually it is an indication of an overload or short. Report this condition to your supervisor immediately.
26. Keep electrical equipment properly maintained and free of grease and dirt.
27. To prevent static sparks, keep drive belts dressed. Also check belts for proper tension to prevent overloading motors.
28. Maintain fire inspections and other fire prevention measures.
29. Observe all safety warning signs, including locks and tags on equipment such as; No Smoking, Confined Space, etc.

Keys

Keys are issued to regular Library employees upon orientation. The keys should be in their possession while on duty. Employees are responsible for the safekeeping of the keys.

Employees should report lost Library keys to the Assistant Director immediately so it can be determined

whether changing the locks is necessary. Staff members will be required to sign and date a log when they receive their building keys.

Headquarters' employees and Branch Managers must return keys to the Assistant Director upon resignation or termination of employment. Branch staff should return their keys to the Branch Manager.

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.

Refer non-employees working for the Library, who need keys, to the Assistant Director. When headquarters' offices are closed, refer workers to the Information Desk.

Library personnel, not originally provided keys, must not be given keys unless the Library Director, Assistant Director, or Branch Manager approves of the circumstances.

Lights

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.

Headquarters Library- First Floor:

The Circulation staff is responsible for turning on/off the lights.

At dusk, Circulation staff will turn on the atrium lights. Foul weather conditions may necessitate turning on the atrium lights early. The Circulation staff should make sure the atrium lights are off when they are not needed.

Headquarters Library- Second Floor:

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

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, model, 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)

Parking has been provided for staff members who drive their cars to work.

Spaces are available on a "first-come" basis.

As a courtesy, staff should always park in the spaces furthest from the building. At the Headquarters Library, staff parking is limited. Staff members who will be working a night shift may park near the door.

Plumbing

For general plumbing repairs, notify the Assistant Director during regular business hours.

Emergency Plumbing Repairs

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

Safety: Monthly Facilities Inspections, **SEE ALSO Augusta-Richmond County PPM Section 1100.201**

The Branch Managers and Assistant Director will conduct monthly safety inspections of each Library facility using the Monthly Facility Inspection form. The purpose of the inspection is to identify, eliminate, and control physical hazards and unsafe work practices.

- The form must be completely filled out and include all open 311 ticket items and non-311 ticket repairs and concerns.
- Send the completed form to the Assistant Director.
- The Assistant Director fills in the Monthly Facility Inspection Tabulation (SEE APPENDIX XLII) and sends it to Risk Management.

4. Circulation & Information Services Policies

Book Return Boxes, **SEE ALSO Return of Materials**

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.

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 Appleby, Friedman, and Maxwell libraries.

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.

Branch Abbreviations

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

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

Branch Delivery

The Library provides delivery of books, mail, office and building supplies, etc., from the Headquarters Library to each Richmond County Branch and returns to Headquarters.

Delivery schedules are available from the Circulation Manager at the Headquarters Library.

Statewide Public Information Network for Electronic Services (PINES) delivery service comes each weekday to the Headquarters Library. HQ Circulation staff sorts the deliveries to send to the local branches.

Cards: Library Replacement

Replacement library cards cost \$2.00.

When a patron replaces a card, they must provide the same proof of residency required when obtaining a new card.

Any fines and fees currently owed on the patron's account must be paid in full in addition to the \$2.00 replacement card fee at the time of replacement.

The \$2.00 replacement card fee may be waived if the patron's current card is so worn/damaged that the

account number is unreadable.

For the most up to date information on this topic, please consult the current PINES documentation on Circulation Policy and Procedures found at <http://pines.georgialibraries.org/>

Closing Procedures, SEE ALSO Security; SEE ALSO Closing Procedures: Abandoned Children

Appropriate closing procedures have been established for each Library building. Before the staff leaves, all patrons must be out, and the building locked and secured.

There are four closing announcements time frames: thirty (30) minutes before closing, fifteen (15) minutes before closing, five (5) minutes before closing and closing.

For the branches, staff should walk through the building informing the patrons of the Library's closing announcements. At times, there may be emergency announcements made.

If any unaccompanied children under 16 years old remain at the Library after closing, two staff members and the security guard should wait with the children until they are picked up. If the children are not picked up after 10 minutes, a staff member should call the Augusta-Richmond County Sheriff's Department and request assistance. Staff members should then remain until the police arrive.

Closing Procedures: Abandoned Children

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

1. Closing announcements. Script is attached for 30 minutes, 15 minutes and 5 minutes prior to closing. **30 minutes prior to closing guards and staff should make every attempt to ensure that all underage patrons have transportation. In this situation, it is ok for children to use the phone.**
2. If the staff is aware of a child who has not been picked up by closing time, two staff members should stay with the child. For security of staff, two staff should stay until the child is picked up or the officers arrive. This ensures 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 (706-821-1080) to report the problem. After an officer arrives, the staff members may then leave the child in the care of the officer. If a parent arrives before the officer arrives, a staff member should cancel the call to the Sheriff's Department.

4. We are advised that the child should not be taken back inside the building--use your cell phone outside, if possible. If there is no cell phone available, one staff member may go back into the building to make the call while the other remains with the child. If the parent comes before the police arrive, and a call must be made from inside the Library, both staff members should enter and leave the Library together and depart at the same time. We are also advised that any lawsuits resulting from adherence to this policy will be handled by an appointed attorney according to county policy.
5. At the **BRANCHES**, staff members should bring their cars around to the front of the building at closing time. You are allowed to use your cellphone to contact law enforcement. However, if you choose not to use your personal phone, please re-enter the building to call the Sheriff's Department.
6. At the **HEADQUARTERS LIBRARY**, if staff must wait with children, the two staff members who stay should follow the regular closing procedures, but DO NOT turn on the security system. The two staff members should then wait inside the lobby with the children. One staff member can then come back in to the Circulation Desk to make necessary phone calls while still having the other staff member and the child in sight. After the parent or officer arrives to take care of the child, if the cleaners are not in the building, the two staff members should come through the building (be sure to lock the front door), and set the security system as they exit the shipping door at the back.
7. When a security guard is on duty, s/he will stay with one staff member until someone picks up the child or the law enforcement officers arrive. If the security guard is not there, **both** staff members must stay.

Closing Procedures: Library Closing Announcements

30 Minutes before Closing:

"May I have your attention, please? The Library will close in 30 minutes at (closing time). If you wish to check out any Library materials or obtain any services you must do so before (closing time). Thank you."

15 Minutes Before Closing:

"May I have your attention, please? The Library will close in 15 minutes at (closing time). If you wish to check out any Library materials or obtain any services you must do so before (closing time). Thank you."

5 Minutes Before Closing:

"May I have your attention, please? The Library will close in 5 minutes at (closing time). All services and the building are in the process of closing. For security reasons we must close at (closing time). Thank you."

Closing:

"The Library is now closed."

Emergency Announcement:

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

Collection Agency

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

Once an account is turned over for collection, a \$10.00 long overdue fee is added to the account by Unique. Long overdue fees, processing fees and fines are not refundable.

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

3. Loss of Vital Public Services.

- a. Interruptions in electrical power, natural gas, water, or telephone service may affect the ability of the Library to function effectively and safely. Temporary, short-term interruptions may not require the cessation of Library operations. The Headquarters Library does have a generator for power backup.
- b. Any interruption should be reported to their supervisors first with an on-site assessment of the problem and its ramifications, such as lack of lights, no power for computers, HVAC not functioning, no water, etc.
- c. Administration will determine whether the building should be closed, when it should be reopened, and whether staff should go home or be reassigned. The Outreach Services Manager will be responsible for notifying the media of any closures.
- d. If the problem occurs at night or on a weekend, every attempt should be made to reach the Library Director or Assistant Director.
- e. Lack of mail/delivery service or financial services poses an inconvenience, but does not normally result in the cessation of Library operations.

4. Building/Physical Plant Failures.

- a. Malfunctions in heating, air conditioning, ventilation systems, elevators, security systems, fire warning & suppression systems and computer systems can have varying degrees of effect on Library operations, often dependent on whether they are temporary or long-term. Loss of HVAC resulting in extremely high or low temperatures in the building should be immediately reported to their supervisors for a determination of action while the problem is being repaired. If the working environment presents a health or safety risk as determined by the Library administration, the facility may be closed and staff reassigned.
- b. Malfunctioning security systems and fire warning and suppression systems generally will not result in a building closure, although the final determination will be made by Administration.

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.

Fines

Fines are charged as an incentive for patrons to return Library materials promptly, as overdue materials are not available to other patrons. Regular staff members are not normally charged fines, but they are expected to return materials promptly (fines may be charged if a staff member chronically abuses this privilege). Staff is charged for any loss of or damage to Library items. Student Assistants also receive this privilege on their Library cards as long as they are employed at the Library.

Fines for overdue books, audiobooks and CDs, both adult and children, are \$.20 per day with a \$10.00 maximum.

Fines for overdue DVDs are \$.50 per day with a \$10.00 maximum.

PINES fines may be paid at any participating library.

For the most up to date information on this topic, please consult the current PINES documentation on Circulation Policy and Procedures found at pines.georgialibraries.org.

Holds

The staff may fill special requests for placing books, audio material, and DVDs at the Circulation Desk or branch service desk for pickup by a patron by closing of the following day. These requests may be taken by telephone. These items are placed on the 24-hour hold shelf. If items are not picked up, they are promptly returned to the shelves.

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.

Patrons will be notified via e-mail that the materials they requested are available. Those who do not supply e-mail addresses on their registration card will be called by a Library staff member.

Holds placed in PINES are only guaranteed to be held five (5) full days after the hold becomes available.

Staff members are, of course, allowed to place items on hold through PINES; however, they are to promptly check out their held material and not leave the item(s) in “hold” status past the normal five (5) day holding period.

It is the responsibility of the branch staff (or the Circulation staff at HQ) to keep the holds shelf up to date, removing expired holds on a regular basis.

Institutional Cards

ARCPLS follows PINES guidelines for the Institution Patron Profile. This profile is designed to give access to Library materials for residents or clients of residential correctional facilities, nursing homes, life-care and rehabilitation facilities, adult daycare centers and special education facilities located within Richmond County.

Applicants from other institutions serving a long-term daily population will be reviewed on a case-by-

case basis.

Applications for a card using the Institution Patron Profile must be signed by the Director of the agency. The Director must agree that the organization is responsible for any lost or damaged materials, which will be charged to the account according to regular Library procedures.

The privilege limit is one (1) year. The user will be blocked if a total of \$10 or more is owed.

The user is not billed overdue charges but is billed for lost, damaged, and long-overdue items.

The user may have up to 50 holds at one time.

The circulation period is 42 days with no renewals.

The institution will retain possession of the Library card.

The branch issuing the institution card will keep the application on file. Institutions must reapply for this card annually. All other Library policies apply to the institutional card.

Interlibrary Loan (ILL)

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

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

There are special procedures for checking out an ILL. For the most up to date information on this topic, please consult the “Pre-Cats: Adding Brief Title Records to the PINES Database” section of the current PINES documentation on Cataloging Policy and Procedures under the section found at pines.georgialibraries.org.

Loan Period

- Fourteen days for most books, magazines (those which circulate), audiobooks, music CD's, and Playaways
- Seven days for recent adult fiction and DVDs.

Most of these items can be renewed twice unless a hold request has been placed. DVDs may not be renewed.

Interlibrary loan (non-PINES) due dates are set by the lending library.

Monthly Reports

All Department Heads who supervise public desks are required to submit monthly reports by the 5th (unless this falls on a Sunday, in which case they are due on the following Monday) of each month.

Information included on the Monthly Report includes circulation/patron statistics, attendance statistics, volunteer hours, non-system loans, output measures, staff changes, information on exhibits/special displays, and a section on the success on a particular program or event.

Output Statistics, **SEE ALSO Monthly Reports**

Output statistics are gathered at every service point beginning on Monday of the second full week of every month.

Counts are made of the number of reference questions answered during this time period.

These output measures are reported on the monthly ARCPLS Service Statistics Report.

Overdue Notices, **SEE ALSO Fines**

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. These reminders are automatically generated by the PINES system, and therefore cannot be 100% guaranteed. A patron may not cite the lack of an overdue notice to avoid paying overdue fines. Knowing the due date of an item is the patron's responsibility.

The first notice is generated 7 days past the due date of the item and is an automated phone call.

The second call notice is made 14 days past the due date, and a final notice, which assesses the replacement cost of overdue material is sent at 30 days past the due date.

The phone calls will not reflect a dollar amount owed by the patron. Patrons must call the Library to find out how much is owed. These questions should be referred to the Circulation Desk at the Headquarters Library. Branch staff may answer these inquiries when they are made to them.

For the most up to date information, please consult the current PINES documentation on Circulation Policy and Procedures found at <http://pines.georgialibraries.org/>.

Registration: Patron, **SEE ALSO Non-Resident Service and Fees**

All Georgia residents are entitled to a free PINES Library card.

Patrons should provide a valid state issued picture ID. The ID must be current and not expired.

Patrons must provide proof of their current GA address. If their picture ID does not have their current address, they must provide proof of their current address. Acceptable documents include: a current (dated within the last 30 days) utility bill, lease, car registration, check with a preprinted address, current Voter ID card, or a property tax receipt. Other documents may be accepted upon approval from the department or branch manager.

According to PINES rules, if a patron does not have a picture ID, he/she may use two forms of the residency proof listed above in lieu of the ID; however, a picture ID is preferred and should be used if possible.

Social security cards are not a valid form of ID. Social security numbers must not be collected or maintained in any patron's record. If old social security card numbers are found on file, they should be removed immediately.

Children under the age of 18 may not register for their own cards. A parent or guardian must sign for the child to have a card. In doing so, the guardian is assuming all financial responsibility for fines/fees accrued on the card. The ID information of the parent or guardian must also be entered on the child's account. When possible, children's accounts should be grouped with the signing parent or guardian.

As per PINES policy, ARCPLS cannot deny a child's right to a Library card based on fines/fees owed by the parent or guardian. In the case of excessive fines or abuse of Library card privileges, the manager may deny the request of a signing parent or guardian. In these cases, the final decision rests with the Library director.

A patron can only have one account in PINES. If multiple accounts are found, these accounts can be merged only by PINES staff. Forward any account merge requests to the Head of Technical and Circulation Services.

It is the responsibility of the staff to enter all data correctly and thoroughly with as much identifying information as possible. Branch Managers or designated staff should check through any registration forms to make sure they are complete. They should check accounts in Evergreen for accuracy. This process should be completed *before* sending the forms to the Circulation Department.

The Circulation Department will check all registrations collected at Headquarters. They will spot check registrations received from the branches.

Patron registration forms are not retained by ARCPLS. After the registrations are checked, the registration forms are shredded.

For the most up to date information on this topic, please consult the current PINES documentation on Circulation Policy and Procedures found at pines.georgialibraries.org.

Renewals

Patrons may renew books twice, providing the material is not on hold. The renewal procedure may be accomplished in person, by telephone, or on-line if the patron has a current PIN. Books may be renewed at any service point.

DVDs are non-renewable.

Return of Materials, **SEE ALSO Book Return Boxes**

In general, materials borrowed from any PINES Library may be returned to any PINES service point.

Book Return Boxes are available and may be utilized if the patron is not able to come into the

Library.

5. Customer Service

ADA (Americans with Disabilities Act): Accommodations and Accessibility, **SEE ALSO Augusta-Richmond County PPM Sections 200.003**

ARCPLS welcomes individuals with disabilities and strives to operate its services, programs, and activities in such a way as to be readily accessible to and usable by individuals with disabilities. All of our branches are ADA compliant except for the Appleby Branch, which is over 150 years old. Though most of our buildings are ADA compliant, some visitors may still have difficulty navigating them. Visitors with physical disabilities may find access to Appleby Branch particularly challenging.

Under the law, Library staff are required to provide reasonable accommodations for people with disabilities when necessary to allow people with disabilities an equal opportunity to participate in, and enjoy the benefits of, a service, program, or activity of the Library. This includes navigating the building, access to materials, computer use, and Library programs. Accommodations provided will be unique to each individual's needs and preferences. Some people may need more accommodations than others.

Below is a short sample list of possible accommodations that staff can make for people with disabilities. It is not intended to be comprehensive.

- Assisting a patron with navigating the building
- Pulling materials for a patron
- Providing a sign language interpreter
- Putting closed captions on a movie
- Bringing materials to a patron's vehicle
- Accepting a Library card application by mail

Accessible Materials

Accessible materials provided by the Library include:

- Books at different reading levels
- Audio described DVDs
- Audiobooks
- eBooks, eMagazines, eAudiobooks, and databases
- Talking Book, braille, large print, audio described DVD, and Bookshare resources through Georgia Libraries for Accessible Statewide Services for those who are blind and/or have a print disability

Service Animals

Individuals with disabilities who are accompanied by their trained service animal (a dog or a miniature horse) are welcome in the building with their service animal. Documentation showing that the animal is trained as a service animal is not required; however, the Library staff may ask if the animal is needed because of a disability and what work or task it has been trained to perform.

Program Accommodations

People with disabilities may require accommodations to participate in Library programs.

We ask that requests for program accommodations be provided at least seven (7) business days in advance. However, if someone shows up and needs an accommodation without prior notice, we will work hard to accommodate that patron as much as possible.

Below is a short list of sample program accommodations:

- One-on-one assistance
- Reducing sensory overload (lowering lights, lowering volume, etc.)
- Using the microphone and/or personal listening devices at Library events
- Remote programming through video chat
- Large font PowerPoint slides
- Closed captioning for films or live closed captioning for an event

Library Cards by Mail

Patrons with disabilities may request a Library card by mail. They are not required to provide proof of disability.

We would mail them a Library card application and instructions on how to fill out the form and to include a photocopy of their ID when returning the application.

Once we receive a copy of their application and copy of their ID, we will create a standard patron account for them. Then we will send the patron their new card by mail with a welcome letter including wording such as "Your password is set to the last four numbers of the phone number that you supplied on your Library card application."

Assistive Technology

Each Library branch has a large print, high contrast keyboard that patrons can use with the computer. Each public computer has NVDA, which allows those who are blind or have vision impairments to use Library computers.

Headquarters also has digital magnifiers, a standalone text-to-speech reader, and a text-to-speech reader that is attached to a computer.

Assistive technology that is available for loan to all branches and is housed at HQ includes:

- Portable sound systems
- Personal headsets for audio – can be used for programs
- Document camera for projection

You can request this equipment by contacting the Outreach Services Manager. Please make requests at least a week in advance.

Effective Communication

In accordance with the ADA, the Library will take appropriate steps to ensure that communication with individuals with disabilities are as effective as communication with others. The Library will furnish appropriate auxiliary aids and services upon request where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, a service, program, or activity of the Library. When choosing an aid or service, a Library representative will consult with the requester to discuss what aid or service is appropriate. The Library representative will give primary consideration to the requester's choice of aid or service unless another equally effective means of communication is available, or the preferred means requested would result in a fundamental alteration of the Library's services, or in an undue financial or administrative burden.

Sample list of communication services and aids:

- Providing large print forms
- Speaking loudly
- Paper and pen to share notes with a person who is deaf or very hard of hearing
- Closed captioning (for films or live captioning for events)
- Sign language interpreter

Georgia Libraries for Accessible Statewide Services (GLASS)

Georgia Libraries for Accessible Statewide Services (GLASS) supports accessible Library services in Georgia by promoting the use of assistive technology and by providing accessible reading materials to those who, due to a disability, are unable to read standard print.

GLASS: Who Is Eligible for the Service?

- Anyone who is unable to read or handle standard printed materials as a result of temporary or permanent visual or physical disability.
- Persons who are legally blind or cannot see well enough or focus long enough to read standard print, even with glasses.
- Persons who are unable to hold or turn pages of print books.
- Persons who are certified by a medical doctor as having a reading disability

GLASS Services

As of fall 2019, these services include:

- free Library service, by mail, to qualified registered users
- access to thousands of digital books and many magazines available in
- audio and in braille, with thousands available for download
- loans of playback machines for use with recorded and digital material
- large print books and audio described DVDs
- free Bookshare accounts for registered users of all ages
- Library programs, typically by phone, though some are held in the Atlanta office.

GLASS applications should be kept by the circulation desk. Applications are also available at georgialibraries.org/glass.

The applications **MUST BE CERTIFIED** by a certifying authority before a patron can receive services.

If a person has an observable physical or visual disability that makes them unable to read or use standard print (cannot see large print with glasses, tremors in the hand, unable to use one side of the body, etc.), or is blind, the application CAN be certified by a full-time library staff member.

If the person has a learning disability that makes them unable to read standard print, the application CANNOT be certified by a full-time library staff member. It must be certified by a medical doctor.

If you have questions about the application, please contact the GLASS Atlanta office at 1-800-248-6701. It is best to scan the application by email to glass@georgialibraries.org to ensure that the application does not get lost in the mail or is not legible from faxing.

If you do not have access to a scanner, please send it to the Headquarters Library Administration Office through interoffice mail for scanning.

Complaints from the Public, **SEE ALSO [Selection Policies](#)**

It is important to remember these rules when resolving your patron service issues:

- Listen to the patron to determine what they want from you to resolve the issue.
- Try to see the patron's point of view. Why did they come to you? Ask what they would like to make the situation better. Is the patron's proposed resolution reasonable? Until you view the issue from the patron's perspective, you cannot have a complete picture of the reason for the complaint.
- If the issue is with the front-line employees, working together and allowing the patron to speak to another staff member may help in alleviating the patron's concern.
- Reiterate the Library's policies and procedures but do not argue with a patron. Speak to the patron in a moderate tone and with respect.
- After listening to the patron's complaint, explain how you intend to resolve the matter.

The goal is to resolve the patron's dispute with the patron being fully understood.

In every patron service situation, you will ultimately come to a point of what you can and cannot do to address the issue. Most situations can be addressed and the patron issue resolved to their satisfaction. If the patron is requesting something that is outside of your stated policies or abilities, contact the Assistant Director or Library Director.

When a resolution has or has not been reached always take the time to document the situation in writing. If, as in most cases, the matter is resolved to the patron's satisfaction, you will want to send the patron a brief follow-up email confirming that the issue has now been resolved and the specific resolution involved.

Customer Service/ Patron Service

The Library's mission requires excellent patron service. While at work, each staff member is a representative of the Library. The impression we make profoundly affects the Library's image and ongoing support. Because of this, being helpful, friendly, and knowledgeable is our top priority.

Our Patron Service Principles

- We care about every patron and seek to provide attentive, courteous service to every patron with every transaction
- We provide our patrons are entitled to efficient service from knowledgeable, professional, motivated, and well-informed staff
- We listen to every patron and respond to their feedback, suggestions, and concerns in a timely manner
- We seek to provide innovative approaches to service that respect privacy and maintain confidentiality
- We act responsibly to fulfill our mission of fair and equitable access to information and our commitment to the best stewardship possible of Library resources
- We maintain a safe and comfortable environment for patrons

Patron Service Guidelines

To live up to our principles, we:

- Treat every patron with equal respect and every request with equal importance
- Do our best to meet patrons' needs and exceed their expectations
- Welcome patrons as they enter and invite them to return
- Actively monitor public areas for patrons needing assistance, passing through public spaces to meet patrons at their point of need
- Proactively approach patrons and offer to help
Ask follow-up questions to make sure patrons' needs are met
- Offer alternatives when unable to comply with a request(i.e., offering interlibrary loan or electronic products if an item is physically unavailable)
- Are knowledgeable about and able to discuss Library policies, procedures, collections, and programming in a knowledgeable manner
- Listen courteously to patron suggestions and encourage them to fill out suggestion/comment slips
- We listen attentively to complaints in a non-judgmental manner and refer to the appropriate Library policy.
- Answer the telephone in a timely and professional manner
- Always seek possible improvements to patron service
- Introduce patrons to technology and tools that will enhance their Library experience (i.e. the basics of Microsoft Word usage, Library catalog, web browsing, Wi-Fi, etc.)
- Try to make all judgment calls in the patron's favor when possible
- Ensure patron compliance with Library policies when necessary to maintain a safe and comfortable environment
- Avoid providing legal or medical advice/interpretation to patrons to avoid legal and ethical issues. We can assist patrons with finding legal or medical information; however, we cannot interpret the information. We can request that they seek legal or medical professionals for interpretation or advice in their fields.

Lost and Found

Unidentified items. Staff members finding unidentified coats, raincoats, hats, umbrellas, etc. should place them on the shelves behind the Circulation Desk on the first floor (at HQ). Notation of the date found should be attached to the article or put in the pocket. Items of value (money, jewelry) should be held at the Circulation Desk or Branch Desk for identification. All other unidentified articles should be placed in the "Lost and Found" box at the Circulation Desk, behind the Information Desk or in a Branch Workroom.

Identified items: If any identification can be found on an article found in the Library, the article should be taken to the Circulation Desk or Branch Desk where the staff member on duty will make every reasonable effort to get in touch with the owner. Valuable items (money, jewelry) should be held for identification at the Circulation Desk or Branch Desk. Other identified articles should be held at the Circulation Desk or Branch Workroom to await pickup by the owner. Notation of date found should be attached to all articles.

Papers left in the copy machine should be dated and held in a folder at the Circulation Desk, Information Desk or Branch Desk. If the item is of intrinsic value, staff should make every reasonable effort to get in touch with the owner.

Refer all queries about lost articles to the Circulation Desk or Branch Desk.

If the owner is not located, any unclaimed money or other items will be considered the property of the Library, rather than the staff member who found them. Other items of no value will be disposed of. Found items are held up to one year. Unclaimed phones are donated to Safe Homes.

Suggestions

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

Telephone, SEE ALSO Cellular Phones

Desk phones are for Library business. Patrons may sometimes be allowed to use a desk phone for brief messages when circumstances warrant (e.g., handling an emergency, a child needing to call a parent for a ride home, etc.).

Telephone Manners

- Speak clearly.
- Make your voice pleasant and cordial.
- Identify yourself immediately, both in making and receiving calls.
- Acknowledge all requests with “Thank you” or some other appropriate phrase.
- When the line is open, avoid conversation with other people in the room, which may be overheard by the person calling. Put the call on hold in these cases.
- Never leave a caller unattended on the line for a long period of time.

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 office phones with lengthy chats.

Telephone Calls and other Communications

Library telephone and data communications lines are intended for Library business purposes only and limited in number.

For efficiency in answering the phone and for emergency contact purposes, the employee’s supervisor should be notified when an employee is leaving and returning to the Library during the normal work day.

Phone calls and other communications of a personal nature during working hours should be limited to emergency or very important circumstances and shall not interfere with performance of job

responsibilities or Library services. Employees are responsible for advising family members and other persons about Library communication policies. Calls and communications should be taken or conducted outside of public service areas.

Patrons who have an emergency need for the use of Library telephones will be assisted by Library staff in dialing appropriate numbers. Patrons will be requested to complete calls as quickly as possible to leave the Library lines available for business use.

Telephone Answering Machines

All Library locations have answering machines which operate when the location is closed. The answering machine gives the caller the hours of operation for that location. The Branch Managers are responsible for making the recordings and verifying that the information remains current. At the Headquarters location, the Systems Administrator records the telephone system recording. Each Headquarters employee is responsible for their personal greeting recording.

6. General

Branches' Histories

1. Appleby Branch
 - In 1954, the Appleby Branch was given to the City of Augusta and Richmond County by Mr. Scott B. Appleby and Mr. James Scott Appleby in memory of their wife and mother, Mrs. Annie de Prairie Appleby.
 - Since 1955, a series of weekly concerts, lectures, etc., has been held each summer in the garden of the Appleby Branch. Known as "Evenings in Appleby Garden," the series is planned and produced by the Library.
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" for African-Americans became a branch of the Augusta Library, it was renamed Wallace Branch for one of its founders, the Rev. S.B. Wallace.
 - In 1958, the old Wallace branch building was replaced by a new 6,000 square foot structure.
4. Friedman Branch
 - In 1984, the A.A. Friedman Foundation offered a gift of \$150,000 towards the cost of a new Library in West Augusta. This was matched by an appropriation from Richmond County and added to a State Construction Grant to build the Friedman Branch Library.
 - The Friedman Branch was opened in January 1987.
5. Diamond Lakes Branch
 - In September 2005, the Diamond Lakes Branch opened in Hephzibah, Georgia.

Branch Locations, **SEE Appendix II**

Conferences with Library Director

Department Heads' conferences with the Library Director are scheduled as needed.

Other staff members who need to discuss a matter at length with the Library Director should check with the Secretary regarding the Library Director's availability and indicate if the matter needs immediate attention. The Secretary will make the Library Director aware of the need for a conference and let the staff member know when it can be scheduled.

The Library 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.

Friends of the Augusta Library

The Friends of the Augusta Library is a volunteer citizens group, which recognizes Augusta's need for growing Library needs, and believes it is important to help provide them. Membership is open to all.

The Friends give equipment and materials to the libraries and assist with various Library programs.

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

Headquarters Library

History: The precursor to the Augusta Library was the Young Men's Library Association, which was formed in 1848. This was a private lending Library, which was supported by paid membership. The Library operated in several locations in the downtown area. In 1929, it moved to the old Richmond Academy building on Telfair Street, where it remained until the new Headquarters building opened at its present location in 1960. The Library became free to the public in July 1937.

The Headquarters Library is the central point of service for the ARCPLS. The Administrative Offices and the offices of all Department Heads are located at 823 Telfair Street.

The following processes and services are at the Headquarters Library: 1) primary center for reference and information, 2) selection of Library materials, 3) ordering, cataloging, and processing of all Library materials, 4) old master fine file for Richmond County, 5) final procedures for long overdue materials for Richmond County, and 6) administration of computer system.

Mail

Staff members at the Headquarters Library should check their mailboxes at least twice a day.

Mailboxes must not be used for personal items or food. Lockers are available for personal items that need to be stored.

Official work-related mail should be placed in the tray located in the mailroom at the Headquarters Library on the third floor, so postage can be added. The secretary will NOT mail personal letters/parcels.

Mission Statement

The mission of ARCPLS is “Connecting the community to knowledge by providing information to people.”

Organizational Chart, **SEE APPENDIX**

Training

The Library is very concerned about staff development, and offers training through in-house sources, professional journals, visits to other libraries, and through Georgia Public Library Service.

All employees should clear any training requests with their Department Head/Branch Manager before registering for the course. Courses which require payment must be pre-approved by the Library Director.

All certified librarians must complete ten (10) hours of acceptable continuing education during the two (2) year period immediately preceding each biennial renewal date, as a condition for license renewal. Each librarian is expected to maintain a copy of their certificate of completion for each course and provide a copy to the Assistant Director.

New employees are expected to study the *ARCPLS Policy and Procedures Manual* (also known as the Blue Book).

7. Library Events, Programs, and Partnerships

Computer Problems: Reporting

1. If a staff member has a problem with a Library computer, he or she should first complete the following four steps before reporting the problem:
 - Are all the connections solid and in the correct ports? (Power, mouse and keyboard?)
 - Has the computer been rebooted? (Restart or power down & restart?)
 - Are all parts of the computer properly powered up? (Monitor powered on in addition to the computer?)
 - Is the network log-on correct?
2. If the computer still does not work properly after completing these steps, open a help desk ticket at <http://support.arcpls.net/>. In the case of the loss of internet connection, contact the Information Technology Department by phone.
3. The Technology Assistant will visit each branch at least once every two weeks to repair or adjust computers and/or peripherals. When the Technology Assistant makes an emergency visit to a branch, this will count as the bi-weekly call, since any outstanding problems will also be dealt with at this time.

Computer Resources: Staff PC Configuration and Software

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

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

Computer Resources: Staff, **SEE ALSO E-Mail: Staff; SEE ALSO Augusta-Richmond County PPM Sections 1200.001, 1200.004**

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

1. Personal use will be on an employee's personal time.
2. It will not interfere with any work-related activity.
3. The staff member will supply or pay for their own paper (payment to be made to the appropriate service desk), and their own external media (flash drives).
4. Hard disk space should be reserved for departmental tasks rather than for personal use.
5. Staff may make personal use of Library computers on their desks or in their departments provided they have an authorized login account and password and provided all other rules in the *Blue Book* relating to computers are followed. Staff may also use the public access computers, under the same terms as the general public. Personal use of Library computers shall be restricted to regular building hours (SEE Entry of Building).
6. If the above-mentioned computers are in use for Library functions, the staff member will be required to wait until one is available.
7. The use of computer games is not permitted on Library time, except for training purposes.

8. Unauthorized access of Library records is grounds for disciplinary action. (SEE ALSO Confidentiality).
9. Students are restricted to public access computers for personal use.
10. Staff is bound by the same rules for computer use and Internet access as are members of the general public. Personal use by staff of Library computers should be considered a privilege granted by the Library, not a right. Inappropriate use of the Library computers, including the accessing of inappropriate Internet sites or other abuses of this privilege will result in the loss of this privilege for the individual, and may result in disciplinary action up to and including termination.
11. The Library Administration reserves the right to view the files on ANY Library computer, and to track computer use of any employee, as it deems necessary.

Computer/Data & Server Room Security

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

Computers: Public Use

Internet Use Policy

This policy applies to all users of the Augusta-Richmond County Public Library computers or networks. In agreement with Children's Internet Protection Act (CIPA) Regulations, all Library public access workstations use filtering software to access the Internet. Adults 18 or older who need unfiltered access for any lawful purpose may request it from a staff member. Unfiltered access will be granted on a per-search basis.

Purpose

To fulfill our mission, the Augusta-Richmond County Public Library provides access to a broad range of information resources, including those available through the Internet, to our patrons. We recognize that computer and Internet access is necessary for everyday life. Therefore, we offer computer and Internet access to the public. PINES library cardholders in good standing are our priority users and receive longer computer sessions and simpler wireless Internet access than users without cards in good standing.

The Library only assumes responsibility for the information provided on the home page and the supporting web pages resident on this server. ARCPLS has no control over the information accessed through the Internet, other than the content provided on the Library's web site. Internet resources offer links to many valuable local, national, and international sources of information. However, not all sources on the Internet provide accurate, complete, or current information. A good information consumer evaluates the validity of all information found.

Supervision of a child's access to the Internet is ultimately the responsibility of the parent or guardian; the Library does not have the right or responsibility to act in loco parentis (on behalf of the parent/guardian). However, in accordance with the Children's Internet Protection Act (CIPA ~ Public Law 106-554), the Library does filter Internet access for both minors (persons under the age of 18) and adults to certain

visual depictions that are (1) obscene (as defined in section 1460 of title 18, United States Code), or (2) child pornography (as defined in section 2256 of title 18, United States Code), or, with respect to use of computers with Internet access by minors, and (3) harmful to minors. Furthermore, all patrons must abide by section 16-12-80 (b) of the Official Code of Georgia, unless dissemination of the material is permitted, as provided in Section 16-12-80. The Library is compliant with state policies which prohibit the intentional or knowing display of such materials, while being reckless about whether a person, and especially a minor, is present who will be offended or alarmed by the display.

Responsibilities of Users

Software has been loaded on most public access computers to provide internet usage in one hour session increments. This software requires the user to log on to the computer using a bar code, either from their own PINES Library Card or a guest pass supplied by the Library. Library patrons are limited to two (2) one hour sessions per day.

Computer users must respect the established time limit and honor any staff request to end their session.

Users may not:

- Circumvent filtering or blocking software, or other security measures to access visual depictions deemed (a) obscene, or (b) child pornography, or (c) harmful to minors, as defined in the Children's Internet Protection Act (CIPA ~ Public Law 106-554).
- Circumvent public access computer time management software, or procedures.
- Use the workstations or laptop devices to gain access to the Library's networks or computer systems or to any other network or computer system.
- Obstruct other people's work by consuming large amounts of system resources or by deliberately crashing any Library computer system.
- Attempt to damage computer equipment or software.
- Attempt to alter software configurations.
- Attempt to cause degradation of system performance.
- Use any Library workstation for any illegal or criminal purpose.
- Violate copyright laws or software licensing agreements in their use of Library workstations.
- Engage in any activity that is deliberately and maliciously offensive, libelous, or slanderous.
- Install or download any software.

Violations may result in loss of access. Staff is empowered to terminate or extend a user session if appropriate. Unlawful activities will be dealt with in an appropriate manner, including notification of law enforcement authorities.

Supervising Children's Use

It is the Library's policy that parents or legal guardians must assume responsibility for deciding what resources (e.g., online catalog, web site search engine, subscription databases and electronic books, journals or articles) are appropriate for their children. There will be some resources that parents may feel are inappropriate for their children. Parents should let their children know if there are materials that they do not want them to use. Parents should supervise their child's Internet sessions.

In agreement with CIPA regulations, all Library public-access workstations use filtering software to access the Internet. No filtering software can control access to all materials that an individual may deem inappropriate. ARCPLS does not guarantee the total effectiveness of technological protection measures such as filtering software.

Information on teaching children and teens to avoid the dangers that exist on the Internet can be found at [NetSmartz: http://www.netsmartz.org/index.aspx](http://www.netsmartz.org/index.aspx). This site is sponsored by the National Center for Missing and Exploited Children.

Choosing and Evaluating Sources

The Internet is a global entity with a highly diverse user population and information content. Library patrons use it at their own risk. The Library cannot protect users from materials they may find offensive. In choosing sources to link to our home page, we follow generally accepted Library practices. Beyond this, we do not accept responsibility for content found in an Internet source. We are not responsible for changes in content of the sources to which we link, nor for the content of sources accessed through secondary links. As with printed information, not all sources on the Internet provide accurate, complete, or current information. Users should evaluate Internet sources just as they do printed publications, questioning the validity of the information provided.

Internet Functions Supported

The Library provides graphical browsers at all locations. The Library does not provide electronic mail accounts, Internet Relay Chat, or Newsgroups.

Printing and downloading are available at all sites, although these services may not be available from all workstations.

Copyright

U.S. copyright law (Title 17, U.S. Code) prohibits the unauthorized reproduction or distribution of copyrighted materials, except as permitted by the principles of “fair use”. Users may not copy or distribute electronic materials (including electronic mail, text, images, programs or data) without the explicit permission of the copyright holder. Any responsibility for any consequences of copyright infringement lies with the user; the Library expressly disclaims any liability or responsibility resulting from such use.

The Library expressly disclaims any liability or responsibility arising from access to or use of information obtained through its electronic information systems, or any consequences thereof.

Approved June 23, 2014 by the BoT.

E-mail (Electronic Mail), SEE ALSO Augusta-Richmond County PPM Section 1200.001

Every full-time and part-time staff member is required to have an e-mail account on the Library's email system. If a staff member does not have an e-mail account, his or her supervisor should contact the Information Technology Department so one may be set-up. Managers may request email accounts for Student Assistants at their own discretion.

Staff members should check their e-mail on a daily basis. Most communication within the Library is accomplished by e-mail, so it is critical that all regular staff members make this a part of their daily routine.

Employees should refrain from checking personal e-mail during working hours. Personal e-mail may

be checked using personal time (lunch or breaks), following the same public computer use guidelines that are currently in place.

Email Security: Phishing, **SEE ALSO Augusta-Richmond County PPPM Section 1200.001**

Phishing is a type of attack carried out to steal usernames, passwords, credit card information, Social Security Numbers, and other sensitive data. Phishing is most often seen in the form of malicious emails pretending to be from credible sources such as technology departments or organizations related to the Library.

Attackers can use this information to:

- Steal money from victims (modify direct deposit information, drain bank accounts)
- Perform identity theft (run up charges on credit cards, open new accounts)
- Send spam from compromised email accounts
- Use your credentials to access other Library systems, attack other systems, steal Library data, and jeopardize the mission of the Library

Phishing emails want your ARCPLS credentials. Some attackers will set up fake web sites and send emails with an immediate call-to-action that demands you to "update your account information" or "login to confirm ownership of your account". If you enter your ARCPLS credentials into these illegitimate web sites you are actually sending your ARCPLS username and password directly to the attackers.

In order to avoid becoming a victim of a phishing attempt:

- Never send your password in an email.
- If you didn't expect an email from the IT department or other departments asking with your personal info, DO NOT respond to it.
- "Typos" in the official looking email or links with URLs similar to the real URLs are dead giveaways that the email is not legitimate.
- When in doubt, forward it to the IT Department.

Web Site

The URL for the Library's web site is <http://www.arcpls.org>

Numerous links to useful sites are provided, including ones to PINES, GALILEO, and to the Library's events and meeting room calendars.

When patrons inquire about the Library, be sure to provide them with the URL.

8. Library Events, Programs, and Partnerships

Bulletin Boards: Public, **SEE ALSO Soliciting and Distribution**

Community members wanting to post event fliers need to come by the Circulation desk and have

their flyers reviewed by a full time staff member.

Approved

FREE events or activities that fit that following categories:

- Educational (ie, cooking class, health class)
- Civic (ie., information session on new laws, candidate forum, hospice volunteering)
- Cultural (ie music or dance recital)
- Non-sectarian (favoring a particular group, often religious)
- non-partisan (favoring a particular political party or viewpoint)
- governmental (mayor's office, state run universities, etc. Governmental events or activities include governmental programs administered by other groups, such as Medicaid providers, Lifelink phone providers, etc)

ADMISSION CHARGING events by *non-profit/governmental organizations* charging admission (ie, Parks and Rec Department, Augusta Chorale, Paine College, etc)

Job postings

Unapproved

Free or paid events or activities that fit the following categories:

- Sectarian (religious themed)
- Partisan (taking one political side over another)

PAID events *by business/commercial entities* (Mary Kay sales, nightclub events, personal garage sales, etc.)

Business advertising (except job postings)

All non-Library sponsored event fliers must be stamped with the date of posting. At Headquarters, non-Library sponsored event fliers should be posted on the Community Events Board.

Non-Library sponsored event fliers may stay up for 2 months or until space is needed, whichever comes first.

Unapproved postings will be taken down.

Bulletin boards will be checked weekly for expired postings and unapproved postings.

If staff have questions about whether or not a posting should be approved, they should contact their manager.

Calendar of Events

The ARCPLS Calendar of Events is located under Upcoming Events on the ARCPLS website and a hard copies are printed by the Print Shop Operator. The Quarterly is created by the Public Relations Assistant and published at the beginning of each quarter (January/April/July/October). The Public Relations Assistant is required to start working on the Quarterly every March, June, September, and December.

Branch managers and department heads are required to submit event details to advertise programming happening for the next three months at their ARCPLS branch. Branch managers and department heads are

required to send programming to the Public Relations Assistant by the third Monday in February, April, August, and November. Branch managers, department heads, and the Public Relations Assistant are required to post to the online Calendar of Events for their branch by the last Monday of the quarter (March/June/September/December). The Public Relations Assistant will send the final information on the last day of the quarter to the Systems Administrator for publication the following day.

A thorough description of each event for the Calendar and Quarterly should include:

- A short blurb describing the event
- Date(s)
- Time(s)
- Branch Location
- Room number/Area/Department if applicable
- Age range
- Title of Event
- If registration is required
- Applicable phone numbers for more information or to register
- Names of guest or presenters

If managers and department heads plan to add new programming after the deadlines, they need to contact the Public Relations Assistant for approval.

Exhibits and Displays

ARCPLS makes exhibit and display spaces available without charge to community groups, organizations and individuals. The Library presents exhibits and displays of paintings, photography, sculpture, and other art works, as well as documents, books, artifacts and other ephemera, for educational, civic, or cultural purposes. The displaying or exhibiting of collections or materials does not necessarily indicate the Library's endorsement of the issues or events promoted by the collection of materials exhibited.

In accepting reservations for use of displays, the Library will not discriminate on the basis of race, color, creed, national origin, age, or sex.

Displays must be reserved by individuals at least 18 years of age, and any damage or repair will be charged to the responsible party.

Exhibits and Displays: Regulations

Content of Exhibits/Displays

Exhibits and displays must be of an educational, civic, or cultural nature. Exhibit/display space will be granted to qualified individuals or groups, with preference given to Richmond County residents and organizations, regardless of their beliefs or affiliations, provided the content of the exhibit/display is appropriate for all age groups, including children.

Religious proselytizing and partisan political recruitment are prohibited; exhibits or displays that are clearly educational on these subjects may be allowed.

The Library reserves the right to refuse or remove any material judged unsuitable or to rescind an exhibit/display for violation of this policy.

In permitting exhibits and displays under this policy, the Library does not imply endorsement of the beliefs or viewpoints of the subject matter.

Selection and Scheduling of Exhibits/Displays

The Library Director shall have final authority in considering requests and in granting permission to set up exhibits and displays.

The following will be considered when selecting and approving exhibits and displays:

- Suitability of subject matter and physical presentation
- Quality of the presentation
- Local and regional interest
- Space requirements
- Timeliness.

Applications for use of exhibit/display space will be considered on a first come first serve basis and is generally limited to one month a calendar year per group or organization. The Library reserves the right to determine the schedule of the exhibits/displays, including their length and location.

Use of exhibit and display spaces for Library purpose takes precedence over other uses. On the rare occasion that the Library finds it must use its space unexpectedly for its own purposes, even though a non-Library exhibit or display has been previously scheduled, the Library will make every effort to schedule an alternate time for the exhibit/display. Potential exhibitors assume the risk that the Library may need to preempt an exhibit/display for its own purposes.

Exhibits and Displays: Installation

Exhibitors are responsible for installing and removing exhibits/displays on the dates agreed upon by the Library and the exhibitor, and for all measures necessary for installation and removal of exhibits/displays. Unless otherwise agreed upon by Library and exhibitor, assistance installing and removing exhibit/display will not be provided by Library staff; if the Library must remove an exhibit/display because it is not removed as scheduled by the exhibitor, the Library will not be responsible for any damages. The Library will not provide storage for the property of organizations or individuals displaying in the Library.

Exhibit photos, artwork, etc., must be framed, mounted or packaged and displayed in a safe and attractive manner. Any electrical connections are to be hidden from public view as far as possible and may not be placed so as to cause or create a safety hazard. For display cases, all material relating to the exhibit/display must be contained within the display cases.

Exhibits and Displays: Publicity

Any publicity associated with the exhibit/display is the responsibility of the exhibitor except when the exhibit/display is co-sponsored by the Library.

Exhibitors may not schedule a special opening or other events without the permission of the Director. All arrangements must be approved by the Library Director at least two weeks prior to the planned event. No

alcoholic beverages may be served and smoking is not allowed. The event must be open to the general public.

Prices may not be posted on items in an exhibit/display; under no circumstances may an admission fee be charged.

The Library assumes no responsibility for the preservation, protection or possible damage or theft of any item displayed or exhibited. All items placed in the Library for exhibit/display are so placed at the owner's risk.

The Library Director shall have the final decision on the content and arrangement of all exhibits/displays and reserves the right to reject any part of an exhibit/display or to change the manner of display.

Complaints about the Exhibit and Display Policy or about the content of a particular exhibit/display should be addressed to the Library Director.

Exhibits and Displays: Application Procedure

Applications may be made up to six months in advance and no less than one month in advance.

Applicants should familiarize themselves with the Library's exhibit/display spaces, and display cases.

Applicants must fill out and sign an application form, which includes a waiver of liability (SEE Appendix XII), and be familiar with the Library's Exhibit and Display Policy.

Library Events Schedule

In January of each year, the Library Director will issue a Library Events Schedule for the calendar year. The calendar lists the events chronologically and includes the members, Chair, and Co-Chair assignments.

When the Chair is able to determine each meeting date, they must notify the Library Director and Assistant Director. The Chair or an appointee should take notes at each meeting and submit them to the Library Director and Assistant Director afterwards.

Changes in the assignments may only be made and/or approved by the Library Director. If students have an interest in serving on a committee, once their director supervisor(s) have approved it, the supervisor may make a request to the Library Director for the addition of the member to an event committee.

Programming

The mission of the ARCPLS is "Connecting the Community to Knowledge by Providing Information to People". As a part of achieving this mission, the Library regularly offers educational and entertaining programs for patrons of all ages.

Programs complement other Library services by providing an opportunity to highlight collections, promote services and share knowledge and expertise. They are a strong mechanism for outreach and promotion which allow the Library to forge partnerships with a wide variety of groups and individuals and attract both regular and new users of all ages and backgrounds. Programs raise the Library's profile in the community and have a positive impact on Library use.

Library programs benefit the community by:

- being responsive to current interests
- serving as a forum for idea sharing, information gathering and education
- promoting cultural awareness
- developing information literacy
- offering training and assistance with new technologies
- fostering a love of reading and learning
- providing early literacy experiences to young children
- providing a safe, welcoming environment for meeting with others
- community awareness / development

RESPONSIBILITY AND CRITERIA FOR SCHEDULING PROGRAMS

Ultimate responsibility for programming policy lies with the Trustees. The Trustees delegate to the Director of the Library the planning and promotion of Library programs. Staff members and the Friends of ARCPLS aid in this process as the Director deems appropriate.

GUIDELINES FOR THE SELECTION AND PRESENTATION OF PROGRAMS

1. All programs are intended to further the mission of the Library. They should meet educational, recreational and/or civic needs.
2. Since the community contains people with different backgrounds, sensibilities, personalities, interests, and needs, the Library will consciously try to offer an unbiased schedule of programs that balances all elements. The content of programs will not be limited by age, race, gender, nationality, personal history, political or religious views. Beliefs and opinions contained in programs are not endorsed by the Library.
3. Whenever possible, programs will make use of the skills and talents of individuals and organizations from our community and region. The general public may recommend topics or speakers for consideration.
4. All programs will be free and open to the public. Attendance may be limited if the nature of the program requires it. If attendance is limited, a fair and orderly registration process must be followed. Programs run by Library staff will have priority in the use of Library meeting space.
5. Every program will have one or more individuals designated as supervisor. The supervisor will be responsible for setting up and cleaning up the meeting space in coordination with the custodians, paying fees or honorariums as needed, and ensuring that the program proceeds in an orderly fashion.
6. The supervisor of the program will keep a count of the number of people who attend and inform the Outreach Service Manager who will maintain a record of the total attendance at all programs in a fiscal year.
7. Programs will not interfere with normal Library operations if at all possible. If a program will interfere with normal Library operations, it will be scheduled at such a time and date that the negative effects are minimized.
8. Unsolicited offers from individuals or organizations to present programs will be evaluated by the same standards used by staff and Friends when planning programming.

[Story Times: Preschool](#)

During preschool story time, a responsible person in addition to the storyteller will be present in the story time room, thus insuring that there will always be supervision in the room.

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 verifies story times and dates on their regular work calendar.

Tours of the Libraries

Tours of the Headquarters Library building are frequently a part of a program planned for school classes, groups, etc. that are in the Library's service area. Such group visits must be scheduled well in advance with the head of the department involved.

Requests for tours of the Headquarters Library by children or teen groups should be referred to the Head of Children's Services or to the Outreach Services Manager.

The Library does not conduct tours for individuals except for special circumstances.

Any requests for access to locked-off areas must be cleared through the Library Director. Requests for tours of the branches must be referred to the Branch Manager.

9. Materials & Resources

Collection Development Policy

This policy supersedes any and all previous Library policies governing Collection Development.

Drafted June 2014, reviewed and updated 2018

I. MISSION AND VISION STATEMENT OF THE LIBRARY

The mission statement of ARCPLS is "Connecting the community to knowledge by providing information to people."

The vision statement of ARCPLS is "The first choice for unlimited exploration."

II. PURPOSE OF THE COLLECTION DEVELOPMENT POLICY

The Collection Development Policy supports the mission of the ARCPLS and provides direction and guidance for the Collection Development Plan. It is the goal of the Library to provide a high quality collection of books and other materials in a variety of formats and languages for all ages that is responsive to the needs and interests of the community and reflective of the diversity of the community. To support an informed public, the collections shall represent diverse points of view and may include materials that some members of the public consider to be controversial in nature. The Library will provide free and equitable access to Library collections to all users. In selecting materials, Library staff will use professional reference resources, judgment, knowledge and experience to select these materials. The Library will proactively solicit advice from, as well as anticipate the needs and interests of, the community. Within budgetary and space limitations, the collections will serve to enhance the cultural, literary, aesthetic and educational pursuits of Library users and the needs of the community as a whole.

The Library recognizes and adheres to the principle of Intellectual Freedom as embodied in the First Amendment to the Constitution of the United States (Appendix XIX). The collection of materials is designed to fulfill the ideal of a marketplace of ideas. Although librarians need not endorse every idea or presentation contained in the materials they make available, they have responsibility for selecting materials to ensure that a wide variety of viewpoints are represented and that materials are not added or removed from the collection for partisan or doctrinal reasons. Items are not excluded from the Library because of the race, nationality or social, political or religious views, or personal affiliations of the author. Items are not excluded because they contain language, illustrations, or ideas offensive to some persons. The Library does not affix prejudicial labels to items or segregate materials some people might find objectionable. Institutional self-censorship diminishes the credibility of the Library in the community and restricts access for all Library users.

The selection and development of Library resources should not be diluted because of minors having access to all Library resources. The responsibility for choosing materials lies with the individual adult or the parent or guardian of minors. The Library encourages parents to be involved with the child's use of the Library and to guide the child's selection of Library materials in keeping with their family values. Final responsibility for the materials a child checks out or uses is left to the parent or guardian. The Library does not assume the role of parents in the private relationship between parent and child. The Library may offer guidance to minors in selecting materials; nevertheless, it is the sole responsibility of parents or legal guardians to monitor children's use of all Library resources. The sole exception is that according to the Federal Children's Internet Protection Act, minors under 17 have only filtered access to the Internet.

Materials one chooses for reading, listening or viewing is a private matter and the Official Code of Georgia Annotated 24-12-30 (Appendix XL) protects the confidentiality of all circulation records. The ARCPLS endorses the principles documented in the Library Bill of Rights (Appendix XX), the Freedom to Read (Appendix XXI) and the Freedom to View statements (Appendix XXII) and the Statement on Labeling (Appendix XXXIII).

III. RESPONSIBILITY FOR SELECTION OF MATERIALS

The responsibility for all materials selected, as for all Library activities, rests with the Director, operating within the policies approved by the BoT. The Director delegates responsibility for selection to designated persons in the areas of adult, children, and young adult materials. These employees are expected to use good judgment, training and experience, knowledge of the community and its needs and interests, and various recognized professional tools to evaluate and select materials in accordance with the criteria listed below. All staff members and the public may recommend materials to be considered for purchase. Recommendations are channeled through regular processes and considered in accordance with the established selection policies. The Director has final authority for the decision to purchase or not to purchase a particular item and for the decision to retain, relocate, or withdraw an item from the collection.

IV. SELECTION CRITERIA

There is no single standard that can be used to evaluate all the types of materials included in the Library's collections. Each type of material will be evaluated in terms of its own qualities and merit for the collections. However, there are some general criteria that selectors use to evaluate, regardless of the format. These are the:

- Accuracy of information
- Adequate breadth and depth of coverage

- Appropriateness and relevancy of subject to the Library's users
- Appropriateness to Library's users
- Artistic merit
- Availability of similar material within the community and other area libraries
- Cost relative to value item contributes to collection
- Durable binding and paper
- Evaluations in professionally-recognized review media
- Good quality illustrations
- Historical value
- Impartial opinion, or clearly stated bias
- Importance as a document of the times
- Inclusion in national book clubs
- Inclusion in standard Library bibliographies
- Interest and originality of the plot and development of characters
- Literary merit
- Local significance of author/creator of work or setting
- Organization and style appropriate to the material and Library users
- Physical qualities of the book (e.g., binding, paper) or audiobook (e.g., format, durability)
- Popular demand
- Receipt of or nominations for major awards
- Relationship to the existing collection and to other titles dealing with the same subject
- Representation of diverse points of view
- Reputation of author and publisher
- Reputation of producer/artist
- Scarcity of material on the subject
- Space required relative to value item contributes to collection
- Special features, bibliography and index
- Style of writing
- Timeliness of data
- Title is part of existing series

Additional selection criteria for electronic materials include:

- Compatibility with available equipment and/or existing operating systems
- Ease of use by Library users, including enhanced searching capabilities
- Price of print format versus electronic
- Frequency of updating
- Anticipated demand by Library users
- Training requirements for staff and patrons
- Remote access capability
- Licensing fees and usage restrictions

V. SELECTION TOOLS

Selection tools are objective sources of information that provide an assessment of the material in question regarding quality, authority, timeliness, format, reading level and other criteria that determine suitability for public Library collections. These tools include but are not limited to Library professional review sources, including Kirkus, Library Journal, School Library Journal, Booklist, VOYA, and Publisher's

Weekly.

Frequently, nationally recognized newspapers, periodicals, and other recognized media sources are consulted. Some vendors have a reputation of providing quality lists of titles suitable for public libraries. Recommended reading lists from professional or educational organizations may be consulted. Catalogs of publishers recognized for producing high quality materials in specialty areas may also be utilized.

VI. COLLECTION SELECTION LEVELS

The following definitions of collection intensity have been developed to provide guidelines for acquisition and evaluation of subject areas within the collection. They are used in analyzing the collection by Dewey number and/or material type, so that subject strengths and collection emphases at Main and the branch libraries are clearly delineated.

Popular/Basic Collection – Level 1

Acquire bestsellers and popular materials based on demand or anticipated demand. Select basic works which serve to introduce and define a subject. Develop a highly selective collection that is weeded continually based on use and condition of an item.

- Bestseller and popular/recreational materials in all formats as well as Internet resources of interest to the general Library user
- Continuous review based on use per 6 – 12 month period
- Limited reference resources to help with homework through high school and consumer interest questions
- Periodicals/magazines reflect popular interests of community served. All issues except the most current circulate. Access to back issues may be available through electronic resources.
- Serves the general user and children from birth through high school.

Working Collection – Level 2

Acquire popular, current materials, and significant works/classics. Maintain a retrospective collection to reflect standard titles. Develop a minimum depth, broad scope collection. Weed based on significance of title and changing use.

- Popular resources, current resources and significant works/classics.
- Maintenance of a retrospective collection to reflect standard titles in all subject areas such as found in Public Library Catalog and other standard subject bibliographies and lists.
- Minimum-depth, broad-scope reference collection.
- Review based on value and/or use of the resource per 2 – 5 year period.
- Serves the non-specialized needs of the general reader through community college student.
- Electronic resources acquired through license or contracts are reviewed as part of the renewal cycle. Web linked resources are reviewed monthly for continued connectivity.

Resource Collection – Level 3

Acquire popular, current materials and significant works/classics. Maintain a retrospective collection to reflect standard titles. Develop a moderate plus depth, broad scope collection. Weed based on significance of title and changing use, paying attention to cultural significance.

- Popular and significant resources, plus works in specific subject fields that appear on

authoritative subject bibliographies.

- Reference resources in all formats should provide broad, in-depth current and retrospective subject coverage.
- Science and technology works should be reviewed at five-year intervals.
- Collection should serve the needs of the general reader through undergraduate level student.

Research Collection – Level 4

Acquire all available current and retrospective works for comprehensive coverage of a field. Retain all titles and holdings with an emphasis on preservation. Virtually no weeding should occur.

- Comprehensive collection of current and retrospective materials, regardless of format or condition.
- All titles and holdings are retained with an emphasis on preservation.
- Collection should serve the needs of the general reader through undergraduate level student.

II. COLLECTION LEVELS

These are the levels to which the Library develops particular areas of its collection.

DDC#		Collection Level
000-009	Generalities, Computer Science	2
010-019	Bibliography	2
020-029	Library and Information Science	3-4
030-039	General Encyclopedias	2
050-059	General Serials	2
060-060	General Organizations and Museology	2
070-079	News Media, Journalism, Publishing	2
080-089	General Collections	2
090-099	Manuscripts and Rare Books (Works about)	2
100-109	Philosophy (General)	2
110-119	Metaphysics	2
120-129	Epistemology, Causation, Humankind	2
130-139	Paranormal phenomena	2
140-149	Specific philosophical schools	2
150-159	Psychology	2
160-169	Logic	2
170-179	Ethics	2
180-189	Ancient, Medieval, and Oriental Philosophy	2
190-194	Modern Western Philosophy	2
200-210	Religion (General)	2
220-229	Bible	3
230-239	Christian Theology	2
240-249	Christian Moral and Devotional Theology	3
250-259	Christian Orders & Local Church	2
260-269	Christian Social Theology	2
270-279	Christian Church History	2
280-289	Christian Denominations and Sects	2
290-299	Non-Christian Religions; Comparative Religion	2
300	Social Sciences (General)	2

301-307	Sociology and Anthropology	2
310	Statistics	2
320	Political Science	2
330-339	Economics	2
340-349	Law	2
350-354	Public Administration	2
355-359	Military Science	2
360-365	Social Problems and Services	2
366-369	Associations, Insurance	2
370-379	Education	3
380-389	Commerce, Communications, Transportation	2
390-399	Customs, Etiquette, Folklore	2
400-409	Language (General)	2
410-419	Linguistics	2
420-429	English Language	3
430-499	Other Languages	3
500-509	Science (General)	3
510-519	Mathematics	3
520-529	Astronomy	2
530-539	Physics	2
540-549	Chemistry	2
550-559	Earth Science	2
560-569	Paleontology	2
570-579	Life Sciences (General)	2
580-589	Botany	2
590-599	Zoology	2
600-609	Technology (General)	2
610-619	Medicine	2
620-629	Engineering	2
630-639	Agriculture	2
640-649	Home Economics and Family Living	3
650-659	Management and Auxiliary Services	2
660-669	Chemical Technology	2
670-689	Manufacturing	2
690-699	Buildings	2
700-710	Arts (General)	3
710-719	Civic and Landscape Art	2
720-729	Architecture	3
730-739	Sculpture	3
740-749	Drawing and Decorative Arts	3
750-759	Painting	3
760-769	Graphic Arts; Printmaking and Prints	3
770-779	Photography	2
780-789	Music	2
790-796	Recreational and Performing Arts	2
800-809	Literature (General)	2
810-819	American Literature	3
820-829	English Literature	2
830-839	German Literature	2
840-849	French Literature	2
850-859	Italian Literature	2

860-869	Spanish Literature	2
870-879	Latin Literature	2
880-889	Greek Literature	2
890-899	Literature of Other Languages	2
900-909	History (General)	2
910-919	Geography and Travel	3
929	Genealogy and Heraldry	3-4
930-939	Ancient History	2
940	European History (General)	2
941-942	History of United Kingdom and Ireland	2
943	History of Germany	2
944	History of France	2
945	History of Italy	2
946	History of Spain and Portugal	2
947	History of Russia and Soviet Union	2
948-949	History of Other European Nations	2
950-959	History of Asia	2
960-969	History of Africa	2
970	History of North America (General)	2
971	History of Canada	2
972	History of Mexico, Central America, and Caribbean	2
973-979	History of the United States	3
980-989	History of South America	2
990-999	History of Other Parts of the World	2
Biography	(collective and individual)	2-3

VII. COLLECTIONS

Children's Collections

The children's collections are intended primarily for children from birth through age 13. These collections include fiction and the entire Dewey range of nonfiction. English is the predominate language represented in the collection. Books and other formats such as periodicals, DVDs and CDs are collected.

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

Children's Board Books

This collection consists of books with sturdy, laminated cardboard or plastic pages. Selected especially for babies and toddlers, this format is important in introducing books to the youngest child. These titles have clear, uncluttered drawings or photographs and are wordless or accompanied by very brief text.

This collection has very high usage and wears out quickly. Many titles have a short life in print and will not be replaceable after they are withdrawn. They are intended for babies, toddlers and preschoolers. Selection and duplication will depend on budget, the number of young children in a neighborhood and other population characteristics. The collection is built to meet current needs only.

Children's Picture Books

Picture books are often the child's first introduction to books. They are usually written for pre-readers and beginning readers and are typically shared with the child by an adult. Illustrations play an especially large role in picture books, and consideration is given to both the text and illustrations and how the union of the two makes an integrated whole. Illustrations in picture books should extend and interpret the story, supplying what paragraphs of words in a novel do for older readers. The inclusion of non-stereotypical illustrations is especially important because of the lasting impressions that can be made by illustrations. Picture books intended for older children (ages eight and up) is a subgroup also purchased and placed in this section. These books can be distinguished by their greater sophistication and higher reading level.

Picture books are selected individually for literary quality, quality of the illustrations, and subject appeal. As the picture book collection is typically a very large part of children's collections throughout the Library, and has high circulation, multiples of especially good books are purchased. Classic and older titles are purchased continually to retain depth.

Children's Readers

Readers are written for the beginning reader, using a controlled vocabulary. Children learn to read at different chronological ages, but usually, within the range of five to eight years, they begin to decode words and start to read by themselves without adult help. Readers help a child to practice the skill of reading and decoding while controlling the frustration level. Readers have large print, ample white space, illustrations and large margins. Pre-primers, basal readers and textbooks are not collected. Readers are selected individually for literary quality, attractive illustrations and subject appeal. The number of readers published is small, so purchasing is often done in multiples. This collection is meant to meet current needs. Classic and older titles are purchased continually to retain depth. Nonfiction readers are also purchased. They are classified in their subject areas unless their content is too general to be useful in a nonfiction collection.

Children's Fiction

Fiction books, or novels, make up a significant part of the children's circulating collection in all libraries. Fiction books are those written for the child who has the reading skills, attention span, ability to form mental images and the capacity to enjoy longer, more detailed stories. These books range from the easiest chapter books (designed for younger readers ready to make the transition from heavily-illustrated beginning readers) to sophisticated fare for younger teen readers. The range of fiction includes realistic stories, fantasy and science fiction, animal stories, historical fiction, mystery and adventure, and sports stories. The collection includes titles popular with today's children, recreational reading and school-assigned classics.

Fiction is selected individually using the same criteria used to evaluate adult fiction: consideration of theme, plot, characterization, setting, and style. Good fiction offers an appealing story, smoothly told, with freshness and originality. Positive racial, ethnic and sex role representation are important factors for consideration, as are appropriateness of length and format for the intended age level. Series, which are often formulaic, are sometimes evaluated individually, but are more often selected for their popularity with children. The Library acknowledges that there are many more series than can practically be purchased. Many series are treated as ephemeral and are purchased in paperback format only. Duplicate

copies of classics and other titles that appear on school reading lists are also frequently purchased in paperback format, to supplement hardcover editions. As a general rule, abridged or adapted editions of classic fiction works are not collected.

Children's Graphic Novels

Graphic novels are fictional works that are unique in their pictorial presentation of the story line. This collection has grown dramatically in recent years.

Graphic novels are selected for their quality of illustrations, story line and popularity. This ephemeral collection is constantly changing as reading tastes change. It is geared toward children ages six through thirteen. There is no effort to collect deeply or broadly, but rather to keep a popular reading collection that is responsive to readers' preferences.

Children's Periodicals

The children's periodicals collection offers a wide range of age and subject appeal to attract readers and to complement the book collection, especially in areas of current popular interest. Magazines also reflect the many diverse cultures, languages and interests of local children. Included are general interest, literary and special interest titles on a variety of reading levels. Periodicals dealing with children's literature and the review of children's materials are also included. Some of these are purchased as reference materials for the use of the staff.

Each Library tries to maintain magazine issues for one year. If space and physical condition permit, back issues may be kept longer. While most magazines are in print format, selection is not limited to this format. Magazine titles are reevaluated annually.

Children's Nonfiction

J001-J099: This area contains materials on general topics, Library services to children, children's literature and general encyclopedic works.

This collection focuses on guides to outstanding children's materials, critiques of children's materials, and bibliographic tools, all of which assist librarians, parents and teachers in selecting appropriate materials for children. Since this area includes many reference tools, non-circulating items usually outnumber those that circulate. Almanacs, books of facts, world record books and books of quotations, all popular with children, are also included.

Emphasis is placed on reference tools, such as Children's Catalog and Best Books for Children, so that staff can do in-depth research for parents and teachers as well as for assessing their own collections. An effort is made to acquire the latest editions of children's services research tools and encyclopedias. Titles about the internet are kept only if current, with no attempt to retain titles of historical interest.

J100-J199: This area contains materials on psychology, philosophy, the occult, death and grieving, and ethics.

Titles on ethics, behavior and feelings, and topical issues such as animal rights are kept up to date to reflect current thinking.

J200-J299: This area contains materials on religions of the world and mythology. Greek myths are perpetually in high demand and multiple circulating and non-circulating titles are purchased. Illustrated

Bibles and Bible stories also figure strongly in this section.

J300-J399: This area contains materials on fairy tales, myths, legends, folklore, storytelling, children's rights, conflict resolution, ethnic groups in America, family structures in society, women's and civil rights history, education, labor, law and politics, environmental issues, public safety and services, standardized test preparation books, money, holidays and customs, etiquette, weapons, and costume and clothing history.

The trend has been to increase the number of circulating titles as more works are published on these topics than previously. The collection of African American is broad and is used to support class assignment requests. Multiple circulating copies of holiday materials are purchased for a wide variety of holidays.

J400-J499: This area contains language titles. Focus is on titles that are designed for children learning languages, including those learning English. Grammar and writing for homework are also collected. Dictionaries and thesauri are bought for both circulating and reference. Sign language titles are also purchased.

J500-J599: This area focuses on the natural and pure sciences including science experiments, the history of science, seasons, mathematics, astronomy, time and calendars, physics, chemistry, geology, weather, biology, botany and zoology. It is one of the most-used sections of the nonfiction collection. This area does not include textbooks, but rather books that will be helpful to students wishing to improve their math and science skills.

Children in elementary and middle school heavily use this area to complete their science homework. This section also contains many topics that are very exciting to children, such as dinosaurs, snakes, insects, sharks and wild mammals. As a result of its great popularity, this collection needs constant attention to insure that current titles that reflect the ever-expanding knowledge in the sciences are included. Most books should not have a copyright date over ten years, since it is critical to make a child's first exposure to science as accurate as possible. Of course, the goal of complete accuracy is not always met, as new discoveries are constantly being made that affect the information in current books. Topics such as dinosaurs and astronomy require constant updating because not only are they popular, but information about them is constantly changing.

J600-J699: This area contains titles on inventions, how things work, technologies such as bridges, means of transportation, robots and computers, farming, gardening, pet ownership, food and cooking, diseases, health and the human body, puberty and reproduction.

Attention is placed on keeping technology and health books as current as possible. Pets and pet care is a very popular section and requires constant updating. The cooking section focuses on international cuisines as well as on American historical and classic cooking. Regular weeding is imperative to keep the health and illnesses collection accurate.

J700-J799: This area contains materials on the fine arts (such as music, sculpture and painting) and folk arts, as well as on theater, dance, photography, architecture, riddles, and sports and games. The Library has developed an in-depth collection in the fine arts, focusing not only on the Western masters, but also on art from around the world.

Emphasis is also placed on arts and handicrafts (especially origami and drawing), riddles and finger games. Books on popular sports need constant replacement. Due to their short-lived popularity, biographies of many athletes and music stars are purchased in paperback editions when available.

J800-J899: This area contains children's literature, poetry collections (including older editions of nursery rhymes), and international and Native American literatures. Books about writing and illustrating children's books are also in this area.

Emphasis is placed on poetry. An effort is made to represent the rich variety of international literature in the best possible translations. As a general rule, abridged or adapted classic fiction works are not collected.

J900-J999: This area includes history from ancient times to the present, geography, explorers, collective biographies, country studies and state books.

Special effort is made to find both circulating and reference titles on Native Americans and Georgia history. These materials are in constant demand for school assignments. Books about countries of the world are purchased and not retained when they are over ten years old. Books about individual states of the United States are purchased frequently and constantly updated to make sure that no book is over ten years old. Children's atlases are also discarded when they are over ten years old. American history is a much used section, and all periods of this history are represented in the collection. Care is taken to avoid materials that present stereotypical views of other countries and cultures and to withdraw titles that have stereotypes. A large part of this collection reflects current school curriculum. Biographical information about children's authors and illustrators, and collective biographies of people from various ethnic groups, are important parts of the reference collection, and more of this information is now purchased in an electronic format.

J Biography: This area contains biographies of historically important, currently significant, and historically overlooked people.

Biographies are a consistently requested topic since many grade levels at many schools have required assignments on the lives of significant people. Thus, this section is updated constantly, though older titles are retained unless they become factually incorrect. An attempt is made to select more biographies for the youngest readers since requests for them continue to increase. Special effort is made to find biographies of people who represent the many different ethnicities of communities served by the Library. High demand subjects include explorers, presidents of the United States, and Martin Luther King, Jr. Fictionalized or undocumented biographies are not purchased. Biographies of musicians, composers, artists and sports figures are cataloged as J700s.

Children's Media

The media collection consists primarily of DVDs and CDs. The children's DVD collection includes educational television programs and children's movies (educational as well as popular, box office titles). Children's audio encompasses literary works, folktales, drama and music.

This collection is very popular and circulates heavily. It requires constant refreshing to compensate for loss and damage. Much effort and money is spent to replace copies of popular materials, such as Disney movies, which are often unavailable for purchase for many years at a time. Videocassettes and audiocassettes are no longer purchased, and this format is slowly disappearing from Library holdings. Attempts are made to purchase movie adaptations of quality children's books as well as original works of quality that are produced for children. Audio renditions of classic and popular children's fiction are collected, as are audio versions of children's readers (which assist children in their mastery of reading). Audio versions of picture books are also collected. Very little audio nonfiction is collected, except for folktale compilations, since they bring the spoken tradition to life in a way that books cannot.

Young Adult (YA/Teen) Collections

The teen collections support recreational reading for ages 13 through 18. High interest, popular materials are collected from the entire Dewey range. English is the predominate language represented in the collection. For curricular and academic research, teen patrons may rely on the adult and children's collections. Materials are selected from professional review sources and suggestions by teen patrons. Fiction and nonfiction are collected in audio, video, and print formats.

Materials are collected to reflect the major demographics of the local area. The collections are maintained on a continual basis. This is of particular importance because of the ephemeral nature of teen popular interests.

YA Fiction

This area of the collection emphasizes popular fiction, recreational reading, and school-assigned classics.

The browsing appeal of fiction materials varies greatly. Popular recreational titles have great appeal to teen patrons and their high visibility in the teen section is a major attraction to the target population. Materials found in the teen fiction collection may include titles found in both the adult and juvenile fiction collections, along with titles that are unique to the teen fiction collection.

YA Graphic Novels

Graphic novels are fictional works unique in their pictorial presentation of a story line. Graphic novels are selected for the quality of their illustrations and writing, as well as for their popularity. This collection is constantly changing because of demand.

YA Periodicals

The teen periodicals collection offers a wide range of subjects to encourage teens to become recreational readers. This circulating collection reflects the current popular interests of teens. Magazines are selected to represent a variety of teen interests and to complement the book collection. Special attention is paid to magazines dealing with teen music and popular culture. Magazine titles are reevaluated every year. Back issues are retained for up to one year, depending on condition.

YA Nonfiction

YA 001-099: This area contains standard non-circulating bibliographies and reference books about Library services for teens. This collection's primary use is to provide reference materials for librarians working with teens and teen materials.

YA 100-199: This area contains materials on thoughts and feelings, philosophy, the occult, death and grieving, and ethics. Materials in this area require constant refreshment because of the popularity of these subjects.

YA 200-299: This area contains materials on mythology, world religions and the origins of religion. Because much of this subject area is curricular, not popular, in nature, most of the teen patrons' needs and interests in this area are provided for in the adult and children's collections.

YA 300-399: This area contains materials on teen rights, ethnic groups in America, family structures in society, civil rights history, education, money, holidays and weapons. It also includes materials on social issues which affect teens such as racism, prejudice, drugs and addictions, abortion and sexual orientation.

Also included are books on career guidance, the SAT and standardized tests, and college and university guides, although most of these materials are purchased and shelved in the adult collections.

YA 400-499: This area contains titles on language and includes titles for teens learning English and other languages. Grammar and writing guides useful for homework assignments are also collected. Dictionaries and thesauri are included both for circulating and reference.

Because much of this subject area is curricular, not popular, in nature, most of the teen patrons' needs and interests in this area are provided for in the adult and children's collections.

YA 500-599: This area contains the natural and pure sciences including mathematics, chemistry, science experiments biology, botany and zoology, and it is one of the most-used sections of the nonfiction collection. This section does not include textbooks, but does focus on homework and study skills in the listed subject areas.

Because much of this subject area is curricular, not popular, in nature, most of the teen patrons' needs and interests in this area are provided for in the adult and children's collections.

YA 600-699: This area includes materials on reproduction, human development and maturation, teen pregnancy and childbirth, birth control, substance abuse and sexually transmitted diseases. An effort is made to acquire current materials about reproductive health and education, as well as teen parenting. Regular weeding is imperative to keep the collection accurate.

YA 700-799: This area contains materials on such popular culture subjects as radio, television, movies, music, and sports.

It is especially important to update this collection continually, since many of the subjects lose currency anywhere from one to five years after ordering.

YA 800-899: This area contains literature and poetry collections.

YA 900-999: This area includes history from ancient times to the present and geography.

Because much of this subject area is curricular, not popular, in nature, most of the teen patrons' needs and interests in this area are provided for in the adult and children's collections.

YA Biographies

Materials include individual biographies of people who are of specific interest to teens. These might include biographies in the sports and entertainment fields, biographies of writers significant to teens, or biographies of young adults themselves.

This is a prime area for the inclusion of high-interest, low reading level materials to entice reluctant readers to the collection.

YA Media

The media collection consists of DVDs with teen appeal. The teen DVD collection includes television programs (educational subjects as well as popular series titles), teen movies (educational subjects and popular box office titles) and anime films. The teen CD collection includes audio versions of literary works, both classic and contemporary.

ADULT COLLECTION

Adult Fiction

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

Paperbacks are purchased for each Library. These are mostly genre mass-market, especially romance. Titles should not duplicate those available in hardback.

Adult Graphic Novels

Graphic novels are fictional works that are unique in their pictorial presentation of the story line. This collection has grown dramatically in recent years.

Graphic novels are selected for their quality of illustrations, story line and popularity. This ephemeral collection is constantly changing as reading tastes change. There is no effort to collect deeply or broadly, but rather to keep a popular reading collection that is responsive to readers' preferences.

Adult Periodicals

Periodicals (newsletters, magazines, journals, and newspapers) are the most current sources of information on new theories, discoveries, trends, and consumer information and they also satisfy recreational and research needs on an array of subjects. The periodicals collection represents the broad spectrum of knowledge and includes academic, trade, and popular titles issued and received in a variety of format.

These materials form an important part of the Library's research collection and are intended to complement the book collection. The Library does not generally purchase professional journals other than those in Library and information science.

Adult Non-Fiction

The Augusta-Richmond County Library's collections are organized by the Dewey Decimal Classification System. (Appendix XXIV) Most of the subject collections below encompass several Dewey categories. English is the predominate language represented in the collection.

Generalities

This area is comprised of general works not limited to any one specific discipline, e.g. almanacs, encyclopedias, bibliographies, lists of trivia, uncommon knowledge, directories of organizations, guides to the methodology of writing and publishing and scholarship in general. Additionally, this wide-ranging collection includes titles on the practice of journalism, Library science and the organization of knowledge,

plus works about paranormal phenomena, legendary mysteries, UFOs and other possible deceptions, hoaxes, errors, delusions and superstitions. Users range from those wanting brief, encyclopedic accounts of various topics to those – usually Library school students – who intend to do serious research. The collection is weeded based on significance of title and changing use.

Philosophy / Religion

This collection aims for inclusion, providing information on the wide spectrum of efforts – philosophical, spiritual, and ancient to contemporary – to understand the human condition. Popular and significant contemporary works are acquired, maintained and replaced on an ongoing basis. Historic titles are retained and replenished. This collection supports the intellectually and spiritually curious, and the specific needs of students from high school through college, with a wide range of reference works, bibliographies and secondary works. The collection is weeded based on significance of title and changing use.

Social Sciences

Here are interdisciplinary works on human society, sociology, social anthropology, social class, social problems and group behavior. Materials are usually purchased with a general audience and the beginning student in mind, although some works are aimed at the college-bound student. The collection is weeded based on significance of title and changing use.

Political Science / Law / Government

These current and popular political books and biographies meet the demands of a politically active community. Users include students, general readers, independent researchers, law firms, law students, and community and political activists. The collection is weeded based on significance of title and changing use.

Political theory and dictionaries; systems of government and political parties of the United States; federal, state and local governments of the United States; foreign governments and their political systems; elections systems, procedures and results; directories of lobbyists and political action committees (PACs); parliamentary procedures; directories of international organizations; materials for those interested in community activism and political activity.

Consumers will find current and self-help publications (Nolo Press, Sphinx Press and Legal Almanac), biographies as well as documents appropriate for the area. The collection is weeded based on significance of title and changing use to meet the demands of students, general readers, independent researchers, law firms, law students and community and political activists.

Languages

Basic materials such as dictionaries, encyclopedias, selected editions of important works, handbooks and periodical publications in different languages are collected. English as a Second Language (ESL) materials are collected for those who are learning English; instructional language materials are offered with an emphasis on Spanish, French, Chinese and other European and Asian languages. The collection reflects changes in population patterns, community needs and patron demand and is aimed at students, travelers and those interested in expanding or acquiring a new language skill. The collection is weeded continuously based on currency and use.

Mathematics / Sciences

Mathematics and the hard sciences – also called pure sciences – are fields built on quantifiable data, accuracy and objectivity. Library materials about mathematics serve the popular information needs of students, business people and trade apprentices. Library materials about the sciences and scientists serve those interested in increasing their personal knowledge as well as students at the high school through college levels. Textbooks typically are not collected. The collection is weeded based on significance of title and changing use.

Technology / Household Management / Consumer

The materials in this collection cover a broad spectrum of science-based topics that apply to daily life. The primary focus of the technology collection is on up-to-date handbooks and technical guides that satisfy the popular information needs of students, apprentices, hobbyists, home buyers, do-it-yourselfers, entrepreneurs and general readers. The current handbooks and manuals in the computer collection are used by students, hobbyists, owners of small businesses and general readers interested in specific software programs; this collection is meant to meet their popular information needs. Users of the cookery collection span all ages and abilities: home cooks; high school, college and culinary school students; food club members; authors; bakery, café and restaurant owners; chefs, bakers, cooks, professional caterers and food designers; small business owners. The household management collection serves the general public, including parents, culinary and cosmetology students, and amateur sewers. The gardening and agriculture collection provides an introductory overview for a general audience and lower-level college students, with selected important works. The collections are weeded based on significance of title and changing use.

Medicine/Consumer Health

This general medicine and health collection emphasizes current and accurate information and is primarily for patients, their families and caregivers. Nursing students, home health aides and other practitioners use the collection to assist them in licensing exams and for practical advice in their work. The collection is weeded based on significance of title and changing use.

Engineering

This collection includes works on engineering, energy, transportation and communication, including modes that enable communication to take place (e.g. the postal system). General readers, students, hobbyists, do-it-yourselfers, apprentices, and professionals use this collection to gain general knowledge. The extensive collection of automobile, truck and motorcycle repair manuals covers a variety of individual models. The collection is weeded continuously based on significance of title and changing use.

Business / Economics

Works on business, economics and the job market meet the needs of students, employees, business owners and entrepreneurs, consumers, job seekers and career changers. The economics collection in particular is geared toward consumers, students through the undergraduate level, do-it-yourself personal investors, financial planners and people interested in labor history and practices. The collection is weeded based on significance of title and changing use.

Visual Arts/ Performing Arts This collection includes biographical, historical, critical and technical works and in-depth resources, collected sets of criticism and subject encyclopedias. Users of the collection include general readers, students, researchers and professionals. Most of the collection is weeded based on significance of title, changing use and maintaining existing collection strengths.

Sports / Recreation

This collection offers materials on games and puzzles, group games, outdoor recreation and sports which reflect local recreational interests. The collection also provides historical studies, popular works, biographies and instructional material as well as encyclopedias, books of records, statistics and rules. Users of this collection include the general reader, athletes, coaches, sports fans and outdoors enthusiasts. The collection is weeded based on significance of title and changing use.

Literature

International in scope, the collection provides the Library's largest concentration and widest diversity of literature and literature-related titles in English. A solid historical collection is retained and replenished and current works are acquired on an ongoing basis. A collection of modern and contemporary American poetry is available, serving as a resource for the local poetry community. Users of these collections include students of all levels, writers, practitioners, performers and inquisitive readers. The collection is weeded based on significance of title and changing use.

History / Geography

With an emphasis on United States and military history, this collection supports the interests of students of history, amateur genealogists, travelers, veterans and the adult and young adult reader. Very little genealogical primary source material is offered; rather, the emphasis is on putting how-to materials in researchers' hands. The collection is weeded based on significance of title and changing use.

Biography

Current and retrospective biographies of notables associated with the United States and, to a lesser extent, other countries; emphasis is on a diverse and inclusive collection. Users of the collection include the general public and students from the high school through undergraduate levels searching for references to particular people or interested in the history of science and technology. The collection is weeded based on significance of title, usage and maintaining existing collection strengths.

Adult Media

Audiobooks are purchased in CD format. Titles are purchased according to patron demand and reviews. Works of best-selling authors are represented primarily in unabridged versions. The nonfiction collection covers a range of subject areas including best sellers, instructional and self-improvement selections on topics such as computer use and exercise, and guides for the teaching of English as a second language. Downloadable audiobooks, e-books and e-magazines are available for Library patrons through the Georgia Download Destination (GADD) consortium. Titles are selected by all libraries in the consortium for all patrons and Augusta-Richmond County has no control over titles purchased by other consortium members.

The DVD collection exists to serve the informational, educational, and recreational needs of the Library community by enhancing the Library's existing nonfiction and fiction collections. The Library does not try to mimic or to duplicate the stock of local video rental stores. DVDs are considered for collection inclusion based on critical reviews, prior viewing, patron request, and the reputation of the makers and distributors. DVD items are evaluated as whole and not on the basis of particular scenes or segments. A work will not be automatically excluded from the collection because it presents an aspect of life honestly or because it exhibits frankness of expression. An item need not meet all of the selection criteria to be acceptable. In some instances, an item may be purchased because of its artistic merit, because of

scholarship, as a historic record, as critical to the information needs of the community, or because of substantial demand.

Reference Collection

The Library system's non-circulating reference collections provide authoritative information about a variety of current and historical topics. These collections are published in a variety of formats: almanacs, encyclopedias, dictionaries, yearbooks, handbooks, indexes, directories, bibliographies, plot summaries/critiques, price guides, statistical compilations, geographical sources, and legal, medical guides, and electronic resources. To a limited extent, most reference collections include some items not produced in one of these formats. Some items included in a reference collection may be duplicated in a Library's circulating collection.

A branch Library's reference collection will contain a core of basic reference materials found in all branch libraries, supplemented by specific resources of interest to that particular agency's community. The reference collection at the Headquarters Library contains materials that cover the entire range of the Dewey Decimal Classification System. These materials vary in degree of difficulty from basic introductory level to a research level in selected Dewey areas.

Reference Collection Development

The emphasis of the reference collection has shifted from print to electronic resources. Databases and other electronic resources cover a broader range of information and have the advantage of more timely updates. The Reference staff will read professional reviews of reference materials and make recommendations for purchase. Criteria may include one or more of the following: literary merit; enduring value; accuracy; authoritativeness; social significance; importance of subject matter to the collection; timeliness; popular demand; costs; scarcity of material on the subject and availability elsewhere and quality and suitability of the format. The Reference Services Librarian makes the final decision on which materials are suitable for the reference collection.

Electronic resources (including but not limited to databases or e-books) will be selected to cover areas of patron interest including, but not restricted to, literature, foreign language, genealogy, biography, and periodicals.

When purchasing new reference materials, or replacing outdated resources, preference will be given to electronic versions of the selected materials.

Materials will be weeded from the collection when the information is no longer the latest available on the subject, the print volume is in poor condition, or a database is purchased that covers the subject.

Electronic Resources Collections

Electronic resources consist of content that is stored and displayed digitally and accessed via computers and other electronic devices. These resources are often referred to as databases, or as online or digital content, resources or media.

The Library subscribes to a variety of electronic resources that may include some or all of the following: full-text magazines, newspapers, journals and other periodicals, reference sources, indexes, abstracts, images, electronic books and electronic media. With the electronic collection the Library aims to extend access to Library information, regardless of location. Patrons can access these collections within or beyond the actual, physical facilities of the Library. The electronic format enables increased usability of Library resources, allowing expanded searching and interactivity. This format also increases depth and

breadth of the collection system-wide, alleviating the need to purchase multiple copies of some print resources.

These collections are used by Library staff and patrons in the Main Library and the branches, as well as outside the Library. Some electronic resources are shared with other Georgia Library systems via access to GALIELO.

Because electronic resources are an ever-changing medium, they must be evaluated on an ongoing basis.

Georgia Heritage Room Collection

The Georgia Heritage Room, located at the Headquarters Library, is a genealogical and historical collection. The purpose of the Georgia Heritage Room is to develop and maintain an in depth collection of materials having lasting historical and genealogical value to support the informational, educational and research needs of its users which consist of students, historians, genealogists and Augusta-Richmond County citizens as well as visitors.

The Georgia Heritage Room collection serves the needs of a broad spectrum of users with diverse informational and educational pursuits. The collection is a reference collection and does not circulate. Books by local authors, about subjects other than local history will be added to the collection selectively to preserve a copy of their work. The greatest consideration is given to Augusta-Richmond County authors. As a practical definition, Augusta-Richmond County or Georgia authors are those who have lived in the county or state for a significant period of time. No attempt will be made to form a collection of works by southeastern authors as such. The collection will contain some materials of current usefulness such as Georgia travel guides, Georgia customs and family life, as well as books about native plants or animals.

Material concerning Augusta-Richmond County and Georgia will be of primary importance, with an emphasis on genealogical and historical materials relating to the southeastern United States. Geographic and subject coverage of these materials reflect and support the migration patterns of movement to and from Georgia. The collection also includes national genealogical and historical resources including selected Northern sources. Historical materials selected reflect diverse points of view. These materials include church histories, state and county histories, personal narratives, diaries and letters or any other accounts of events which have affected the history of the United States including records documenting United States military involvement since the Revolutionary War with a concentration on the Civil War.

Materials requested by patrons and that relate to the collection are considered for possible purchase. The Georgia Heritage Room does not purchase individual family histories, but does accept them as donations. The terms for donation are spelled out in the Georgia Room's deed of gift form (Appendix XXV).

Most of the materials in the Georgia Heritage Room collection are in book form. Other formats include maps, photographs, microforms, clippings, unbound papers and documents. The collection does not include realia (three-dimensional, real life objects such as textiles, specimens, badges, emblems, insignia, etc.)

To preserve older materials while maintaining access, items will be digitized using the following priorities:

- Items which conform to the mission and strategic plan
- Materials in heavy use
- Materials with high research value
- Materials not duplicated elsewhere

- Pre-1923 items which are in the public domain and not subject to copyright

To ensure preservation of materials a minimum of three copies will be kept.

- Original.
- Digitized copy for storage on an external hard-drive or newest standard format.
- Access copy for use.

Items will be scanned in the highest resolution available.

Digitized copies will use open standard file formats which are non-proprietary; ASCII based, in common use, and have freely published specifications, such as rtf, txt, tif, jpg. They will use meaningful and consistent metadata, conforming to ISO Standard 8601 for dates, and will contain file resolution information.

To guard against file format obsolescence and bit-level degradation, an annual bit check will be performed and copies updated and will migrate to a more current format if necessary. Future documents will be normalized (same formats, naming conventions, etc.) for consistent metadata. Copies will be stored in multiple digital and geographical locations to guard against loss from file corruption and natural disasters.

Professional Collection

The Professional Collection, housed at the Headquarters Library, is a collection of specialized materials pertaining to the management and development of libraries. This collection of reference materials is to aid staff in the development of services, programs and collections. It can also be used as a resource for in-house staff training.

VIII. RECONSIDERATION OF SELECTION DECISIONS

The Library encourages its users to recommend items for purchase. In deciding whether to acquire the items recommended, the staff considers not only users' recommendations but also other criteria identified of this document.

Users who wish the Library to acquire an item the staff has decided not to acquire and those who wish the Library to remove an item in its collection must submit a formal written request (Appendix V).

Upon receipt of such a request, the director will convene a panel of the staff to re-assess the challenged decision, and, after considering their recommendation, will decide whether to accede to the user's request.

If the director declines to do so, the user may appeal the decision to the Board of Trustees by making a written request to the president.

IX. GIFTS

A gift for the Library collection may consist of materials or funds for the purchase of materials. Funds may be given for acquiring materials recommended by the Library staff or for the purchase of specific items suggested by the donor and recommended by the staff for inclusion. The Library encourages gifts not earmarked for specific items to permit the most flexible use of the donation for the enrichment of the collection.

Cash Gifts:

Gifts of cash generally fall into three categories:

- For books and other materials for the collection: This is a gift of cash made specifically for the purpose of buying books and other Library materials (e.g., CDs, DVDs, periodicals, etc.) for the collection. Donors may designate the gift for a specific library location, or they may designate the gift for general use. Donors may also specify whether the gift is for adult materials, YA/teen materials, or children/youth materials.
- For specific program support: This is a gift of cash for specific program support (excludes books and materials for the collection, covered in #1 above). Donors may designate the gift for a specific branch Library, the Main Library, or they may designate the gift for a specific program purpose. • Donors must specify how they want the funds used.
- For general Library support: This is a gift of cash for general program support. Donors may designate the gift for a specific branch Library, the Main Library, or system-wide support.

The Library Director will determine the best uses of these funds. Donors do not specify how funds will be used.

- Donors of \$25 or more may request that bookplates acknowledging their gifts be affixed to books whose purchase was made possible by their gifts.
- Gifts of over \$1,000 that restrict the Library's use of funds are to be accompanied by a letter to the Library Director requesting the acceptance of funds for restricted use and must be authorized by the Library Director prior to deposit or expenditure.
- While the Library welcomes gifts designating funds for one or more areas in the collection, designating funds for specific titles cannot be accommodated.
- All gifts of money will be acknowledged.

Non Cash Gifts:

Donations are accepted with the understanding that the Library has the right to determine the disposition of gift items. Materials not added to the Library's collections are offered to the Friends of the Public Library for their book sales (the proceeds of which are used to fund Library programs), or may be shared with other appropriate institutions.

Due to the volume of gifts received, the Library cannot acknowledge, track or return unsolicited items received from publishers or individuals.

Gift materials will be added only if they fall within the guidelines of the Collection Development Plan and the Library's goals and objectives. ARCPLS applies the same standards of selecting gift materials to be added to its collections as it does when selecting materials for purchase.

Examples of materials that may not be added to the collection include those that: are outdated, are in poor physical condition, lack any reviews or are poorly reviewed in professional reviewing sources, or are duplicates of items the Library already owns in sufficient quantity.

The Library cannot accept magazine subscriptions purchased by the donor.

Prior to accepting a large collection of materials, the donor shall provide the Library with sufficient information about the collection so that the Library may identify sources required for cataloging, processing, preservation and archiving of the materials. The Library shall consider these details for the existing collection as well as the details for its continuation, such as selection and addition of materials

and continued funding. In many cases a Deed of Gift and/or a formal written donation agreement may be signed before the Library accepts a large collection.

The Library is not legally permitted to appraise the value of a non-cash gift. Donors who wish to have an evaluation of their gifts for tax purposes are referred to the IRS Publication 561, Determining the Value of Donated Property, and Publication 526, Charitable Contributions. If the value of a gift exceeds \$500, the donor must submit a list giving author, title, place, publisher and date of all items and must complete the current edition of IRS Form 8283, Noncash Charitable Contributions. When the value exceeds \$5,000, the donor must obtain an independent appraisal; the donor, appraiser and the Library must all sign IRS Form 8283. The donor pays for the cost of the appraisal, an expense that may be tax deductible. Because the Library is considered an interested party in the transaction, the IRS will not approve an appraisal made by the Library. The Library will acknowledge the gift by letter and maintain a file substantiating the type, quantity, condition, etc., of the gift. It is the donor's responsibility to maintain all personal records pertaining to a gift for which s/he is claiming a tax deduction.

X. COLLECTION MAINTENANCE

To maintain the quality and relevance of the collection, the Library may withdraw materials as needed. Library staff evaluates materials that may be withdrawn based on these criteria, but not limited to:

- Accuracy and currency of information
- Physical condition of materials
- Availability of newer, more comprehensive or more accessible material
- Relevance to collection and scope of collection
- Ease of borrowing materials from another Library
- Relevance to community needs
- Date of last circulation and number of circulations
- Number of copies in the collection

As materials become worn, damaged, or lost, replacement will be based on whether or not:

- The item is still available
- There is ongoing demand or need
- Another item or format might better serve the same purpose
- Updated, newer or revised materials would better replace a given item
- The item has historical value in this or another Library based upon mission and guidelines
- Another Library system could better provide the item or a comparable item in the future

When Library materials no longer meet the selection criteria for inclusion in the collections the following options are available:

- Redistribute to public-benefit organizations such as the Friends of the Library
- Offer to Outreach collections
- Offer to other libraries
- Refer branch last copies to Headquarters Library
- Recycle damaged materials
- Discard government property in compliance with federal, state and local laws

The authority to withdraw materials from the general collections falls to the Branch/Department Manager, in conjunction with the Head of Technical Services. Core collections and last copies, should not be withdrawn without first consulting with the Head of Technical Services. The ultimate authority on withdrawing materials falls with the Director of the Library.

XI. MATERIALS BUDGET ALLOCATION

Each fiscal year, July 1-June 30, a portion of the Library's budget is allocated to the acquisition of new items.

As a matter of policy, the BoT shall annually commit a minimum of 10% of the Library's operating budget (exclusive of capital commitments or expenditures) for the purchase of Library materials. The following narrative describes the sources of funding for the books and materials budget, the budget approval process, the major budget categories and the many factors that determine the Library's collection priorities.

Major Budget Categories

The major categories of the books and materials budget are books, electronic resources, periodicals (magazines and newspapers), standing orders (annuals, directories, etc) and audiovisual materials (DVDs and audiobooks).

Factors That Determine Collection Priorities

Many factors determine the Library's collection priorities. Among those (not in priority order) are:

- Usage statistics, such as circulation, in-Library use, database use, etc.
- Public surveys
- Demand
- Community assessments
- Consultations with staff
- Changing demographics
- Strategic Plan goals, if applicable
- Rising costs
- Recurring costs
- Restricted grants
- Library and societal trends
- Format changes
- Changes in technology for delivery of content
- Collection capacity changes, including branch bond program facility plans

Collections: Audio-Visual

Audiobooks are purchased in CD format. Titles are purchased according to patron demand and reviews. Works of best-selling authors are represented primarily in unabridged versions. The nonfiction collection covers a range of subject areas.

The DVD collection exists to serve the recreational and educational needs of the Library community. DVDs are considered for collection inclusion based on critical reviews, patron requests, and the reputation of the makers and distributors.

Please note that patrons must be 18 years of age or older to checkout DVDs or other audio-visual material.

Collections: Books

Adult Materials: Fiction

The Library's collection includes a wide variety of contemporary works of fiction representing all genres, international works of fiction, classics and important novels of the past. The Library makes every effort to acquire fiction which is representative of the cultural and ethnic community that it serves and to satisfy the diversity of interests and recreational needs of its users. Fiction is purchased according to the guidelines established within ARCPLS Collection Development Policy.

Adult Materials: Nonfiction

The Library acquires materials which provide a core of basic knowledge. In addition, the Library selects, makes accessible, and promotes the use of materials which:

- address contemporary or historic issues
- provide self-help information
- facilitate continuing education
- enhance job-related knowledge and skills
- increase knowledge of affairs of the community, the country, and the world
- support business, cultural, recreational and civic interests in the community
- nourish intellectual, aesthetic, creative and spiritual growth
- present different viewpoints on issues

Both nonfiction and fiction titles are selected according to the guidelines established within ARCPLS Collection Development Policy. Patron requests are carefully considered and purchased whenever possible, but are subject to the same standards and financial constraints as other acquisitions.

Teen Materials (Young Adult)

The Library selects materials for teens in order to encourage personal development, recreational & literary enrichment, and life-long learning. Items in this collection are intended for patrons between the ages of 13-18 (middle and high school) and include:

- fiction (YA FIC)
- nonfiction
- graphic novels (GN)

Young Adult books are marked with a YA sticker. Non-fiction YA books are typically intershelved with Adult non-fiction at branch locations. Graphic Novels (GN) maybe shelved separately depending on the branch. At Headquarters, all Young Adult books are located in the Young Adult area on the 2nd floor.

Children's Materials

Materials for children are collected in order to promote recreational enrichment, educational success, and a life-long love of reading. Items in this section are selected for patrons from infancy through age 13 and include:

- board books (BB)

- picture books (P)
- fiction at a variety of reading levels and formats (easy readers, beginning chapter books, novels, read-alongs) (E, LR, J FIC)
- nonfiction
- graphic novels (GN, J GN)

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.

Discarded Materials

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

Gifts and Memorials

Patrons or organizations may purchase gift and memorial books in honor of someone. Patrons wishing to do this should be directed to the Head of Technical Services.

Gifts of Books, Recordings, etc.

Donations of materials are accepted with the understanding that the Library has the right to determine the disposition of gift items. Materials not added to the Library's collections are offered to the Friends of the Library for its book sales (the proceeds of which are used to fund Library programs) or may be shared with other appropriate institutions.

Due to the volume of gifts received, the Library cannot acknowledge, track, or return unsolicited items received from publishers or individuals.

Gift materials will be added only if they fall within the guidelines of the Collection Development Plan and the Library's goals and objectives. ARCPLS applies the same standards of selecting gift materials to be added to its collections as it does when selecting materials for purchase.

When someone brings material to be donated to the Library, hand the person the Policy on Gifts, suggesting that he or she review our policy. If the person decides to give the materials, ask the donor to fill out the reverse of the form. At Headquarters, place the form with the materials, and send it the Technical Services Department. Branches should count the donations and then forward the form to Technical Services immediately, even if the materials cannot be sent right away.

If the gift is offered for a particular branch of the Library, that branch will be given first consideration.

Examples of materials that may not be added to the collection include those that: are outdated, are in poor physical condition, lack any reviews or are poorly reviewed in professional reviewing sources, are duplicates of items the Library already owns in sufficient quantity, or are not needed to fulfill the Library's collection development policy.

The Library cannot accept magazine subscriptions purchased by the donor.

The Library is not legally permitted to appraise the value of a non-cash gift.

The Library will acknowledge the gift by letter and maintain a file substantiating the type, quantity, condition, etc., of the gift. It is the donor's responsibility to maintain all personal records pertaining to a gift for which s/he is claiming a tax deduction.

Inquiries concerning the formal presentation of materials by an organization should be referred to the Director.

Materials on Order

Titles which are on order but which are not "in process" yet will NOT appear in the PINES catalog. If a title does not yet appear in the catalog, have the requesting patron fill out a "Book Request Form," and send it to the Technical Services Department.

Note that an item is only “in process” when an item record has been created, and a staff member is actively working on processing the item. Items which have arrived in Technical Services are not immediately “in process.”

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

For the most up to date information on placing holds, please consult the current PINES documentation on Circulation Policy and Procedures found at pines.georgialibraries.org.

Reference Materials

The Library system’s non-circulating reference collections provide authoritative information about a variety of current and historical topics. These collections are published in a variety of formats: almanacs, encyclopedias, dictionaries, yearbooks, handbooks, indexes, directories, bibliographies, plot summaries/critiques, price guides, statistical compilations, geographical sources, and legal, medical guides, and electronic resources. To a limited extent, most reference collections include some items not produced in one of these formats. Some items included in a reference collection may be duplicated in a Library’s circulating collection.

A branch Library’s reference collection will contain a core of basic reference materials found in all branch libraries, supplemented by specific resources of interest to that particular agency’s community.

The reference collection at the Headquarters Library contains materials that cover the entire range of the Dewey Decimal Classification System. These materials vary in degree of difficulty from basic introductory level to a research level in selected Dewey areas.

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

All staff members and the public may recommend materials to be considered for purchase. Recommendations are directed to the appropriate selector and considered in accordance with the established selection policies.

Request forms are available at all service desks.

The Director has final authority for the decision to purchase or not to purchase a particular item and for the decision to retain, relocate, or withdraw an item from the collection.

Selection Policies, **SEE ALSO Appendix V**

The selection policies have been adopted by the ARCPLS BoT. For detailed information, see the Library’s *Collection Development Policy*.

Questions concerning whether the Library has a policy regarding specific materials should be referred immediately to the appropriate staff member or to the Library’s homepage where a copy of Library’s *Collection Development Policy* may be accessed.

In the case of complaints concerning any material in the Library's collection, Library staff is asked to follow the Selection Review Procedure.

Selection Review Procedure

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

10. Media Policies

Media Policy

The ARCPLS System (ARCPLS) Media Policy outlines the roles, responsibilities, and procedures of key staff and leadership to guide the organization in quickly and accurately sharing information during a Library event or crisis situation. The Media Policy is comprised of communications strategies for messages ARCPLS wants the public to hear or see.

Media Policy: Media Communication/Calls

All calls from the press are to be treated as very important calls. ARCPLS must ensure that we respond to the journalists' questions and/or interview requests in a timely and informative manner.

****DO NOT RESPOND TO ANY QUESTIONS ON THE INITIAL CALL. ****

The person taking the call must ask:

- What is your name?
- What is your phone number?
- What affiliate (newspaper, TV station, radio) are you calling from?
- When is your deadline?
- What information are you looking for or what is the topic of the interview?

Once you have this information, tell the journalist that either the Manager/ Library Director/ Assistant Director or PR Assistant will call them back before their deadline. If you cannot locate a Manager/Library Director/ Assistant Director, contact the Public Relations Assistant immediately. If you can't locate any of the above individuals before the deadline time, call the journalist back and explain the situation, saying that a one of the individuals will call back as soon as they are able.

Manager on Duty/ Library Director/ Assistant Director/ PR Assistant/ Outreach

Before undertaking an interview:

- Review key messages.
- Write out a game plan – what do you want to get across to the journalist?
- If possible, find out the journalist's background and personality.

Key service messages to know during an interview:

- Libraries transform lives
- Libraries are a smart investment
- Libraries provide tools for people to achieve their goals at any stage in life.
- We are gathering all the information we have right now and will address all the issues at (this time today/ tomorrow)
- The public wants accurate information and that is what we are after.

Common Press Questions:

- Are you okay with homeless people hanging around your Library?
- How do you respond to reports of people doing drugs in your Library?
- Why should the Library be funded over essential services like bus transportation or schools?

After the Interview:

- Thank those involved for the opportunity.
- Ask if you can check accuracy of the quotes NOT approval of the story.
- Analyze and learn
- Stay in contact (share info/business cards)

By following the media policy, you can build relationships with journalists and the media that will benefit the ARCPLS System, and support the growth of the organization in the long run.

Media Policy: Crisis Communication Plan

A crisis is defined as a significant event or incident that disrupts, or has the potential to disrupt, normal ARCPLS operations. A crisis could also damage our reputation, financial performance, or harm the wellbeing of patrons, employees, the surrounding communities, or the environment.

The Crisis Communications Team includes individuals with a critical role in responding and supporting the response to a crisis at ARCPLS.

Key audiences in this plan include ARCPLS staff, Library Director, Assistant Director, BoT, Georgia Legislators, the general public, partners, other state libraries and the media.

- All crises should be immediately reported to the Manager on Duty. The Manager on Duty will then alert the Assistant Director and/or Public Relations Assistant. The Assistant Director and/or Public Relations Assistant will then alert the Library Director. The Library Director will contact the BoT.
- Only the Library Director/Assistant Director/ and Public Relations Assistant are authorized to release crisis information to the media and to the public. All other staff can be helpful by

connecting media and other stakeholders to those authorized to communicate information on behalf of ARCPLS.

- To reaffirm: All media inquiries should be referred to the Library Director/ Assistant Director and/or Public Relations Assistant for presentation to the BoT.
- If an answer is unknown or can't be immediately answered, take note of the question and contact information, tell the journalist we will get back with him or her, and do so. "No comment" is not an acceptable response. If the question can't be answered because of a policy, such as sharing personnel information, let the journalist know so.
- Personnel information refers to names, phone number, social security number, addresses, compensation, skills, duties or other personal characteristics of employees of ARCPLS.
- Responses should be proactive and action-oriented, whenever possible.
- Maintaining effective media relationships are important to bolstering public confidence in libraries as a whole.

Media Policy: Social Media

The use of social media can be a fun and rewarding experience. The use of social media can also carry risks and certain responsibilities along with it. These are guidelines to go by when using ARCPLS social media platforms. These guidelines also apply to personal social media accounts. Library staff are a representation of ARCPLS. Staff must always conduct themselves in a professional manner.

- Use good judgment
 - Avoid writing anything that would embarrass the organization. Read/look over your material before posting.
 - Don't post confidential information. Respect individual private and personal information.
- Be respectful
 - Avoid hostile conversations with fans/friends or public individuals connected to our social media platforms.
 - If a statement needs to be made, contact your Manager, Library Director, or Public Relations Assistant.
 - If responding, state the facts of the situation in a non-confrontational and professional way. Move on afterwards.
- Be responsible and ethical
 - Follow good moral standards when posting information and/or responding to the public online.
- If you don't get it right, CORRECT YOUR MISTAKE
 - Make sure to check your message before posting to avoid making any type of spelling error.
- Post images with care
 - Make sure the images are appropriate and Library related.
 - Make sure you have permission to post the image.
- Be aware of site-specific online guidelines
 - Using social media sites means that you (and the content you exchange) are subject to their terms of service. This can have legal implications, including the possibility that your interactions could be subject to a third-party subpoena. The social media network has access to and control over everything you have disclosed to or on that site. For instance, any information might be turned over to law enforcement without your consent or even your knowledge.
- Staff Personal Social Media Accounts:
 - Posting or being recognized about hate speech, threats of violence, harassment, or racial epithets on personal and/or ARCPLS social media may violate the law, ARCPLS Code of

Conduct, or both. Library staff are a representation of ARCPLS. Staff must always conduct themselves in a professional manner. Employees will be held responsible for what they say.

Media Policy: Marketing and Publicity

In relation to ARCPLS procedure; marketing and publicity is defined as:

- Digital, print, social, and broadcast media
- Flyers, leaflets and other handouts
- Banners and signage
- Public speaking and appearances
- Various event/program specific means of public communication and branding.

All internal and external marketing and publicity efforts on behalf of the ARCPLS must be approved by the Library Director.

At the Library Director's discretion, the Public Relations Assistant, Outreach Librarian, and/or other staff may be assigned to undertake marketing and publicity activities on behalf of ARCPLS.

ARCPLS does not have to lend its name or resources for marketing, promotion, or fundraising for other organizations/causes. In rare instances, the Library Director may pre-approve limited activity of this kind specifically in conjunction with an inter-agency collaborative effort or event. Any inquiries into promotions or fundraising purported to be sponsored by ARCPLS should be immediately referred to the Library Director for confirmation/clarification.

ARCPLS assumes no responsibility for misrepresentation in marketing and publicity originated from outside sources. This includes marketing and publicity produced by groups paying to use ARCPLS facilities for events. Immediately direct all questions regarding marketing and publicity visibly not originating from ARCPLS staff to the Library Director and/or Assistant Director.

Media Policy: Photographers

Photographers, videographers, staff, patrons, and visitors are permitted to take pictures or video in the Library.

As public buildings, ARCPLS facilities are subject to similar rules associated with a sidewalk or a public park, meaning that there are few restrictions that can be placed on a photographer when they wish to take photos or video in open, public areas of these facilities.

Photographers and videographers are asked to be respectful of other Library users and to observe the following:

- Refrain from disturbing other Library users (examples: flash photography).
- Taking photos/video of specific, copyrighted (or otherwise protected) materials for the purpose of redistribution is not permitted.
- Taking photos, video, or audio of any other person in restrooms is not permitted.
- Taking photos/video, or audio of any other person in staff-only areas is not permitted.
- Members of the media, patrons, and visitors are asked to notify the Library's Public Relations Assistant or Administrative Staff prior to or upon entering the Library to alert staff of the intent to photograph or video inside the Library. When possible, staff in the facility will be notified in advance to avoid potential interruption of Library services and operations.

Please note that ARCPLS staff may photograph and record programs and events for Library publicity and promotional purposes. Library staff will make every effort to notify members of the public when

photography and video recording is taking place. Any patrons who do not want to be photographed or recorded will be respected.

11. Money, Banking, and Finance

Banking, Investment & Deposits

The objective of this policy is to assist the ARCPLS BoT in effectively supervising, monitoring and evaluating their investment assets. Those investment assets are held by the organization as a steward for the sake of carrying out its mission and purposes. This policy is consistent with the by-laws of ARCPLS and has been formally set forth to:

- Define and assign the responsibilities of all involved parties.
- Establish a clear understanding for all involved parties of the investment goals and objectives including: the various asset classes, investment management styles, asset allocations, acceptable risk and total long term investment return.
- Establish a basis for adequately safeguarding principal, obtaining a reasonable rate of return and evaluating investment results.
- Conform with all applicable federal, state, Georgia Public Library Service (GPLS) and other legal requirements.
- Outline procedures and criteria to monitor, evaluate and compare the performance results achieved by investment activities intermittently, and report the annual performance to the BoT.

Delegation of Authority:

The ARCPLS BoT's responsibility for administration of the investment program is delegated to the Library Director. The Library Director shall establish written procedures for the operation of the investment program consistent with the investment guidelines, all of which must subsequently be approved by the BoT. Such procedures shall include an adequate internal control structure to provide a satisfactory level of accountability based on reporting of monthly Balance and Income Statements, amounts of investments, regulation of relevant financial activities of subordinate employees, and any other pertinent financial information. Refer to the New Officer Signatory Policy passed at the February 2017 BoT meeting regarding the delegation of account signatory responsibilities. The BoT is further authorized to delegate certain other responsibilities to professional experts in various fields. These include but are not limited to:

- President – ARCPLS BoT
- Director
- ARCPLS BoT Finance Committee
- Outside Auditor
- Fiscal Officer
- General Staffers

Internal Controls:

It is the policy of ARCPLS for all monies collected by any officer or employee of the Library to transfer those funds to the Library Director or designee for deposit within three (3) business days of receipt or within the time period specified in the law, whichever is shorter. The Library Director is responsible for

establishing and maintaining an internal control structure to provide reasonable, but not absolute, assurance that deposits and investments:

- Are safeguarded against loss from unauthorized use or disposition, that transactions are executed in accordance with management's authorization
- that transactions are recorded properly
- that records related to these activities are maintained and made available upon request and are managed in compliance with applicable laws and regulations.

Specific procedural steps are outlined annually on the Internal Controls Checklist submitted as part of the Agreed Upon Procedures (AUP)/Audit process required by Georgia Public Library Service (GPLS) and is also available for review upon request.

Designation of Depositories:

The banks and trust companies authorized for deposit of monies will be authorized by an annual vote of the BoT. The following banks and trust companies and their affiliated firms are authorized, at the time this policy was adopted, for the deposit and investment of Library funds in accordance with considerations of financial stability and their acceptable rating. Upon making any relationship changes to current banking institutions, this policy must be updated with the new information and approved by a vote of the BoT.

Institution	DBRS/Moody's Rating
South State Bank	TBA
Wells Fargo Financial Services Company	AA

ARCPLS BoT is empowered to decide by a vote of the body to change banking institutions, to transfer funds between accounts or to choose alternate investment products if it is deemed that current banking relationships are not the most profitable available. While the Library Director may make recommendation to the BoT for a vote, the final decision and means of implementation is up to the BoT.

Collateralizing & Safekeeping of Deposit:

Decisions regarding the collateralizing of funds will be determined by a vote of the BoT. The BoT is further authorized to delegate certain responsibilities to professional experts in various fields to determine their course of action, with final decision and means of implementation delegated from the BoT.

The safekeeping of investment deposits will be kept separate and apart from the general assets of the custodial bank or trust company and will not, in any circumstances, be commingled with or become part of the backing for any other deposit or other liabilities.

Purchasing of Permitted Investments:

In accordance with GPLS, other State and Federal laws, the BoT will vote and delegate to the Library Director the authorization to invest monies not required for immediate expenditure for terms not to exceed its projected cash flow needs in the following types of investments:

- Special time deposit accounts

- Certificates of Deposit
- Obligations of the United States of America
- Obligations guaranteed by agencies of the United States of America where the payment of principal and interest are guaranteed by the United States of America
- Obligations of the State of Georgia

All investment obligations shall be payable or redeemable at the option of the ARCPLS BoT within such times as the proceeds will be needed to meet expenditures for purposes for which the monies were provided.

Reporting Requirements:

The Library Director will present financial updates at each monthly BoT meeting in the form of a Treasurer's Report, Balance and Income Statements and/or other financial reports and statements specifically requested by BoT members. Questions about these documents are to be resolved to the satisfaction of the BoT membership and reflected in the official minutes of the meeting in question.

The Library Director is also required to serve as an active member of the BoT Finance Committee, which should meet at least quarterly to discuss the specifics of ARCPLS financial activities.

As referenced under Designation of Depositories, the BoT will also annually discuss and review all financial activities of the Library. Changes requiring updating of this policy will be discussed, voted upon, and if passed, added to this document.

Review & Amendments:

ARCPLS BoT shall review this policy as necessary, and it shall have the power to amend this policy at any time.

This policy was drafted in response to the Corrective Action recommendations contained within the 2016 ARCPLS Audit required by the GPLS and conducted by Bedingfield, McCutcheon & Perry CPA's located at 828 Greene Street, Augusta, GA, 30901.

Check Cashing: Personal

ARCPLS administration staff will not accept personal checks for immediate cash reimbursement.

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 Fiscal Officer within five (5) days after the trip. The Office Assistant has a supply of expense report forms. All receipts must be attached when the form is submitted.

For reimbursement rates and current travel regulations, visit the Georgia State Accounting Office web site at sao.georgia.gov/state-travel-policy.

Financial Banking Policy

Policy Statement

The ARCPLS Board of Trustees (BoT) opens bank accounts needed to support organizational operations. This policy establishes how accounts are to be opened, maintained, reconciled and closed. Only members of the BoT are authorized to select banking partner institutions, open, make changes to, and close accounts. Use of the ARCPLS name and/or the Library's tax identification number by anyone not authorized by the BoT in writing to open bank accounts is strictly prohibited. A BoT bank signator will immediately seek closure of any unauthorized bank accounts intended to operate on the Library's behalf utilizing the name of the Library Director and the BoT as an entity or any of its individual members. All Library bank accounts must be reconciled on a monthly basis and reported at BoT meetings and upon request.

Rationale for Policy

ARCPLS must comply with federal and state regulations concerning the establishment and maintenance of monetary accounts. Failure to comply with these regulations could result in penalties, fines, and reputational damage to the system's financial operations. This policy is necessary to promote compliance with the above regulations, to protect the Library's financial assets, to manage cash flow, to mitigate risk, and to provide proper oversight of the Library's banking activity. The Georgia Public Library Service, the regulatory agency for public libraries statewide, requires that certain Operating Service Standards be followed by the Library in order to be fully compliant and qualified to receive funds.

Procedures

Below is the general process for opening, changing, closing and reconciling accounts:

1. **Identify the need for a bank account.**
The Library has existing bank accounts for the purposes of holding and distributing required operational funds. Existing accounts currently satisfy all fiduciary needs. The need to establish a new account or close an existing one must be presented by the Library Director who will bring a proposal to the BOT Finance Committee. The Finance Committee decides whether to bring the issue to the full Board for further action.
2. **Complete the process to establish a new account or close an existing account.**
Establishing a new account or closing an existing one may take three to six months or longer depending upon various factors, including but not limited to: the fulfillment of a maintenance request for change order, presentation of BOT official meeting minutes substantiating the need, agreement to establish or close an account, and completion of new account or account closure signator cards.
3. **Credit card transactions are included in the requirements of this policy statement.**
All credit card merchant account transactions must be reconciled on a monthly basis.
4. **BoT designees have the final authority on all financial activities.**
The BoT bank signators are responsible for ensuring compliance with this policy, collaborating with the Library Director and Business Management in the management of all accounts, maintaining relationships with financial institutions and partners, and assisting with the development of new standards, controls and procedures for all Library financial activities.

Fixed Asset Policy

ARCPLS shall maintain a Fixed Asset Inventory list subject to the requirements of the Georgia Public Library Standards. The list shall be regularly updated and reported on a Collection Maintenance Form.

The inventory system shall be maintained to ensure the terms of adequate insurance coverage are met, provide a means of inventory control, and guarantee accountability for the whereabouts of Library materials (books, audio materials, software, DVD's, etc.). Library structures are inventoried and valued separately by the Augusta-Richmond County Risk Management Department and FM Global Company in Alpharetta, Georgia. A list of furniture and other equipment defined, as visible, tangible property not reported in other categories having a useful lifespan of five (5) to twenty (20) years, will be maintained for inventory control purposes.

RESPONSIBILITY

The Library Director, Fiscal Officer and Head of Technical Services/Circulation are responsible for completing and maintaining the Fixed Collection Maintenance Report.

- Assets are added and deleted on a regular basis throughout the fiscal year
- Library collection asset categories are printed at the end of the fiscal year for the financial audit process.

CRITERIA

Assets with an estimated useful life of more than one year and an original cost of \$5,000 or more will be accounted for as "capital assets." In addition, the aggregate of all books and similar materials with a useful life of more than one year, regardless of the original cost, will be considered a "capital asset." For accountability and safeguarding of assets, an inventory will be kept on all computers and on all items costing less the thresholds noted above but more than \$500 per item, which will be classified as non-capitalized assets.

REMOVAL

When assets are no longer usable or needed, they are discarded according to the Collection Maintenance section of the Collection Development Policy and marked "Discarded" on a monthly basis. This information is recorded on the annual Collection Maintenance Form.

STORAGE

The Fixed Asset Inventory is stored in the following manner:

The database is in Excel format, saved on the "P" Drive. Hard copies or computer files are generated annually at the end of a fiscal year and stored in the Headquarters safe on the third floor for ten (10) subsequent fiscal years.

Reimbursement for Purchases, SEE ALSO Appendix XXVII; SEE ALSO Appendix XXXII

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

Unclaimed Checks and Funds

ARCPLS will report to the State of Georgia all unclaimed property consisting of funds or checks that are uncashed or uncollected by the payee for more than 90 days. This check expiration date is printed on all ARCPLS-issued checks.

ARCPLS will remit to the State of Georgia all unclaimed funds after five years. ARCPLS will attempt to locate and notify payees of the check, giving the payees an opportunity to establish their rightful ownership prior to remitting the funds to the State of Georgia.

It is possible that the original check may have been left uncashed due to circumstances beyond the control of our agency. ARCPLS will make a final attempt to locate the payee and redistribute these funds. If the payee is deceased, ARCPLS will reissue the payment to the “Estate of the Payee” if an estate can be legally proven to exist.

Withholding Forms

Each new staff member is required complete and sign a W4- Employee’s Withholding Allowance Certificate and a State of Georgia Employee’s Allowance Certificate forms so the Augusta-Richmond County Human Resources and the Augusta-Richmond County Payroll Departments may withhold federal and state income taxes from each paycheck. These forms indicate filing status, marital status and numbers of dependents and exemptions.

Employees may want to complete and sign a new W4-Employee’s Withholding Allowance Certificate and a State of Georgia Employee’s Allowance Certificate if their financial situation changes. Forms are available from the Assistant Director or the Augusta-Richmond County Human Resources Department.

By January 31 of each year, staff members are provided with a Wage and Tax Statement (W-2) for salary paid the previous calendar year.

Employees who resign or retire should provide the Assistant Director a forwarding address so their Wage and Tax Statement (W2) may be mailed to the correct address.

12. Patron Conduct

Banning Patrons, **SEE ALSO Conduct: Patrons; SEE ALSO Appendix XIV**

The following guidelines are intended to direct decisions regarding the loss of privilege and banning from Library service as a result of unacceptable behavior in the ARCPLS. Every case will present a different set of circumstances and will be discussed fully with the Director before any action is taken. This list is not exhaustive and is used as a guide, along with common sense and previous history.

Minor Infractions: Give verbal warning and ask patron to correct the issue. If patron does not comply, ask them to leave for the day. Staff person in charge with the assistance of the Marshal on duty will mediate with the patron.

Examples:

- Not wearing shirt or shoes
- Entering or remaining on Library premises with a bodily hygiene so offensive that it constitutes a nuisance to others.
- Talking too loudly, shouting, cursing
- Smoking, including electronic cigarettes or any other tobacco products
- Eating and drinking while using computers
- Sleeping, napping or dozing in the Library
- Selling, soliciting, surveying, distributing written materials
- Panhandling or canvassing for any political, charitable or religious purposes inside a Library building, doorway or vestibule without prior authorization of the Library Director or designee
- Gaming or group activities which are disruptive to the Library environment
- Neglecting to provide proper supervision of children or leaving children under the age of 9 unattended on Library premises per the Library's Unattended Child and Child Safety Policy
- Stealing, damaging, altering or inappropriate use of Library property
- And others as may occur

Serious Infractions: Ban for three (3) six (6) twelve (12) months or a permanent ban. The Library Director will determine length of ban and will notify the patron in writing. The Library Director will review if prior warning(s) was/were given.

Examples:

- Engaging in an sexual contact, activities, or conduct
- Viewing pornography
- Hate Speech
- Possessing, selling, distributing, consuming or being under the influence of any alcoholic beverage, illegal drugs or controlled substance
- Damaging, destroying or vandalizing Library property
- Harassing, intimidating, assaultive or threatening patrons/staff
- Fighting or challenging to fight, running, pushing, shoving or throwing things.
- Repeated minor infractions
- And others as may occur

In extreme cases, a patron may be banned from the property for longer than twelve (12) months or permanently banned. These decisions will be made by the Library Director in consultation with the BoT.

Any illegal activity will be reported to the Sheriff's Department for prosecution.

A banned patron may appeal the decision of the Library Director by written request to the BoT. The BoT will consider the appeal at their next scheduled meeting or call a special call meeting.

Staff will change a banned patron's status to Blocked and add a brief explanatory note in the comment field of their account. The Banned Patron File, containing notification of banning letters, will be located at the Circulation and Marshal's Desk.

A patron banned will not be allowed to use any of the ARCPLS libraries.

Any person who violates the behavior policy will be handled in a professional and courteous manner by staff, but the degree of the violation will determine the response.

Staff is instructed to call 9-1-1 immediately in response to any behavior that is deemed threatening and dangerous.

Staff will call the police for any behavior that is in violation of federal, state, or local ordinances. Staff will call the police if a person or group of persons is asked to leave the Library and they refuse to leave and/or become difficult with the staff member.

For most other inappropriate behavior, one warning will be given. Continued violations will result in patron being asked to leave the Library for the day. A serious violation or repeated violations, or a violation where the police are called, may result in a longer exclusions from the Library up to permanent banning from the Library.

If the patron facing a ban is under the age of eighteen (18), then banning will not occur until the person's parent(s) or guardian is notified in writing.

An individual who is banned from the Library may be criminally charged with trespassing. It is the sole responsibility of the individual banned for any length of time to apply for reinstatement of Library privileges; these are not automatically available at the end of the period of exclusion.

The person notifies the Library Director that he/she plans to attend the regular monthly meeting of the BoT to request reinstatement of his/her Library privileges. This request may be made only after the banned period has been completed.

ARCPLS BoT will decide by a majority vote to lift the ban if the person is able to persuade them that his/her future behavior will not violate the Patron Behavior Policy, nor be a threat to the ability of the Library to operate in a safe manner, nor prevent staff and patrons from using the Library services, furniture, facilities and materials for their intended use. The ban will be in effect until this vote is taken.

The ARCPLS BoT will instruct the Library Director to contact the person making such an appeal by letter and inform him/her of the decision of the Board.

Child Abuse

ARCPLS Library employees is to assist in identifying suspected child abuse and report such in compliance with Georgia Law at O.C.G.A. 19-7-5.

Child abuse shall mean any of the following:

- (A) Physical injury or death inflicted upon a child by a parent or caretaker thereof by other than accidental means; provided, however, that physical forms of discipline may be used as long as there is no physical injury to the child;
- (B) Neglect or exploitation of a child by a parent or caretaker thereof;
- (C) Endangering a child;
- (D) Sexual abuse of a child; or
- (E) Sexual exploitation of a child.

However, no child who in good faith is being treated solely by spiritual means through prayer in accordance with the tenets and practices of a recognized church or religious denomination by a duly accredited practitioner thereof shall, for that reason alone, be considered to be an abused child.

An employee of the Library who, pursuant to such person's duties, comes into contact with children, has reasonable cause to believe that any child on the Library premises or at a Library function or activity has been abused or is an abused child shall immediately report or cause to be made in accordance with Georgia Law.

An employee who suspects child abuse shall immediately make an oral report to the Library manager or the Assistant Director/Director of the Library. The employee who suspects child abuse will submit an Incident Report to Administration.

Neither the reporting employee, the Assistant Director/Library Director shall alert the suspected abuser or accompanying adult of any intentions to report suspected child abuse to the appropriate agency. It is the responsibility and obligation of Assistant Director/Library Director to report the suspected child abuse to the appropriate agency in accordance with the law.

Children's Area

The Augusta-Richmond County Public Library is committed to ensuring the safety of all its patrons, with a special emphasis on the safety of children in our libraries. For everyone's safety and enjoyment of the library experience, adults should respect the boundaries of the children (ages 0-10) and young adult (ages: 11-17) areas of library branches and its purpose to centralize the information and recreation resources of these age groups. Children's and young adult rooms are reserved for children, young adults, and their parents, guardians, teachers, caregivers, and people researching children's literature. Others needing to access materials or services specific to the children's area do so with the understanding that the library staff will use their complete discretion whether or not a particular use or activity is appropriate in the children and young adult areas. Thus, patrons may be asked to use alternative areas of the library.

**Children in the Library: Unattended Children & Child Safety, SEE ALSO Child Abuse;
SEE ALSO Closing Procedures; SEE ALSO Closing Procedures: Abandoned Children**

The ARCPLS is dedicated to providing a welcoming, safe environment to patrons of all ages; and wholeheartedly encourages children to use its facilities and services. However, the ARCPLS facilities are comprised of public buildings open to all members of the public, and therefore, the Library cannot be considered a safe place for unattended children. Parent, guardians, or caregivers are solely responsible for the supervision, welfare, and behavior of children in the Library.

The purpose of this policy is to inform parents, guardians, and caregivers that the Library cannot ensure their children's safety if left unattended and to provide guidelines in the event a child is left unattended in the Library.

- Library staff will not assume responsibility for the safety and well-being of any child.
- Children who are age 9 and under may not be left unattended anywhere in the Library or on the Library's premises, including areas designated for children.
- Children who are age 9 and under must always be accompanied by a parent, guardian, or assigned caregiver who is in the immediate vicinity and within line of sight of the child. The person providing the oversight must be age 16 or over.
- Children 10 years old or older may use the Library on their own in accordance with the Patron Behavior Policy, in order to select materials, complete school assignments or attend a Library program.
- Library facilities are not designed or licensed to provide basic childcare needs or emergency care.
- Library staff may not drive children to any location, even at the request of the parent, guardian, or caregiver.
- Library staff is not responsible for the safety and well-being of children left at the Library at closing time.

Any child left unaccompanied for an extended period of time may be approached for information concerning his/her parent, guardian, or assigned caregiver's availability and informed of the Library's policy. If the situation continues, the appropriate law enforcement agency will be notified. If a child is left unattended at the time of closing, and attempts to reach the parent, guardian, or assigned caregiver have failed, the appropriate law enforcement agency will be called.

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

Computers: Public Use

Internet Use Policy

This policy applies to all users of the Augusta-Richmond County Public Library computers or networks. In agreement with Children's Internet Protection Act (CIPA) Regulations, all Library public access workstations use filtering software to access the Internet. Adults 18 or older who need unfiltered access for any lawful purpose may request it from a staff member. Unfiltered access will be granted on a per-search basis.

Purpose

To fulfill our mission, the ARCPLS provides access to a broad range of information resources, including those available through the Internet. We make this service available as part of our mission to be the community's place for learning, fun and adventure, access to innovative technology, creative solutions to information needs, and service excellence empowering personal and professional growth.

The Library only assumes responsibility for the information provided on the home page and the supporting web pages resident on this server. ARCPLS has no control over the information accessed through the Internet, other than the content provided on the Library's web site. Internet resources offer links to many valuable local, national, and international sources of information. However, not all sources on the Internet provide accurate, complete, or current information. A good information consumer evaluates the validity of all information found.

Supervision of a child's access to the Internet is ultimately the responsibility of the parent or guardian; the Library does not have the right or responsibility to act in loco parentis (on behalf of the parent/guardian). However, in accordance with the Children's Internet Protection Act (CIPA ~ Public Law 106-554), the Library does filter Internet access for both minors (persons under the age of 18) and adults to certain visual depictions that are (1) obscene (as defined in section 1460 of title 18, United States Code), or (2) child pornography (as defined in section 2256 of title 18, United States Code), or, with respect to use of computers with Internet access by minors, and (3) harmful to minors. Furthermore, all patrons must abide by section 16-12-80 (b) of the Official Code of Georgia, unless dissemination of the material is permitted, as provided in Section 16-12-80. The Library is compliant with state policies which prohibit the intentional or knowing display of such materials, while being reckless about whether a person, and especially a minor, is present who will be offended or alarmed by the display.

Responsibilities of Users

Software has been loaded on most public access computers to provide internet usage in one hour session increments. This software requires the user to log on to the computer using a bar code, either from their own PINES Library Card or a guest pass supplied by the Library. Library patrons are limited to two (2) one hour sessions per day.

Computer users must respect the established time limit and honor any staff request to end their session.

Users may not:

- Circumvent filtering or blocking software, or other security measures to access visual depictions deemed (a) obscene, or (b) child pornography, or (c) harmful to minors, as defined in the Children's Internet Protection Act (CIPA ~ Public Law 106-554).
- Circumvent public access computer time management software, or procedures.
- Use the workstations or laptop devices to gain access to the Library's networks or computer systems or to any other network or computer system.
- Obstruct other people's work by consuming large amounts of system resources or by deliberately crashing any Library computer system.
- Attempt to damage computer equipment or software.
- Attempt to alter software configurations.
- Attempt to cause degradation of system performance.
- Use any Library workstation for any illegal or criminal purpose.
- Violate copyright laws or software licensing agreements in their use of Library workstations.
- Engage in any activity that is deliberately and maliciously offensive, libelous, or slanderous.
- Install or download any software.

Violations may result in loss of access. Staff is empowered to terminate or extend a user session if appropriate. Unlawful activities will be dealt with in an appropriate manner, including notification of law enforcement authorities.

Supervising Children's Use

It is the Library's policy that parents or legal guardians must assume responsibility for deciding what resources (e.g., online catalog, web site search engine, subscription databases and electronic books, journals or articles) are appropriate for their children. There will be some resources that parents may feel are inappropriate for their children. Parents should let their children know if there are materials that they do not want them to use. Parents should supervise their child's Internet sessions.

In agreement with CIPA regulations, all Library public-access workstations use filtering software to access the Internet. No filtering software can control access to all materials that an individual may deem inappropriate. ARCPLS does not guarantee the total effectiveness of technological protection measures such as filtering software.

Information on teaching children and teens to avoid the dangers that exist on the Internet can be found at [NetSmartz: http://www.netsmartz.org/index.aspx](http://www.netsmartz.org/index.aspx). This site is sponsored by the National Center for Missing and Exploited Children.

Choosing and Evaluating Sources

The Internet is a global entity with a highly diverse user population and information content. Library patrons use it at their own risk. The Library cannot protect users from materials they may find offensive. In choosing sources to link to our home page, we follow generally accepted Library practices. Beyond this, we do not accept responsibility for content found in an Internet source. We are not responsible for changes in content of the sources to which we link, nor for the content of sources accessed through secondary links. As with printed information, not all sources on the Internet provide accurate, complete, or current information. Users should evaluate Internet sources just as they do printed publications,

questioning the validity of the information provided.

Internet Functions Supported

The Library provides graphical browsers at all locations. The Library does not provide electronic mail accounts, Internet Relay Chat, or Newsgroups.

Printing and downloading are available at all sites, although these services may not be available from all workstations.

Copyright

U.S. copyright law (Title 17, U.S. Code) prohibits the unauthorized reproduction or distribution of copyrighted materials, except as permitted by the principles of “fair use”. Users may not copy or distribute electronic materials (including electronic mail, text, images, programs or data) without the explicit permission of the copyright holder. Any responsibility for any consequences of copyright infringement lies with the user; the Library expressly disclaims any liability or responsibility resulting from such use.

The Library expressly disclaims any liability or responsibility arising from access to or use of information obtained through its electronic information systems, or any consequences thereof.

Approved June 23, 2014 by the BoT.

[Conduct: Patron](#), [SEE ALSO Banned Patrons](#); [SEE ALSO Appendix XIV](#)

PATRON BEHAVIOR POLICY

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

You are welcome to:

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

The following activities and behaviors are prohibited:

- Engaging in any physically intimidating or assaultive behavior; making any threats of violence or unlawful activities. The Library has a policy of zero tolerance for threats and acts of violence. Any person engaging in such behaviors will be immediately ejected from the Library.
- Possessing, selling, distributing, consuming or being under the influence of any alcoholic beverage, illegal drugs or controlled substance
- Trespassing by entering or remaining on Library premises after having been notified by an authorized individual not to do so, and entering or remaining on the Library premises during the period in which an individual has been banned from the premises
- Refusing to follow the reasonable directions of Library staff and security on duty
- Engaging in any behavior that a reasonable person would find to be disruptive, harassing, or threatening in nature to Library users or staff including: excessive or disruptive conversations, talking loudly, screaming, banging on computer keyboards, using electronic equipment at a volume that bothers others, rowdiness, running, noise, vandalism, obscene or vulgar language, stalking, prolonged staring, lurking, offensive touching, and obscene acts such as sex acts and indecent exposure, or following another with the intent to annoy or intentionally behaving in a manner that could reasonably be expected to annoy or disturb other patrons
- Neglecting to provide proper supervision of children or leaving children under the age of 9 unattended on Library premises per the Library's *Unattended Child and Child Safety Policy*
- Engaging in any sexual contact, activities or conduct
- Selling, soliciting, surveying, distributing written materials, panhandling or canvassing for any political, charitable or religious purposes inside a Library building, doorway or vestibule without prior authorization of the Library Director or designee
- Smoking or other use of tobacco products
- Eating while using Library computers or in spaces designated as free from food
- Sleeping, napping or dozing in or on Library premises
- Not wearing shoes or shirt within the Library
- Entering or remaining upon Library premises with a bodily hygiene so offensive that it constitutes a nuisance to others
- Moving furniture without the express consent of the Library staff or use of furniture in any manner that may damage the furniture, to include placing feet on the furniture
- Using Library materials, furniture, equipment or facilities in any manner inconsistent with the customary use thereof or the theft or intentional damaging of Library materials including: mutilation of Library materials by marking, underlining, removal of pages, removing electronic detection devices or in any way defacing Library property furniture, equipment or facilities
- Bringing in more than two bags; no more than two bags of any type may be brought into the Library.
- Blocking of aisles with personal items or leaving such items unattended on Library premises at any time; items may be removed from the Library premises if they reasonably appear to be abandoned or have been left unattended for 30 minutes or more
- Interfering with the safe and free passage of Library staff or patrons on the premises, including but not limited to the placement of objects in hallways, aisles, flooring or elsewhere in a manner that impedes the free passage of such persons about the Library
- Bringing any animal into the Library except service animals
- Entering non-public areas of the Library without permission
- Improperly using Library restrooms or facilities for purposes such as bathing, shaving or changing clothes
- Taking Library materials into rest rooms

- Violating the Library's rules for acceptable use of the internet and Library public computers. A user accepts these rules before accessing the Internet through a Library computer. Copies of these rules will be made available by staff upon request. See *Internet Use Policy and Guidelines*.
- Engaging in any activity in violation of federal, state, local or other applicable law, or Library policy
- Stealing, damaging, altering, or inappropriate use of Library property in Library facilities or on Library grounds, including computer hardware and software, printers, copiers, phones, and other equipment
- Fighting or challenging to fight, running, pushing, shoving, or throwing things
- Gambling and group activities which are disruptive to the Library environment
- Using cell phones, pagers, and other communication devices in a manner that disturbs others Cell phone and pager audible ringers must be turned off.
- Littering
- Bringing in garbage, articles with a foul odor, or articles which, alone or in their aggregate, impede the use of the Library by other users
- Using wheeled devices in Library property or on Library grounds, except in designated areas, including skateboarding, roller-skating, bicycling, scooters, and shopping carts (exceptions i.e. wheelchairs, walkers, and strollers)
- Concealing Library materials for the exclusive use of an individual or group
- Refusal to abide by Library regulations regarding the return of materials and payment of fines

Library Response to Violations of Behavior Policy

Any person who violates the behavior policy will be handled in a professional and courteous manner by staff, but the degree of the violation will determine the response. Staff is instructed to call 9-1-1 immediately in response to any behavior that is deemed dangerous. Staff will call the police for any behavior that is in violation of federal, state or local ordinances. Staff will call the police if a person or group of persons is asked to leave the Library and they refuse to leave and/or become difficult with the staff member.

For most other inappropriate behavior, one warning will be given. Continued violations will result in patron being asked to leave the Library for the day. A serious violation, repeated violations, or a violation where the police are called may result in longer exclusions from the Library up to permanent banning from the Library.

An individual who is banned from the Library may be criminally charged with trespassing if they return to Library property during the term of the ban. Any individual who is banned and whose Library privileges have been revoked, may request to have the decision reviewed by the Library Director after the suspension period has ended.

Approved June 16, 2014 by the BoT.

Electronic Equipment: Patrons

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

Internet and Computer Use

Internet Use Policy

This policy applies to all users of the Augusta-Richmond County Public Library computers or networks. In agreement with Children's Internet Protection Act (CIPA) Regulations, all Library public access workstations use filtering software to access the Internet. Adults 18 or older who need unfiltered access for any lawful purpose may request it from a staff member. Unfiltered access will be granted on a per-search basis.

Purpose

To fulfill our mission, the Augusta-Richmond County Public Library provides access to a broad range of information resources, including those available through the Internet, to our patrons. We recognize that computer and Internet access is necessary for everyday life. Therefore, we offer computer and Internet access to the public. PINES library cardholders in good standing are our priority users and receive longer computer sessions and simpler wireless Internet access than users without cards in good standing.

The Library only assumes responsibility for the information provided on the home page and the supporting web pages resident on this server. ARCPLS has no control over the information accessed through the Internet, other than the content provided on the Library's web site. Internet resources offer links to many valuable local, national, and international sources of information. However, not all sources on the Internet provide accurate, complete, or current information. A good information consumer evaluates the validity of all information found.

Supervision of a child's access to the Internet is ultimately the responsibility of the parent or guardian; the Library does not have the right or responsibility to act in loco parentis (on behalf of the parent/guardian). However, in accordance with the Children's Internet Protection Act (CIPA ~ Public Law 106-554), the Library does filter Internet access for both minors (persons under the age of 18) and adults to certain visual depictions that are (1) obscene (as defined in section 1460 of title 18, United States Code), or (2) child pornography (as defined in section 2256 of title 18, United States Code), or, with respect to use of computers with Internet access by minors, and (3) harmful to minors. Furthermore, all patrons must abide by section 16-12-80 (b) of the Official Code of Georgia, unless dissemination of the material is permitted, as provided in Section 16-12-80. The Library is compliant with state policies which prohibit the intentional or knowing display of such materials, while being reckless about whether a person, and especially a minor, is present who will be offended or alarmed by the display.

RESPONSIBILITIES OF USERS

Rules Governing Use

Software has been loaded on most public access computers to provide internet usage in one hour session increments. This software requires the user to log on to the computer using a bar code, either from their own PINES Library Card or a guest pass supplied by the Library. Library patrons are limited to two (2) one hour sessions per day.

Computer users must respect the established time limit and honor any staff request to end their session.

Users may not:

- Circumvent filtering or blocking software, or other security measures to access visual depictions deemed (a) obscene, or (b) child pornography, or (c) harmful to minors, as defined in the Children's Internet Protection Act (CIPA ~ Public Law 106-554).
- Circumvent public access computer time management software, or procedures.

- Use the workstations or laptop devices to gain access to the Library's networks or computer systems or to any other network or computer system.
- Obstruct other people's work by consuming large amounts of system resources or by deliberately crashing any Library computer system.
- Attempt to damage computer equipment or software.
- Attempt to alter software configurations.
- Attempt to cause degradation of system performance.
- Use any Library workstation for any illegal or criminal purpose.
- Violate copyright laws or software licensing agreements in their use of Library workstations.
- Engage in any activity that is deliberately and maliciously offensive, libelous, or slanderous.
- Install or download any software.
- Violations may result in loss of access. Staff is empowered to terminate or extend a user session if appropriate. Unlawful activities will be dealt with in an appropriate manner, including notification of law enforcement authorities.

Supervising Children's Use

It is the Library's policy that parents or legal guardians must assume responsibility for deciding what resources (e.g., online catalog, web site search engine, subscription databases and electronic books, journals or articles) are appropriate for their children. There will be some resources that parents may feel are inappropriate for their children. Parents should let their children know if there are materials that they do not want them to use. Parents should supervise their child's Internet sessions.

In agreement with CIPA regulations, all Library public-access workstations use filtering software to access the Internet. No filtering software can control access to all materials that an individual may deem inappropriate. ARCPLS does not guarantee the total effectiveness of technological protection measures such as filtering software.

Information on teaching children and teens to avoid the dangers that exist on the Internet can be found at NetSmartz: <http://www.netsmartz.org>. This site is sponsored by the National Center for Missing and Exploited Children.

Choosing and Evaluating Sources

The Internet is a global entity with a highly diverse user population and information content. Library patrons use it at their own risk. The Library cannot protect users from materials they may find offensive. In choosing sources to link to our home page, we follow generally accepted Library practices. Beyond this, we do not accept responsibility for content found in an Internet source. We are not responsible for changes in content of the sources to which we link, nor for the content of sources accessed through secondary links. As with printed information, not all sources on the Internet provide accurate, complete, or current information. Users should evaluate Internet sources just as they do printed publications, questioning the validity of the information provided.

Internet Functions Supported

The Library provides graphical browsers at all locations. The Library does not provide

electronic mail accounts, Internet Relay Chat, or Newsgroups.

Printing and downloading are available at all sites, although these services may not be available from all workstations.

Copyright

U.S. copyright law (Title 17, U.S. Code) prohibits the unauthorized reproduction or distribution of copyrighted materials, except as permitted by the principles of “fair use”. Users may not copy or distribute electronic materials (including electronic mail, text, images, programs or data) without the explicit permission of the copyright holder. Any responsibility for any consequences of copyright infringement lies with the user; the Library expressly disclaims any liability or responsibility resulting from such use.

The Library expressly disclaims any liability or responsibility arising from access to or use of information obtained through its electronic information systems, or any consequences thereof.

Approved June 23, 2014 by the BoT.

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. Any damage or theft to devices claimed by a patron on library property will not be the responsibility of ARCPLS.

Patrons behind Service Desks

Patrons are not permitted behind the Service Desks.

If a patron should go behind the Service Desk, a staff member should ask the patron to wait on the public side of the desk until assistance is available.

Soliciting and Distributing

ARCPLS has an obligation to both protect the safety of Library users and to ensure that all users can freely access and quietly enjoy the Library’s services. Free and unimpeded access to the Library building is a necessary precondition for meeting this obligation.

Active solicitation within the Library building and the areas of egress to the Library and the Library parking lot is not permitted unless it is a Library function or an activity related to fund raising for the Library and under the general supervision of the Library staff. Federal, state, and local government programs and/or private providers of these programs may solicit the public with the approval of the Director. Active solicitation refers to any person-to-person communication for the purposes of (1) obtaining contributions and donations, (2) selling merchandise, coupons, or tickets, (3) collecting signatures, (4) distributing educational or promotional materials, (5) recruiting members or clients and (6) financial solicitations/transactions.

The passive solicitation and collection of donated items by community-based, non-profit organizations is allowed at the Director’s discretion. Notices may be posted to a public bulletin board and bins placed in

approved areas to collect items for this purpose. Use of these resources is subject to the approval of the Library director or branch manager. The Library assumes no responsibility for contents collected or donated. The Library does not permit any exchange of monies or funds for this purpose.

Signs and banners, including lawn signs are prohibited on Library property unless it is for a Library function or an activity related to fund raising for the Library, and are approved by the Library Director.

Handbills, flyers, leaflets, pamphlets, or other written material that advertises, promotes, or informs persons about a person, business, company, or food service establishment are prohibited from being distributed on Library property or being placed on vehicles in Library parking lots.

Candidates with nomination papers may solicit signatures outside of the Library building as long as it is done in a reasonable and unobtrusive manner.

Nothing in this policy shall be construed as preventing the sale of publications, artwork, or recordings by writers, artists or performers who have been engaged by the Library for a presentation or performance.

The Library director shall make the final determination as to whether a solicitation is active or passive and if the activity is permitted under this policy.

Young Adult Area

The Augusta-Richmond County Public Library is committed to ensuring the safety of all its patrons, with a special emphasis on the safety of children in our libraries. For everyone's safety and enjoyment of the library experience, adults should respect the boundaries of the children (ages 0-10) and young adult (ages 11-17) areas of library branches and its purpose to centralize the information and recreation resources of these age groups. The Children's and Young Adult areas are reserved for children, young adults, and their parents, guardians, teachers, caregivers, and people researching children's literature. Others needing to access materials or services specific to the children's area do so with the understanding that the library staff will use their complete discretion whether or not a particular use or activity is appropriate in the children and young adult areas. Thus, patrons may be asked to use alternative areas of the library.

13. Patron Services

ADA (Americans with Disabilities Act): Accommodations and Accessibility, **SEE ALSO Augusta-Richmond County PPM Sections 200.003**

ARCPLS welcomes individuals with disabilities and strives to operate its services, programs, and activities in such a way as to be readily accessible to and usable by individuals with disabilities. All of our branches are ADA compliant except for the Appleby Branch, which is over 150 years old. Though most of our buildings are ADA compliant, some visitors may still have difficulty navigating them. Visitors with physical disabilities may find access to Appleby Branch particularly challenging.

Under the law, Library staff are required to provide reasonable accommodations for people with disabilities when necessary to allow people with disabilities an equal opportunity to participate in, and enjoy the benefits of, a service, program, or activity of the Library. This includes navigating the building, access to materials, computer use, and Library programs. Accommodations provided will be unique to each individual's needs and preferences. Some people may need more accommodations than others.

Below is a short sample list of possible accommodations that staff can make for people with disabilities.

It is not intended to be comprehensive.

- Assisting a patron with navigating the building
- Pulling materials for a patron
- Providing a sign language interpreter
- Putting closed captions on a movie
- Bringing materials to a patron's vehicle
- Accepting a Library card application by mail

Accessible Materials

Accessible materials provided by the Library include:

- Books at different reading levels
- Audio described DVDs
- Audiobooks
- eBooks, eMagazines, eAudiobooks, and databases
- Talking Book, braille, large print, audio described DVD, and Bookshare resources through Georgia Libraries for Accessible Statewide Services for those who are blind and/or have a print disability

Service Animals

Individuals with disabilities who are accompanied by their trained service animal (a dog or a miniature horse) are welcome in the building with their service animal. Documentation showing that the animal is trained as a service animal is not required; however, the Library staff may ask if the animal is needed because of a disability and what work or task it has been trained to perform.

Program Accommodations

People with disabilities may require accommodations to participate in Library programs.

We ask that requests for program accommodations be provided at least seven (7) business days in advance. However, if someone shows up and needs an accommodation without prior notice, we will work hard to accommodate that patron as much as possible.

Below is a short list of sample program accommodations:

- One-on-one assistance
- Reducing sensory overload (lowering lights, lowering volume, etc.)
- Using the microphone and/or personal listening devices at Library events
- Remote programming through video chat
- Large font PowerPoint slides
- Closed captioning for films or live closed captioning for an event

Library Cards by Mail

Patrons with disabilities may request a Library card by mail. They are not required to provide proof of disability.

We would mail them a Library card application and instructions on how to fill out the form and to include

a photocopy of their ID when returning the application.

Once we receive a copy of their application and copy of their ID, we will create a standard patron account for them. Then we will send the patron their new card by mail with a welcome letter including wording such as "Your password is set to the last four numbers of the phone number that you supplied on your Library card application."

Assistive Technology

Each Library branch has a large print, high contrast keyboard that patrons can use with the computer. Each public computer has NVDA, which allows those who are blind or have vision impairments to use Library computers.

Headquarters also has digital magnifiers, a standalone text-to-speech reader, and a text-to-speech reader that is attached to a computer.

Assistive technology that is available for loan to all branches and is housed at HQ includes:

- Portable sound systems
- Personal headsets for audio – can be used for programs
- Document camera for projection

You can request this equipment by contacting the Outreach Services Manager. Please make requests at least a week in advance.

Effective Communication

In accordance with the ADA, the Library will take appropriate steps to ensure that communications with individuals with disabilities are as effective as communications with others. The Library will furnish appropriate auxiliary aids and services upon request where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, a service, program, or activity of the Library. When choosing an aid or service, a Library representative will consult with the requester to discuss what aid or service is appropriate. The Library representative will give primary consideration to the requester's choice of aid or service unless another equally effective means of communication is available, or the preferred means requested would result in a fundamental alteration of the Library's services, or in an undue financial or administrative burden.

Sample list of communication services and aids:

- Providing large print forms
- Speaking loudly
- Paper and pen to share notes with a person who is deaf or very hard of hearing
- Closed captioning (for films or live captioning for events)
- Sign language interpreter

Georgia Libraries for Accessible Statewide Services (GLASS)

Georgia Libraries for Accessible Statewide Services (GLASS) supports accessible Library services in Georgia by promoting the use of assistive technology and by providing accessible reading materials to those who, due to a disability, are unable to read standard print.

GLASS: Who Is Eligible for the Service?

- Anyone who is unable to read or handle standard printed materials as a result of temporary or permanent visual or physical disability.
- Persons who are legally blind or cannot see well enough or focus long enough to read standard print, even with glasses.
- Persons who are unable to hold or turn pages of print books.
- Persons who are certified by a medical doctor as having a reading disability

GLASS Services

As of fall 2019, these services include:

- free Library service, by mail, to qualified registered users
- access to thousands of digital books and many magazines available in
- audio and in braille, with thousands available for download
- loans of playback machines for use with recorded and digital material
- large print books and audio described DVDs
- free Bookshare accounts for registered users of all ages
- Library programs, typically by phone, though some are held in the Atlanta office.

GLASS applications should be kept by the circulation desk. Applications are also available at georgialibraries.org/glass.

The applications **MUST BE CERTIFIED** by a certifying authority before a patron can receive services.

If a person has an observable physical or visual disability that makes them unable to read or use standard print (cannot see large print with glasses, tremors in the hand, unable to use one side of the body, etc.), or is blind, the application **CAN** be certified by a full-time library staff member.

If the person has a learning disability that makes them unable to read standard print, the application **CANNOT** be certified by a full-time library staff member. It must be certified by a medical doctor.

If you have questions about the application, please contact the GLASS Atlanta office at 1-800-248-6701. It is best to scan the application by email to glass@georgialibraries.org to ensure that the application does not get lost in the mail or is not legible from faxing.

If you do not have access to a scanner, please send it to the Headquarters Library Administration Office through interoffice mail for scanning.

Book Return Boxes, SEE ALSO Return of Materials

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.

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 Appleby, Friedman, and Maxwell libraries.

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.

Conference Rooms; **SEE ALSO Meeting 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.

Copying Services

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

Copying from Printed Sources

Patrons may make copies of printed materials on the coin-operated copying machines, which are located in branch libraries and on the first and second floors 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.

Hard copies of Augusta city directories from the special collection may not be photocopied (it breaks the spine), except by staff of the Georgia Room. Directories dating from 1874 to 1960 are available on microfilm, and copies may be made from this medium (see 3 below).

Copying from Microform Materials

Copying from microform materials may be done at the Headquarters Library in the Georgia Room on the third floor at a per page charge. Parts of the collection are digitized and available on-line.

Copying machines that are in non-public locations in the Library are to be used by authorized staff in making copies for Library business only.

Staff may make personal copies on their own time for 15¢ per copy.

Examinations & Proctoring

The Library proctors examinations for students who are taking distance education courses. Any regular staff member (not Student Assistants) may proctor an examination as long as it does not interfere with his or her duties at the Library.

Examinations must be scheduled at least one week prior to taking. Confirmation is required at least 24 hours in advance to verify the date of the examination and method of delivery for the testing materials.

Staff should be sure to fill out the necessary paperwork accurately, and make sure that it is forwarded as required per the school's requirements.

The student must sit in the public area where he/she can be seen from the service desk by a staff member while taking the examination. Staff members cannot sit with the student.

All students must bring photo ID for proper verification before examinations may be administered.

The student is to cover all costs including scanning, printing, faxing, mailing envelopes, postage, etc.

Faxing, SEE ALSO Fax Machine

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

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

GALILEO

GALILEO stands for GeorgiA Library LEarning Online. GALILEO is an online Library portal to authoritative, subscription-only information that is not available through free search engines or Web directories. Participating institutions may access over 100 databases indexing thousands of periodicals and scholarly journals. Over 10,000 journal titles are provided in full-text. Other resources include encyclopedias, business directories, and government publications.

Patrons may access the GALILEO databases at any ARCPLS branch. Patrons may access GALILEO outside the Library by using their card number and password/pin, using the public Library GALILEO quarterly password, or geolocation. In order to obtain a password, patrons must present a valid PINES Library card at any branch service desk. Their accounts must be in good standing, and not expired. If the card is in good standing, then the patron will be issued the password for that quarter. Passwords change every three (3) months. The Head of Technical Services will distribute that information to the Library staff once it is made available.

Under no circumstances should a password be given out over the phone or via email. Inform them that they can try logging in with geolocation or their library card number and password/pin. Otherwise, the patron must come to the Library and present his or her Library card to receive the quarterly password. These restrictions are necessary to meet the licensing requirements of the database providers.

Georgia Reference Collection

The Georgia Reference Collection, located in the Georgia Heritage Room on the third floor of the Headquarters Library, is a non-circulating historical and genealogical collection. The primary purpose of the Georgia Heritage Room is to develop and maintain an in depth collection of materials having lasting historical and genealogical value to support the informational, educational, and research needs of its users which consists of students, scholars, historians, writers, genealogists, and Augusta-Richmond County citizens as well as out-of-town visitors.

Materials concerning Augusta-Richmond County and the state of Georgia is of primary importance, with an emphasis on genealogical and historical materials relating to the southeastern United States. Geographic and subject coverage of these materials reflect and support the migration patterns and movement to and from Georgia. The collection also includes national genealogical and historical resources. Historical materials selected reflect diverse points of view. These materials include church histories, state and county histories, personal narratives, diaries and letters or any other accounts of events that have shaped the history of the area.

Materials requested by patrons and that relate to the collection are considered for possible purchase. The Georgia Heritage Room does not purchase individual family histories, but does accept them as donation.

Most of the materials in the Georgia Reference Collection are in book form. However, the Room also houses an extensive collection of microfilmed local newspapers, city directories, and United States Federal Census Records for Georgia. Other formats include maps, photographs, clippings, unbound papers and documents. Digital collections are also available through Digital Library of Georgia and include the Eula M. Ramsey Johnson Memorial Funeral Program Collection, The Augusta Chinese-American Oral History Project, Picturing Augusta: Historic Postcards from the Collection of the ARCPLS, and Oral Memoirs of Augusta's Citizens: Augusta Richmond County Public Library.

The Georgia Heritage Room maintains a special collections area to include an eclectic assortment of archival documents, manuscripts, photographs, ephemera, postcards, newspapers, scrapbooks, and other historic materials related to the history of the ARCPLS, and the CSRA. The Georgia Room accepts public donations to its special collections, and reserves the right to decline donations that do not relate to the history of the CSRA.

Fee based services are available for out-of-town researchers requesting reference lookups such as obituary and city directory searches, as well as more in depth research requests. Information about our fees are located on the "About the Georgia Heritage Room" webpage.

Georgia Libraries for Accessible Statewide Service (GLASS), [SEE Americans with Disabilities \(ADA\)](#)

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RESPONSIBILITIES OF USERS

Rules Governing Use

Software has been loaded on most public access computers to provide internet usage in one hour session increments. This software requires the user to log on to the computer using a bar code, either from their own PINES Library Card or a guest pass supplied by the Library. Library patrons are limited to two (2) one hour sessions per day.

Computer users must respect the established time limit and honor any staff request to end their session.

Users may not:

- Circumvent filtering or blocking software, or other security measures to access visual depictions deemed (a) obscene, or (b) child pornography, or (c) harmful to minors, as defined in the Children's Internet Protection Act (CIPA ~ Public Law 106-554).
- Circumvent public access computer time management software, or procedures.
- Use the workstations or laptop devices to gain access to the Library's networks or

- computer systems or to any other network or computer system.
- Obstruct other people's work by consuming large amounts of system resources or by deliberately crashing any Library computer system.
- Attempt to damage computer equipment or software.
- Attempt to alter software configurations.
- Attempt to cause degradation of system performance.
- Use any Library workstation for any illegal or criminal purpose.
- Violate copyright laws or software licensing agreements in their use of Library workstations.
- Engage in any activity that is deliberately and maliciously offensive, libelous, or slanderous.
- Install or download any software.
- Violations may result in loss of access. Staff is empowered to terminate or extend a user session if appropriate. Unlawful activities will be dealt with in an appropriate manner, including notification of law enforcement authorities.

Supervising Children's Use

It is the Library's policy that parents or legal guardians must assume responsibility for deciding what resources (e.g., online catalog, web site search engine, subscription databases and electronic books, journals or articles) are appropriate for their children. There will be some resources that parents may feel are inappropriate for their children. Parents should let their children know if there are materials that they do not want them to use. Parents should supervise their child's Internet sessions.

In agreement with CIPA regulations, all Library public-access workstations use filtering software to access the Internet. No filtering software can control access to all materials that an individual may deem inappropriate. ARCPLS does not guarantee the total effectiveness of technological protection measures such as filtering software.

Information on teaching children and teens to avoid the dangers that exist on the Internet can be found at NetSmartz: <http://www.netsmartz.org>. This site is sponsored by the National Center for Missing and Exploited Children.

Choosing and Evaluating Sources

The Internet is a global entity with a highly diverse user population and information content. Library patrons use it at their own risk. The Library cannot protect users from materials they may find offensive. In choosing sources to link to our home page, we follow generally accepted Library practices. Beyond this, we do not accept responsibility for content found in an Internet source. We are not responsible for changes in content of the sources to which we link, nor for the content of sources accessed through secondary links. As with printed information, not all sources on the Internet provide accurate, complete, or current information. Users should evaluate Internet sources just as they do printed publications, questioning the validity of the information provided.

Internet Functions Supported

The Library provides graphical browsers at all locations. The Library does not provide electronic mail accounts, Internet Relay Chat, or Newsgroups.

Printing and downloading are available at all sites, although these services may not be available from all workstations.

Copyright

U.S. copyright law (Title 17, U.S. Code) prohibits the unauthorized reproduction or distribution of copyrighted materials, except as permitted by the principles of “fair use”. Users may not copy or distribute electronic materials (including electronic mail, text, images, programs or data) without the explicit permission of the copyright holder. Any responsibility for any consequences of copyright infringement lies with the user; the Library expressly disclaims any liability or responsibility resulting from such use.

The Library expressly disclaims any liability or responsibility arising from access to or use of information obtained through its electronic information systems, or any consequences thereof.

Approved June 23, 2014 by the BoT.

Meeting Rooms, SEE ALSO Appendices III-IV

The Auditorium and Branch meeting rooms of ARCPLS are available for Library sponsored programs and for legitimate public meetings.

The designated meeting room coordinator is responsible for scheduling the use of rooms at the Headquarters Library. Full-time branch staff has this responsibility in their respective branches. A reservation for the use of a meeting room must be made in advance, in person, by phone or email. The meeting room schedules for all locations are posted on the Intranet.

The Meeting Room Policy below has been established by the BoT. Copies of this policy and application 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. Groups desiring to use a meeting room must sign the agreement attached to the *Meeting Room Policy* at least one day before the scheduled meeting. Groups denied the use of meeting rooms may be referred to the Director for clarification of the policy.

The meeting rooms at Headquarters are available during the Library's service hours and after hours (with payment for an After Hours Staffing Fee and Marshal's Fee). Wallace Branch has a meeting room available for Sunday and after-hours use. A refundable key fee must be paid and the reserving party must pick up the key when directed by the Wallace Branch manager for this use.

Each group which uses a meeting room is expected to complete a Meeting Room Attendance form. When completed, this form should be given to a staff member at the Circulation Desk or the After Hours Staff.

Meeting room attendance figures are compiled in the monthly reports of the Secretary/Meeting Room Coordinator and all of the branch managers.

See appendices C-D for attachments 1 and 2 mentioned in the following policy that patrons should receive.

Free Use of Meeting Room

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

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

Effective March 1, 2017

Policy Statement

The Augusta-Richmond County Public Library System (ARCPLS) provides meeting room space for public use. Priority for use is given to ARCPLS activities and events. As part of its mission, ARCPLS makes meeting rooms available for the public use for presentations and exchanges of information. Use of library meeting rooms does not constitute endorsement by Augusta-Richmond County Public Library System. A fee schedule is set by the Board of Trustees (see Library Fees). Meeting room requests will be processed on a first-come, first-served basis. Each requested date requires a separate application and respective fees, including the mandatory nonrefundable deposit. The mandatory nonrefundable deposit must be paid within two (2) business days of the date recorded on the library calendar entry. The mandatory cleaning fee must be paid by separate check or money order only. All other fees must be paid a minimum of ten (10) business days prior to using the facilities, except at the Headquarters Library, which will assess a late fee of \$25.00 that must be paid prior to entering the reserved room. Unpaid or partially paid reservations will be canceled. Fees (except for the staffing fee and marshal's fee for after hours events) are waived for federal, state, and local agencies conducting official government business and library partner organizations at the discretion of the library director.

Groups utilizing the meetings rooms for free or at the non-profit rate must make their meetings open to the general public. Meetings of neighborhood groups (e.g., homeowners' associations, youth groups, religious or political study groups, fraternities or sororities) must be open to all members of the general public, not just targeted invitees. Groups utilizing meeting rooms after hours or at the for-profit rate may host preapproved closed events at the Headquarters Library only. Revenue generating activities may only take place at the Headquarters Library and must be pre-approved by the library director and/or Board of Trustees prior to reservation approval. Revenue-generating activities must be paid for at the private citizen/for-profit room reservation rate. No funds may be exchanged on library property, including but not limited to ticket sales, admission fees, dues, or participation fees. No private or for-profit functions may take place at the branch library locations. If a nonprofit group wishes to hold a closed meeting, it must pay the for-profit rate, and the event can only be held at the Headquarters Library. Library staff members must be permitted access to any meeting or event in the library.

Procedures

1. Library activities take precedence over any activities sponsored by outside organizations or individuals.
2. Due to high demand for meeting room spaces, meeting room applications must be completed and signed at least 15 business days prior to the fulfillment of the reservations.
3. The individual reserving the room and signing the meeting room application must be at least eighteen (18) years old and hold a current, valid PINES library card in good standing. Non-residents can obtain a PINES library card for a \$25 fee.
4. Upon approval of event and payment, written confirmation will be provided to the user.
5. Events booked at the non-profit rate may not charge admission fees or solicit donations on site. Items may not be sold on site without prior approval by the Library Board of Trustees.
6. In the case of non-compliance with any Library policies and procedures, the Library reserves the right to cancel events or evict users from the meeting room. All fees become nonrefundable. An official letter will be provided explaining the reason(s) behind the event cancellation or eviction. Patrons may petition the Library Board of Trustees regarding their event cancellation or eviction.
7. Library management reserves the right to cancel or end any meetings that violate Library policies and procedures.
8. A representative of the reserving group must check in and receive an Attendance Slip at the Circulation Desk prior to gaining access to the room.
9. Completed Attendance Slips must be returned to the Circulation Desk following the event. Future events cannot be scheduled until all attendance slips have been submitted.
10. A group arriving more than 30 minutes late may forfeit its reservation.
11. Groups are prohibited from entering the Library before the official opening hour unless pre-approved by Library administration.
12. All events, with the exception of approved after hours events, are required to end meetings and vacate the room fifteen (15) minutes before closing time to give staff time to secure the building. Violation of this procedure may result in suspension of use for failure to follow this policy. All groups must be out of the room by the time indicated on their meeting room confirmation or an Overage Fee of \$5 per minute will be assessed.
13. After hours events must end by 11:30 p.m., and the building must be secured by midnight.
14. A staffing fee and marshal's fee must be paid for a minimum of two hours for any after-hours event.
15. ARCPLS strives to maximize use of the meeting rooms for the community and reserves the right to limit the frequency of meetings by any organization.
16. Meeting rooms may not be reserved more than three (3) months ahead of time.
17. A group may reserve a meeting room no more than two (2) times in a given month, up to a total of twenty-four (24) times per calendar year, unless approved in advance by the library director. Government agencies and library partner organizations may request additional meetings pending approval by the library director.

18. Food and drink may only be served if pre-approved in the rental rate and indicated on the meeting room confirmation.

19. Neither the name nor address of the Library may be used as the official address or headquarters of an organization. The Library cannot be listed as the sponsoring organization for public relations purposes without written pre-approval. The Library should only be listed as the "location site" on press and publicity.

20. If it is necessary to cancel a meeting, the group is responsible for notifying participants and the Library within 72 hours of the meeting date. In case of inclement weather, the group is responsible for calling the Library or checking the Library's website (www.arcpls.org) to obtain a closing schedule.

Branch Phone Number Headquarters 706-821-2600

Diamond Lakes 706-772-2432

Friedman 706-736-6758

Maxwell 706-793-2020

Wallace 706-722-6275

21. If the purpose of a scheduled event appears to be contrary to the mission of the library (e.g. promoting antigovernment or hate speech), the applicant may be required to provide the Library with an additional security bond and/or marshal services at an hourly rate of \$12.40 per hour (subject to change).

22. Library-sponsored groups may sell items when the proceeds directly benefit the Library, as with Friends of the Library book sales. Authors and other media creators may sell their work in connection with Library sponsored events.

23. No material of any kind can be posted directly on the walls of any rooms without prior approval by Library administration.

24. Only library staff members are allowed to move the divider wall in the Auditorium. If the wall needs to be moved, please notify Circulation at the front desk.

25. The Library is not responsible for connecting or troubleshooting personal computers, electronic or communication equipment brought into the library and/or plugged in electrical outlets by room users.

26. The Library will not supply office supplies or additional services that are not listed in the library fee schedule (see Library Fees).

27. Smoking and other tobacco use and illegal drugs are strictly prohibited in the Library building and on Library property.

28. The service or sale of alcoholic beverages on library premises is prohibited.

29. Room setup and cleanup is the responsibility of the reserving group. The mandatory cleaning fee will not be refunded if the room is left in unacceptable condition. Additional fees will be assessed for damages or excessive cleaning.

30. The library reserves the right to impose any additional rules or regulations, whether or not expressly provided herein, which may be in the best interest of the library in the operation of its facilities and, as such, they shall be binding regarding the meeting room applicant and/or user.

31. The Library Board and staff do not assume any liability for groups or individuals attending a meeting at the Library.

32. The Library assumes no liability for any attendees' items that are damaged or stolen while located in the Library facilities.

33. The Library reserves the right to deny future access to Library facilities if a group fails to comply with all policies.

34. The number of persons using a meeting room may not exceed the seating capacity approved for that facility.

35. The Director of the Augusta-Richmond County Public Library System reserves the right to review any and all requests for use of library meeting rooms and may reject any which the Director deems unsuitable.

36. Children must be supervised by an adult at all times.

Non-Resident Service and Fees

A Non-Resident is defined as a patron not residing in the state of Georgia.

Non-Resident patrons who attend school, are employed or own property in Georgia are eligible for a free card for a term of one year.

Current ID must be shown at the time of registration.

Property owners who do not reside in the state will be required to show proof of ownership in the form of a tax receipt.

Persons employed or attending school in Georgia will be required to show proof of employment, such as a current pay stub, or enrollment, such as a class schedule. Documentation of the proof that the patron showed should be placed in the PINES system in the "Notes" field.

To renew a Non-Resident card, proof of GA property ownership, employment, or school enrollment must again be presented and verified.

Out-of-state residents may receive a card for 1 year for a fee of \$25.00. A 6-month card can be purchased for \$12.50.

Non-Residents qualify for services on an individual basis. The Library does not provide programs or tours for non-resident groups.

If an out-of-state patron wants to set up an ARCPLS account remotely, have them contact the Head of Technical and Circulation Services via e-mail.

On-Line Public Access Catalog (OPAC)

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.

Computers dedicated for OPAC searches are available at all ARCPLS locations. These computers cannot access the Internet and are not used for any other purpose.

The PINES catalog is also available through the Library's website or at gapines.org.

For more detailed information on how to use the PINES system, please consult the current PINES documentation on Circulation Policy and Procedures found at pines.georgialibraries.org.

Paging

To promote a satisfactory research and study environment, and to minimize the disruption of patrons, there will be no paging in the Library except in Library-wide emergencies.

The public address system is restricted for the following uses:

1. To announce Library closing time
2. For critical Library-wide announcements as deemed necessary by the Library director

In non-emergency situations, individuals who ask to have someone paged are requested to quietly look for the person.

Printing: Patrons

Patrons may print from the Library's public computers or wirelessly from their own devices.

Black and white printouts are \$0.15 per copy, and color printouts are \$1.00 per copy.

Refunds are not issued for computer printouts. Patrons may ask to see a preview of their printing before it is released from the LPT1 print queue. (Exception: If the quality of the printing is very poor (for example, due to a lack of toner), every effort will be made to offer the patron a clean reprint at no charge. A refund will only be provided if there is no opportunity to provide a clean copy.

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 patrons. On-line reference sources such as NoveList should be consulted to assure that patrons receive as many options as possible.

School Assignments, Contests, Quizzes

When a patron's question requires calculation, interpretation, or value judgment, reference staff is limited to providing sources from which the patron can draw independent conclusions.

As a rule, staff does not do the reference work required for school assignments, but gives students instruction in the use of Library resources, and guides them in their search for material. The staff will answer the occasional ready reference question over the phone. However, if the assignment consists of a lengthy list of ready reference questions, the student is encouraged to come to the Library to do the research.

The Library does not assume the responsibility for finding contest answers nor of guaranteeing their correctness. Patrons who come to the Library are assisted in finding probable sources for answers. In the

case of an identifiable contest or quiz question received by telephone, the patron is encouraged to come to the Library.

Non-contest trivia questions are treated like any other reference question. The reference staff provides answers to easily researched questions. Although patrons are asked to do their own research for questions of a more detailed nature, the staff makes every effort to direct them to the appropriate resources.

The Library reserves the right to set limits to specific reference services offered based upon such factors as demand for service, availability of resources, etc.

Staff does not conduct general research for patrons. Research is defined as, but limited to, answering complex questions encompassing the in-depth use of a single source or the comparison and synthesis of many sources. Staff does not answer these questions directly, but offers patrons bibliographic instruction with the goal of enabling them to conduct their own independent research. For fee-based historical and genealogical research, please see the Georgia Reference Collection section.

14. Personnel Policies

Background Checks, **SEE ALSO Augusta-Richmond County Human Resources PPPM Section 800.015**

In the interest of public welfare and safety, the ARCPLS adheres to the Augusta-Richmond County Human Resources' policy on background checks. Background checks include, but are not limited to, personal reference, criminal history, child abuse registry and credit history checks to ensure that the applicant's past conduct is compatible with the nature and requirements of the position under consideration.

A copy of an official Department of Motor Vehicles record is required if a position requires the use of vehicle.

In all cases, appropriate state and federal laws shall be followed when Human Resources conducts the background checks. No reference check or background investigation will be conducted without first notifying the applicant of the investigation. The Library is responsible for conducting reference checks on their employees.

Certification

The Georgia State Board for the Certification of Librarians was created by legislation enacted in 1937 for the purpose of ensuring that librarians who work for any public Library serving a population of 5,000 or more and every Library operated by the state or its authority shall have certain minimum education qualifications.

In order to carry out this charge, the Board has the authority to adopt rules which establish standards for licensure. The act also provides for public funds to be withheld from any Library which fails to comply with the registration requirements of this act.

The Board is comprised of six members, five of whom are appointed by the Governor, and serve for terms of five years. Of the appointed members, three are certified librarians, one is a trustee of a public Library, and one is a member from the public at large. The sixth member is the director of public Library services of the Board of Regents of the University System of Georgia. The Board meets four times per year.

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

Changes of Names, Addresses, Marital Status or Beneficiary

If there is a change in an employee's name, address, telephone number or marital status, the Assistant Director must be notified by a Request for Personnel Action. These forms are available from Department and Branch Heads and from the Assistant Director.

Emergency Contact Information, SEE ALSO Confidentiality; SEE ALSO Changes of Names, Addresses, Marital Status or Beneficiary

Once a year, the Assistant Director will make a call for updated emergency contact information. However, each employee is responsible for updating all personal information as soon as possible by contacting their direct manager for either an emergency contact information slip and/or a Request for Personnel Action (RPA).

The emergency contact information will be provided to the Department Heads and Branch Managers that supervisor the employees. In addition, the Director, the Assistant Director, and the Administration secretary will obtain a copy. The information will be treated as confidential.

Employee Recognition Committee

The goal of the ARCPLS Employee Recognition Program is to create and perpetuate an environment of motivated employees throughout the Library system. It is imperative that the supervisors and committee members all understand the procedures for nomination and rewarding employees in order to ensure that the recognition is distributed fairly among all staff.

Overview

The Employee Recognition Program is overseen by the Employee Recognition Committee. Supervisors will nominate eligible full and part-time employees using the online nomination form. The nominations will only occur twice a year and the Committee will decide the winners. Of the two winners, one will then be chosen as "Employee of the Year."

Process

Supervisor's Responsibilities

Supervisors will evaluate employees based on the following criteria:

- Attendance – the employee is consistently on time for scheduled shifts; the employee is not abusing the schedule (taking excessive sick or annual leave, etc.)
- Special projects completed – work that may fall within the employee's job description, but is being done in a way that enhances the Library's workflow and services

- Extra-curricular group work – recognizes work done on Library committees and events, outside of the employee’s regular hours. This includes attendance and participation in committee work, attending staff socials such as the holiday party, etc.
- Participation in community events – voluntary work for community outreach programs such as Arts in the Heart, Literary Festival, holiday parades, etc.

Supervisors will complete the online nomination form, detailing how their candidate meets the requirements. The forms will be submitted to the Employee Recognition Chairperson. The nomination periods run from November-April and May-October. Nominations must be submitted to the Employee Recognition Committee Chairperson by the first Thursday of May and November. The “Employee of the Year” will be recognized at the staff social event held in December. This employee’s name will be placed on a plaque adjacent to the book drop in the Circulation Department and awarded a special parking space for one year.

Employee Recognition Committee Responsibilities

The Chairperson will redact the names from the nomination forms and assign a number to each nomination. He/she will then forward the forms to the Employee Recognition Committee members for evaluation and voting. The Chairperson DOES NOT get a vote.

The winner will be determined based on a majority vote. In the event of a tie, the Chairperson will call a special meeting for the Committee members to have an opportunity to discuss their choices and arrive at a majority vote. Once the Committee has reached a consensus, the winner’s name will be forwarded to the Library Director for recognition at the next Staff Meeting (May/November). Members serving on the Recognition Committee are ineligible for nomination during their time of service. Individuals nominated (excluding the winner) will become the new Committee members for a six month term.

At the end of the year, the Committee members will decide between the May and November winners who will be “Employee of the Year”. The decision will be announced at the Staff Holiday Party in December. The Employee of the Year will then become the new Employee Recognition Committee Chairperson for the following year.

Prizes

The May/November winners will be awarded a paid half day off. The “Employee of the Year will receive a dedicated parking space for the duration of the following year and one (1) paid day off.

Volunteer Recognition

Volunteers will be recognized the second Thursday in the month of September with a small reception in the board room/patio area. Certificates will be awarded to all volunteers from all six (6) locations.

Exit Interview/Rating, SEE ALSO [Appendix XXXVI](#)

All employees separating from the ARCPLS will be given an opportunity to comply with the Exit Interview Review Program and the supervisors are required to complete an Exit Rating Form (SEE Appendix XXXVI).

Prior to the last pay of employment, the supervisor or employee should schedule an appointment to conduct an exit interview with the Augusta-Richmond County Human Resources Department prior to the

last day of employment. Temporary employees do not participate in the Exit Interview process unless information can be gained which will improve or enhance present employment conditions.

All outstanding debts of departing employees, including the face value of any Library asset not returned upon separation, will be deducted from final funds due to the employee upon giving the employee written notification of the amount to be deducted and the reason thereof. If the final salary and accrued leave, if any, are not sufficient to satisfy the amount owed, any outstanding balance will be placed in Accounts Receivable with the Library's Fiscal Officer.

Fax Machine, SEE ALSO Faxing

There is a fax machine in the administrative office copy room on the third floor at the Headquarters Library and at each branch for Library use only. The public should be referred to the Public Fax Machine beside the Circulation Desk at the Headquarters Library.

Staff may occasionally send or receive personal fax messages on Library equipment, provided permission from their supervisor is secured in advance. Any long distance phone charges incurred will be paid by the employee to the Fiscal Officer.

Grievances and Appeals

Grievances and Appeals: Grievances against Employees

If a patron brings any grievance against an employee of ARCPLS, the employee should immediately report such to his/her immediate supervisor in charge of that department or branch. The supervisor will discuss the problem with the employee and patron and reach a resolution. The circumstances regarding the complaint will be documented and a copy placed in the employee's file.

Grievances and Appeals: Employee Grievances

It is the policy of ARCPLS to resolve employee grievances informally if at all possible. Both supervisors and employees are expected to make every effort to resolve conflicts as they arise. While consideration, cooperation, and common sense can resolve most situations, when this is not possible, a formal grievance procedure may be initiated by the employee who has a grievance claim.

Grievances and Appeals: Definition:

A grievance is a written complaint made by a Library employee alleging:

- that his or her employment or productivity has been adversely affected by unfair treatment by the Library; and/or
- unsafe or unhealthy working conditions; and/or
- erroneous or capricious application of Library policies and procedures; and/or
- unlawful discrimination based on race, color, religion, sex, national origin, age, handicap, or other protected classification.

Grievances and Appeals: Disqualifying Issues

Non-grievance issues include but are not limited to the following:

- Issues being dealt with by other administrative procedures.

- Manner and method of performing work assignments
- Temporary work assignments.
- Budget and organizational structure.
- Selection of an individual to fill a position unless it is alleged that the selection is in violation of ARCPLS written policy.
- Work assignments which do not result in a demotion or salary reduction.
- Content and rating of reports of performance.
- Disciplinary actions other than reprimands.
- Any matter which is not within the jurisdiction or control of the Library Director or ARCPLS BoT.
- Internal security practices as established by the Library Director or BoT
- Decisions, policies, practices, or resolutions made by the Director or passed by the BoT that are not jobs or work related and that do not contradict these policies.

Grievances and Appeals: Acceptable Grievance Issues

Grievance Issues are:

- Allegations of unlawful discrimination because of race, color, sex, national origin, disability, age or religious or political opinions or affiliations.
- Sexual harassment.
- Retaliation for using grievance procedure.
- Erroneous, arbitrary or capricious interpretation or application of personnel policies, procedures, rules, regulations, ordinances and statutes.
- Unsafe or unhealthful working conditions.
- Any matter specifically included as grievance by department policy or procedure.

Grievances and Appeals: Coverage and Applicability:

This policy applies to exempt and non-exempt full-time status employees. Employees in their regular probationary period of twelve (12) months, temporary, volunteer, and contractual workers are excluded from this policy and procedure.

Grievances and Appeals: How to File a Grievance

A Library employee may file a written grievance with their immediate supervisor within five (5) working days after the occurrence of the incident which he or she is grieving or within five (5) workdays after becoming aware of the incident. The written grievance must:

- Be submitted to the immediate supervisor in writing. (Note: Any employee who cannot provide the grievance in writing due to disability or functional illiteracy may ask for assistance from the Library Director who will arrange to have assistance provided.)
- State the specific grievance and the specific relief desired.

Two-Step Grievance Procedure

For those employees who do not report directly to the Library Director, the employee grievance procedure will provide for two steps for all eligible employees.

1. The immediate supervisor will hear the grievance in the first step; and if not satisfactorily resolved and the employee desires
2. The Library Director will hear the grievance in the second step.

3. The Library Director or BoT will conduct a separate investigation of the grievance, including a meeting with the employee to discuss the complaint.

Step One - Immediate Supervisor

An eligible employee who feels he or she has a grievance claim should submit the claim in writing as described in this policy. The claim should be submitted to his or her immediate supervisor with a copy to the Library Director within five (5) workdays following the incident being grieved or five (5) days after becoming aware of the incident.

Exceptions: In cases where ongoing sexual harassment is alleged, the above procedures do not apply. Consult the Sexual Harassment Policy for ARCPLS.

The immediate supervisor shall meet with the employee to discuss the specific grievance and the relief desired by the employee. After hearing all relevant information provided by the employee, the immediate supervisor will communicate a decision in writing to the employee within five (5) workdays of meeting with the employee. A copy of the written decision is to be given to the Library Director.

Step Two - Library Director

If the grievance is not resolved during Step One, the employee may submit the grievance and any supporting documentation in writing to the Library Director within five (5) workdays after receipt of the decision from Step One.

The Library Director may:

- Consider the grievance on the basis of the written documentation submitted.
- Conduct, or designate an impartial individual to conduct, a separate investigation of the grievance, including a meeting with the employee to discuss the complaint.

After consideration of the employee's grievance and upon review of all submitted documentation and relevant information provided by the employee, the Library Director will communicate a decision in writing to the employee within ten (10) calendar days after receiving the original written grievance from the employee. Such decision shall be final. A copy of the decision will be sent to the employee's immediate supervisor.

Grievances and Appeals: Supervisory Responsibility

It shall be the responsibility of supervisory and management personnel to hear and consider the grievance claims of employees without prejudice, retaliation, or reprisals and to take necessary corrective action as appropriate. No supervisor shall deny any employee the right to take the grievance to the next step in the grievance procedure when it cannot be settled satisfactorily at the lower level. No employee shall be disciplined or discriminated against in any way because of the use of the grievance or appeals procedure.

NOTE: If any eligible employee is denied the opportunity to present his or her grievance as prescribed by this policy or if the employee is threatened or subjected to threats or harassment when presenting the complaint, the employee should immediately notify in writing the Library Director or, in cases which the Library Director is the alleged initiator of threats or harassment, the employee may file a direct appeal to the Personnel Committee of the ARCPLS Board of Trustees as herein after provided.

Grievances and Appeals: Appeals

It is the policy of the ARCPLS Board of Trustees to provide due process to employees who have a property interest in their jobs and/or those who claim that one of their constitutionally protected rights has been violated.

Appeals Procedures

An appeal is a written statement made by an employee to (1) the Library Director or (2) Personnel Committee of the ARCPLS Board of Trustees if such an employee is under the direct supervision of the Library Director as a result of:

- an adverse action (i.e., suspension without pay, disciplinary demotion, or disciplinary termination);
- unlawful discrimination against an employee;
- unlawful or unjust coercion or reprisal;
- or other unlawful or unjust practices that have an adverse impact on an employee

All reasons except an adverse action must be grieved before they can be appealed to the Library Director or the ARCPLS Board of Trustees.

Coverage and Applicability

This policy applies to all regular-status employees. Employees in regular probationary period, temporary, volunteer, and contractual workers are not eligible for appeal rights.

How to File an Appeal

In order to file an appeal, an appellant must first file a written appeal with the Library Director within five (5) working days of learning of the event or decision being appealed or the effective date of an adverse action.

The appeal shall contain:

- A written statement describing exactly what is being appealed.
- The specified relief desired.

The Library Director or Personnel Committee of the BoT, in the case of an appeal from an employee under the direct supervision of the Director, shall set a time and a place for a hearing to be held not less than five (5) days or more than twenty (20) working days after receipt of the request, and shall notify the employee thereof.

Appeals Hearing

While intended to be less formal than a court hearing, the appeals hearing is intended to be orderly. Judicial rules of evidence shall not apply. However, all testimony shall be made under oath. The Library Director or Personnel Committee of the BoT will compile evidence, prepare findings of facts, and arrive at conclusions.

Both the Library and the employee may represent themselves at the appeals hearing or may choose to be represented by legal counsel.

The employee and his or her representative may be privileged to use a reasonable amount of work time as determined by the appropriate team leader or supervisor in conferring about and presenting his or her appeal.

Appeal: The Decision

The Library Director or Personnel Committee of the BoT shall render a decision within five (5) workdays following the appeals hearing to the employee and provide copies of the decision to the employee and the respective team leader or supervisor. The decision of the Library Director or by a majority vote of the ARCPLS Personnel Committee of the BoT.

In the event that an adverse action is modified or reversed, the employee may be allowed back pay and benefits as consistent with the modification or reversal.

*Special Note: An anonymous grievance filed from an employee or the general public will not be considered as official and will not be addressed.

Inquiries Concerning Staff

As a protection to the staff, it is the Library's policy to refrain from revealing names, addresses, and telephone numbers of employees.

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.

Interviewing, SEE ALSO Augusta-Richmond County Human Resources PPPM Section 800.013-800.018

The interviewing process is part of the selection process. The primary function of the interview is to obtain data or to assess certain knowledge, skills, and abilities of a candidate not available through review of the application.

Employees will be chosen to participate on an interview panel based on their skills sets. Every effort should be made to remain objective and consistent in the process.

All applicants should receive the same treatment during the interview process, which includes, questions, tours, and time allotted for the interview.

During each interview, an appointed interviewer will review the position's details and then ask the same sets of questions. Each interviewer should concisely document the answers. The interviewee should be instructed of the process and asked to hold his/her/their questions until the end of the interview. It is best practice for the interviewers to not respond to the interviewee's answers in any manner and allow the interviewee to respond naturally.

All information garnered from the interview and panel discussion should remain confidential. This includes the applicant's identifying information, the panel's discussions, and the panel's decisions.

Jury or Court Service, SEE ALSO Augusta-Richmond County PPPM Section 100.036

An employee called to jury duty or subpoenaed as a witness during scheduled working hours will receive

full pay.

The Department Head must receive a copy of the summons to submit to the County Human Resources Department before jury duty leave begins.

While on court service, the employee will be expected to return to work during those hours when not in court.

Employees are compensated for the time required for travel to the courthouse and the time to serve. Court service extending beyond 7½ hours in a day will **not** accrue compensatory time at the Library.

An employee appearing in court as a plaintiff or defendant must use annual leave or take Leave without Pay for time away from work.

Lockers

The Library is not responsible for lost or stolen items.

Lockers are available for Headquarters' staff on a first come, first served basis.

Removing personal items from the locker at the end of the work shift is preferable.

See the Assistant Director for a locker assignment. The lockers are free and the employee must provide their own lock.

Manuals

Manuals have been developed for each branch and department at Head Quarters. It is the responsibility for Department Heads and Branch Managers to keep their site manuals current. Each location and department should have a binder with the most current policies and procedures available for employees to reference.

The Manual Binder should include:

- The current Blue Book
- The Department's or Branch's current manual
- All Master copies of the current forms referenced in the manuals or commonly used

Branch Managers and Department Heads are responsible for checking the manuals quarterly to ensure they are complete and current. If changes arise, then the manuals should be updated immediately.

All site manuals should be in a prominent space and available to all staff.

Nepotism, **SEE ALSO Augusta-Richmond County HR PPM Section 800.003**

The Library adheres to the Augusta-Richmond County Human Resource (ARC HR) policy on Nepotism.

Every candidate for employment must list on their employment application all persons that are related

to them as defined by the ARC HR policy. Relatives are defined as “spouse, parent, step-parent, parent-in-law, child, step-child, child-in-law, brother, brother-in-law, sister, sister-in-law, or persons living in the employee’s household”.

No relative, as defined by this policy, should participate in the process of selecting, interviewing, hiring, promoting, demoting, evaluating, or disciplining a relative.

No relative, as defined by this policy, shall be placed, or remain in, a position where he or she is directly supervised on a daily basis by another relative.

An applicant for employment will not be hired when the position they would be placed in would cause him or her to either be directed on a daily basis by a relative or directly supervise a relative.

The Library does not employ two immediate members of a family to work in the same department or branch.

Outside Employment, **SEE ALSO Augusta-Richmond County PPM Section 800.024**

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 Library Director. Should any scheduling conflicts arise, the needs of the Library will prevail.

Paging

To promote a satisfactory research and study environment, and to minimize the disruption of patrons, there will be no paging in the Library except in Library-wide emergencies.

The public address system is restricted for the following uses:

1. To announce Library closing time
2. For critical Library-wide announcements as deemed necessary by the Library director

In non-emergency situations, individuals who ask to have someone paged are requested to quietly look for the person.

Performance Evaluations

PURPOSE:

Performance evaluation is an ongoing process and the annual review meeting is the single most important communication a manager has with an employee. It is extremely important to be prepared (keep notes throughout the year), be thorough, be honest, and be fair. Consider the employee's entire performance and not just the most recent or a single event that stands out. The purpose of an annual performance evaluation is to have a constructive, open, two-way communication that will accomplish the following:

1. Recognize and highlight strengths and achievements, provide positive feedback, and motivate.
2. Identify areas that could use improvement and provide specific ways (plans/training) to improve performance.
3. Help to facilitate the achievement of organizational goals.

4. Clarify responsibilities and performance expectations, determine if job responsibilities are current and relevant, and change job description if necessary.
5. Discuss and provide guidance for career growth.
6. Enhance rapport and working relationships between management and employees.
7. If applicable, support discipline or other legal issues.

PROCESS:

1. All employees are to be formally evaluated. Employees should be given an opportunity to provide feedback through the "Employee Pre-Evaluation Work Sheet".
2. Complete the performance evaluation form, using all available information. Review the employee's file and any informal notes kept during the year. Special attention should be given to goal attainment, trends, commendations or disciplinary actions, and any interim reviews.
3. Obtain "reviewing" signatures and comments before sharing the results with the employee.
4. Conduct the performance evaluation interview with the employee, providing a copy to the employee. Giving a copy to the employee prior to the interview is preferred.
5. Give the employee an opportunity to respond with written comments.
6. Obtain employee's signature and forward form to Department Director, who will review, sign, and forward to Human Resources.
7. During the same meeting and immediately after giving employees their formal performance evaluations, they should be given their goals for the next fiscal year, beginning the process all over again.

RATINGS:

Does not meet expectations	Does not meet minimum standards of work performance or behavior. Specific justification is required and a specific plan for improvement is required.
Meets Expectations	Ranges from acceptable to good performance. Meets accepted standards and goals with a minimum of supervision.
Exceeds Expectations	An employee who is recognized by management and peers as setting the standard within a particular performance or behavior category. Consistently excels and goes well beyond what is expected. Sets the example. Comments and/or examples of behavior/performance should be noted.

STEP 1. GENERAL SKILLS AND TRAITS:

Rate the Following:

1.1. Dependability

Reliability and responsibility on the job. Ability to perform with a minimum of supervision. Use of judgment. Initiative and flexibility to meet job requirements.

1.2. Team Work and Interpersonal Relations

Cooperation, tact, and overall effectiveness in handling interpersonal relations. Includes relationships with management, subordinates, peers, and outside business contacts. Includes one-to-one and group interactions. Ability to function as a team member.

1.3. Quantity of Work

Ability to complete required work within normal time limits. Volume of work produced under normal conditions. Effective use of resources.

1.4. Quality of Work

Degree to which work is accurate, neat, and thorough.

1.5. Patron Service

Courtesy and professionalism in dealing with patrons (both internal and external). Effectiveness in meeting the patron's needs and in a timely manner.

STEP 2. SPECIFIC JOB RESPONSIBILITIES (AND GOALS):

Rate the Following:

2.1 ALL EMPLOYEES:

1. Specific Responsibilities

Using the job description as a foundation, determine which duties and responsibilities are the most critical or essential to the success of the position's mission to the organization. Develop criteria and review with department director before evaluation.

2. Goals

Try to be as consistent as possible when determining goals within the same job classification. To the extent possible, try to use goals that can be quantitatively measured.

2.2 SUPERVISORS AND MANAGERS:

1. Specific Responsibilities

When applicable, the following "Specific Responsibility" is expected to be included as one of the possible specific responsibilities.

Personnel Management: Includes quality and timeliness of performance evaluations, the extent to which employee problems are recognized and dealt with in a timely, fair, and consistent manner, adherence to established personnel policies and procedures and employment law, selection of candidates for hire and promotion, and effective use of Human Resources.

2. Goals

As opposed to non-management employees who are only required to be given one specific goal, managers should have several goals listed. These goals should be as quantitative as possible.

STEP 3. EMPLOYEE'S TOTAL AVERAGE PERFORMANCE RATING:

This section simply reflects the calculation of the employee's total numerical rating for the evaluation period.

STEP 4. PASS/FAIL GENERAL TRAITS:

This section summarizes whether the employee performs satisfactorily or does not, relative to acceptable standards of behavior. If an employee receives a "no", a specific explanation of "why" and a plan for improvement is required.

4.1. Appearance

Level at which employee maintains "appropriate", professional attire, grooming and personal hygiene, relative to the environment in which they work. This includes clothing and/or uniforms being clean and in good wearing condition.

4.2. Safety

Level at which employee works in a reasonably safe manner and follows safety procedures and guidelines.

4.3. Follows Rules/Policies

The extent to which the employee respects and obeys policies and procedures.

4.4. Attendance/Lateness

This section should be used to document the time that employees are unavailable for work. In rating this category, supervisors should concern themselves primarily with chronic lateness, unexcused absences (i.e., absences not substantiated by medical documentation), and chronic absenteeism, "other than" times used under the Family and Medical Leave Act (FMLA). However, all hours actually used (including FMLA) should be listed in the designated space.

STEP 5. NARRATIVE

5.1. Employee's Strengths/Achievements

Every employee should receive some comments in this section. This section is specifically dedicated to giving positive feedback and recognition for special achievements or positive traits consistently exhibited by the employee. Be as specific as possible. This section is also to be used to justify any "outstanding" ratings.

5.2. Strategy for Performance Improvement

A specific plan of action is required for each "unsatisfactory" or "needs improvement" rating given. This section may also be used for employees who are performing satisfactorily, but desire or could use some extra direction or training to reach a higher level of proficiency.

5.3. Annual Performance Goals/Objectives

This section should be used to better define the goals listed in Section II, as well as specifically document the level to which the employee achieves such goals.

5.4. Career Development Goals/Strategy

This section requires talking to the employee before completing the evaluation form. The "Employee Pre-Evaluation Form", for example, provides one opportunity for employees to speak to their career needs and desires.

5.5. General Comments

A comment is required for each section where an employee is rated as "unsatisfactory" or "needs improvement". Be specific, citing examples. This section may also be used to comment on any other issues or ratings that are relevant to the employee's performance or behavior.

STEP 6. MANAGEMENT SIGNATURES/DATES:

Please print and then initial. The Supervisor/Manager who completes this form, along with any other managers who review and/or have input into the report, **should initial or sign and date the form before sharing the original with, or providing a copy to, the employee whose performance is being evaluated.** Any reviewing managers may add any personal comments to this report in the "General Comments" section.

STEP 7. EMPLOYEE SIGNATURE & DATE:

The employee should answer questions 1-3, then sign. A signature only acknowledges receipt of this report and not that the employee necessarily agrees with it. The employee is to receive a copy (not the original) and has up to five (5) calendar days to provide a response in the "Comments" section. The Supervisor/Manager may want to consider giving the employee a copy before the performance evaluation interview is conducted. This way, the employee may be better prepared to discuss all aspects, which leads to a more productive meeting. If the employee needs more room to respond to the evaluation report, they may attach and initial a narrative response and mark the comments section, "see attached response."

STEP 8. FINAL REVIEW:

After all the above steps have been completed, the final package, including any employee action forms, is to be forwarded to the appropriate department director for review and signature. Then the entire package is to be forwarded to the Director of Human Resources for review, signature, appropriate follow-up action, and filed.

Personnel Files & Records, SEE ALSO Augusta-Richmond County PPPM Section 800.030

Personnel files are privileged information and shall be kept confidential except for verification of employment and span of service. Employees have the opportunity to review their personnel file as required but may not remove any item from the file. Any person acting with the employee's permission will be entitled to review the employee's complete personnel file or any specifically designated parts thereof, during Library operating hours, PROVIDED a written and notarized authorization is signed by the employee and delivered to the Director for inclusion in the employee's personnel file. Employees shall be notified of any official request to view their files.

This shall not prevent the supervisor, the Library Director, the Library Board or designated staff members from having access to the records in connection with discharge of duties or upon the order of an appropriate legal order or process.

Personnel Records shall be kept up-to-date. Records of personnel no longer employed by the Library shall be retained in accordance with State and Federal law. Such records will be kept in their original form or in other duplicate form as the Library Director deems appropriate. Pre-employment assessment files and employment applicants for applicants not hired shall be retained at the Augusta-Richmond County Human Resources Department in accordance with State and Federal law.

Personnel Policies

The ARCPLS abides by the policies set forth in the *Augusta, GA Employee Handbook*. Any exceptions are included in this *Blue Book*.

Printing: Staff

In order to ensure the printing process runs smoothly and in a timely manner, staff members are requested to design a master copy for print by e-mail or paper copy in 7 days of the date required. Emergency requests should be kept to a minimum. Extra time is required when ordering special paper or supplies.

New or Revised Items

Staff members must prepare an electronic file or a printed copy.

Supervisors must approve all designs for printing.

Electronic files sent to Printer should be very detailed or attach a printed copy to include the following:

1. How many Copies
2. Paper Color
3. Black/Color Ink
4. Card Stock
5. One/Two Sided
6. Collate
7. Staple
8. Flyer
9. Booklet
10. Bookmark
11. Business Card
12. Sign/Poster
13. Special Instructions
14. Laminate

If there is a problem, Supervisors should make adjustments with the originator. The Printer notifies the originator that materials are available for pick up or placed in branch delivery.

All documents are saved electronically.

Reprints

Each Department/Branch Library should request reprinted forms on a Printed Items Requisition form (SEE Appendix XXXIII) on a monthly basis: Fill out requisition as followed:

Old Items – Publications, Forms, Signs or Posters, etc.: Request by name of form and quantity: attach sample to Printed Item Requisition form. The Printer notifies the Supervisors if a new master file is necessary. Supervisors should follow procedure in New or Revised Items.

If a publication or form is not kept in stock, follow the procedure under New or Revised Items.

Probationary Period, **SEE ALSO Augusta-Richmond County PPPM 800.020**

All Library employees hired through Augusta-Richmond County Human Resources are subject to a one year probationary period. During this 12-month period, full-time employees are not eligible to apply for other full-time positions in the Library.

If an employee is laid off and then re-appointed in the same department, he or she may be given credit for the portion of the probationary period completed before they are laid off.

Probationary performance evaluations are conducted quarterly by the employee's immediate supervisor or Department Director. The Department Director shall notify ARC Human Resources in writing as to whether or not the employee successfully completes their probationary period.

If a new, promoted, or transferred employee is performing marginally or appears unsuited to the job, the Department Director should discuss the situation with the ARC HR Director before expiration of the probationary period. The probationary period may be extended initially for up to ninety (90) days. The employee must be advised of the extension and the reasons for it.

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.

Resignations

Resignations are submitted in writing to the Library Director or Assistant Director. Under ordinary circumstances, a minimum of 2 months' notice is expected for department heads, one month's notice for professional and pre-professional positions, and two weeks' notice for clerical positions.

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.

Shredding Documents, **SEE ALSO Confidentiality**

All employees are required to dispose of documents containing personal and/or confidential information responsibly by shredding them immediately. When the documents are not in use or are no longer required, they should be shredded rather than placed in the trash.

Personal and/or confidential information includes, but is not limited to, phone numbers, home addresses, email addresses, birth dates, correspondence of a private nature, bank account numbers, health information, or any other information that if divulged could cause mental or financial harm to an individual.

Staff Lounge

1. Staff lounges are for the convenience of the staff and are not to be used by the general 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. It is the responsibility of each staff member to cooperate and help keep their lounge neat and clean.
4. After eating each staff member must wash, dry, and put away their own dishes and clean the tables, sink, counters and microwave. All food items should be placed in refrigerators or lockers and not in the mailboxes or in sinks or tables.

Student Assistants

Student Assistants are governed by the *Augusta-Richmond County Blue Book*. New Student Assistants must sign an acknowledgement form indicating they have read and are familiar with this handbook.

Student Assistants should not be left alone in a Library building. A full-time staff member must be present when a Library building is open.

Telephone, **SEE ALSO Cellular Phones**

Desk phones are for Library business. Patrons may sometimes be allowed to use a desk phone for brief messages when circumstances warrant (e.g., handling an emergency, a child needing to call a parent for a ride home, etc.).

Telephone Manners

- Speak clearly.
- Make your voice pleasant and cordial.
- Identify yourself immediately, both in making and receiving calls.
- Acknowledge all requests with “Thank you” or some other appropriate phrase.
- When the line is open, avoid conversation with other people in the room, which may be overheard by the person calling. Put the call on hold in these cases.
- Never leave a caller unattended on the line for a long period of time.

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 office phones with lengthy chats.

Telephone Calls and other Communications

Library telephone and data communications lines are intended for Library business purposes only and limited in number.

For efficiency in answering the phone and for emergency contact purposes, the employee’s supervisor should be notified when an employee is leaving and returning to the Library during the normal work day.

Phone calls and other communications of a personal nature during working hours should be limited to emergency or very important circumstances and shall not interfere with performance of job responsibilities or Library services. Employees are responsible for advising family members and other persons about Library communication policies. Calls and communications should be taken or conducted outside of public service areas.

Patrons who have an emergency need for the use of Library telephones will be assisted by Library staff in dialing appropriate numbers. Patrons will be requested to complete calls as quickly as possible to leave the Library lines available for business use.

Telephone Answering Machines

All Library locations have answering machines which operate when the location is closed. The answering machine gives the caller the hours of operation for that location. The Branch Managers are responsible for making the recordings and verifying that the information remains current. At the Headquarters location, the Systems Administrator records the telephone system recording. Each Headquarters employee is responsible for their personal greeting recording.

Volunteers

Volunteers are people who donate their time and talents to the Library but are not paid employees of the ARCPLS. They are subject to the hours of the Library, the Patron Behavior Policy, and the Library Use Policy. The volunteers are not covered by the Library's Worker's Compensation Program nor by the Library's insurance.

Each volunteer must complete an Augusta-Richmond County Library Waiver of Liability Form. The form states that as a volunteer he/she works at this facility at their own risk, understands that he/she will not be covered under the Library's Workers' Compensation nor Augusta-Richmond County insurance, and will be solely responsible for their own medical care.

Volunteers are requested to commit themselves to a regular schedule. Changes in their schedule must be submitted to the department head or manager in that area.

Volunteers may participate in one-time or ongoing volunteer efforts. Volunteers may choose to end their service at any time. The Library reserves the right to change or stop a volunteer's service for any reason.

Volunteers are not allowed to use the Evergreen system.

Voting

Staff members are encouraged to vote at all elections. Employees are permitted an hour to vote during their scheduled shift. Arrangements for time off should be made in advance with your supervisor.

Withholding Forms

Each new staff member is required complete and sign a W4- Employee's Withholding Allowance Certificate and a State of Georgia Employee's Allowance Certificate forms so the Augusta-Richmond County Human Resources and the Augusta-Richmond County Payroll Departments may withhold federal and state income taxes from each paycheck. These forms indicate filing status, marital status and numbers of dependents and exemptions.

Employees may want to complete and sign a new W4-Employee's Withholding Allowance Certificate and a State of Georgia Employee's Allowance Certificate if their financial situation changes. Forms are available from the Assistant Director or the Augusta-Richmond County Human Resources Department. By January 31 of each year, staff members are provided with a Wage and Tax Statement (W-2) for salary paid the previous calendar year.

Employees who resign or retire should provide the Assistant Director a forwarding address so their Wage and Tax Statement (W2) may be mailed to the correct address.

15. Safety and Laws Affecting Libraries

ADA (Americans with Disabilities Act): Accommodations and Accessibility, **SEE ALSO Augusta-Richmond County PPM Sections 200.003**

ARCPLS welcomes individuals with disabilities and strives to operate its services, programs, and activities in such a way as to be readily accessible to and usable by individuals with disabilities. All of our branches are ADA compliant except for the Appleby Branch, which is over 150 years old. Though most of our buildings are ADA compliant, some visitors may still have difficulty navigating them. Visitors with physical disabilities may find access to Appleby Branch particularly challenging.

Under the law, Library staff are required to provide reasonable accommodations for people with disabilities when necessary to allow people with disabilities an equal opportunity to participate in, and enjoy the benefits of, a service, program, or activity of the Library. This includes navigating the building, access to materials, computer use, and Library programs. Accommodations provided will be unique to each individual's needs and preferences. Some people may need more accommodations than others.

Below is a short sample list of possible accommodations that staff can make for people with disabilities. It is not intended to be comprehensive.

- Assisting a patron with navigating the building
- Pulling materials for a patron
- Providing a sign language interpreter
- Putting closed captions on a movie
- Bringing materials to a patron's vehicle
- Accepting a Library card application by mail

Accessible Materials

Accessible materials provided by the Library include:

- Books at different reading levels
- Audio described DVDs
- Audiobooks
- eBooks, eMagazines, eAudiobooks, and databases
- Talking Book, braille, large print, audio described DVD, and Bookshare resources through Georgia Libraries for Accessible Statewide Services for those who are blind and/or have a print disability

Service Animals

Individuals with disabilities who are accompanied by their trained service animal (a dog or a miniature horse) are welcome in the building with their service animal. Documentation showing that the animal is trained as a service animal is not required; however, the Library staff may ask if the animal is needed because of a disability and what work or task it has been trained to perform.

Program Accommodations

People with disabilities may require accommodations to participate in Library programs.

We ask that requests for program accommodations be provided at least seven (7) business days in advance. However, if someone shows up and needs an accommodation without prior notice, we will work hard to accommodate that patron as much as possible.

Below is a short list of sample program accommodations:

- One-on-one assistance
- Reducing sensory overload (lowering lights, lowering volume, etc.)
- Using the microphone and/or personal listening devices at Library events
- Remote programming through video chat
- Large font PowerPoint slides
- Closed captioning for films or live closed captioning for an event

Library Cards by Mail

Patrons with disabilities may request a Library card by mail. They are not required to provide proof of disability.

We would mail them a Library card application and instructions on how to fill out the form and to include a photocopy of their ID when returning the application.

Once we receive a copy of their application and copy of their ID, we will create a standard patron account for them. Then we will send the patron their new card by mail with a welcome letter including wording such as "Your password is set to the last four numbers of the phone number that you supplied on your Library card application."

Assistive Technology

Each Library branch has a large print, high contrast keyboard that patrons can use with the computer. Each public computer has NVDA, which allows those who are blind or have vision impairments to use Library computers.

Headquarters also has digital magnifiers, a standalone text-to-speech reader, and a text-to-speech reader that is attached to a computer.

Assistive technology that is available for loan to all branches and is housed at HQ includes:

- Portable sound systems
- Personal headsets for audio – can be used for programs
- Document camera for projection

You can request this equipment by contacting the Outreach Services Manager. Please make requests at least a week in advance.

Effective Communication

In accordance with the ADA, the Library will take appropriate steps to ensure that communications with

individuals with disabilities are as effective as communications with others. The Library will furnish appropriate auxiliary aids and services upon request where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, a service, program, or activity of the Library. When choosing an aid or service, a Library representative will consult with the requester to discuss what aid or service is appropriate. The Library representative will give primary consideration to the requester's choice of aid or service unless another equally effective means of communication is available, or the preferred means requested would result in a fundamental alteration of the Library's services, or in an undue financial or administrative burden.

Sample list of communication services and aids:

- Providing large print forms
- Speaking loudly
- Paper and pen to share notes with a person who is deaf or very hard of hearing
- Closed captioning (for films or live captioning for events)
- Sign language interpreter

Georgia Libraries for Accessible Statewide Services (GLASS)

Georgia Libraries for Accessible Statewide Services (GLASS) supports accessible Library services in Georgia by promoting the use of assistive technology and by providing accessible reading materials to those who, due to a disability, are unable to read standard print.

GLASS: Who Is Eligible for the Service?

- Anyone who is unable to read or handle standard printed materials as a result of temporary or permanent visual or physical disability.
- Persons who are legally blind or cannot see well enough or focus long enough to read standard print, even with glasses.
- Persons who are unable to hold or turn pages of print books.
- Persons who are certified by a medical doctor as having a reading disability

GLASS Services

As of fall 2019, these services include:

- free Library service, by mail, to qualified registered users
- access to thousands of digital books and many magazines available in
- audio and in braille, with thousands available for download
- loans of playback machines for use with recorded and digital material
- large print books and audio described DVDs
- free Bookshare accounts for registered users of all ages
- Library programs, typically by phone, though some are held in the Atlanta office.

GLASS applications should be kept by the circulation desk. Applications are also available at georgialibraries.org/glass.

The applications **MUST BE CERTIFIED** by a certifying authority before a patron can receive services. If a person has an observable physical or visual disability that makes them unable to read or use standard print (cannot see large print with glasses, tremors in the hand, unable to use one side of the body, etc.), or is blind, the application **CAN** be certified by a full-time library staff member.

If the person has a learning disability that makes them unable to read standard print, the application CANNOT be certified by a full-time library staff member. It must be certified by a medical doctor.

If you have questions about the application, please contact the GLASS Atlanta office at 1-800-248-6701. It is best to scan the application by email to glass@georgialibraries.org to ensure that the application does not get lost in the mail or is not legible from faxing.

If you do not have access to a scanner, please send it to the Headquarters Library Administration Office through interoffice mail for scanning.

Biological Agent Threats

How to Handle Anthrax and other Biological Agent Threats

Do Not Panic

1. The anthrax organism 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 appropriate antibiotics. Anthrax is not spread from one person to another person.
2. For anthrax to be effective as a covert agent, it must be aerosolized into very small particles. This is difficult to do and requires a great deal of technical skill and special equipment. If these small particles are inhaled, life-threatening lung infection can occur, but prompt recognition and treatment are effective.

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

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

Envelope with Powder and Powder Spills out onto Surface:

1. **DO NOT** clean up the powder. Cover the spilled contents immediately with anything (e.g. clothing, paper, trash can, etc.) and do not remove this cover.
2. Then leave the room and close the door or section off the area to prevent others from entering.
3. Wash your hands with soap and water to prevent spreading any powder to you face.
4. Report the incident to your supervisor immediately. Supervisors should report to the Library Director or Assistant Director, who will call the Augusta-Richmond County Sheriff's

Department. If the Library Director or Assistant Director is not available, then supervisors should call 911 immediately.

5. Remove heavily contaminated clothing as soon as possible and place it in a plastic bag or some other container that can be sealed. This clothing bag should be given to the emergency responders for proper handling.
6. Shower with soap and water as soon as possible. Do not use bleach or other disinfectant on your skin.
7. If possible, list all people who were in the room or area, especially those who had actual contact with the powder. Give this list to both the local public health authorities and to law enforcement personnel so that proper instructions can be given for medical follow-up and for further investigation.

How to Identify Suspicious Packages and Letters

Some characteristics of suspicious packages and letter include the following:

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

It is your responsibility to know these procedures.

Bomb Threat, SEE ALSO APPENDIX I: Bomb Threat Form; SEE ALSO Appendix VI: Building Evacuation Plan- Appleby Branch; SEE ALSO Appendix VII: Building Evacuation Plan- Diamond Lakes Branch; SEE ALSO Appendix VIII: Building Evacuation Plan- Friedman Branch; SEE ALSO Appendix IX: Building Evacuation Plan- Headquarters; SEE ALSO Appendix X: Building Evacuation Plan- Maxwell Branch; SEE ALSO Appendix XI: Building Evacuation Plan- Wallace Branch

Guides for Handling Bomb Threats

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

1. The person receiving the call should attempt to keep the caller on the line as long as possible. Record (in writing if possible) every word spoken by the person making the call on the Bomb Threat Form (Appendix I).
2. If the caller does not voluntarily indicate the location of the bomb or the time of possible detonation, the person receiving the call should ask the caller to provide this information.

3. It may be advisable to inform the caller that the building is occupied and that the detonation of a bomb could result in a death or serious injury to many innocent people.
4. Pay particular attention to any strange, unusual or peculiar background noises such as motors running, background music, type of music, voices or any other sounds which might give even a remote clue as to the location from which the call is being made.
5. Listen closely to the voice (male or female), voice quality, accents, and speech impediments. Immediately after the caller hangs up, the person receiving the call should report this information to the Library Director or Assistant Director. If the calls are received after the normal business hours, then the call should be reported to the person in charge of the building (senior staff member working the Public Services (Information) Desk or the senior staff person at the branch).

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

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

Evacuation Procedures:

1. If evacuation is advised, make the following announcement (at Headquarters, use the PA system. At branches, speak loudly.): "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 evacuation of the building.
2. If the Library is evacuated, take special care that no one enters or re-enters.
3. Remove staff and patrons to a safe distance from the Library to protect them against debris and other flying objects in the event of an explosion. If the facility is evacuated, considerations should be given to turning off all electricity, gas and fuel lines at the main switches or valves. At a minimum, appropriate utilities should be notified of the evacuation.
4. Re-enter the building only when the police declares it safe to do so.

It is your responsibility to know the evacuation procedures.

[Building Evacuation Plans](#)

See Appendix VI, Building Evacuation Plan- Appleby Branch
 See Appendix VII, Building Evacuation Plan- Diamond Lakes Branch
 See Appendix VIII, Building Evacuation Plan- Friedman Branch
 See Appendix IX, Building Evacuation Plan- Headquarters
 See Appendix X, Building Evacuation Plan- Maxwell Branch
 See Appendix XI, Building Evacuation Plan- Wallace Branch

[Bulletin Boards: Staff, SEE ALSO Soliciting and Distribution](#)

ARCPLS staff bulletin located in the staff lounge areas provide information of interest and importance to employees. The bulletin board is primarily to facilitate communication on workplace activities, employee resources, federal, state and local guidance, labor and employment laws and policies, reminders and additional information relevant to the employee's job.

ARCPLS bulletin boards are maintained by the assigned staff for each location. No employee shall post information on the bulletin board without first seeking permission from the Library Director or Assistant Director.

The library's bulletin boards are typically located in areas accessible to all employees, such as the breakroom.

No personal information, flyers, or bulletin should be posted on this board at any time. This bulletin board displays mandatory and regulatory postings only. This board contains information that could insulate the library against certain liabilities.

Copyright Issues

ARCPLS recognizes that federal and state law make it illegal to duplicate, distribute, display, exhibit, or perform copyrighted works and materials without authorization of the holder of the copyright, except for certain exempt purposes.

Copyright may exist in any original work that exists or is fixed in any tangible medium of expression. Images displayable on computer screens, computer software, music, books, magazines, scientific and other journals, photographs, articles, and essays are some of the things that may be subject to copyright.

A notice of copyright is not required. Severe fines and penalties may be imposed for unauthorized copying and use of audiovisual or printed materials and computer software. A single copy of information that has been placed on an Internet website is acceptable to download, copy, or print for an employee's personal use in research for ARCPLS business or projects, provided that the website contains no restrictions prohibiting same, copyrighted materials belonging to persons or entities may not be transmitted, distributed, or provided to others by ARCPLS employees without first receiving permission from the author or creator to do so.

Failure to observe federal and state copyright laws or license agreements may result in disciplinary action or legal action by the copyright owner.

Any employee who is uncertain as to whether reproducing or using copyrighted material is permissible should direct such question to the supervisor. ARCPLS may assist in obtaining proper authorization to copy or use protected material when such authorization is required.

ARCPLS retains legal ownership of the work product of all employees. Work product includes: written and electronic documents, audio and video recordings, system code, and any concepts, ideas, or other intellectual property developed for ARCPLS, during ARCPLS business hours, or via use of ARCPLS communication systems, regardless of whether the intellectual property is actually used by ARCPLS. No work product created while an employee is employed by ARCPLS may be claimed, construed, or presented as the employee's property, even after employment with ARCPLS is terminated or the relevant project is completed.

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

Loss of Vital Public Services.

- a. Interruptions in electrical power, natural gas, water, or telephone service may affect the ability of the Library to function effectively and safely. Temporary, short-term interruptions may not require the cessation of Library operations. The Headquarters Library does have a generator for power backup.
- b. Any interruption should be reported to their supervisors first with an on-site assessment of the problem and its ramifications, such as lack of lights, no power for computers, HVAC not functioning, no water, etc.
- c. Administration will determine whether the building should be closed, when it should be reopened, and whether staff should go home or be reassigned. The Outreach Services Manager will be responsible for notifying the media of any closures.
- d. If the problem occurs at night or on a weekend, every attempt should be made to reach the Library Director or Assistant Director.
- e. Lack of mail/delivery service or financial services poses an inconvenience, but does not normally result in the cessation of Library operations.

Building/Physical Plant Failures.

- a. Malfunctions in heating, air conditioning, ventilation systems, elevators, security systems, fire warning & suppression systems and computer systems can have varying degrees of effect on Library operations, often dependent on whether they are temporary or long-term. Loss of HVAC resulting in extremely high or low temperatures in the building should be immediately reported to their supervisors for a determination of action while the problem is being repaired. If the working environment presents a health or safety risk as determined by the Library administration, the facility may be closed and staff reassigned.
- b. Malfunctioning security systems and fire warning and suppression systems generally will not result in a building closure, although the final determination will be made by Administration.
- c. Loss of computer access can seriously interfere with many Library services. The stand-alone system may be used in the short-term to allow minimal Library service. It may be necessary to limit the number of books and materials a patron may check out. A determination as to whether the interruption of computer access is of sufficient gravity to necessitate the closure of the Library will be made by Administration.

Emergencies, Disasters, Riots, etc., SEE ALSO [Bomb Threat](#), [Disruption of Library Operations](#); SEE ALSO [Fires](#); SEE ALSO [Tornadoes](#); SEE ALSO [Weather Problems](#)

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

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

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

Evacuation of the Building, **SEE ALSO Appendices VI-XI**

1. Calm, speedy action is needed in order to save lives and property.
2. If the fire alarm should sound off, accomplish the steps below. If there is a bomb threat, DO NOT pull the fire alarm and accomplish the steps below.
 - a) CALL 911 and report that there is a fire or a bomb threat.
 - b) The designated person will clear the facility of patrons and staff. The designated person at the

branch is the Branch Manager (or senior person in charge). The designated persons at the Headquarters Library are: Circulation Manager (or senior person in charge of Circulation), Head of Public Services (or senior person in charge of the 2nd floor), and Assistant Director (or senior person in charge of the 3rd floor). Since the Headquarters Library is a fairly large facility, the designated person on each floor MUST be assisted by one other staff member to accomplish the evacuation.

- c) To prevent panic, do not incite fear in patrons and staff by mentioning the reason for the evacuation, but you must insist on their evacuation.
 - d) All branches should be completely evacuated in less than five (5) minutes and the Headquarters Library in less than ten (10) minutes.
 - e) In the Headquarters Library, you must remember that when the fire alarm sounds, the elevators stop working. Everyone will have to exit via stairs. The person clearing the building must check all restrooms (public and staff) and stairwells.
 - f) The designated person will make the following announcement in a loud voice: “May I have your attention, please! We have been asked by the authorities to evacuate the building right away. Please make haste, but do not run. Please use the nearest exit and leave the building immediately. Repeat, please use the nearest exit and leave the building immediately.” You must make this announcement as many times as necessary until the facility is cleared of patrons and staff.
 - g) All staff members will meet together at a designated location far enough from the Library building to avoid explosive danger or flying debris. Note: The meeting place at the Headquarters Library is the sidewalk near the Catholic school. At the meeting place, the person who cleared the facility will conduct a head count.
 - h) The final check of the facility will be made by the security guard, if on duty.
 - i) No one may reenter the building under any circumstances until authorized to do so by the fire or police department.
3. Note: In case of a small fire, use the fire extinguisher until the firemen arrive. DO NOT use a WATER extinguisher on electrical fires!
4. A fire drill/building evacuation drill will be conducted on an annual basis with the date and time to be determined by the Assistant Director.

FERP (Flood Emergency Response Plan)

Flood Planning Committee: Mashell Fashion, Library Director; Tracey Busbee, Safety Officer; Ben Dudley, Systems Administrator; Joanne Courtney, Print Shop Operator; Gary Hand, Library Assistant I

This is a plan to effectively evacuate ARCPLS in the event of a flood.

It is imperative that as soon as the Library grounds start to flood this site is evacuated quickly and effectively for the safety of staff and Library patrons.

The Library has 65 full- and part-time staff employed. The Library may have patrons that may require special assistance.

1. Define the basic, unique flood exposure to the location:

This facility is located in the moderate-hazard flood location associated with the Phinizy Swamp. The facility is protected by the Savannah River Levee for the 100-year flood event; however, in an extreme flood event (500-year event), water would enter the Library. Water levels inside the Library would be expected to reach approximately 7.8 ft.

The expected warning time for the event is two (2) to three (3) days. Flooding is expected to remain for up to three (3) days before receding.

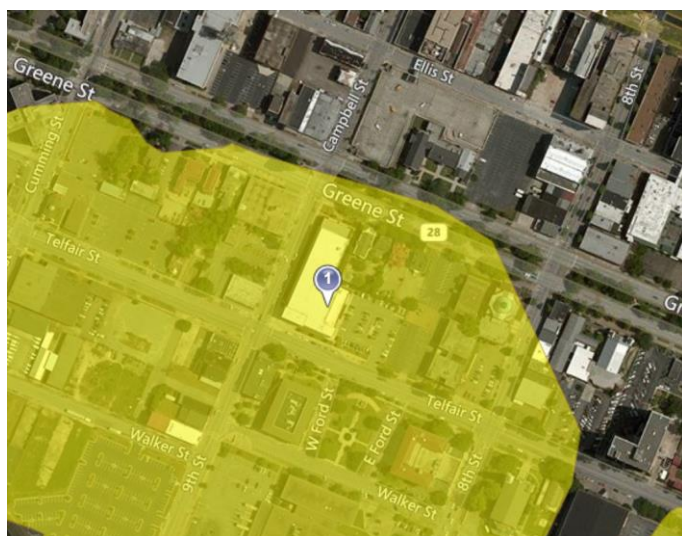
Elevations are as follows (NAVD88 datum):

Building Finished Floor Elevation (FFE): 135.2 ft.

100-yr. flood: 135 ft.

500-yr. flood: 143 ft.

Flood map: (purple = high hazard, 100-year flood zone, yellow = 500-year flood zone)



2. Designated individuals who have the authority to activate the Flood Emergency Response Plan (including halting business activities), manage activities, and update the Flood Emergency Response Plan as applicable, etc.

Person- in- Charge: Library Director, Mashell Fashion: 706-550-4718 or 706-592-5788
BoT President, Beverly Tarver: 706-421-3331

Back-up Contact: Tracey Busbee, Assistant Director; 803-640-6330
Ben Dudley, Systems Administrator: 706-726-8270 or 706-627-5586
Joanne Courtney, Print Shop Operator: 706-564-8857 or 706-821-2614
Gary Hand, Library Assistant I: 706-284-7443 or 706-821-2638

3. Persons to monitor flood levels:

Library Director, Mashell Fashion 706-550-4718 or 706-592-5788;

Flood Planning Committee members

The following link will be utilized to monitor river levels: <http://water.weather.gov/ahps/> along with local television and radio news broadcasts.

The Flood Emergency Response Plan will be initiated when the alarm has been raised or flood warning received. If the flood warning is received while the Library is occupied (during working hours):

- A) Following Inquiries/assessment the Library should evacuate, invacuate (all meet in the same area in the building) or stand down.
- B) If the Library starts to flood while it is occupied (during working hours), immediate action is to invacuate.
- C) Raise the alarm to invacuate the Library. Staff will immediately direct ALL PATRONS to the third floor. Notify Fire Department that Library has people on 3rd floor immediately.
- D) Contact Emergency Fires (911) and/or Environmental Agency Flood line (local: 706-667-4343; Emergency Response: 770-387-4900 (24-hour response); IMMEDIATE EMERGENCY: 800-241-4113); Richmond County Emergency Management Agency (706-821-1155); and the Director and Flood Planning Committee.
- E) If safe to do so, locate and turn off key services such as water and electricity.
- F) If warning has been received but the building has not yet started flooding, and the Library is occupied during working hours, immediate action is to evacuate following the Fire Evacuation Procedure to a location outside flood zones. Staff is to report to Appleby Branch Library, 2260 Walton Way, Augusta, GA 30904 for further instructions.
- G) Following confirmation from the Environmental Agency that flooding has ended, the decision can be taken to stand down and resume regular hours or stay in building.
- H) After hours, if flooding occurs contact the Library Director/Person in Charge, Emergency Management Team, and the current BoT President.

4. Appropriate site shut down & utility de-energization procedures:

- Electrical: Georgia Power 2103 North Leg Road, Augusta, GA 30909
Business Patron 1-888-655-5888; <http://www.georgiapower.com>
- Water: Augusta Utilities 452 Walker Street, Augusta, GA 30901
Emergency: 706-842-3060
- HVAC: EMCOR; (local) 706-210-1066 or Ben Dudley: Emergency IT #: 706-726-8270
- Elevators: ThyssenKrupp; 706-738-0319
- Generator: Hi-Tech Power Systems; 706-790-8111

5. The Library vital records are located on the third floor, and the Augusta-Richmond County Human Resources Department is the backup for Library personnel files. The Accounting System is also backed up by the Blackbaud Consortium. The computer backup is on computer "P" Drive.

6. Complete practical items that can be accomplished to reduce damage and downtime using available staff, time, and resources:

6A. If safe and while elevators are functional:

- 1) All available staff will load 1st floor staff computers (9 in Circulation, 6 in Technical Services, 2 in Auditorium) onto carts and unload in staging area on 2nd floor (YA Room)

- 2) Remove first floor Fire Extinguishers to second floor (9 total: See Attachment A (Floor Plan))
- 3) Unplug appliances in Auditorium kitchen
- 4) Full Time Circulation staff person:
 - a) Run a tape, empty register and put money in cash bag
 - b) Get weekend cash bag out of office
 - c) Unplug phones and charge card machine
- 5) If safe, all available staff will load:
 - a) DVDs, BCDs and new books onto carts, into STAT totes, or into garbage bags/trash cans and unload in 2nd floor staging area (YA Room)
 - b) Technical Services and Receiving: Any books or DVDs already on carts or items in boxes will be taken to 2nd floor staging area (YA Room)
- 6) If possible, cover items in Technical Services with plastic tarps or garbage bags

6B) To close emergency valves to sewer drains requires 1-2 days' notice. (See Appendix XVIII) as needed for locations of: 1. Main water shut-off valves; 2. Sprinkler shut-off valves; 3. Main electrical disconnects; 4. Heating/cooling system controls (first floor). The Library does not have an ignitable liquid or flammable gas system.

6C) Ensure sump pumps are ready for operation: sump pumps are located in each elevator shaft. Contact ThyssenKrupp; 706-738-0319.

6D) Elevator Shut Off key and Master keys are located in Fire Lock Box located in Administration; box can be accessed by Director or available Administration staff.

6E) Move the Van & SUV away from building to Appleby Branch if safe to do so: available Administration staff are to retrieve keys and assign this to a full time employee.

6F) Library generator is maintained by Hi-Tech Power Systems, Inc.: 706-790-8111.

6G) Set up emergency communication equipment and supplies:

- A. Transistor radio with spare batteries for news, and a two-way radio with spare batteries for communication
- B. Basic tool box: crowbar, hammer, pliers, screwdriver
- C. First Aid Kit
- D. Emergency kit stored in waterproof container, consisting of:
 - Cell phone
 - Extension cords, 50 ft., grounded
 - Flashlights, batteries
 - Scissors
 - Utility knives, extra blades
 - Protective masks/glasses/boots or bootees

These items are located in the 3rd floor File Room in Administration.

6H) Monitor access to property & outside utilities during the event if possible. Once water rises to breach building, lock all outside doors.

6I) Keep fire protection equipment operational for as long as possible.

7. Develop a recovery plan for the rapid restoration of operations in the event of flood damage. Maintain a list of contractors & vendors necessary for clean-up & restoration of the site after flood

waters recede, vendors for replacement equipment for the building (electrical, HVAC, etc.). A copy of the Emergency Services should be kept with all plans, both on and off site. This list will also be copied for administrators and disaster team members.

7A) Prioritize cleanup actions

- A. Richmond County Emergency Management Agency will designate when Library can be safely re-entered. Richmond County Emergency Management Agency will contact other state and federal agencies as needed.
- B. Before re-entering: water may be contaminated with sewage, chemicals, mold; to handle wet items wear protective clothing such as rubber gloves, safety glasses and protective jackets and boots.

7B) Stabilize the environment:

- A. Try to keep temperature below 65°, humidity below 35%. Run AC, fans, dehumidifiers
- B. Remove wet carpet, ceiling tiles, books. Use wet vacuums, mops, squeegees

7C) The Library will accept volunteer help. All volunteers must fill out a volunteer application and sign a Waiver of Liability per ARCPLS policy. No one under sixteen (16) may volunteer unless accompanied at all times by a parent.

7D) Prioritize rebuilding/replacement of vital equipment:

- A. Prioritize equipment by: most necessary to Library functioning, cost of replacement, availability.
- B. Prioritize material by: importance to collection, chance for recovery, availability of replacement.

Establish a priority salvage list. Use a triage approach and include the following categories:

- A. Salvage at all costs
 - a) Materials that are used most often, essential for the Library's operation, have significant monetary value, and support the Library's mission.
- B. Salvage if time permits
 - a) Material that could be replaced, but replacement costs would exceed salvage costs.
- C. Salvage as part of general clean up
 - a) Materials that can easily be replaced in the original or another format, or those with a high monetary value, but low value by other measures.

Consider intrinsic value, research value, and historical value, value to the collection, replacement cost, and availability in different format when setting salvage priorities. The following questions may be helpful in determining priorities:

- A. Is the item especially important to the community, perhaps to local history?
- B. Can the item be replaced? At what cost? Can you afford it?
- C. Would the cost of replacement be less or more than restoration of the item?
- D. How important is the item intrinsically? To the collection? To researchers?
- E. Will insurance pay for one format and not another?

7E) Identify material damaged and estimate quantities:

A. Equipment, books, paper, as well as flooring, walls, systems.

B. Identify types of damage:

- a) Wet
- b) Damp
- c) Moldy

7F) Use list of vendors and suppliers and set up agreement for replacement of equipment and materials:

A. RECORD. Take pictures of current Library layout and materials, and after event. Document all/ anything/everything. This is imperative. Photographs / videos of the Library exterior and interior are stored with the floor plans, both on the 3rd floor at Headquarters Library, and digitally on the server.

B. Attachment A (Floor Plan) shows stack and office layouts, as well as locations of smoke detectors, fire extinguishers, fire hoses, water cutoff valves, electrical outlets, or other features important to the fire department or recovery crews.

C. A copy of the Emergency Services should be kept with all plans, both on and off site. This list should also be copied for administrators and disaster team members.

7G) Set up temporary operations remotely (as applicable)

A. List of off-site equipment such as:

1. Brooms and dustpans
2. Mop, bucket, sponges
3. Wet-vacuum
4. Metal book trucks
5. Portable folding tables
6. Portable fans
7. Hard hats
8. Rubber boots
9. Rubber or plastic aprons
10. Gloves (leather, rubber)
11. Brooms with squeegees
12. Lights, shop-lights & bulbs
13. Shovel
14. Heavy plastic sheeting

7H) Document protocols for make-up production at other facilities (as applicable)

7I) Richmond County agreements with established contractors/vendors will be sought first in response to the flood event. The BoT will function as the governing body to determine corrective plans and procedures required for disaster recovery, to include all necessary expenditures for damages.

8. To minimize fire hazards during and after the flood event, ARCPLS will rely on Richmond County Services and recommendations during restoration.

9. Augusta-Richmond County EMA and Century Fire Protection will help develop a plan to return fire protection systems into service promptly.

10. Communication with staff:

In the event of a flood after or outside of operating hours, the Director will contact the BoT and the Department Managers, who will then contact individual staff members.

11. Suggested list of equipment to be sourced and/or acquired:

1. Paper towel supply
2. Plastic garbage bags
3. Polyethylene bags (various sizes)
4. Waxed or freezer paper
5. Absorbent paper (blank newsprint, blotter, etc.)
6. Dry chemical sponges (for removing soot)
7. Clipboards (also paper pads, pencils, waterproof pens, large self-adhesive labels)
8. Cleaning products
9. Disinfectant
10. Sponges, cleaning supplies
11. Sand bags
12. Portable dehumidifiers
13. Portable electric fans
14. Portable generator
15. Portable pump
16. Refrigerator trucks
17. Portable lighting
18. Extension cords (50 ft. grounded)
19. Plastic (milk) crates
20. Sturdy boxes
21. Dry ice
22. Portable tables
23. Plastic buckets and trash cans
24. Water hoses with spray nozzles
25. Monofilament nylon (fishing) line
26. Protective masks/glasses
27. Photographic equipment/supplies
28. Portable toilets
29. Construction materials (wood, screws, nails)
30. Ladders
31. Extra security personnel

12. Suggested Emergency Service Listing

Emergency Services

Service	Company	Phone #
Security	Augusta-Richmond County Marshal's Department	706-821-2368 or 911 (emergency)
Fire Department	Augusta-Richmond County Fire Department	706-821-2909 911 emergency
Police/Sheriff	Augusta-Richmond County Sheriff Department	706-821-1110 911 emergency
Ambulance		911
County Emergency	Augusta-Richmond County Fire Department: Chief James	706-821-1640
Management Agency	Georgia EMA	1-800-621-3362
Hospitals/Emergency Facility	University Hospital	706-722-9011
Hospitals/Emergency Facility	Augusta University	706-721-0211
Hospitals/Emergency Facility	Doctor's Hospital	706-251-7901
Hospitals/Emergency Facility	Eisenhower Medical Center (VA Hospital)	706-733-0188
Sewer Department	Augusta Utilities Department	706-821-1851
Plumbing	Universal Plumbing	706-738-4424
Hazardous Material	Environmental Services	706-312-4238 or 706-312-5049
Other	Georgia Crisis	1-800-715-4225
Maintenance/Utilities	Augusta Facilities Maintenance	Michael Myles/ Lonnie Wimberly 706-796-4094 or 706-830-3129
Janitorial Service	Augusta Janitorial	706-724-7770, 1-800-451-6917
Electrician	Augusta Facilities Dept	706-796-4094
Electrician	Kelley Electrical Contractors	706-228-4488
Locksmith	Georgia Lock and Safe	706-722-3416
Elevators	ThyssenKrupp	706-738-0319
Carpenter	Augusta-Richmond County Facilities	706-796-4094
Gas Company	Constellation	1-877-677-4355
Electric Company	SCANA	1-877-467-2262
Electric Company	Georgia Power	1-888-660-1851
Water Utility		706-821-1851
Water Utility	Emergency	706-842-3060
Water Utility	Engineering	706-312-4154
Telephone Company	AT&T	1-866-620-6000
Roofers	Amerson Construction	706-833-7909
	Augusta Remodeling and Construction	706-863-9895
Sprinkler Company	Century Fire Protection	1-866-530-3473
Insurance Company	Dawson and Taylor	Agent/Contact: Michael Taylor 706-733-6888
Other	Augusta-Richmond County Risk Management	Andy Oates 706-821-1704 Chris Yount 706-771-2969 Joe Cozier 706-821-2885
Architect	Studio 3 Design	Samuel D. Beaird 706-667-9784
Landscaper/Tree Removal Services	Augusta Stump Master	706-796-3553

Water and Recovery Assistance	Duraclean Systems	803-279-8842
Disaster Cleanup	Bowles Disaster Kleen Up	706-738-9446
Local Newspaper	Augusta Chronicle	706-724-0581
Local Newspaper	Metro Spirit	706-496-2535
Local Newspaper	Hola	706-303-2999
Local Newspaper	Metro Courier	706-724-6556
Disaster Relief	Red Cross	706-724-8481
Moving Companies	Five Star Moving	706-312-3000
Moving Companies	Two Men and a Truck	706-364-1754
Copier Machine Vendors	Pollock Company	706-733-0537
	Superior Office Systems	706-364-2679, 803-278-3131
Photo Processing Lab	Wal-Mart	706-860-8808
Paper & Books	Brodart Books and Library Services Division	800-414-9816

13. Disaster Response Report

If a disaster occurs, record the date and time of the incident, what part of the collection was affected, who was involved, and what action was taken. Include a brief description of the sequence of events as well.

- Which Library building?
- What happened?
- Who learned of the incident first?
- When?
- What did that person do next?
- Who was contacted?
- When was the director notified?
- By whom?
- When were the police and medical authorities notified?
- By whom?
- Were there injuries?
- How serious?
- How were they treated?
- Where were they treated?
- Additional remarks

14. Post Disaster Report Form

This form should be completed after any disaster that occurs. The Disaster Team should review the information when it meets to assess the incident. Photographs or videos of the disaster should also be included with the report form.

- Library building
- Date and time of the disaster
- Location of incident
- Type of incident
- _____ Water related

- _____ Fire related
- _____ Other, please describe
- _____ Number of items affected
- _____ Types of items affected and amounts
- _____ Books
- _____ Serials and periodicals
- _____ Microforms
- _____ Audiovisuals
- _____ Software
- _____ Equipment - type
- _____ Other items - describe

Source of problem

Water _____ Pipes Fire _____ Electrical

_____ Drains _____ Waste paper

_____ Sink/toilet _____ Other

_____ Roof _____ Other - describe

Fire, SEE ALSO [Appendix VI: Building Evacuation Plan- Appleby Branch](#); SEE ALSO [Appendix VII: Building Evacuation Plan- Diamond Lakes Branch](#); SEE ALSO [Appendix VIII: Building Evacuation Plan- Friedman Branch](#); SEE ALSO [Appendix IX: Building Evacuation Plan- Headquarters](#); SEE ALSO [Appendix X: Building Evacuation Plan- Maxwell Branch](#); SEE ALSO [Appendix XI: Building Evacuation Plan- Wallace Branch](#); [Appendix XLIV- Headquarters Fire Extinguisher Locations and Evacuation Routes](#)

When you notice a fire, do the following:

1. Pull the fire alarm.
2. 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. Our extinguishers are ABC extinguishers that are approved for the following uses: Class A for trash, wood and paper, Class B for liquids and gases, and Class C for energized electrical sources.
3. If the fire is large or out of control, get out of the building immediately. Do not risk your life.

Follow the Building Evacuation Plan for your Library. See each plan in the following appendices:

Appendix VI: Appleby Branch
 Appendix VII: Diamond Lakes Branch
 Appendix VIII: Friedman Branch

Appendix IX: Headquarters Library
Appendix X: Maxwell Branch
Appendix XI: Wallace Branch

Illness or Injury: Public

In case of a sudden or severe patron illness or accident, immediately call 911 to report the problem.
Do not move the patron.

In case of a milder illness, ask patron if he/she is okay, offer to call 911 to report the problem or allow them the use of a desk phone to call for personal assistance.

If a patron falls or is injured in any way on Library property, notify the supervisor immediately, even if the patron assures you he/she is not hurt. Staff members who observe the accident should complete a copy of the blue “Richmond County Incident Report” (SEE Appendix XVII).

The incident report should include the patron’s name, address, phone number and circumstances of the accident. Give the completed Report to Library Assistant Director/Library Director or the assigned person in charge as soon as possible and keep a duplicate copy at your location.

In all instances, the first and major consideration is the care and safety of the person.

Incident Reports, SEE ALSO Conduct: Patron; Appendix XVII

Incident Reports are completed to document important details about the following situations that arise at the Library:

- Any emergency situations
- Accidents and injuries
- Violation of the Patron Behavior Policy
- Hazardous or detrimental situations involving patrons and employees
- Damage to Library property by patrons or staff
- Crimes committed on Library property such as, but not limited to,
 - Theft
 - Vandalism
 - Fighting
 - Disorderly conduct

Staff should complete Incident Reports and notify the Director, Assistant Director, or Deputy on Duty notified as quickly after an incident occurs. If an employee is not sure whether or not an Incident Report is required, he/she should contact their supervisor for direction.

Incident Reports: Procedure for Staff

1. Notify your supervisor or staff in charge of the incident.
2. Notify the Library Director and Assistant Director or the Deputy in Charge by email.
3. Fill out the Augusta Commission Incident Report completely. If you do not have one on hand, please ask your supervisor.
4. The employee who is involved or witnessed the incident should fill out the report leaving no

incomplete spaces. If the question is not applicable, put N/A in the field on the form. On occasion, more than one Incident Report may be submitted by different employees.

5. Fill out the form by writing only facts and observations of the event and be precise. If more space is needed, the employee may use the back of the form or type of the details to be included. However, a typed document does not replace the form. The form must be completed.
6. Sign the form.
7. A Department Head or Branch Manager should also sign the form.
8. Branches should retain a copy for their site records. At HQ, copies will be made by the Assistant Director after the Director has signed it.
9. Copies of the HQ Incident Reports will go to Circulation and the Marshal's Desk. These copies are placed in the Circulation Manager's box. Another copy will be kept by Administration. The original is sent to Risk Management.
10. Branches should send in the original blue document to the Assistant Director. The Assistant Director, or someone appointed, will send in the original to Risk Management.
11. An electronic copy, in the form of an email, will go out to the BoT and all Library employees once the content has been approved by the Library Director.

Legislation Affecting Library Practices

The list of laws in this section is not exhaustive. For more information, consult the Georgia Public Library Service website at <https://georgialibraries.org/Library-laws/> for more complete information.

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

Georgia Code Title 24. Evidence § 24-12-30 Confidentiality of 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 shall 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 subsection (a) of this Code section 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.

Mandated Reporter Law O.C.G.A. § 19-7-5 (2016)

Employees of the ARCPLS system have a duty to immediately report suspected child abuse in compliance with Mandated Reporter Law O.C.G.A. § 19-7-5 (2016). Child abuse is defined as:

- Intentional physical injury or death inflicted by a parent or caretaker
- Neglect or exploitation of a child by a parent or caretaker
- Sexual abuse of a child
- Sexual exploitation of a child⁵⁴²¹

If an employee suspects or witnesses instances as described above, please make immediate documentation of events, as witnessed, and see the Director or Deputy in Charge.

The information in this manual is not exhaustive. For further information visit <https://oca.georgia.gov/mandated-reporting>.

Source:

Library Law: A Handbook for Public Librarians in Georgia; <http://directorskb.georgialibraries.org/wp-content/uploads/2018/10/Library-Law-A-Handbook-for-Public-Librarians-in-Georgia-May-2018.pdf> ; Retrieved 10/18/2019

ALA; <http://www.ala.org/advocacy/privacy/statelaws> ; Retrieved 10/18/2019

Office of the Child Advocate; <https://oca.georgia.gov/mandated-reporting> ; Retrieved 10/18/2019

Pandemic Plan

The following Pandemic Plan outlines courses of action during the various phases of a pandemic. Implementation of the appropriate course of action will be determined by the Library Director and the Augusta-Richmond County Public Library System Board of Trustees (BoT), with the status of a pandemic being determined by Richmond County Health Department, Georgia Department of Health, United States Centers for Disease Control (CDC), or any other authorized public health official.

Definition

A pandemic is an epidemic of disease that had spread throughout a large area; for instance multiple continents or the world.

Purpose

This plan provides precautionary, response and recovery measures, defines roles and responsibilities during all phases of a pandemic, describes preparedness activities that will increase the effectiveness of response measures, and facilitates the coordination and decision making processes.

Objectives

1. Limit the number of illnesses
2. Preserve continuity of services
3. Maintain essential library functions
4. Maintain operative staffing levels
5. Minimize disruption of operations
6. Minimize economic losses
7. Achieve recovery as quickly as possible

Parameters Affecting Policy and Practices

Each pandemic illness varies in symptomology, method of transmission, level of contagiousness (R_0), fatality rate, etc. All employees are responsible for reviewing reliable information provided by federal, state, and local health authorities.

The most important aspects to examine in the preparation for a pandemic are:

- Method of transmission
- Symptoms
- Effective disinfection products and practices
- Vulnerable persons

The most important aspects of executing the Pandemic Policy and Procedures are:

- Training
- Communication
- Monitoring the implementation
- Revising policies and procedures as necessary

The criteria above will serve in the selection of Personal Protection Equipment (PPE) and social distancing measures.

Library Continuity Plan Critical Team

- Director
- Assistant Director
- Headquarters Department Heads
- Branch Managers

Prior to a library closure, critical staff should have prepared a kit that includes a laptop equipped with Evergreen, laptop charger, contact list of vendors, contact information for Augusta-Richmond County government offices, current emergency contact list for staff, library keys, and any other items to perform library business. It is the responsibility of each Critical Team member to keep the kit's information updated and current.

General Infection Control Practices

All employees are responsible for practicing infection control *at all times* in order to protect themselves as well as Library patrons from illness.

- Wash your hands frequently throughout the day for at least twenty (20) seconds each time with hot water and soap.
- Drink plenty of fluids and get enough rest.
- Cover your cough by using the sleeve of your garment.
- Cover your nose and mouth with a tissue when you cough or sneeze. Throw the tissue in the trash after.
- Wash your hands after you cough or sneeze.
- Alcohol-based hand sanitizers are effective, but it is better to wash your hands with soap and water.
- Rub hand sanitizer gels into hands until they are dry.

- Avoid touching your eyes, nose or mouth. Germs spread that way.
- Try to avoid close contact with sick people.
- If you get sick, stay home from work or school and limit contact with others.
- Regularly disinfect commonly touched surfaces, such as counters, desks, tables, doorknobs, railings, keyboards, computer mice, telephone handsets and drinking fountains.

PANDEMIC EXPECTED IN UNITED STATES

- All Library staff should remain on high alert for advisements from local, state and federal sources
- The Critical Team members should check that their kits are current and ready.
- The Library Director and Library Assistant Director will consult with Augusta-Richmond County Government for reliable and current recommendations and resources about the pandemic.
- It is a best practice to formulate responses to potential patron and staff inquiries about how the pandemic will affect the Library's operations at this time.
- In consultation with the BoT, the Library Director and Library Assistant Director will provide updates to staff and patrons about the pandemic as necessary.
- The Library Director and Library Assistant Director will work with Branch Managers and Department Heads to classify the risk level of each employee, department, branch, or ARCPLS as a whole (SEE attached OSHA document). The risk levels will help the Library Director and Library Assistant Director select engineering and administrative controls and PPE for the Library. Related 311 requests will be placed to ensure adequate timing.
- The Library Director and Library Assistant Director will determine the need for additional supplies of surgical masks, disposable latex gloves, disinfecting supplies, and hand sanitizers.

PANDEMIC IMMINENT WITHIN AUGUSTA-RICHMOND COUNTY AND SURROUNDING COUNTIES

If a pandemic is imminent within Augusta-Richmond County and surrounding, contiguous counties (Columbia, Burke, McCormick, Jefferson, Warren, Glascock, Aiken, and Edgefield) the following steps will be followed:

- All Library staff should remain on high alert for advisements from local, state and federal sources.
- Confirm that the Critical Team's kits are current and ready.
- Train/Retrain the staff on how to implement the ARCPLS phone tree.
- Train staff about proper health and hygiene habits to minimize transmission including covering coughs, washing hands, and using hand sanitizer.
- If a vaccine is available, allow staff appropriate time to receive a vaccination. If possible, schedule the vaccinations at the Headquarters Library.
- Encourage all staff to develop a family planning guideline. This includes a two-week food and water supply.
- Communicate information about crisis support and employee assistance programs to staff for dissemination.
- Report confirmed cases of the illness to Augusta-Richmond County Risk Management by completing an Incident Report. The person should remain anonymous, as this information is HIPPA related.
- Contact vendors and inquire the pandemic's effect on services. Make appropriate arrangements in preparation for a pandemic. This may include buying surplus supplies or equipment.

- In consultation with the BoT, the Library Director and Library Assistant Director will disseminate information provided by local, state and federal sources to the staff and public when pertinent and appropriate.
- The Library Director will consult other public library systems, Georgia Public Library Service (GPLS), Augusta-Richmond County government, Augusta-Richmond County Risk Management
- The Library Director and Library Assistant Director will work with Department Heads and Branch Managers to prepare for implementation of a staged Pandemic Plan response under the guidance of local, state, and federal authorities.
- Determine whether to modify/limit procedures and services.
- Encourage all sick people to stay home (patrons and staff).
- All managers will monitor staff for any unusual increases in absenteeism. Branch Managers and Department Heads will notify the Library Director of increases, so information can be compiled. This is important information to consider when implementing closures and cancellation of programming and events.
- The Library Director, Department Heads, and Branch Managers will determine if volunteer assistance is feasible and available to help maintain the Library's services in preparation for staffing shortages. If it is feasible, the recruiting and training of volunteers will begin. Concurrently, it will be determined how they will fit into the workflow of departments and branches. Volunteers may be able to assist with disinfecting high traffic areas, sorting books, preparing materials for programming, and other tasks to help support Library staff.
- In consultation with the BoT, the Library Director and Library Assistant Director will increase level of updates to staff and patrons about the pandemic and Library operations
- The Library Director and Library Assistant Director will work with Branch Managers and Department Heads to determine how and when to implement social distancing measures in their locations.
- The Library Director and Library Assistant Director will determine quantities and appropriate personal protective equipment (PPE) to purchase and ensure they are ordered. Directions on proper use will be provided to all Library staff. This will ensure the supplies last and are used properly.
- Signage describing custodial and social distancing measures will be created and distributed to Headquarters Departments and Branches. The signage will provide direction for the Public during the implementation of increased custodial and social distancing measures.
 - *Examples:*
 - "This restroom is being disinfected. It will take approximately 20 minutes. Please use an alternative restroom."
 - "This computer station is being disinfected. Please use another station."
 - "Staff are required to use protective gloves during this time. Thank you for your understanding."
- Administration will coordinate the distribution of additional PPE to the Headquarters departments and Library branches.

PANDEMIC UNDERWAY WITHIN AUGUSTA-RICHMOND COUNTY AND SURROUNDING COUNTIES

If a pandemic is underway within the local area, closing or reducing the Library's hours of operation at some or all locations will be based on the advisement/directives from local and state health agencies and Augusta-Richmond County government.

During a pandemic, the following steps should be followed:

- The Library Director and Library Assistant Director will work with Branch Managers and Department Heads to monitor staff availability at all locations and determine if the Library's facilities are adequately staffed to provide regular services.
- Staff may be temporarily reassigned to other departments or branches in order for the Library to have adequate coverage.
- In the event of a closure, the staff should adhere to established procedures for emergency closings (see the ARCPLS Blue Book: Closing Procedures).
- Implement social distancing measures (see Social Distancing Criteria).
- Change telephone messages and greetings as applicable.
- Create directional and informational signage as necessary and have it ready for use.
- All staff will assist in disinfecting high traffic areas and library materials returned by patrons.
- Inform staff showing signs of illness that they will be expected to stay home during the pandemic period.
- Explore whether policies and practices, such as telecommuting and flexible work hours, can be established to increase the physical distance among employees and between employees and others.
- Consider modified leave and attendance policies to require staff to stay home if they are ill, and to allow them to stay home.
- Consider digital services, distance services, and other means of providing library services without physical proximity.
- All staff with any signs of fever or other illness-like symptoms should contact their supervisor immediately.

Social Distancing Criteria

When health authorities have established that a pandemic is present in Augusta-Richmond County, social distancing criteria may be implemented. Social distancing practices are meant to reduce transmission of an illness between people.

Examples of Social Distancing Measures

- Staff with a high-risk medical condition will notify their supervisors for reassignment to duties that have minimal contact with people. If they cannot be reassigned and are concerned about their risk of exposure in the workplace they may be allowed to use sick leave to stay home from work.
- All employees are required to report to their supervisors if they have symptoms consistent with the pandemic illness.
- Patrons identified as being sick may be required to leave the premises.
- Staff will be informed of any possible exposure while maintaining confidentiality. Staff exposed to a sick co-worker should monitor themselves for symptoms and stay home if they are sick.
- Meeting rooms closed.
- Cancellation of in-house, outreach, special events, and programs.
- Some service points will be closed and equipment will be turned off to maintain a distance of six feet between people.
- All travel for work will be canceled.
- Any individual displaying symptoms of the pandemic illness is not to come to work or class until no longer contagious or cleared with a doctor's note. This is normally 7-10 days.
- The library will encourage the use of self-checkout stations where available.
- The Library will take up toys in the Children's Department.
- Reduce the number of chairs at reading tables. Spread out chairs and couches at least six (6) feet apart.
- Extend due dates to reduce returns.

- Close public computers and allow space between patrons of six (6) feet.

Prioritization of Services

If a reduction of staffing, hours or services are required, employees shall perform priority responsibilities that most directly affect patrons prior to other work tasks. Staff may be temporarily reassigned to different duties than they normally perform as well as different locations and schedules.

At Headquarters, a minimum of three (3) healthy employees are required to staff the first and second floors. The Library Director will work with the Department Heads and Branch Managers to assign staff to locations. At the Branches, at least two (2) healthy employees must be present during all hours the branch is open.

Priority responsibilities shall follow this order:

1. Custodial duties.
2. Direct patron assistance: check out; issuing library cards; computer and reference assistance; facility and collection supervision/safety.
3. Patron related-tasks: check in; incoming delivery; shelving.
4. Workflow tasks: holds shelf action list; pick list.
5. Essential services: payroll; processing bills for payment; BoT meetings.
6. Patron access to computers.

Individual responsibilities outside of priority responsibilities may be performed if time permits or priority responsibilities are not negatively affected. Employees should consult with the Library Director or designated administrative authority to determine staffing area assignment and which individual work tasks should take priority, or in the event that they think a responsibility not listed here requires urgent attention.

Criteria for Reduced Hours during a Pandemic

At the branches, the minimum staffing level for a temporary period of time is defined as two healthy employees available to be present at the library during all open hours with a maximum 7.5 hour workday and 37.5 hour workweek per employee.

At Headquarters, the minimum staffing level for a temporary period of time is defined as two healthy employees available to be present in each department: Administration, Public Services, Children's, Technical Services, and Circulation with a maximum 7.5 hour workday and 37.5 hour workweek per employee. One healthy employee must be available in Systems Administration.

An inability to maintain this temporary minimal level or a necessity to maintain this temporary minimal level for more than five consecutive days will result in reduced hours or closing the library.

In the event that ARCPLS locations reduce hours of operation, the closure(s) will be communicated to the general public.

Criteria for Suspending Library Programs and Events

At the discretion and approval of the BoT, ARCPLS may reduce its operating hours, or limit services temporarily (e.g. programming) in the event that there is not sufficient staff to maintain basic library service levels.

- All library programs and special events will be canceled on any day in which any or all of Augusta-Richmond County Public Schools are closed due to pandemic-related illness.
- If schools are canceled due to a pandemic, non-circulating children's materials will be removed from public areas during the duration of the school closure to minimize spread through surfaces frequently touched by children. Kits will be placed into storage and temporarily unavailable for circulation.
- Disinfecting and/or cleaning procedures issued by public health officials will be followed as possible.

Criteria for Closing the Library

ARCPLS will close due to pandemic in the event that a) Augusta-Richmond County government closes or b) a mandate order or recommendation for closure is issued by public health or government officials on the local, county, or state level, or at the discretion of the BoT. The closure(s) will be communicated to the general public through media (SEE Communication; Also SEE the ARCPLS Blue Book).

Some criteria for consideration include:

- Public visitation is too low to warrant keeping the Library open.
- Too few staff members are available to continue operation.
- Any other condition that prevents the Library from operating safely and effectively.

In the event of closure, it is imperative that the Library Director or designee ensures all administrative processes, such as payroll, are completed and submitted to the appropriate Augusta-Richmond County Departments. Notify employment agencies of the closure.

Adjust due dates and holds pickup dates for library materials so that no overdue charges are assessed and holds do not expire on dates in which the library is closed.

If the Library closes, lock the book drop.

In the event the Library closes, but employees report to work, Library Managers and Department Heads should work to identify projects the staff can complete.

Communication

The Library Director will communicate information about pandemic's influence on the Library's operations to the BoT and Library staff. This will help assure staff that their health, safety, and well-being are a top priority.

In the event of closures, changes to hours of operation, or cancelled programs and events necessitated by pandemic, effective communication about any reduction in services or open hours is of the utmost importance. Communicate information to the public through one or more of the following:

- Local Television News Services
- Local Radio Stations
- Local Newspaper
- Library's Facebook pages
- Library's website

Administration will notify Library employees of closures through email and via telephone if a closure results during the Library's working hours. If a decision is made to close the Library outside of normal business hours, employees will be notified via email or by their immediate supervisor. The staff is responsible for checking their emails and staying up-to-date.

Education

The Library will attempt to schedule Health Information Literacy sessions provided by healthcare professionals with an emphasis of educating the public and Library employees on symptomology, prevention of transmission, and information about local efforts to control the pandemic. Promote programs, events, materials, and services pertaining to the pandemic along with other Library programs and events using social media and in-house publications.

Provision of Sanitation and Health Supplies to Staff and Public

The Library Director and Library Assistant Director will identify a list of appropriate supplies and the necessary quantities to deal with the pandemic. These items include but are not limited to surgical masks, gloves, and alcohol gel wipes. Administration will attempt to obtain the supplies and disperse them quickly. Library staff will receive directions on proper use of the supplies.

Each Department and Branch may face different demands during the pandemic. The supply list will be reflective of those demands. The Library Director and Library Assistant Director will observe recommendations from CDC, OSHA and other health authorities when selecting personal protective equipment (PPE) specific to the pandemic contagion.

Custodial Response

The presence of a pandemic in Augusta-Richmond County or surrounding counties warrants an increased custodial response. During this time, the Headquarters Head Custodian will attempt to go out to the branches to train the branch custodians on disinfection practices. If the Head Custodian is unable to reach all of the branches, the Branch Manager will direct the Branch Custodians to adhere to the custodial cleaning procedures as follows:

Apply disinfectant cleaners according to directions. Wait a full ten (10) minutes for the product to work. If disinfectants are not available, a chlorine bleach solution made of 1 tbs. of bleach to a quart of water may be applied to nonporous surfaces. Let stand for 3-5 minutes before rinsing. The bleach solution should be used in a container that is specific to that solution and labeled as so. Absolutely, no mixing of chemicals is allowed.

While waiting on the disinfectant to work, other tasks in the restrooms may be completed, such as stocking toilet paper and paper towels, filling soap dispensers, trash collection, cleaning stainless steel, wiping mirrors, etc. **The restrooms should be out of service for patrons during this time.**

Dust with a damp cloth to avoid spreading dust.

If it is possible to do so safely, move restroom wastebaskets next to exit doors so employees may use towels to open the doors.

All Library employees will assist the custodial staff in disinfecting railings, door knobs, telephones, keyboards, counters, employee workstations, public computers, etc.

Telephones, computer keyboards, and computer mice should not be shared whenever possible.

Shared computer keyboards and mouse should be cleaned / disinfected between each user using recommended treated wipes. Each Headquarters Department and Branch will implement the measures previously discussed.

POST-PANDEMIC

- Continue regular communication with public and staff.
- Continue to monitor staffing levels.
- Consider if the Library's facilities require inspections and/or deep cleaning.
- Reopen locations or increase hours of operation as staffing availability permits
- Consider resuming services and programs.
- Each year, review policies and procedures for revisions that could improve preparedness and response activities.

Sources:

ALA (2020) Pandemic Planning Retrieved from <http://www.ala.org/tools/atoz/pandemic-preparedness>

Worthington Libraries (2009) Pandemic Plan. Retrieved from https://www.worthingtonlibraries.org/sites/default/files/attachments/plan_pandemic.pdf

Poudre Libraries <https://www.poudrelibraries.org/about/pdf/flu.pdf>

Big Sandy Community and Technical College <https://bigsandy.kctcs.edu/current-students/media/pandemicinfluenzaplan.pdf>

Columbus State <https://police.columbusstate.edu/docs/CSUPandemicFluPlan2016.pdf>

Control of Pandemic Flu Virus on Environmental Surfaces in Homes and Public Places <https://www.bucks.edu/media/bcccmcdialibrary/pdf/campuslife/flucontrol.pdf>

Occupational Safety and Health Administration: Guidance on Preparing Workplaces for an Influenza Pandemic https://www.osha.gov/Publications/influenza_pandemic.html

Occupational Safety and Health Administration: Individual Risk Assessment

National Institute for Occupational Safety and Health (NIOSH) <https://www.cdc.gov/niosh/topics/diseases.html>

Cobb County Public Library System Continuity Plan

Pandemic Response Plan Implementation

The complete policy must be attached. In the event of changes to the plan, a new form must be filled out reflecting the new Date of Implementation and all measures being implemented checked accordingly.

Headquarters Department/Branch:

Date of Plan:

Manager Signature:

Date of Implementation:

Checking a measure indicates that your staff have been trained and understand the practices and policies for that measure. In addition, all measures have been coordinated and the public has been provided with information of changes to the services affected. Check all measures to be implemented:

- ☐ Custodians disinfectant restrooms for a full ten (10) minutes as outlined in the attached policy.
- ☐ All staff will disinfect high traffic areas and equipment by using _____, _____ times each shift/day.
- ☐ Staff will use the following PPE while interacting with patrons: gloves, masks, hand sanitizer, alcohol wipes.
- ☐ Meeting rooms closed until further notice.
- ☐ In-house programs canceled.
- ☐ Remove all toys and games from Children's Department/Area.
- ☐ Remove chairs from tables and limit to one per table.
- ☐ Assign computer stations to enable space between patrons. Six (6) or more is recommended, if possible.
- ☐ Some service points will be closed and equipment will be turned off to maintain a distance of six feet between people.
- ☐ Cancellation of nonessential travel for work.
- ☐ Any individual displaying symptoms of the pandemic illness is not to come to work or class until no longer contagious or cleared with a doctor's note.
- ☐ Staff with a high-risk medical condition will notify their supervisors and request reassignment to duties with minimal contact with people. If reassignment is not possible and the employee is concerned about risk of exposure in the Library, they may use sick leave to stay home from work.
- ☐ All employees are required to report to their supervisors if they have symptoms consistent with the pandemic illness.
- ☐ Patrons identified as being sick may be required to leave the premises.
- ☐ Report illness to the Library Assistant Director, who will inform the Director and HR so that HR may inform staff of possible exposure while maintaining confidentiality. It is critical that the identity of the employee remain confidential. Staff exposed to a sick co-worker should monitor themselves for symptoms and stay home if they are sick.
- ☐ All employees will be classified as very high exposure risk, high exposure risk, medium exposure risk, or lower exposure risk using the attached OSHA document. This classification will be used to identify proper administrative controls and PPE for each employee or location. In some instances, the branch, department or Library as a whole may be classified. In some situations, this classification may not be feasible because the interconnectedness of the Library's departments puts everyone at the same risk level. For example, no one department is isolated enough from another's employees.
- ☐ The timekeeper for the department will be:
- ☐ The timekeeper's backup will be:

Additional measures:

Notes:

Classification	Description	Engineering Controls	Administrative Controls	Personal Protective Equipment
Very High Exposure Risk	<p>Very high exposure risk jobs are those with high potential for exposure to known or suspected of COVID-19 during specific medical, postmortem, or laboratory procedure. Workers in this category include:</p> <ul style="list-style-type: none"> -Healthcare workers (e.g., doctors, nurses, dentists, paramedics, emergency medical technicians) performing aerosol-generating procedures (e.g., intubation, cough induction procedures, bronchoscopies, some dental procedures and exams, or invasive specimen collection) on known or suspected COVID-19 patients. -Healthcare or laboratory personnel collecting or handling specimens from known or suspected COVID-19 patients (e.g., manipulating cultures from known or suspected COVID-19 patients). -Morgue workers performing autopsies, which generally involve aerosol-generating procedures, on the bodies of people who are known to have, or suspected of having COVID-19 at the time of their death. 	<ul style="list-style-type: none"> -Ensure appropriate air-handling systems are installed and maintained in healthcare facilities. -CDC recommends that patients with known or suspected COVID-19 (i.e., person under investigation) should be placed in an airborne infection isolation room (AIIR), if available. -Use isolation rooms when available for performing aerosol-generating procedures on patients with known or suspected COVID-19. For postmortem activities, use autopsy suites or other similar isolation facilities when performing aerosol-generating procedures on the bodies of people who are known to have, or suspected of having, COVID-19 at the time of their death. -Use special precautions associated with Biosafety Level 3 when handling specimens from known or suspected COVID-19 patients. 	<ul style="list-style-type: none"> In working in a healthcare facility, follow existing guidelines and facility standards of practice for identifying and isolating infected individuals and for protecting workers. -Develop and implement policies that reduce the exposure, such as cohorting (i.e., grouping) COVID-19 patients when single rooms are not available. -Post signs requesting patients and family members to immediately report symptoms of respiratory illness on arrival at the healthcare facility and use disposable face masks. -Consider offering enhanced medical monitoring of workers during COVID-19 outbreaks. -Provide all workers with job-specific education and training on preventing transmission of COVID-19, including initial and routine/refreshers training. -Ensure that psychological and behavioral support is available to address employee stress. 	<p>Most workers at high or very high exposure risk likely need to wear gloves, a gown, a face shield or goggles, and either a face mask or respirator, depending on their job tasks and exposure risks. Those who work closely with (either in contact with or within 6 feet of) patients known to be, or suspected of being, infected with SARS-CoV-2, the virus that causes COVID-19, should wear respirators.</p> <p>PPE ensembles may vary, especially for works in laboratories or morgue/mortuary facilities who may need additional protection against blood, body fluids, chemicals, and other materials to which they may be exposed. Additional PPE may include medical/surgical gowns, fluid-resistant coveralls, aprons, or other disposable or reusable protective clothing. Gowns should be large enough to cover areas requiring protection.</p>
High Exposure Risk	<p>High exposure risk jobs are those with high potential for exposure to known or suspected sources of COVID-19. Workers in this category include:</p> <ul style="list-style-type: none"> -Healthcare delivery and support staff (e.g., doctors, nurses, and other hospital staff who must enter patients' rooms) exposed to known or suspected COVID-19 patients. (note: when such workers perform aerosol-generating procedures, their exposure risk level becomes very high.) -Medical transport workers (e.g., ambulance vehicle operators) moving known or suspected COVID-19 patients in enclosed vehicles. -Mortuary workers involved in preparing (e.g., for burial or cremation) the bodies of people who are known to have, or suspected of having, COVID-19 at the time of their death. 			

Classification	Description	Engineering Controls	Administrative Controls	Personal Protective Equipment
Medium Exposure Risk	Medium exposure risk jobs include those that require frequent and/or close contact with (i.e., within 6 feet of) people who may be infected with SARS-CoV-2, but who are not known or suspected COVID-19 patients. In areas without ongoing community transmission, workers in risk group may have frequent contact with travelers who may return from international locations with widespread COVID-19 transmission. In areas where there is ongoing community transmission, workers in this category may have contact be with the general public (e.g., in schools, high-population-density work environments, and some high-volume retail settings).	Install physical barriers, such as clear plastic sneeze guards, where feasible.	<ul style="list-style-type: none"> -Consider offering face masks to ill employees and customers to contain respiratory secretions until they are able to leave the workplace (i.e., for medical evaluation/care or to return home). In the event of a shortage of masks, a reusable face shield that can be decontaminated may be an acceptable method of protecting against droplet transmission. See CDC/NIOSH guidance for optimizing respirator supplies, which discusses the use of surgical masks. -Keep customers informed about symptoms of COVID-19 and ask sick customers to minimize contact with workers until healthy again, such as by posting signs about COVID-19 in stores where sick customers may visit (e.g., pharmacies) or including COVID-19 information in automated messages sent when prescriptions are ready for pick up. -Where appropriate, limit customers' and the public's access to the worksite, or restrict access to only certain workplace areas. -Consider strategies to minimize face-to-face contact (e.g., drive-through windows, phone-based communication, telework). -Communicate the availability of medical screening or other worker health resources (e.g., on-site nurse; telemedicine services). 	Workers with medium exposure may need to wear some combination of gloves, a gown, a face mask, and/or a face shield or goggles. PPE ensembles for workers in the medium exposure risk category will vary by work task, the results of the employer's hazard assessment, and the types of exposures workers have on the job.
Lower Exposure Risk	Lower exposure risk (caution) jobs are those that do not require contact with people known to be, or suspected of being, infected with SARS-CoV-2 not frequent close contact with (i.e., within 6 feet of) the general public. Workers in this category have minimal occupational contact with the public and other coworkers.	Additional engineering controls are not recommended for workers in the lower exposure risk group. Employers should ensure that engineering controls, if any, used to protect workers from other job hazards continue to function as intended.	<ul style="list-style-type: none"> -Monitoring public health communications about COVID-19 recommendations and ensure that workers have access to that information. Frequently check the CDC COVID-19 website: www.cdc.gov/coronavirus/2019-ncov. -Collaborate with workers to designate effective means of communicating important COVID-19 information. 	Additional PPE is not recommended for workers in the lower exposure risk group. Workers should continue to use the PPE, if any, that they would ordinarily use for other job tasks.

<https://www.osha.gov/Publications/OSHA3990.pdf>

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 706-821-1080.

Robberies, **SEE ALSO** Weapons

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.

1. Call 911 immediately in the event of a robbery.
2. Notify the Library Director as soon as the police have been called.
3. It is critical that a Richmond County Incident Report be filled out in the event of any crime (SEE Appendix XVII). Attach a copy of the police report, and forward the form to the Assistant Director.

Safety: General Policy, **SEE ALSO** Augusta-Richmond County Personnel Policy and Procedures Manual Sections 1000.001-1000.613; 1100.201; 1000.601-1000.613

The safety of all employees and patrons is of paramount importance. Every effort is made to provide a safe work environment. The Library adheres to the Safety and Risk Management policies in the Augusta-Richmond County PPPM. In addition, the Library Assistant Director has been designated the Safety Officer for the Library system.

Accident prevention through conducting safe work practices rests with every employee of ARCPLS. All employees should execute their job duties in a legal, lawful, safe and expected manner. Supervisors are responsible for the safe actions of their employees and assume responsibility for safe and healthful

working areas for their employees. Any employee failing to practice, prevent, and report hazardous conditions or practices will lead to disciplinary action up to immediate termination.

Library employees must consider proper precautions and employ common sense to prevent harm to themselves, Library users, and other employees. Scenarios include but are not limited to:

- Avoiding, reporting, and addressing slipping, tripping, and/or falling hazards
- Using cleaning chemicals only as directed on the bottles
- Notifying the custodians quickly to manage clean ups, spills, and wet floors
- Notifying the Assistant Director of any potentially hazardous situations in the Library building or grounds
- Reporting accidents immediately
- Avoid lifting heavy objects without proper form or assistance
- Avoid looking at a cell phone while walking, pushing carts, carrying items
- Properly using power strips and electrical outlets
- Being familiar with the Library's emergency exits and fire extinguishers locations

Library safety meetings are held in conjunction with monthly staff meetings. Attendance and signing in are mandatory for all Library employees.

Each year, Risk Management requires and teaches several safety training sessions for all employees. The training sessions are: Substance Abuse Policy, Occupational Exposure to Bloodborne Pathogens, Prevention of Heat Stress, Protection against Tornados, Fire Prevention & Evacuation, and Workplace Violence & Bullying. The Assistant Director will schedule the sessions during monthly staff meetings. Personnel are encouraged to recommend topics for safety training to the Assistant Director.

Security, SEE ALSO Entry of Building; SEE ALSO Closing Procedures; SEE ALSO Security Guards

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

Opening:

The first employee with a security code to enter the building will deactivate the security system.

Closing:

Staff should make certain all protected doors; both interior and exterior are secured.

Staff should gather at the designated closing area to leave together.

If the cleaning crew is in the building, do not activate the system.

If the cleaning crew is not in the building, and the key pad indicates "ready", enter your security code and leave immediately, making sure the door is secured.

If the key pad does not indicate "ready" locate the problem area and recheck that area.

If there is a problem at closing, call 706-821-1010 and place a business watch on the Library building and notify the Assistant Director.

Part-time staff should never be left alone in a Library building. A full-time staff member must be present at all times when the Library is open.

Contractors working after Library hours should contact the Assistant Director or the Branch Manager for a temporary security code.

Entry into the building by staff without a security code will activate the system, resulting in an immediate response by the Sheriff's Department and may constitute as unlawful entry.

The last staff member leaving the building should make certain the system is armed.

Security Guards; SEE ALSO Conduct: Patron

ARCPLS security is provided by the ARC Marshal's Department. Marshals 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 marshals are trained to handle emergencies, and Library staff should report any problems to them immediately. Marshals are available during the entire period the Headquarters Library is open, and during the evening hours in which the branches are open (Friedman Branch has one on Monday and Wednesday evenings. Maxwell Branch has one on Tuesday and Thursday evenings and Saturdays. Wallace Branch has one Monday through Friday in the afternoon and Saturdays.)

Duties of Security Guards

The primary mission of the Marshals is to provide protection for people, property and assets. Marshals are available at the HQ Library when the Library is open. The Marshal reports directly to the librarian on duty. The Marshal is to maintain a highly visible presence to deter inappropriate and illegal actions. Marshals use methods of observation directly through patrols and by monitoring alarm systems and/or video cameras for signs of policy violations, disorder and crime. The Marshal takes action to prevent and/or stop negative actions against people, property and assets. The guard alerts the proper authorities and writes reports of incidents. Marshals should submit incident reports to a full-time staff member.

Duties of the Marshals encompass all areas of the Library inside and out. At Headquarters, this includes Circulation, restrooms, Children's Department, Administration, Information Department, Georgia Room, Technical Services and the entire Library campus. At the branches, this includes all public areas (including restrooms) and staff work areas and the grounds and parking lot.

1. Assists in the resolution of any problems or emergencies as they occur or as requested by the staff or patrons.
2. Monitors the camera images on the screens at the first floor security desk.
3. Patrols all three floors of the Library, the parking lot, and the campus surrounding the Library. Recommended patrol times are every half hour to an hour, staggering the times and places so as to avoid discernible routine.
4. Checks outside emergency doors during rounds to ensure doors are closed and locked securely.
5. Escorts patrons to their vehicles if requested to do so.

6. Escorts staff members to book return boxes.

7. Makes casual observations of patrons using public access computers to insure that Internet/computer guidelines are being followed. The guard reports any policy violations to the staff member in charge of the service desk on the floor on which the problem occurs. Pornography, obscenity and inappropriate viewing incidents are to be witnessed by a full-time staff member before any action takes place.

8. When observing violations of the Patron Behavior Policy (copy attached) the guard is advised to ask the patron to stop the behavior. If the behavior persists after the first warning, the guard is advised to ask the patron to leave the Library premises for the remainder of the day. If this occurs, the guard immediately reports the incident to the Library staff member in charge on that floor.

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

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

Duties of the Weeknight Guard

Same as duties outlined for weekday guard.

1. At approximately 5 pm or 8 pm, when the computers automatically shut down, the guard should be on patrol in the parking lot to make sure that patrons and staff get to their vehicles safely.
2. Approximately fifteen (15) minutes before closing, the Marshal should assist the staff in securing the building (all three (3) floors at HQ) to make sure that patrons have exited and the bathrooms are empty and locked.
3. The Marshal accompanies the staff out of the building at closing. The Marshal is not to leave the premises until all staff members have been picked up or have started to drive away in their vehicles. The Marshal should be the last person to leave the premises. In the event of unattended children left at the Library after closing, the Marshal is to remain with the librarian in charge and one additional staff member.

Duties of the Weekend Guard

Same as duties outlined for weekday and weeknight guard.

After Hours Events

All after-hours events need a Marshal. Staff should contact the director as soon as they know they are planning an after-hours event to request a Marshal.

Smoking, SEE ALSO Augusta-Richmond County PPPM Section 800.033

Smoking is not allowed in ARCPLS buildings or grounds.

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 Library Director, the Head of Public Services in charge (or the Branch Manager) should then be notified, and that individual will call the police. A Richmond County Incident Report (see Appendix XVII) should be filed with the Assistant Director.

Tornadoes, SEE ALSO Weather Problems; SEE ALSO Emergencies, Disasters, Riots, etc.

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

Inside

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

Outside

- When instructed or conditions warrant, seek shelter in the nearest building
- Stay away from all windows and doors
- Move to an interior corridor away from windows
- Stay away from lobbies, walkways, atriums and other large glassed-in-areas and large open areas
- If there is not shelter available, lie in a ditch or other earthen depression
- Never attempt to outrun a tornado

6. The Library participates in an annual drill during Tornado Awareness Month each April. This provides staff the opportunity to practice the procedures outlined above.

Vehicles, SEE ALSO Augusta-Richmond County PPPM Sections 1000.101-1000.119

The Library's vehicles are available for use in conducting Library business only.

Staff whose job requires using the Library's vehicles must be approved by the Library Director and receive basic driver's training.

The Library's vehicles must be reserved in advance by contacting the Office Assistant and record the following information in the Library's vehicles Reservation Book:

- Departure time
- Expected return time
- Driver
- Destination/purpose

If there are conflicts with who drives the Library's vehicles, it will be resolved by the Library Director, based on factors as distance to be traveled, quantity of cargo or passengers, duration of trip, etc.

If the Library's vehicles are unavailable to a staff member needing to travel on Library business, that person may use a personal vehicle and submit an Employee Expense Statement. The reimbursement for travel will be a Tier 1 Rate.

If a staff member could drive the Library's vehicles, but chooses to drive a personal vehicle, mileage reimbursement will be a Tier 2 Rate.

All persons traveling in a Library's vehicle or personal vehicle being used on Library business must wear a seat belt.

Drivers of the Library's vehicles are permitted to get gas with the Library's credit card. Those staff members with gas card PIN numbers should use the gas card whenever possible.

Vehicles: Reporting an Accident, SEE ALSO Appendix XXVIII; SEE ALSO Augusta-Richmond County PPM Section 1000.110

Vehicles Accident Provisions (PPM Section 1000.110)

- A. In the event of a vehicle accident involving the Library's vehicles, the following procedures will be followed:
 - 1. Administer first aid.
 - 2. Notify the appropriate police agency, department head and supervisor
- B. The driver involved should exchange name, driver's license numbers, vehicle tag number and insurance data with the other person(s) involved. Offer no information regarding the responsibility for the accident or what should have been done to avoid the accident.
- C. Report the accident to supervisors as soon as possible. The supervisor shall make a written report to the Library Director. Such reports will include a statement from the employee involved, any employee that was a witness and the name of the insurance carrier and agent of the other parties involved. The employee should complete the Fleet Accident Report Form. This form will be submitted only if a Motor Vehicle Accident Report is not filled out by a law enforcement officer.
- D. All accidents should be reported to the Library Director immediately. If the Library Director cannot be reached, please call the Assistant Director.
- E. The Library Director or the Assistant Director will contact the Library's insurance agent.

The Library Director and Assistant Director must ensure all employees are familiar with all sections under General Safety in the PPM Section 1000.111. The Library Director and Assistant Director must develop a system of notification within the Library, promote driver and vehicle safety, and ensure a prompt investigation is conducted into the circumstances leading to the accident.

All full-time Library employees are permitted to drive the Library's vehicles. Any other employees must obtain approval from the Library Director. Employees are required to take the Defensive Drivers Course offered by Augusta-Richmond County.

Voter Registration

In compliance with the *Voter Registration Act of 1993*, 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 that takes Library card registrations. PINES libraries are allowed to record the patron's voter response electronically. This electronic survey should be answered each time a patron registers for a new Library card or updates an existing card. If staff is unsure of a patron's response to this question, it is to be treated as a declination.

Weapons

The Safe Carry Protection Act of 2014 has been in effect since July 1, 2014. The ARCPLS's Weapons policy is in accordance with Georgia State laws regarding weapons.

All weapons are banned, *to the fullest extent permitted by state and federal law*, from the ARCPLS System buildings and properties.

Weapons are defined, by law, as knife blades longer than 12”, handguns, knuckles, nun chuck, stun gun, switch blade, bat, clubs, taser, etc. Long guns are not included in the weapons category.

In general, a person must possess a valid Georgia Weapons Carry License to carry a handgun or other weapon openly or concealed. A complete listing of exceptions are included in § 16-11-130. Exemptions from Code Sections 16-11-126 through 16-11-127.2 in the Georgia Code. A Weapons Carry License is not required for long guns (rifles and shotguns).

In general, a person possessing a valid Georgia Weapons Carry License may enter the Library and any other government building that is open to the public and has no security personnel monitoring a security checkpoint. A security checkpoint is defined here as security personnel, metal detectors, and other technology to determine if weapons are being carried.

A person with a valid Georgia Weapons Carry License is not required to conceal or carry their weapon in a holster. The weapon must remain on the person at all times. Weapons are not allowed on tables, chairs, in bags, etc.

If an employee finds a weapon in the Library or on Library property, notify the Marshal on duty.

Library staff should under no circumstances approach a patron, who is carrying a weapon into the Library or on the grounds, to ask if they are also carrying or possess a Georgia Weapons Carry License.

If a patron is not in accordance with the Patron Behavior Policy then alert the Marshal on duty. If you have witnessed they possess a weapon, relay this information to the Marshal or Library employee.

Law enforcement may detain and question an armed person if there is “reasonable, suspicion that the person has been acting in a reckless or disorderly fashion or it is witnessed firsthand.”

Using signage to ban weapons and armed patrons is not legal at any Library at this time.

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

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

Here are the steps:

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

12. As soon as the assailant leaves and you feel safe, close the Library and call 911. Do not allow anyone to leave or enter the Library until the police arrive and assure your safety.

Tips:

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

Please contact your supervisors immediately.

Weather Problems, **SEE ALSO Emergencies, Disasters, Riots, etc.; SEE ALSO Tornadoes**

ARCPLS will follow the decisions of Augusta-Richmond County Government regarding weather-related closing.

The Library Director will contact the BoT President or Vice President for final closing approval.

For predictions of inclement weather, the Library operations will continue until we are notified of an early closing.

For early closings, the person in charge should perform regular closing procedures and secure the building.

All radio and TV announcements stating that Augusta-Richmond County Government Offices will be closed or will open late due to inclement weather will apply to the Library. The inclement emergency number is **706-842-3000**.

If the Library opens later, every effort will be made to contact each staff member with this information. A media announcement that Augusta-Richmond County Government offices will open at "X time" should be interpreted all staff is expected to report to their work location one-half hour prior to the announced time of opening UNLESS their reporting time is later or they are on approved leave. Staff members who are unable to report to work at the specified time should call in as they would on any work day. Tardiness must be made up with annual leave, unless the supervisor allows employee to make up the time.

If a staff member has scheduled a vacation day when the Library is closed for inclement weather, the hours will still count against annual leave.

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 member is sick and the Library reopens at 11:00, 7.5 hours will be counted as sick leave.

Part-time employees will NOT be paid for time off due to inclement weather-related closings. Part time employees can make up the missed hours within the same work week.

Weather Radios, **SEE ALSO Tornadoes**

Each branch, the Circulation Department, and Administration has a NOAA weather radio. It should remain on at all times to monitor the local weather conditions.

If a tornado warning is announced, staff should follow the procedures under “Tornadoes.”

The NOAA weather radio should be checked frequently to ensure its receiving a signal. If no broadcast is received, move the NOAA weather radio to another location until a distinguishable broadcast is heard.

Replace batteries as necessary.

If the NOAA weather radio does not receive a broadcast, notify the Assistant Director.

Worker’s Compensation, **SEE ALSO Augusta-Richmond County Personnel Policy and Procedures Manual Sections 1000.601-1000.613**

ARCPLS adheres to the Augusta-Richmond County’s Workers Compensation policy as fully outlined in the PPPM Section 1000.601-1000.613. The Workers’ Compensation policy is established to provide guidance and information for employees who are injured “in the course of their employment”.

Any injury by accident which arises out of or during the course of employment or an occupational disease as defined by the State of Georgia Workers’ Compensation Law is compensable.

Employees must report all accidents and/or injuries, regardless of how trivial, to his or her immediate supervisor as soon as the injury occurs. All witnesses to the job related injury must fill out a witness statement.

Immediate Supervisors must ensure that the injured employee is provided proper first aid treatment or emergency medical care. A First Report of Injury must be filed with the Risk Management Department within 24 hours of first notification of the injury. Please confer with the Assistant Director or Library Director to complete this form for Risk Management. In addition, an incident report should be filled out according to Incident Report policy and procedure in this manual.

If accidents are serious, life-threatening, or have resulted in death, the supervisor must notify the Library Director or Assistant Director and Risk Management immediately.

See the Augusta-Richmond County Policy and Procedure Personnel Manual sections *1000.601-1000.613* for full details on Emergencies, Non-Emergencies, Clearance to Return to Work, Temporary Duty, Returning to Full Duty, and Employee Responsibilities.

16. Salaries and Payroll

Garnishment

Garnishment is a method of collecting money from a person who has overdue debts. If an employee has unpaid debts, a court or government agency might order the Library to withhold extra money from the employee's paycheck. If an officer brings a request for an employee paycheck to be garnished, please do not accept the information and forward the officer to the Augusta-Richmond County Payroll Department Payroll Supervisor located in the Municipal Building on the 8th floor.

Paychecks and Pay Stubs, **SEE ALSO Augusta-Richmond County Human Resources PPPM Policy Section 500.316**

The Library adheres to the Augusta-Richmond County Human Resources PPPM policy Library to ensure that employees are fairly and accurately compensated.

All Library employees are paid bi-weekly on Friday.

Paychecks are distributed at 11:00 a.m. on payday and may not be distributed before that time.

Paystubs belonging to Headquarters' employees are placed in their boxes each payday. The boxes are located on the third floor in the employee breakroom.

A new Headquarters employee's live paycheck is delivered directly to them or to the Department Head in their absence.

Branch employees' live paychecks and pay stubs are sent through the delivery and received at the branch on payday.

Employees should contact the Assistant Director in the event that they do not receive a paycheck or pay stub.

All Library and staffing agency employees are responsible for monitoring their pay stubs and paychecks for accuracy.

The Library Assistant Director and the County Payroll Department coordinate the direct deposit of paychecks. To start direct deposit or to make changes to the direct deposit conditions a Direct Deposit Authorization Form (SEE Appendix XXXVIII) must be completed.

An employee must notify the Assistant Director in writing if they are not at work on a payday and wishes for another person to pick up their paycheck.

Withholding Forms

Each new staff member is required complete and sign a W4- Employee's Withholding Allowance Certificate and a State of Georgia Employee's Allowance Certificate forms so the Augusta-Richmond County Human Resources and the Augusta-Richmond County Payroll Departments may withhold federal and state income taxes from each paycheck. These forms indicate filing status, marital status and numbers of dependents and exemptions.

Employees may want to complete and sign a new W4-Employee's Withholding Allowance Certificate

and a State of Georgia Employee's Allowance Certificate if their financial situation changes. Forms are available from the Assistant Director or the Augusta-Richmond County Human Resources Department. By January 31 of each year, staff members are provided with a Wage and Tax Statement (W-2) for salary paid the previous calendar year.

Employees who resign or retire should provide the Assistant Director a forwarding address so their Wage and Tax Statement (W2) may be mailed to the correct address.

17. Staff Conduct

Cellular Phones, **SEE ALSO Augusta-Richmond County PPPM Section 800.036**

Personal cell phones (including personal digital devices or other similar wireless devices) must be turned off or put away during an employee's work time.

Employees may make and/or receive calls on personal cell phones during non-work time (i.e., the employee's scheduled break time/lunch time); however, these calls must be received and placed away from working and patron areas.

Employees may make and receive local personal calls on the Library's telephone during working hours if an emergency arises.

The Library promotes cell phone safety when operating a motor vehicle. If the employee finds that it is absolutely necessary to utilize a cellular phone while operating a Library vehicle, the following must be observed:

- Employees must place calls while stopped or have someone place the call for you. Employees may only use a cellular phone while driving if they are utilizing a hands-free device (such as a headset) or are using the phone in a voice activated mode. It is illegal in the state of Georgia to have a phone in their hand or touching any part of their body while talking on their phone while driving.
- Employees must refrain from using cellular phones while operating a motor vehicle in a school speed zone or in a construction/maintenance speed zone absent an emergency situation or the use of hands free/voice-activated equipment.
- When driving, utilize voice-activated equipment only. Stop in a safe location if you need to touch your cellular phone.
- Keep the phone in any easy to reach location. Drivers should not remove their eyes from the road to look for, reach or answer the phone.
- Avoid intense, emotional or complicated conversations while driving.
- Assess traffic conditions before making/answering a call. Do not utilize a cell phone in heavy traffic conditions, inclement weather or in unfamiliar terrain.
- Give driving your full attention.
- Do not take notes or look up phone numbers while driving.
- Do not compose, send, or read electronic messages while operating a motor vehicle.

Conduct: Staff, **SEE ALSO Dress Code**

Employee Attitude and Conduct

Professional attitude and conduct to the Library System, its administration, and to co-workers is a basic expectation of all employees. Constructive criticism shall be made through the appropriate channels.

All staff members, regardless of position, shall remember that they represent the Library System. No matter how many facilities or employees with the system, the Library's reputation is built on one employee at a time with every encounter with a patron or co-worker.

Friendly, prompt, equitable, and efficient service is mandatory of all employees. Patience, poise, tact, and self-control are essential in all contacts. Staff member are expected to be professional, courteous, dependable, cooperative, and adaptable in all situations.

Public service personnel shall be conscious that they work in an educational setting and that knowledge of books and other materials and information sources is essential. Library employees are encouraged to read and be well informed.

If problems arise concerning any regulation, you are urged to resolve it at the lowest supervisory level first and finally to the Library Director. Occasional exceptions to policies and regulations are made when conditions warrant.

- Eating, drinking, and chewing gum are not permitted in public/patron service areas.
- You must exercise caution when eating and drinking in your work space and the staff lounge to prevent spillage onto the desk, computer, and carpet. Clean up after yourself.
- Smoking is not permitted in county buildings or on the premises per Augusta-Richmond County ordinance.
- Employees should always appear well groomed and should dress in a manner befitting the dignity of the Library. Extremes in hair style and clothing are discouraged. SEE ALSO Dress Code.

Staff members are to treat their colleagues with the same professionalism, courtesy, and friendly manner as we expect to be given to our patrons.

Staff members should not gossip, complain, or be rude to their fellow staff members or patrons. The personal lives and actions of staff are not to be judged or used as the basis of gossip or innuendo with other staff members in the Library.

Staff should recognize proper channels and resources to address concerns professionally and with impact.

Staff members are not to demonstrate or show obvious signs of hostile or negative emotion in reaction to a patron, another staff member, or their supervisor. Examples of this type of behavior include but are not limited to raising one's voice and encroaching on someone's personal space or time. In the event that the emotional reactions of a staff member becomes or may become problematic, it is advised to seek assistance from the Employee Assistance Program (EAP) or a supervisor to come up with a plan of action.

The disciplinary actions and interpersonal conflicts of colleagues not to be judged or used as the basis of gossip or innuendo with other staff members in the Library. Do not discuss personal or personnel issues in public areas of the Library.

When you are on the clock, your professional duties take precedent over your personal beliefs. Staff must distinguish between personal conviction and professional duties. They must not allow personal beliefs to interfere with fair representation of the Library's mission or the impartial provision of access to the

Library's information resources. Staff may not advance private interests at the expense of patrons or colleagues.

Negative comments about the Library, Library patrons, or fellow staff members will not be tolerated.

Staff must be cognizant of behaviors that are considered to be bullying. These behaviors are not acceptable. Examples include, but are not limited to:

- Intimidating or undermining employees by demeaning their work standards, not giving them credit, setting them up for failure and constantly reminding them of old mistakes.
- Threatening employees' personal self-esteem and work status.
- Isolating employees from opportunities, information, and interaction with others.
- Giving impossible deadlines, creating undue pressure and stress, and overworking employees
- Giving constant and unfair criticism
- Blaming without factual justification
- Making unreasonable demands
- Giving hostile glares and other intimidating gestures
- Yelling, screaming, and swearing
- Purposely excluding or isolating a coworker
- Sending aggressive emails or notes
- Monopolizing supplies and other resources
- Engaging in excessive social bantering, teasing, and humiliation
- Deliberately insulting others and taking part in behind-the-back put downs
- Monitoring another excessively
- Stealing credit from other employees' work

The Library work environment will be kept in a clean and neat condition so that the appearance of the Library is pleasant and enjoyable for both the patrons and staff members.

Staff may not request or permit the use of Library equipment, materials, or property for personal convenience or profit.

Email use while on desk duty is limited to Library purposes. Staff must be aware that there is no assurance of privacy in any email communication.

No personal information about other staff may be furnished to non-Library persons.

[Conferences, Workshops, Seminars, Etc.](#)

Attending conferences, seminars and workshops gives you the chance to listen to different points of view and learn new ideas and trends in your field. They also provide you with new techniques, new types of equipment, data that is yet to be published, and investigators that you may not have heard of. Conferences are priceless chances to sharpen your abilities by learning new skills in a different environment.

Staff members who attend conferences, workshops, seminars, etc., as official representatives of the Library receive time with pay, including travel time, to attend those meetings. As travel budgets are limited, requests to attend programs must be approved by the Library Director.

When travel time and attendance at workshops, conferences, seminars, etc., include more hours than a staff member's normal working day, the Library Director will use discretion in allowing a reasonable amount of compensatory time.

Staff members attending conferences, such as American Library Association (ALA), Public Library Association (PLA), Georgia Library Association (GLA), Southeastern Library Association (SELA), etc., will be compensated for days of attendance beyond the 5-day work week rather than on an hourly basis.

Membership in the organization is suggested for attendance at ALA, PLA, GLA, and SELA conferences. Each staff member is responsible for paying for their own membership. 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; SEE ALSO Shredding Documents

An employee may not directly nor indirectly make use of confidential information acquired by virtue of employment by the Library in any manner except in the performance of his/her official duties. An employee may not provide or permit others to use confidential information to anyone except in the performance of his/her official duties. Georgia law, enacted in 1987, provides the specific reasons in which confidential Library records may be disclosed.

The ARCPLS policy on confidentiality directly reflects Georgia Code 24-9-46 that states:

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

- (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 parent or guardian if the user is a minor or ward; or
- (3) Upon appropriate court order or subpoena.

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

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

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 Library Director. If the Library Director is unavailable, refer the requestor to the Assistant Director. Call the Library Director at home if law enforcement officers request such records during evening hours or on weekends.
2. If patrons or parents wish to find out what is checked out on their card or their child's, they must verify identity with a current picture ID.
3. Computer sign-in sheets are also confidential records, and should not be disclosed without a subpoena. After computer use statistics are tabulated at the end of each day, the sign-in sheets should be shredded or torn into small pieces and discarded.
4. Patrons signing out material from ready-reference or from special collections for use in the Library are also guaranteed confidentiality. When the material is checked in, the patron's name should be completely obliterated with an indelible marker.

Discrimination/ Sexual Harassment **SEE ALSO Augusta-Richmond County PPM Sections 200.001-200.019**

The Library does not tolerate unlawful discrimination or harassment against an employee or potential employee passed on any legally protected category. The Library actively seeks to create a workplace that allows employees to feel respected and appreciated. Our efforts to achieve diversity and equal employment are driven by the compliance with the law and the policies in the Augusta-Richmond County PPM in sections 200.001-200.019. These policies include Equal Employment Opportunity practices.

Discrimination and harassing behaviors are destructive to our culture and against our core values. The Library has no tolerance whatsoever for unlawful discrimination or harassment based on race, color, religion, gender, age, national origin, disability, military service or status, citizenship status, or any other characteristic protected by federal, state and local law.

Discrimination is any unfair or unfavorable treatment suffered by any employee because of the employee's inclusion in a protected category. The areas of employment which are affected by discrimination include but are not limited to compensation, promotions, recruiting, job evaluations, job training, and hiring.

Harassment is a form of discrimination that consists of unwelcome conduct, whether verbal, physical, or visual, based upon any category of the protected law. Harassing behaviors may include but are not limited to racist or sexist behaviors, teasing, or jokes directed at one group or belonging to any category of the protected law.

The Library will not tolerate discriminating or harassing conduct that affects pay or benefits that interferes with an individual's work performance or that creates an intimidating, hostile, or offensive working environment. The Library will not tolerate discrimination or harassment of employees by anyone, including any supervisor, co-worker, vendor, client, patron or visitor.

Any individual either experiencing or observing a suspected incident of discrimination should report this incident immediately to their supervisor, Assistant Director, or Library Director. If the complaint is against the Assistant Director, the incident should be reported to the Library Director. If the complaint is against the Library Director, the complaint should be reported to the ARCPLS BoT President. All complaints should be reported immediately to their supervisor or appropriate point of contact. A written copy of the complaint that provides as much detail as possible should be submitted to the supervisor or appropriate point of contact no later than three (3) working business days.

All complaints of discrimination and harassment will receive immediate attention.

All complaints will be investigated thoroughly, promptly, and in an impartial manner. If the investigation reveals the complaint is valid, the Library will administer disciplinary and other corrective actions as appropriate to stop the discrimination or harassment and prevent its recurrence. The disciplinary action shall include any corrective action deemed necessary, up to including immediate termination from employment. Discipline will be based on the seriousness of the offense. All complaints related to the investigations and terms of resolution will be confidential.

Retaliation against any reporter of discrimination or harassment who cooperates with an ongoing investigation is strictly prohibited and will result in discipline up to termination.

Dress Code

This dress code has been designed to foster a professional work environment and to help promote a positive public image of the ARCPLS System. Business casual is the general standard for this dress code, with the understanding that staff representing the Library in more formal capacities may need to dress more professionally.

The following are general rules that will always apply:

- All apparel should be clean, in good repair, and not wrinkled
- All employees must maintain good personal grooming and hygiene
- Clothing must fit properly; i.e. it should not be excessively tight or loose; should not reveal cleavage; should not expose your back, stomach or underwear.

Hats

- No hats, caps or other types of headgear are to be worn. Exceptions: Custodians may wear a hat or cap during outside work; storytellers may wear headgear when it is program-related.

T-Shirts and Tops

- No T-shirts or shirts with writing or advertisements may be worn
- T-shirts with designs may be worn for appropriate holiday seasons and related programming activities
- Library related t-shirts (i.e. Summer Reading, ALA Graphics/Upstart, ARCPLS events) may be worn on casual weekends or on a set program day, but NOT on other days of the week
- No sheer tops (without a shirt underneath), crop tops, midriff tops, or tank tops may be worn.

Dresses, Skirts, and Skorts

- Dresses, skirts and skorts should be no more than four (4) inches above the knee
- Denim dresses, skirts, skorts and jumpers are acceptable
- Sheer dresses, spaghetti straps, or dresses with open backs/shoulders are NOT acceptable.

Jeans, Shorts, Wind Suits

- No denim jeans of any color or length may be worn Monday-Thursday. (Exceptions: Custodians and Printer.)
- Denim jeans may be worn on weekends, including Friday, Saturday and Sunday. Jeans should not be excessively faded, frayed, torn or have cuts-outs (by wear or design)
- Capri pants (below the knee) are allowed, but shorts are NOT
- Jogging suits, wind suits, scrubs or sweatpants are NOT allowed
- Leggings, spandex or other form-fitting pants such as “fitness wear” are NOT allowed. (Exception: leggings may be worn under dresses.)

Jewelry, Perfume, Hairstyles

- Perfume and cologne must be worn with restraint, as many people are allergic to strong odors.
- Extremes in jewelry, makeup and hairstyle are NOT allowed.

Shoes

- Opened-toed sandals are allowed, but flip-flops are NOT.

Exceptions

- If a supervisor deems certain attire inappropriate for work, but the violation is not expressly written in this dress code, the final decision will rest with the Library Director.
- 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, pending approval of the BoT.

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 three-day suspension without pay.

5th Warning - Termination.

Drug Testing, SEE ALSO Augusta-Richmond County Human Resources PPPM Section 900.001-900.018

In the interest of public welfare and safety, the ARCPLS adheres to the Augusta-Richmond County Human Resources' policy on substance abuse.

Prior to starting a position with the Library, a drug test is required. In addition, drug testing of an employee will be requested in the event of accidents that occur while driving Library vehicles.

Fees

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

Gifts and Gratuities

An employee shall not accept gifts, gratuities, or loans from organizations, business concerns or individuals with whom he/she has official relationships on business of the Library. These limitations are not limited to prohibit the acceptance of any articles which are distributed free of charge to the general public, nor to prohibit the acceptance of token gifts given during the holiday season, provided that no employee accept any gift over twenty-five (\$25.00) in value in any one year from any single individual, corporation, business or interest group. It is not intended to prohibit acceptance of social courtesies that promote good public relations nor to prohibit employees from obtaining loans from a regular lending institutions.

Library Ethics, SEE ALSO Confidentiality; SEE ALSO Appendix XL

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? 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 XL). 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.

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.

Performance Evaluations

PURPOSE:

Performance evaluation is an ongoing process and the annual review meeting is the single most important communication a manager has with an employee. It is extremely important to be prepared (keep notes throughout the year), be thorough, be honest, and be fair. Consider the employee's entire performance and not just the most recent or a single event that stands out. The purpose of an annual performance evaluation is to have a constructive, open, two-way communication that will accomplish the following:

1. Recognize and highlight strengths and achievements, provide positive feedback, and motivate.
2. Identify areas that could use improvement and provide specific ways (plans/training) to improve performance.
3. Help to facilitate the achievement of organizational goals.
4. Clarify responsibilities and performance expectations, determine if job responsibilities are current and relevant, and change job description if necessary.
5. Discuss and provide guidance for career growth.
6. Enhance rapport and working relationships between management and employees.
7. If applicable, support discipline or other legal issues.

PROCESS:

1. All employees are to be formally evaluated. Employees should be given an opportunity to provide feedback through the "Employee Pre-Evaluation Work Sheet".
2. Complete the performance evaluation form, using all available information. Review the employee's file and any informal notes kept during the year. Special attention should be given to goal attainment, trends, commendations or disciplinary actions, and any interim reviews.
3. Obtain "reviewing" signatures and comments before sharing the results with the employee.
4. Conduct the performance evaluation interview with the employee, providing a copy to the employee. Giving a copy to the employee prior to the interview is preferred.
5. Give the employee an opportunity to respond with written comments.
6. Obtain employee's signature and forward form to Department Director, who will review, sign, and forward to Human Resources.

7. During the same meeting and immediately after giving employees their formal performance evaluations, they should be given their goals for the next fiscal year, beginning the process all over again.

RATINGS:

Does not meet expectations	Does not meet minimum standards of work performance or behavior. Specific justification is required and a specific plan for improvement is required.
Meets Expectations	Ranges from acceptable to good performance. Meets accepted standards and goals with a minimum of supervision.
Exceeds Expectations	An employee who is recognized by management and peers as setting the standard within a particular performance or behavior category. Consistently excels and goes well beyond what is expected. Sets the example. Comments and/or examples of behavior/performance should be noted.

STEP 1. GENERAL SKILLS AND TRAITS:

Rate the Following:

1.1. Dependability

Reliability and responsibility on the job. Ability to perform with a minimum of supervision. Use of judgment. Initiative and flexibility to meet job requirements.

1.2. Team Work and Interpersonal Relations

Cooperation, tact, and overall effectiveness in handling interpersonal relations. Includes relationships with management, subordinates, peers, and outside business contacts. Includes one-to-one and group interactions. Ability to function as a team member.

1.3. Quantity of Work

Ability to complete required work within normal time limits. Volume of work produced under normal conditions. Effective use of resources.

1.4. Quality of Work

Degree to which work is accurate, neat, and thorough.

1.5. Patron Service

Courtesy and professionalism in dealing with patrons (both internal and external). Effectiveness in meeting the patron's needs and in a timely manner.

STEP 2. SPECIFIC JOB RESPONSIBILITIES (AND GOALS):

Rate the Following:

2.1 ALL EMPLOYEES:

1. Specific Responsibilities

Using the job description as a foundation, determine which duties and responsibilities are the most critical or essential to the success of the position's mission to the organization. Develop criteria and review with department director before evaluation.

2. Goals

Try to be as consistent as possible when determining goals within the same job classification. To the extent possible, try to use goals that can be quantitatively measured.

2.2 SUPERVISORS AND MANAGERS:

1. Specific Responsibilities

When applicable, the following "Specific Responsibility" is expected to be included as one of the possible specific responsibilities.

Personnel Management: Includes quality and timeliness of performance evaluations, the extent to which employee problems are recognized and dealt with in a timely, fair, and consistent manner, adherence to established personnel policies and procedures and employment law, selection of candidates for hire and promotion, and effective use of Human Resources.

2. Goals

As opposed to non-management employees who are only required to be given one specific goal, managers should have several goals listed. These goals should be as quantitative as possible.

STEP 3. EMPLOYEE'S TOTAL AVERAGE PERFORMANCE RATING:

This section simply reflects the calculation of the employee's total numerical rating for the evaluation period.

STEP 4. PASS/FAIL GENERAL TRAITS:

This section summarizes whether the employee performs satisfactorily or does not, relative to acceptable standards of behavior. If an employee receives a "no", a specific explanation of "why" and a plan for improvement is required.

4.1. Appearance

Level at which employee maintains "appropriate", professional attire, grooming and personal hygiene, relative to the environment in which they work. This includes clothing and/or uniforms being clean and in good wearing condition.

4.2. Safety

Level at which employee works in a reasonably safe manner and follows safety procedures and guidelines.

4.3. Follows Rules/Policies

The extent to which the employee respects and obeys policies and procedures.

4.4. Attendance/Lateness

This section should be used to document the time that employees are unavailable for work. In rating this category, supervisors should concern themselves primarily with chronic lateness, unexcused absences (i.e., absences not substantiated by medical documentation), and chronic absenteeism, "other than" times used under the Family and Medical Leave Act (FMLA). However, all hours actually used (including FMLA) should be listed in the designated space.

STEP 5. NARRATIVE

5.1. Employee's Strengths/Achievements

Every employee should receive some comments in this section. This section is specifically dedicated to giving positive feedback and recognition for special achievements or positive traits consistently exhibited by the employee. Be as specific as possible. This section is also to be used to justify any "outstanding" ratings.

5.2. Strategy for Performance Improvement

A specific plan of action is required for each "unsatisfactory" or "needs improvement" rating given. This section may also be used for employees who are performing satisfactorily, but desire or could use some extra direction or training to reach a higher level of proficiency.

5.3. Annual Performance Goals/Objectives

This section should be used to better define the goals listed in Section II, as well as specifically document the level to which the employee achieves such goals.

5.4. Career Development Goals/Strategy

This section requires talking to the employee before completing the evaluation form. The "Employee Pre-Evaluation Form", for example, provides one opportunity for employees to speak to their career needs and desires.

5.5. General Comments

A comment is required for each section where an employee is rated as "unsatisfactory" or "needs improvement". Be specific, citing examples. This section may also be used to comment on any other issues or ratings that are relevant to the employee's performance or behavior.

STEP 6. MANAGEMENT SIGNATURES/DATES:

Please print and then initial. The Supervisor/Manager who completes this form, along with any other managers who review and/or have input into the report, **should initial or sign and date the form before sharing the original with, or providing a copy to, the employee whose performance is being evaluated.** Any reviewing managers may add any personal comments to this report in the "General Comments" section.

STEP 7. EMPLOYEE SIGNATURE & DATE:

The employee should answer questions 1-3, then sign. A signature only acknowledges receipt of this report and not that the employee necessarily agrees with it. The employee is to receive a copy (not the original) and has up to five (5) calendar days to provide a response in the "Comments" section. The Supervisor/Manager may want to consider giving the employee a copy before the performance evaluation interview is conducted. This way, the employee may be better prepared to discuss all aspects, which leads to a more productive

meeting. If the employee needs more room to respond to the evaluation report, they may attach and initial a narrative response and mark the comments section "see attached response."

STEP 8. FINAL REVIEW:

After all the above steps have been completed, the final package, including any employee action forms, is to be forwarded to the appropriate department director for review and signature. Then the entire package is to be forwarded to the Director of Human Resources for review, signature, appropriate follow-up action, and filing.

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.

Political Activity, **SEE ALSO Augusta-Richmond County PPM Section 800.025**

An employee may not run for any office that interferes with his/her ability to do his/her job and/or present a conflict of interest.

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.

Training

The Library is very concerned about staff development, and offers training through in-house sources, professional journals, visits to other libraries, and through Georgia Public Library Service.

All employees should clear any training requests with their Department Head/Branch Manager before registering for the course. Courses which require payment must be pre-approved by the Library Director.

All certified librarians must complete ten (10) hours of acceptable continuing education during the two (2) year period immediately preceding each biennial renewal date, as a condition for license renewal. Each librarian is expected to maintain a copy of their certificate of completion for each course and provide a copy to the Assistant Director.

New employees are expected to study the *ARCPLS Policy and Procedures Manual* (also known as the Blue Book).

18. Supplies and Purchases

Printer Cartridges

Use the Printer Supplies Order Form (SEE Appendix XXXIV) 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.

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.

Reimbursement for Purchases, **SEE ALSO Appendix XXVII; SEE ALSO Appendix XXXII**

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

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 Office Assistant on the 15th of each month or on the following Monday if the 15th falls on the weekend.

Use a Stock Room Supply Requisition (SEE Appendix XXXIX) to order items that are normally kept in the stock room.

Use a Special Order Supply Requisition (SEE XXXV) to order supplies that are NOT normally stocked. This form may be submitted at any time during the month, and should go to the Fiscal Officer. The Fiscal Officer may not place the order immediately, as most suppliers require a certain dollar amount for a minimum order.

See "Reprints" under Printing for information on ordering reprints of printed forms.

For ordering computer printer cartridges, see Printer Cartridges.

Shipments

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

Appendices

APPENDIX I

BOMB THREAT REPORT FORM

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

Date: _____ Time: _____

Exact words of person Placing Call:

QUESTIONS TO ASK:

1. When is the bomb going to explode?

2. Where is the bomb right now?

3. What kind of bomb is it?

4. What does it look like?

5. Why did you place the bomb:

TRY TO DETERMINE THE FOLLOWING (CIRCLE AS APPROPRIATE)

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

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

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

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

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

Name & phone # of person taking the call: _____

APPENDIX II

Augusta Richmond County Public Library System: Addresses/Telephone/Fax Numbers
Updated: January 2, 2020

Headquarters Library 823 Telfair Street, Augusta, GA 30901

General Info	(706) 821-2600
Inter-branch	(706) 821-2619
Fax (Admin)	(706) 724-6762
Fax (Info Services)	(706) 821-2629

Hours

Monday - Thursday	9:00 am – 8:00 pm
Friday - Saturday	9:00 am – 5:30 pm
Sunday	2:00 pm – 5:30 pm

Georgia Room- Headquarters Library

Tina Monaco, Historian

General Info	(706) 826-1511
Monday - Friday	9:00 am – 5:00 pm
Saturday	1:00 pm – 5:00 pm

Appleby 2260 Walton Way, Augusta, GA 30904

Nicole Ashworth, Manager

General Information (706) 736-6244
Fax (706) 481-0616
Inter-branch: (706) 481-0972

Hours

Monday - Saturday 9:00 am - 5:30 pm
Sunday Closed

Diamond Lakes 101 Diamond Lakes Way, Hephzibah, GA 30815

Cathy Joseph, Manager

General Info (706) 772-2432
Fax (706) 772-2433
Inter-branch (706) 560-3901

Hours

Mon & Wed 9:00 am - 7:00 pm
Tues, Thurs, Fri 9:00 am - 5:30 pm
Saturday 9:00 am - 5:30 pm
Sunday Closed

Friedman 1447 Jackson Road, Augusta, GA 30909

Paulette Scurry, Manager

General Info (706) 736-6758
Fax: (706) 737-2034
Inter-branch: (706) 737-5987

Hours

Mon & Wed 9:00 am - 7:00 pm
Tues, Thurs, Fri 9:00 am - 5:30 pm
Saturday 9:00 am - 5:30 pm
Sunday Closed

Maxwell 1927 Lumpkin Road, Augusta, GA 30906

General Info (706) 793-2020
Fax & Inter-branch (706) 790-1023

Hours

Joshua Sheffield, Manager

Mon, Wed, Fri 9:00 am - 5:30 pm
Tues & Thurs 9:00 am - 7:00 pm
Saturday 9:00 am - 5:30 pm
Sunday Closed

Wallace 1237 Laney-Walker Boulevard, Augusta, GA 30901

Sandra May, Manager

General Info	(706) 722-6275
Fax	(706) 724-0715
Inter-branch	(706) 724-7899

Hours

Monday - Saturday	9:00 am - 5:30 pm
Sunday	Closed

APPENDIX III

Meeting Room Policy: Attachment 1

Main Library Meeting Rooms Capacity and Maintenance Fee

HEADQUARTERS LIBRARY FEES

The mandatory nonrefundable deposit must be paid within two (2) business days of the date recorded on the written confirmation. All other fees must be paid a minimum of ten (10) business days prior to using the facilities or the reservation will be canceled. The mandatory nonrefundable deposit must be paid within two (2) business days of the date recorded on the library calendar entry. All other fees must be paid a minimum of ten (10) business days prior to using the facilities or the reservation will be canceled. The mandatory cleaning fee must be paid by **separate** check or money order only. Fees (except for the staffing fee and marshal's fee for after hours events) are waived for federal, state, and local agencies conducting official government business and library partner organizations at the discretion of the library director.

All groups must be out of the room by the time indicated on their meeting room confirmation or an Overage Fee of \$5 per minute will be assessed.

Mandatory Nonrefundable Deposit (required for each date requested)	\$25.00 (payable upon written confirmation of reservation; nonrefundable but transferable if approved by administration)
Mandatory Refundable Cleaning Fee (SEPARATE Check or money order only, made out to the Augusta-Richmond County Public Library System. Check or money order will be returned within 5-10 business days after the event if room does not require follow-up cleaning. Additional fees will be assessed for damages or excessive cleaning.)	\$100 for reservations with food approval \$50 for reservations without food approval
Late Fee (for reservations that have not been fully paid for within 10 business days of the event)	\$25.00
Staffing Fee for After Hours Events (minimum of two hours; after hours events must end at 11:30 and the building must be secured by midnight)	\$100 for first two hours + \$50/each additional hr weekday \$150 for first two hours + \$75/each additional hr weekend
Marshal's Fee for After Hours Events (only applicable for after-hours events. The marshal's fee will be assessed at a four hour minimum.)	Marshal's fee (currently \$12.40 per hour for a minimum of 4 hours)

Room Rental Fees	2 hour rental	Half Day (over two hours and under four hours)	Full Day (over 4 hours)

<p>Full Auditorium (includes A/V and kitchen privileges; room setup and cleanup is on your own)</p> <p>For-profit/private citizen</p> <p>Non-profit (must supply 501(c) 3 or recent 501(c)3 application)</p>	<p>\$130.00</p> <p>\$65</p>	<p>\$260.00</p> <p>\$130.00</p>	<p>\$520.00</p> <p>\$260.00</p>
<p>Meeting Room A (includes A/V and kitchen privileges; room setup and cleanup is on your own)</p> <p>For-profit/private citizen</p> <p>Non-profit (must supply 501(c) 3 or recent 501(c)3 application)</p>	<p>\$90</p> <p>\$45</p>	<p>\$180</p> <p>\$90</p>	<p>\$360</p> <p>\$180</p>
<p>Meeting Room B (includes A/V and food that does not require a kitchen; room setup and cleanup is on your own)</p> <p>For-profit/private citizen</p> <p>Non-profit (must supply 501(c) 3 or recent 501(c)3 application)</p>	<p>\$70</p> <p>\$35</p>	<p>\$140</p> <p>\$70</p>	<p>\$280</p> <p>\$140</p>
<p>Atrium (only available for after-hours events; room setup and cleanup is on your own)</p> <p>For-profit/private citizen</p> <p>Non-profit (must supply 501(c) 3 or recent 501(c)3 application)</p>	<p>n/a</p>	<p>\$200</p> <p>\$100</p>	<p>n/a</p>
<p>YA Area, Second Floor (no food or drink; includes A/V upon request; priority given to groups serving teens ages 11 to 17; area setup and cleanup is on your own)</p> <p>For-profit/private citizen</p> <p>Non-profit (must supply 501(c) 3 or recent 501(c)3 application)</p>	<p>\$90</p> <p>\$45</p>	<p>\$180</p> <p>\$90</p>	<p>\$360</p> <p>\$180</p>

<p>YA Television Room, Second Floor (no food or drink; includes A/V; room set up is on your own; priority given to groups serving teens ages 11 to 17; area setup and cleanup is on your own)</p> <p>For-profit/private citizen</p> <p>Non-profit (must supply 501(c) 3 or recent 501(c)3 application)</p>	<p>\$30</p> <p>\$15</p>	<p>\$60</p> <p>\$30</p>	<p>\$120</p> <p>\$60</p>
<p>Writing Lab (no food or drink; laptop, projector, and screen upon request; room setup and cleanup is on your own)</p> <p>For-profit/private citizen</p> <p>Non-profit (must supply 501(c) 3 or recent 501(c)3 application)</p>	<p>\$30</p> <p>\$15</p>	<p>\$60</p> <p>\$30</p>	<p>\$120</p> <p>\$60</p>
<p>3rd Floor Meeting Room (no food or drink; projector and laptop upon request; room setup and cleanup is on your own)</p> <p>For-profit/private citizen</p> <p>Non-profit (must supply 501(c) 3 or recent 501(c)3 application)</p>	<p>\$10</p> <p>\$5</p>	<p>\$20</p> <p>\$10</p>	<p>\$40</p> <p>\$20</p>
<p>Computer Lab (absolutely no food or drink; projector, screen, and laptop included; only available Monday through Friday, 9 am to 5 pm)</p> <p>For-profit/private citizen</p> <p>Non-profit (must supply 501(c) 3 or recent 501(c)3 application)</p>	<p>\$80</p> <p>\$40</p>	<p>\$160</p> <p>\$80</p>	<p>\$320</p> <p>\$160</p>
<p>Executive Level Patio (by special permission through petition to the Library Board of Trustees and Library Director; only available for after-hours events; room setup and cleanup is on your own; rate includes mandatory marshal and staff for event)</p>	Call 706-434-2038 to discuss rates.		
<p>Children's Programming Room (only for events for children 10 years and younger; prepackaged food and drinks allowed with written</p>			

permission; A/V included upon request; room set up is on your own)			
For-profit/private citizen	\$80	\$160	\$320
Non-profit (must supply 501(c) 3 or recent 501(c)3 application)	\$40	\$80	\$160

BRANCH LIBRARY FEES

The mandatory nonrefundable deposit must be paid within two (2) business days of the date recorded on the written confirmation. All other fees must be paid a minimum of 10 (10) business days prior to using the facilities or the reservation will be canceled. Fees are waived for federal, state, and local agencies conducting official government business.

All groups must be out of the room by the time indicated on their meeting room confirmation or an Overage Fee of \$5 per minute will be assessed.

Mandatory Nonrefundable Deposit	\$10 non-refundable reservation deposit (payable upon written confirmation of reservation; nonrefundable but transferable if approved by branch manager)
Wallace Branch Only Annual Key Deposit	\$100 annual key deposit payable by check or money order. Only cashed if key is lost.
Wallace Branch Only Nonrefundable Refreshments Fee	\$25

Available Rooms and Capacity

Headquarters Branch (HQ)

823 Telfair Street, Augusta, Georgia

- Full Auditorium (includes caterer's kitchen) (60' x60' = 3600 square feet)
Maximum Occupancy:
 - Theater: 288
 - Classroom: 180
 - Dinner: 150
 - Reception: 288
- Meeting Room A (includes caterer's kitchen) (60'x30' = 1800 square feet)
Maximum Occupancy:
 - Theater: 144
 - Classroom: 90
 - Dinner: 75
 - Reception: 144
- Meeting Room B (60'x30' = 1800 square feet)
Maximum Occupancy:

- Theater: 144
 - Classroom: 90
 - Dinner: 75
 - Reception: 144
- Atrium (40'x25' = 1000 square feet)
Maximum Occupancy:
 - Theater: n/a
 - Classroom: n/a
 - Dinner: 50
 - Reception: 100
 - Executive Level Patio
Maximum Occupancy: 125 people
 - Writing Lab
No food or drink is permitted.
Maximum Occupancy: 20 people
 - Computer Lab
No food or drink is permitted.
Maximum Occupancy: 32 people
 - Teen/YA Area
No food or drink is permitted.
Maximum Occupancy: 100 people
 - Third Floor Meeting Room
No food or drink is permitted.
Maximum Occupancy: 25 people
 - Children's Programming Room
Prepackaged food and drinks allowed with advance written permission.
Maximum Occupancy: 55 people

Appleby Branch Library (AB)

2260 Walton Way, Augusta, Georgia 30904

No Rooms Available

Diamond Lakes Library (DL)

101 Diamond Lakes Way, Hephzibah, Georgia 30815

Rooms will be used only during library hours. No food or drink is permitted.

- Meeting Room
Maximum Occupancy: 60
- Conference Room
Maximum Occupancy: 10

Friedman Branch (FB)

1447 Jackson Road, Augusta, GA 30909

Rooms will be used only during library hours. No food or drink is permitted.

- Meeting Room
Maximum Occupancy: 55
- Conference Room
Maximum Occupancy: 15

Maxwell Branch Library (MB)

1927 Lumpkin Road, Augusta, Georgia 30906

Rooms will be available only during library hours. No food or drink is permitted.

- Meeting Room
Capacity: 60

Wallace Branch Library (WB)

1237 Laney Walker Boulevard, Augusta, Georgia 30901

Room can be used outside the normal library hours with the payment of an annual key deposit.
Refreshments may be served for an additional \$25 fee.

- Meeting Room
Capacity: 75

APPENDIX IV

Meeting Room Policy: Attachment 2

Headquarters Library Meeting Room Application

Read the *Meeting Room Policy and Procedures* and *Library Fees* documents prior to completing an application for a meeting room. Meeting rooms may be reserved up to three months in advance. If the Library approves your application, a **\$25 mandatory nonrefundable deposit** (required for each date requested) must be paid **within two (2) business days** of the date recorded on the written confirmation. **All other fees** must be paid a **minimum of ten (10) business days prior** to using the facilities or a late fee of \$25 will be assessed and must be paid prior to entering the room. Unpaid or partially paid reservations will be canceled. Fees are waived for federal, state, and local agencies conducting official government business during regular operating hours.

All fields marked with an asterisk (*) are required.

Email address

Name of Contact Person *

Organization *

Telephone Number *

Address *

PINES Library Card Number *

1. What are you planning? *

(Describe the event—e.g. board meeting, birthday party, book club, etc.)

2. Are you planning a private/closed event? (Private/closed events must be preapproved by the library director and/or Board of Trustees) *

☐ Yes ☐ No

3. Are you planning a revenue generating activity? (This includes but is not limited to sales, fundraising, and collecting dues or participation fees. Revenue generating activities must be preapproved by the library director and/or Board of Trustees.) *

☐ Yes ☐ No

4. What's the title of your event?

5. What date would you like to meet? *

6. What time does your meeting start? Be sure to include setup time. *

7. What time does your meeting end? Be sure to include clean up time. *

8. How many people do you anticipate coming? *

9. Are you planning on serving refreshments? *

☐ Yes ☐ No

a. If yes, do you need access to the catering kitchen (only available in the Auditorium and Meeting Room A) *

☐ Yes ☐ No

10. Which room should we reserve? If you have no preference, write no preference. *

11. Please indicate the numbers of tables and chairs that you will need for Meeting Room A or Meeting Room B. If you are reserving another room, write in N/A. We will do our best to have the number of tables and chairs requested available based on our limited supply. *

_____ # of rectangular tables (seat between 2-4)

_____ # of round tables (seat between 5-8)

_____ # chairs

12. Do you need audiovisual equipment? *

☐ Yes ☐ No

a. If yes, confirm what is needed *

☐ Podium mic [Meeting Room A, B, and Auditorium]

☐ Wireless stand mic [Meeting Room A, B, and Auditorium]

☐ Laptop [Meeting Room A, B, and Auditorium]

☐ Laptop and projector cart

13. Do you need Internet access? *

☐ Yes ☐ No

a. If yes, how many complimentary Internet access cards will you need?

I have read and understand the *Meeting Room Policy and Procedures* and the *Library Fees* documents of the Augusta-Richmond County Public Library System, and I agree to abide by those conditions and regulations. I understand that I will be held financially responsible for any damage incurred or excessive clean-up required as the result of my or my organization's use of the facility.

Signature* _____

APPENDIX V

SELECTION REVIEW REQUEST

The material in question is:

Author _____ Call # _____

Title _____

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

Publisher, if known _____

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

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

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

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

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

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

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

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

=====

This request is being submitted on behalf of:

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

**Please identify _____

Person submitting request _____

Street address _____ Telephone _____

City, State and Zip _____

Signature _____ Date _____

Completed form should be submitted to: Director ARCPLS 823 Telfair St. Augusta, GA 30901

APPENDIX VI

BUILDING EVACUATION PLAN - APPLEBY BRANCH

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

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

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

- Repeat the announcement.
- Direct the public, volunteers and part-time employees to the Walton Way exit.
- Do not check out materials or answer reference questions.
- Check, and clear the first floor restroom
- Clear the public from the computers and book stacks.
- Remain at the front door entrance to prevent others from entering the area and building.

- Ask the public to stand at least 25 yards from the building. Ask, but do not force them to do so.
- Proceed to the designated meeting point which is the rear of the building, **the sidewalk outside the entrance gate on Johns Road.**

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

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

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

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

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

APPENDIX VII

BUILDING EVACUATION PLAN - DIAMOND LAKES BRANCH

1. Staff members will follow this evacuation plan when *directed to do so by the authorities or senior Library personnel (to include the Library Director, Assistant Director, Department Heads, or Branch Manager)* OR **whenever it is necessary**. Please carry out your responsibilities in a calm and expeditious manner. The safety of lives is priority one and the safety of the facility is priority two.
2. Whenever it is necessary, the senior employee will make this announcement: “We have been told by the authorities to evacuate the building. Please follow the instructions of the Library staff and exit the building immediately. Repeat. We have been told by the authorities to evacuate the building. Please follow the instructions of the Library staff and exit the building immediately.”
OR upon activation of the FIRE ALARM, announce “The Fire Alarm is activated, please leave the building immediately.”

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

3. **All staff members EXCEPT those designated as safety monitors will exit the facility immediately** using the nearest exit door. Do not check out books or answer reference questions. Do not delay.
 - a. Do not run, jump, push, shout or panic.
 - b. Walk deliberately to the nearest fire exit.
4. Staff members will proceed to the **designated meeting point which is the staff parking lot on the south side of the building**. The senior Library staff member will conduct a head count of all staff members and will serve as the contact person with the authorities. **No one may re-enter the building for any reason until directed by the authorities to do so.**

Staff members will do the following:

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

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

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

- Repeat the announcement.

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

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

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

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

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

Person #3 (Computer Lab, Adult Reading Area)

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

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

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

APPENDIX VIII

BUILDING EVACUATION PLAN - FRIEDMAN BRANCH

1. Staff members will follow this evacuation plan when *directed to do so by the authorities or senior Library personnel (to include the Library Director, Assistant Director, Department Heads, or Branch Manager)* OR **whenever it is necessary**. Please carry out your responsibilities in a calm and expeditious manner. The safety of lives is priority one and the safety of the facility is priority two.
2. When directed to do so, the senior person on duty at the Circulation Desk will make this announcement: "We have been told by the authorities to evacuate the building. Please follow the instructions of the Library staff and exit the building immediately. Repeat. We have been told by the authorities to evacuate the building. Please follow the instructions of the Library staff and exit the building immediately." **OR upon activation of the FIRE ALARM**, announce, "The Fire Alarm is activated, please leave the building immediately."
3. **All staff members EXCEPT those designated as safety monitors will exit the facility immediately** using the nearest exit door. There is an exit in the work room. Do not check out books or answer reference questions. Do not delay.
 - a. Do not run, jump, push, shout or panic.
 - b. Walk deliberately to the nearest fire exit.
4. Staff members will proceed to the designated meeting point which is located at the **far front corner (near Jackson Road)** of the parking lot.

The senior Library staff member will conduct a head count of all staff members and will serve as the contact person with the authorities. **No one may re-enter the building for any reason until directed by the authorities to do so.**

Staff members will do the following:

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

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

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

- Repeat the announcement.
- Direct the public to the main exit door.
- Do not check out materials or answer reference questions.
- Clear the public from the computers and book stacks (children's area).

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

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

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

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

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

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

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

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

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

APPENDIX IX

BUILDING EVACUATION PLAN - HEADQUARTERS

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

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

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

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

1st floor – Person #2 (Circulation Desk)

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

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

1st floor – Person #3 (Circulation Desk)

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

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

1st floor – Person #4 (Technical Services)

The senior person on duty will accomplish the following instructions:

- Repeat the announcement.
- Direct all personnel to the parking lot exit door.
- Check, clear and lock the doors to Technical Services.
- Do NOT permit persons to exit by going into the public service area.
- Check, clear, and lock the 2 staff restrooms.
- Check and clear the garage.
- Check and clear the delivery room.
- Depart the building using the exit near the parking lot.
- Ensure the back doors locks after you exit.
- Ask the public to stand at least 25 yards from the building. Ask, but do not force them to do so.
- Proceed to the designated meeting point which is the sidewalk near the school.

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

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

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

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

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

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

3rd Floor – Person #1 (Georgia Room)

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

- Clear and lock the Georgia Room.
- Clear and lock the Talking Book Center.
- Clear and lock the Writing Lab and small Conference Room.

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

3rd floor – Person #2

The following instructions will be accomplished by the secretary (1st) or Printing Office personnel (2nd) or Assistant Director (3rd):

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

3rd floor – Person #3

The following instructions will be accomplished by the Assistant Director (1st) or the senior person in the IT Dept.:

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

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

APPENDIX X

BUILDING EVACUATION PLAN - MAXWELL BRANCH

1. Staff members will follow this evacuation plan when *directed to do so by the authorities or senior Library personnel (to include the Library Director, Assistant Director, Department Heads, or Branch Manager)* OR **whenever it is necessary**. Please carry out your responsibilities in a calm and expeditious manner. The safety of lives is priority one and the safety of the facility is priority two.
2. Whenever it is necessary, the senior employee will make this announcement: “We have been told by the authorities to evacuate the building. Please follow the instructions of the Library staff and exit the building immediately. Repeat. We have been told by the authorities to evacuate the building. Please follow the instructions of the Library staff and exit the building immediately.” OR upon activation of the FIRE ALARM, announce “The Fire Alarm is activated, please leave the building immediately.”
3. All staff members EXCEPT those designated as safety monitors will exit the facility immediately using the nearest exit door. There is a staff entrance door in the workroom. Do not check out books or answer reference questions. Do not delay.
4. Do not run, jump, push, shout or panic.
5. Walk deliberately to the nearest fire exit.
6. Staff members will proceed to the designated meeting point which is the grassy area that is through the far left side of the parking lot (near Lumpkin Road). The senior Library staff member will conduct a head count of all staff members and will serve as the contact person with the authorities. No one may re-enter the building for any reason until directed by the authorities to do so.
7. Staff members will do the following:
 - Report to the Library senior staff member (designated person) at the emergency assembly point.
 - Remain at the emergency assembly point and follow instructions.
 - Report missing persons to the senior Library staff member (designated person).
 - Do not return to the building for missing persons.
 - Do not return to the building for personal effects or work until authorized by either the incident commander or the fire department leader.

Responsibilities of the safety monitors:

Person #1 (Adult area, computer work stations)

- The senior person on duty will complete the following tasks, starting from the adult area to the circulation area:
- Repeat the announcement.
- Direct the public to the rear emergency exit which empties into the back half of the parking lot near Melquan Way (formerly Daniel Way).
- Do not check out materials or answer reference questions.
- Clear the public from the computers and book stacks.
- When necessary, assist in clearing the children’s area.
- Ask the public to stand at least 25 yards from the building. Ask, but do not force them to do so.
- Proceed to the designated meeting point which is the grassy area that is through the far left side of the parking lot (near Lumpkin Road).

Person #2 (Circulation Desk, Multi-purpose Room, and Public Restrooms)

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

- Repeat the announcement.
- Direct staff, volunteers, students, etc., in the circulation area, public restrooms, manager's office and workroom area to exit through the staff entrance door.
- Direct the public in the multi-purpose room to leave the building through the two (2) exit doors in this room.
- Do not check out materials or answer reference questions.
- Check and clear the staff restroom.
- Ask the public to stand at least 25 yards from the building. Ask, but do not force them to do so.
- Proceed to the designated meeting point which is the grassy area that is through the far left side of the parking lot (near Lumpkin Road).

Person #3 (Children's Area and Study Rooms)

- The next senior person on duty will complete the following tasks, starting from the Children's area to the Study Rooms.
- Repeat the announcement.
- Direct the public in the children's area to the Lumpkin Road exit door.
- Do not check out materials or answer reference questions.
- Check and clear the two (2) public restrooms.
- Ask the public to stand at least 25 yards from the building. Ask, but do not force them to do so.
- Proceed to the designated meeting point which is the grassy area that is through the far right side of the parking lot.

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

APPENDIX XI

BUILDING EVACUATION PLAN - WALLACE BRANCH

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

Staff members will do the following:

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

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

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

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

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

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

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

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

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

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

APPENDIX XII

Augusta-Richmond County Public Library System (ARCPLS) Liability Waiver/Indemnification Agreement for Library Art Exhibits and Displays

I have RECEIVED, READ, UNDERSTAND AND AGREE TO COMPLY WITH the ARCPLS Exhibits and Display Policy.

In consideration of my being permitted to use the Library's property under the ARCPLS Exhibit and Display Policy, I HEREBY FULLY RELEASE AND DISCHARGE ARCPLS, its trustees, board members, officers, agents, and employees, their heirs, administrators, executors, successors, assigns, and insurers from all present and future claims, demands, actions, judgments, and causes of action, including, but not limited to, those related to any personal injury, wrongful death, and/or injuries to property, real or personal, caused by, arising out of, or related to my displaying my artwork or exhibit in any of the libraries of ARCPLS.

I FURTHER AGREE TO INDEMNIFY AND HOLD HARMLESS AND DEFEND ARCPLS, its trustees, board members, officers, agents, and employees, and their heirs, administrators, executors, agents, successors, assigns, and insurers for and against any and all claims, costs, losses, expenses, demands, actions or causes of action, including reasonable attorneys' fees and other costs and expenses of litigation which may be asserted against or incurred by the named parties, which is caused by, arises out of, or is related to my exhibit or display in an ARCPLS library branch.

I affirm that I am familiar with the libraries in which I will provide the exhibit or display and that I have actual knowledge and appreciation of the risks with my exhibit or display.

I understand that this waiver and release and indemnification agreement is intended to be as broad and as inclusive as permitted by the laws of the State of Georgia. I agree that, if any portion is held invalid, the remainder of the waiver and release shall continue in full force and effect.

Signature

Date

APPENDIX XIII

Augusta-Richmond County Public Library System (ARCPLS) Exhibit and Display Application

Individuals and groups are required to fill out the following “Library Display Request Application” for the Library Director’s approval and scheduling. Prior to filling out the application, all requestors must have read the ARCPLS Exhibit and Display Policy and signed the Liability Waiver/Indemnification Agreement.

LIBRARY EXHIBIT/DISPLAY INFORMATION

Requesting Individual’s/Organization Name _____

Address _____

Telephone Number _____

Contact Person of Organization _____

Content and purpose of proposed display _____

The undersigned pledges to install the display on _____ and remove the display on _____ without disruption to Library service or staff work. The Library will not provide storage for the property of organization of individuals displaying materials in the Library.

Requestor: _____ Date: _____

Library Director: _____ Approval Date: _____

Appendix XIV

LIBRARY DISMISSAL FORM

DATE

PATRON NAME

CARD NUMBER

You have been banned from the Library for:

- ☐ 1 day (24 hours)
- ☐ 1 week (7 business days)
- ☐ 1 month (31 business days)
- ☐ 1 year (365 total days)
- ☐ Other: _____

The following infraction(s) of the Patron Behavior Policy resulted in your ban:

- ☐ Physically intimidating or assaultive behavior
- ☐ Making threats of violence or unlawful activities
- ☐ Possessing, selling, distributing, consuming, or being under the influence of any alcoholic beverage, illegal drugs or controlled substance
- ☐ Trespassing on Library premises after being notified not to do so or after being banned
- ☐ Refusing to follow reasonable directions by Library staff or security guard
- ☐ Engaging in disruptive, harassing, or threatening behavior
 - ☐ Excessive or disruptive conversations
 - ☐ Talking loudly
 - ☐ Screaming
 - ☐ Banging on computer keyboards
 - ☐ Using electronic equipment at a volume that bothered others
 - ☐ Rowdiness
 - ☐ Excessive noise
 - ☐ Vandalism
 - ☐ Obscene or vulgar language
 - ☐ Obscene acts
 - ☐ Sexual acts, sexual contact, or sexual conduct
 - ☐ Indecent exposure
- ☐ Neglecting to provide proper supervision of children
- ☐ Leaving children unattended under the age of 9 on Library premises
- ☐ Panhandling

- ☐ Selling, soliciting, surveying, distributing written materials inside a Library building, doorway or vestibule without authorization from the Library
- ☐ Canvassing for any political, charitable, or religious purpose inside a Library building, doorway or vestibule without authorization from the Library
- ☐ Smoking or other use of tobacco products
- ☐ Eating while using the Library computers or in spaces designated as free from food
- ☐ Sleeping, napping or dozing in or on Library premises
- ☐ Not wearing shoes or shirt within the Library
- ☐ Offensive bodily hygiene
- ☐ Moving furniture without permission from Library staff
- ☐ Using Library furniture in a damaging way
- ☐ Theft or intentional damage of Library materials
 - ☐ Mutilation of Library materials
 - ☐ Marking, underlining
 - ☐ Removal of pages
 - ☐ Removing electronic detection devices
 - ☐ Defacing Library property, furniture, equipment or facilities
- ☐ Bringing in more than two bags after being repeatedly told not to do so
- ☐ Blocking of aisles with personal items
- ☐ Abandoning or leaving personal items unattended
- ☐ Interfering with the safe and free passage of Library staff or patrons on the premises
- ☐ Bringing in animals to the Library (except clearly marked therapy and assist dogs)
- ☐ Entering non-public areas of the Library without permission
- ☐ Improperly using the Library restrooms (bathing, shaving, changing clothes)
- ☐ Taking Library materials into the restrooms
- ☐ Violating the Library's rules for acceptable use of the Internet and public Library computers
- ☐ Engaging in an activity that violates federal, state, local laws or Library policy
- ☐ Stealing, damaging, altering or inappropriate use of Library equipment
- ☐ Fighting, challenging to fight, running, pushing, shoving, throwing things
- ☐ Gambling and group activities that were disruptive to the Library environment
- ☐ Using a cell phone, pager or other communication device in a disruptive manner
- ☐ Littering
- ☐ Bringing in garbage or items with a foul odor
- ☐ Using unauthorized, wheeled device(s) in the Library
- ☐ Concealing Library materials for the exclusive use of an individual or group
- ☐ Refusal to return Library materials or pay Library fines

For record keeping purposes, this dismissal form will be kept on file indefinitely. Once the time period above has elapsed, it is required to schedule an appointment with the Library Director before returning. Repeated bans may result in permanent expulsion from all ARCPLS locations and properties.

Patrons are entitled to petition the ARCPLS BoT for re-admittance at any time. As such, until the dates on the letter either expire or a letter clearing the patron to re-enter the Library is issued, this ban will be enforced.

Library Staff

Security Guard on Duty

Mashell Fashion, Library Director

APPENDIX XV: Organizational Chart

Appendix XVI



The City of Augusta
Human Resources Department
Request for Personnel Action (RPA)

HR-1 FORM

Employee Name: _____ EMP I.D.: _____ DEPT #: 7000 Proposed Effective Date: _____

PART 1: TYPE OF REQUEST --> #1: must fill out Part 2-A ONLY --> #2-12: must fill out Part 2-B & Part 3 --> #13: must fill out Part 2-C & Part 3 --> #14: fill out Part 2 & 3

1. <input type="checkbox"/> Name/Phone/Add	2. <input type="checkbox"/> Reclassification	3. <input type="checkbox"/> Position Abolishment	4. <input type="checkbox"/> Transfer	5. <input type="checkbox"/> Promotion	6. <input type="checkbox"/> Demotion	7. <input type="checkbox"/> Interim Appointment
8. <input type="checkbox"/> Suspension	9. <input type="checkbox"/> New Position	10. <input type="checkbox"/> Work Hours	11. <input type="checkbox"/> Rate of Pay	12. <input type="checkbox"/> Budget #	13. <input type="checkbox"/> Separation	14. <input type="checkbox"/> Other: Job Revision

PART 2: PREPARATION FOR PERSONNEL ACTION

A. PERSONAL INFORMATION

Name Change: _____ Home Phone #: () -

Address: _____ Cell Phone #: () -

Office Phone #: () -

Employee Signature (required for personal information changes): _____ Date: _____

B. POSITION INFORMATION

	CHANGE FROM	CHANGE TO
Dept #	7000	7000
Job Title		
FLSA Status (E or NE)		
Pay Class		
Salary Grade		
PCN		
Daily Hours		
Hourly Rate		
Bi-Weekly Salary		
Annual Salary		
Supplemental Pay	0	
Safety Sensitive (Y or N)	N	
GL Account number:	101065110	101065110
Employee Replaced (Name & I.D.):		

C. SEPARATION INFORMATION

SEPARATION FROM SERVICE REASON:
<input type="checkbox"/> VQ 01 Resignation
<input type="checkbox"/> VQ 02 Failure to Report to Work/ADOL
<input type="checkbox"/> VQ 03 Lay-Off/RIF
<input type="checkbox"/> VQ 04 Death
<input type="checkbox"/> VQ 05 Loss of Job Requirements
<input type="checkbox"/> VQ 06 Termination
<input type="checkbox"/> VQ 07 Retirement

Date Hired: _____

Last Day Worked: _____

Separation Date: _____

Terminated 3 days ADM Given: ☐ YES ☐ NO

Proper Notice Given: ☐ YES ☒ NO

Eligible for Re-Hire? ☐ YES ☐ NO

VAC BAL: 0 COMP BAL: 0

PART 3: EXPLANATION FOR REQUEST: _____

See Attached Documentation? ☐ YES ☐ NO (if no, must give explanation for request)

PART 4: APPROVAL

This Request was Processed By: _____	Contact Phone #: (706) 821 - 2602	Date Of Request: 3/27/2019
Department Director Signature: _____		Concurrence Date: _____
Department Director Signature (2): _____		Concurrence Date: _____

If a transfer between departments, both director signatures required***

BELOW IS FOR HUMAN RESOURCES ONLY

Distributed necessary copies to: ☐ PAYROLL ☐ BENEFITS Verified: ☐ Employee Information ☐ Position Information ☐ Separation Information

Received on (date): _____ Effective on the PP begin/end date of: _____ Processed By/Date: _____

EMP MGR/Date: _____	HR MGR/Date: _____	HR Comp/Date: _____
EMP RELATIONS/Date: _____	HR DIR/Date: _____	City ADM/Date: _____









MS 05/2010

Appendix XVII

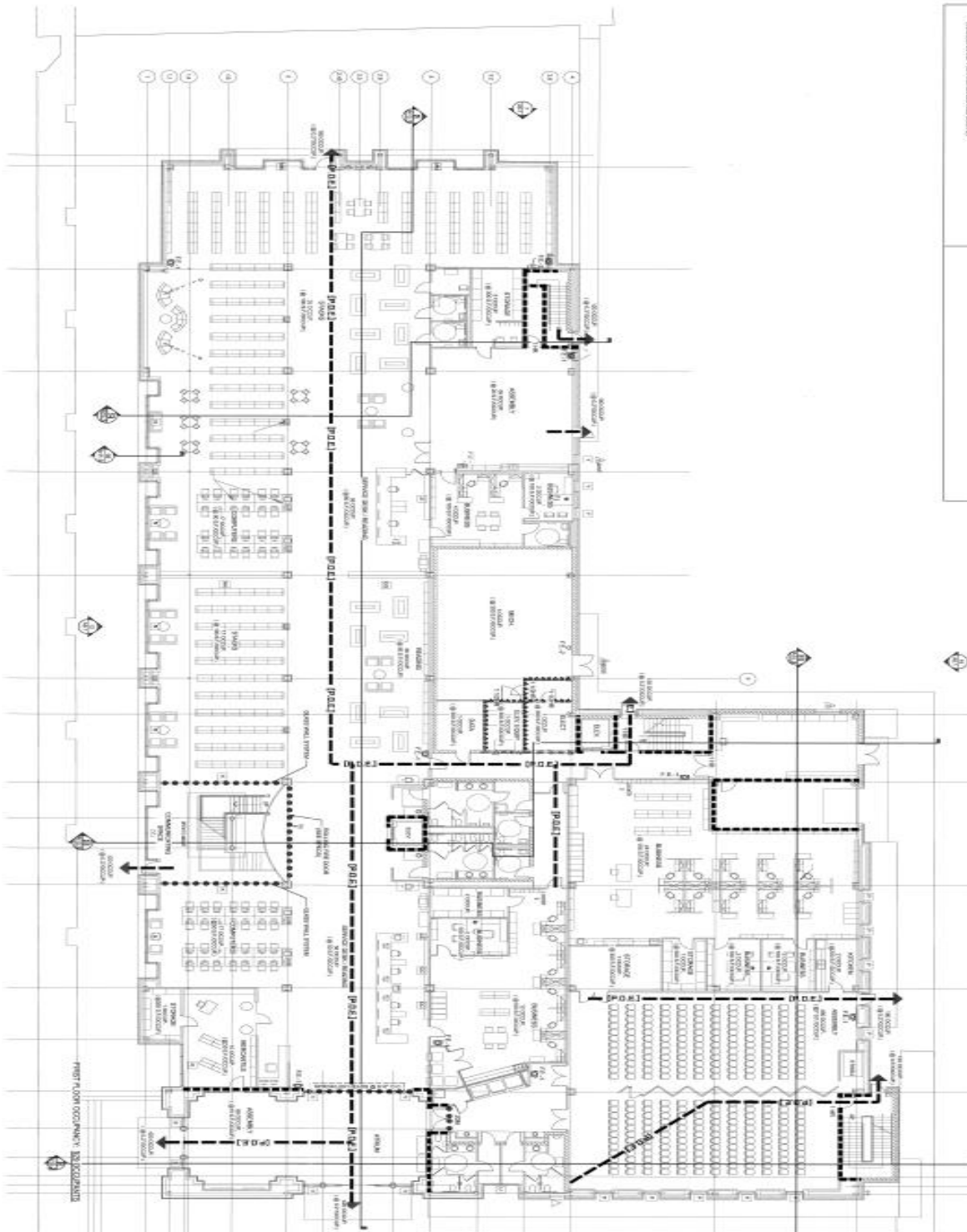
Augusta Commission
INCIDENT REPORT

Date of Incident _____		
1. Employee Names:	2. Department:	3. Time _____ A.M. _____ P.M.
CATEGORY OF INCIDENT		
<div style="display: flex; justify-content: space-between;"> <div> <p>___ NO DAMAGE ___ NO INJURY</p> <p>___ Damage to Private Property</p> <p>___ Damage to County Property</p> <p>___ Injury to General Public</p> <p>___ Injury to Employee</p> </div> <div> <p>Reported to Sheriff's Department ___ Yes ___ No</p> <p>___ Theft to General Public</p> <p>___ Theft to County Property</p> <p>___ Vandalized County Property</p> <p>___ Other: _____</p> </div> </div>		
<div style="display: flex; justify-content: space-between;"> <div style="width: 48%; text-align: center;"> <p>INJURY</p> </div> <div style="width: 48%; text-align: center;"> <p>DAMAGE/LOSS</p> </div> </div>		
4. NAME:	9. OWNER:	
5. ADDRESS:	10. ADDRESS/PHONE:	
6. PHONE:	11. ASSET # / SERIAL # / ITEM	
7. _____ EMPLOYEE _____ GEN. PUBLIC	12. ESTIMATED LOSS/DAMAGE/REPAIR	
8. NATURE OF INJURY:	13. Describe injury or damage (who, what, when, where, how, why - Fleet Incident Report is to be used for vehicles).	
14. Medical Treatment (Employee supervisor is to submit First Report of Injury - Workers Comp)	DOCTOR: _____ HOSPITAL: _____	
15. What acts, conditions, or failure to act, contributed most directly to this incident?	_____	
16. Corrective Action applied? (If repair is to be made, indicate who and where)	_____	
17. SUPERVISOR SIGNATURE: _____		
DATE: _____		

Appendix XVIII

LEGEND OF SYMBOLS	
3/4 HR	3/4 HOUR RATED OPENING PROTECTION
1 HR	1 HOUR RATED OPENING PROTECTION
1.5 HR	1.5 HOUR RATED OPENING PROTECTION
	1 HR-RATED PARTITION
	2 HR-RATED PARTITION
	PATH OF EGRESS TRAVEL
	EXIT
F.E.-1 F.E.-2  	FIRE EXTINGUISHER-- ANODIZED ALUMINUM FINISH
	EXIT LIGHT
	SMOKE BARRIER
20M	20 MINUTE RATED OPENING PROTECTION

19 FIRST FLOOR LIFE SAFETY PLAN
 (A1) 10/27/2017



Appendix XIX

THE UNITED STATES CONSTITUTION

Amendment I

Congress shall make no law respecting an establishment of religion, or prohibiting the free exercise thereof; or abridging the freedom of speech, or of the press; or the right of the people peaceably to assemble, and to petition the Government for a redress of grievances.

Transcription from the first ten amendments to the Constitution in their original form. These amendments were ratified December 15, 1791, and form what is known as the "Bill of Rights."

<http://www.archives.gov>

Appendix XX

Library Bill of Rights

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

1. Books and other Library resources should be provided for the interest, information, and enlightenment of all people of the community the Library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
2. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
3. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
4. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
5. A person's right to use a Library should not be denied or abridged because of origin, age, background, or views.
6. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 18, 1948. Amended February 2, 1961, June 27, 1967, and January 23, 1980 by the ALA Council.

Appendix XXI

The Freedom to Read

The freedom to read is essential to our democracy. It is continuously under attack. Private groups and public authorities in various parts of the country are working to remove or limit access to reading materials, to censor content in schools, to label "controversial" views, to distribute lists of "objectionable" books or authors, and to purge libraries. These actions apparently rise from a view that our national tradition of free expression is no longer valid; that censorship and suppression are needed to avoid the subversion of politics and the corruption of morals. We, as citizens devoted to reading and as librarians and publishers responsible for disseminating ideas, wish to assert the public interest in the preservation of the freedom to read.

Most attempts at suppression rest on a denial of the fundamental premise of democracy: that the ordinary citizen, by exercising critical judgment, will accept the good and reject the bad. The censors, public and private, assume that they should determine what is good and what is bad for their fellow citizens. We trust Americans to recognize propaganda and misinformation, and to make their own decisions about what they read and believe. We do not believe they need the help of censors to assist them in this task. We do not believe they are prepared to sacrifice their heritage of a free press in order to be "protected" against what others think may be bad for them. We believe they still favor free enterprise in ideas and expression.

These efforts at suppression are related to a larger pattern of pressures being brought against education, the press, art and images, films, broadcast media, and the Internet. The problem is not only one of actual censorship. The shadow of fear cast by these pressures leads, we suspect, to an even larger voluntary curtailment of expression by those who seek to avoid controversy.

Such pressure toward conformity is perhaps natural to a time of accelerated change. And yet suppression is never more dangerous than in such a time of social tension. Freedom has given the United States the elasticity to endure strain. Freedom keeps open the path of novel and creative solutions, and enables change to come by choice. Every silencing of a heresy, every enforcement of an orthodoxy, diminishes the toughness and resilience of our society and leaves it the less able to deal with controversy and difference.

Now as always in our history, reading is among our greatest freedoms. The freedom to read and write is almost the only means for making generally available ideas or manners of expression that can initially command only a small audience. The written word is the natural medium for the new idea and the untried voice from which come the original contributions to social growth. It is essential to the extended discussion that serious thought requires, and to the accumulation of knowledge and ideas into organized collections.

We believe that free communication is essential to the preservation of a free society and a creative culture. We believe that these pressures toward conformity present the danger of limiting the range and variety of inquiry and expression on which our democracy and our culture depend. We believe that every American community must jealously guard the freedom to publish and to circulate, in order to preserve its own freedom to read. We believe that publishers and librarians have a profound responsibility to give validity to that freedom to read by making it possible for the readers to choose freely from a variety of offerings. The freedom to read is guaranteed by the Constitution. Those with faith in free people will stand firm on these constitutional guarantees of essential rights and will exercise the responsibilities that accompany these rights.

We therefore affirm these propositions:

It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those that are unorthodox or unpopular with the majority.

Creative thought is by definition new, and what is new is different. The bearer of every new thought is a rebel until that idea is refined and tested. Totalitarian systems attempt to maintain themselves in power by the ruthless suppression of any concept that challenges the established orthodoxy. The power of a democratic system to adapt to change is vastly strengthened by the freedom of its citizens to choose widely from among conflicting opinions offered freely to them. To stifle every nonconformist idea at birth would mark the end of the democratic process. Furthermore, only through the constant activity of weighing and selecting can the democratic mind attain the strength demanded by times like these. We need to know not only what we believe but why we believe it.

Publishers, librarians, and booksellers do not need to endorse every idea or presentation they make available. It would conflict with the public interest for them to establish their own political, moral, or aesthetic views as a standard for determining what should be published or circulated.

Publishers and librarians serve the educational process by helping to make available knowledge and ideas required for the growth of the mind and the increase of learning. They do not foster education by imposing as mentors the patterns of their own thought. The people should have the freedom to read and consider a broader range of ideas than those that may be held by any single librarian or publisher or government or church. It is wrong that what one can read should be confined to what another thinks proper.

It is contrary to the public interest for publishers or librarians to bar access to writings on the basis of the personal history or political affiliations of the author.

No art or literature can flourish if it is to be measured by the political views or private lives of its creators. No society of free people can flourish that draws up lists of writers to whom it will not listen, whatever they may have to say.

There is no place in our society for efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expression.

To some, much of modern expression is shocking. But is not much of life itself shocking? We cut off literature at the source if we prevent writers from dealing with the stuff of life. Parents and teachers have a responsibility to prepare the young to meet the diversity of experiences in life to which they will be exposed, as they have a responsibility to help them learn to think critically for themselves. These are affirmative responsibilities, not to be discharged simply by preventing them from reading works for which they are not yet prepared. In these matters values differ, and values cannot be legislated; nor can machinery be devised that will suit the demands of one group without limiting the freedom of others.

It is not in the public interest to force a reader to accept with any expression the prejudgment of a label characterizing it or its author as subversive or dangerous.

The ideal of labeling presupposes the existence of individuals or groups with wisdom to determine by authority what is good or bad for the citizen. It presupposes that individuals must be directed in making up their minds about the ideas they examine. But Americans do not need others to do their thinking for them.

It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large.

It is inevitable in the give and take of the democratic process that the political, the moral, or the aesthetic concepts of an individual or group will occasionally collide with those of another individual or group. In a free society individuals are free to determine for themselves what they wish to read, and each group is free to determine what it will recommend to its freely associated members. But no group has the right to take the law into its own hands, and to impose its own concept of politics or morality upon other members of a democratic society. Freedom is no freedom if it is accorded only to the accepted and the inoffensive.

It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression. By the exercise of this affirmative responsibility, they can demonstrate that the answer to a "bad" book is a good one, the answer to a "bad" idea is a good one.

The freedom to read is of little consequence when the reader cannot obtain matter fit for that reader's purpose. What is needed is not only the absence of restraint, but the positive provision of opportunity for the people to read the best that has been thought and said. Books are the major channel by which the intellectual inheritance is handed down, and the principal means of its testing and growth. The defense of the freedom to read requires of all publishers and librarians the utmost of their faculties, and deserves of all citizens the fullest of their support. We state these propositions neither lightly nor as easy generalizations. We here stake out a lofty claim for the value of the written word. We do so because we believe that it is possessed of enormous variety and usefulness, worthy of cherishing and keeping free. We realize that the application of these propositions may mean the dissemination of ideas and manners of expression that are repugnant to many persons. We do not state these propositions in the comfortable belief that what people read is unimportant. We believe rather that what people read is deeply important; that ideas can be dangerous; but that the suppression of ideas is fatal to a democratic society. Freedom itself is a dangerous way of life, but it is ours.

Adopted June 25, 1953; revised January 28, 1972, January 16, 1991, July 12, 2000, by the ALA Council and the AAP Freedom to Read Committee.

A Joint Statement by the American Library Association and the Association of American Publishers.

Appendix XXII

The Freedom to View

The freedom to view, along with the freedom to speak, to hear, and to read, is protected by the First Amendment to the Constitution of the United States. In a free society, there is no place for censorship of any medium of expression. Therefore these principles are affirmed: 1. To provide the broadest access to film, video, and other audiovisual materials because they are a means for the communication of ideas. Liberty of circulation is essential to insure the constitutional guarantee of freedom of expression. 2. To protect the confidentiality of all individuals and institutions using film, video, and other audiovisual materials. 3. To provide film, video, and other audiovisual materials which represent a diversity of views and expression. Selection of a work does not constitute or imply agreement with or approval of the content. 4. To provide a diversity of viewpoints without the constraint of labeling or prejudging film, video, or other audiovisual materials on the basis of the moral, religious, or political beliefs of the producer or filmmaker or on the basis of controversial content. 5. To contest vigorously, by all lawful means, every encroachment upon the public's freedom to view.

Endorsed January 10, 1990, by the ALA Council

While some attempts have been made to adopt these systems into law, the constitutionality of such measures is extremely questionable. If such legislation is passed which applies within a Library's jurisdiction, the Library should seek competent legal advice concerning its applicability to Library operations.

Publishers, industry groups, and distributors sometimes add ratings to material or include them as part of their packaging. Librarians should not endorse such practices. However, removing or obliterating such ratings -- if placed there by or with permission of the copyright holder -- could constitute expurgation, which is also unacceptable.

The American Library Association opposes efforts which aim at closing any path to knowledge. This statement, however, does not exclude the adoption of organizational schemes designed as directional aids or to facilitate access to materials.

Adopted July 13, 1951. Amended June 25, 1971; July 1, 1981; June 26, 1990; by the ALA Council.

Appendix XXIII

Statement on Labeling: An Interpretation of the Library Bill of Rights

Labeling is the practice of describing or designating materials by affixing a prejudicial label and/or segregating them by a prejudicial system. The American Library Association opposes these means of predisposing people's attitudes towards Library materials for the following reasons:

1. Labeling is an attempt to prejudice attitudes and as such, it is a censor's tool.
2. Some find it easy and even proper, according to their ethics, to establish criteria for judging publications as objectionable. However, injustice and ignorance rather than justice and enlightenment result from such practices, and the American Library Association opposes the establishment of such criteria.
3. Libraries do not advocate the ideas found in their collections. The presence of books and other resources in a Library does not indicate endorsement of their contents by the Library.

A variety of private organizations promulgate rating systems and/or review materials as a means of advising either their members or the general public concerning their opinions of the contents and suitability or appropriate age for use of certain books, films, recordings, or other materials. For the Library to adopt or enforce any of these private systems, to attach such ratings to Library materials, to include them in bibliographic records, Library catalogs, or other finding aids, or otherwise to endorse them would violate the Library Bill of Rights.

Appendix XXIV

Dewey Decimal Classification

The Augusta-Richmond County Library uses the Dewey Decimal Classification to organize the materials in its collections. All nonfiction books and audiovisual materials are given classification numbers which represent their specific subject content. The aim in assigning classification numbers is to shelve together materials on the same subject.

The Dewey Decimal Classification (or Dewey Decimal System) was developed by Melville Dewey in 1876. It has been modified and expanded through twenty-two revisions, the last one in 2004. The system is made up of ten main classes or categories, which in turn are divided into ten secondary classes or subcategories, each having ten subdivisions of its own. The ten main categories are:

000 Computer science, information and general works

100 Philosophy and psychology

200 Religions

300 Social sciences

400 Languages

500 Science

600 Technologies

700 Arts and recreation

800 Literatures

900 History and geography

Appendix XXV

DEED OF GIFT

I, _____, [Legal representative/heir] of _____, have been empowered to give, transfer, and convey the following property to the Augusta-Richmond County Public Library System (ARCPLS) Georgia Heritage Room:

[Attach additional pages if more room is required.]

PROPERTY RIGHTS: Upon its transfer to the ARCPLS Georgia Heritage Room, the above described property becomes the property of the ARCPLS.

LITERARY COPYRIGHTS: All literary copyrights and intellectual rights such as the donor may possess in the property are hereby transferred to ARCPLS.

ACCESS: This property will be open to use and research after archival processing unless otherwise noted on an attached page.

DUPLICATION: ARCPLS reserves the right to duplicate or reproduce this property for purposes of preservation, security or dissemination for research including any electronic, digital or future format. Duplicate copies of the property shall be subject to the terms of this deed.

DISPOSITION: ARCPLS can transfer or dispose of any portion of this property without first offering it back to the donor. **ADDITIONS:** Additions to this property by the donor shall be subject to the terms of this deed.

Date: _____ Printed Name of Donor: _____

Address:

Donor Signature: _____ Date: _____

Staff Signature: _____ Date: _____

Appendix XXVI

Augusta-Richmond County Public Library (ARCPLS) Event Liability Waiver and Release Hold Harmless Agreement

Agreement

I, _____ undersigned hereby acknowledges participation in the ARCPLS program _____ on _____. I understand the purpose and benefit of this event and agree to obey all instructions and policies given by the coordinators/instructors/handlers/presenters, as well as the instructions given by the Library staff and volunteers. I voluntarily agree to participate in this event and accept all risks in doing so.

In consideration of being allowed to participate in this event, I, myself, to include all relatives and representatives do hereby forever release, waive, discharge hold harmless and covenant not hold responsible the ARCPLS, its Board of Trustees, employees, volunteers, and committees from and against and all judgments, orders, decrees, awards, costs, losses, damages, expenses(including attorney fees) and claims on the account of property damage or personal injury, whether by negligence of event host or otherwise, while I am in any way participating in this described event.

I acknowledge that I have read and fully understand this release/liability waiver and hold harmless agreement. I expressly agree that this agreement shall be construed as broadly as permitted by the law of the State of Georgia, and that if any part hereof is declared invalid, the remainder shall remain in full force and effect.

Signed this _____ day of _____, 20____

Signature of Participant

Signature of Parent/Guardian (for participants 18 years and younger)

Medical Emergency Contact Name: _____

Phone: _____

Appendix XXVII

Augusta-Richmond County Public Library Photo Release Form

I grant permission to the Augusta-Richmond County Public (ARCPLS), its agents and employees to use photographs and/or live-action taken of me on the date and at the location listed below for use in publications, both printed and electronic, and in promotional video presentations, including public service announcements.

I hereby waive any right to inspect or approve the finished photographs or printed or electronic matter that may be used in conjunction with them now or in the future, whether that use is known or unknown, and I waive any right to royalties or other compensation arising from or related to the use of the photographs or live-action video.

I hereby agree to release, defend and hold harmless ARCPLS and its agents and employees, including any firm publishing and/or distributing the finished product in whole or in part, whether on paper or via electronic media, from and against any claims, damages or liability arising from or related to the use of the live-action video, including but not limited to misuse, distortion, blurring, alteration, optical illusion or use in composite form, either intentionally or otherwise, that may occur or be produced in taking, processing, reduction or production of the finished product, its publication or distribution.

I am 18 years of age or older and am competent to contract in my own name. I have read this release before signing below, and I fully understand the contents, meaning and impact of this release. I understand that I am free to address any specific questions regarding this release by submitting those questions in writing prior to signing, and I agree that my failure to do so will be interpreted as a free and knowledgeable acceptance of the terms of this release.

LOCATION

DATE

NAME (Please print legibly)

Signature

Signature of Guardian if under 18 years old.

Appendix XXVIII

FLEET ACCIDENT REPORT												
Form RM-FAR												
Augusta, Georgia												
Date of Accident -		Day of the Week -		Time -		No. of vehicles involved - <input type="checkbox"/> Augusta <input type="checkbox"/> Private		Case No.				
Location/ Address - <input type="checkbox"/> Intersection <input type="checkbox"/> Augusta, Georgia <input type="checkbox"/> Outside Augusta, Georgia												
Augusta VEHICLE					OTHER VEHICLE							
Drivers Last Name -				First		Drivers Last Name -				First		
Department				Dept # -		Address -				Phone		
Dept Address -				Phone -		City		State		Zip Code		
License # -		State -		Class -		Expires		Drivers License # -		State Class DOB		
OWNER INFORMATION										OWNER INFORMATION		
Augusta Commission						Same as Owners Last Name First <input type="checkbox"/> Driver						
Room 217, Augusta, Georgia Building						Address -						
530 Greene Street Augusta, GA 30911 (706) 821-2301						City State ZIP Phone						
VEHICLE INFORMATION						VEHICLE INFORMATION						
Year	Make -		Model -		Odometer -		Year	Make -		Model -		Odometer -
License Plate No.		Asset No.		Vehicle No.		License Plate No -		State -		Year -		Color -
VIN Number -				Driver Cited - <input type="checkbox"/> Yes <input type="checkbox"/> No		Owners Phone No.				Driver Cited - <input type="checkbox"/> Yes <input type="checkbox"/> No		
INSURANCE INFORMATION						INSURANCE INFORMATION						
Insurance Co. and/or Agency - Augusta Commission						Insurance Co. and/or Agency -						
Policy No - Risk Management Department (706) 821-2301						Policy No -						
Vehicle Removed by - <input type="checkbox"/> Towing <input type="checkbox"/> Driven from scene						Vehicle Removed by - <input type="checkbox"/> Towing <input type="checkbox"/> Driven from scene						
Number of Injuries to Employees _____						Number of injuries to Private Citizens - _____						
Submitted By -						Reviewed By -						
Job Title -						Job Title -						

FLEET ACCIDENT REPORT (Page 2 of 2)

[illegible]

Appendix XXIX



AUGUSTA-RICHMOND
COUNTY
PUBLIC LIBRARY SYSTEM

STAFF USE: Barcode _____

INSTITUTION REGISTRATION

(Please Print)

Name of Institution: _____

Name of Director: _____

*****Any holder of this card has checkout privileges for this institution*****

Date of Establishment: _____ E: Email: _____

Phone:

Daytime _____ Other/Cell _____

Mailing Address:

Street _____

City _____ County _____ State _____ Zip Code _____

I apply for the right of my organization to use the Library, agree to comply with all its rules and regulations, and to give immediate notice of any change of address.

I accept financial responsibility for damage to Library materials beyond normal wear and tear, and I agree to pay the current replacement cost for any materials which are lost or damaged beyond use while checked out on the institution's card. According to O.C.G.A. 20-5-53 (2007) failure to return items borrowed from a public Library is considered a misdemeanor.

I understand that I must reapply annually for this institutional card.

Signature: _____ Date: _____

Appendix XXX

PETTY CASH REIMBURSEMENT

NAME: _____ DATE: _____

AMOUNT TO BE REIMBURSED: _____

REASON FOR EXPENDITURE: _____

DEPARTMENT HEAD APPROVAL: _____

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

Appendix XXXI

Date: _____ Time: _____

Location: Circle One. AB DL FB MB WB HQ (Administration, Atrium, Circulation, Children, Delivery, Friends Shop, GA Room, Information, Lounge, Meeting Room, TBC, Tech Service, YA)

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 Administration. Please send your copy to the Administration when the problem has been resolved.

Appendix XXXII

Augusta-Richmond County Public Library Leave Request/Authorization

NAME _____ EMPLOYEE NUMBER _____ LIBRARY _____

Date: From _____ To _____

Time: From _____ To _____

Total Hours Requested _____

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

<input type="checkbox"/>	SICK LEAVE	<input type="checkbox"/>	VACATION	<input type="checkbox"/>	MILITARY LEAVE
<input type="checkbox"/>	LEAVE WITHOUT PAY	<input type="checkbox"/>	COMPENSATORY TIME OFF	<input type="checkbox"/>	OTHER PAID ABSENCES

Remarks:

Purpose:

___ Illness/injury/incapacitation of requesting employee

___ Medical/dental/optical examination of requesting employee

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

Employee Signature

Date

Official Action on Request

☐

Approved

☐

Disapproved

Reason for Disapproval

Supervisor Signature

Date

Appendix XXXIII

PRINTED ITEMS REQUISITION

(Not to be used for new printed items)

DEPARTMENT: _____

DATE: _____

√

Item Name (attach example)

Quantity

Requestor's Name

Printer Supply Order Form					REQUESTED BY - NAME: _____				
Approved by Supervisor: _____			DATE: _____		DEPARTMENT / BRANCH: _____				
Brand	MODEL	CARTRIDGE	ORDER CODE	QUANTITY NEEDED	Brand	MODEL	CARTRIDGE	ORDER CODE	QUANTITY NEEDED
HP	LaserJet P1006	HEP21006MR	35A						
HP	LaserJet 1320	Q5949X	49X						
HP	LaserJet P1505	CB436A	36A						
		CB436micr	36 micr						
HP	LaserJet 2015DN	Q7553X	53X						
HP	LaserJet 2035N/2055dn	CE950A	05A						
HP	LaserJet CM2320 & 2025dn	CC-530A - K (black)	530A						
		CC-531A - C (cyan)	531A						
		CC-532A - Y (yellow)	532A						
		CC-533A - M (magenta)	533A						
HP	LaserJet 2430	11A (Q6511A)	11A						
HP	LaserJet 4000T - MB	C4127X							
HP Color	LaserJet CP4005dn	CB400A Black CL Toner							
		CB401A Cyan CL Toner							
		CB402A Yellow CL Toner							
		CB403A Magenta CL Toner							
HP Color	LaserJet 4025 & 4525	CE260A - K (black)	260A						
		CE261A - C (cyan)	261A						
		CE262A - Y (yellow)							
		CE263A - M (magenta)							
		CE264A FusionJet print unit	265A						
		CE265A FusionJet print unit	346A						
		CE266A FusionJet print unit	249A						
HP	HP 4050	C4127X	27A						
HP	LaserJet 400, m475dn, m45	CE412A	410A						
		CE413A	411A						
		CE414A	412A						
		CE415A	413A						
HP	OfficeJet Pro X451dw	CN621AM - K	621AM						
		CN622AM - C	622AM						
		CN624AM - Y	624AM						
		CN623AM - M	623AM						
HP	Color LaserJet Pro MFP M477FD	CF410A - K	410A						
		CF411A - C	411A						
		CF412A - Y	412A						
		CF413A - M	413A						
		CF414A - K	414A						
		CF415A - C	415A						
		CF416A - Y	416A						
		CF417A - M	417A						
		CF418A - K	418A						
		CF419A - C	419A						
		CF420A - Y	420A						
		CF421A - M	421A						
		CF422A - K	422A						
		CF423A - C	423A						
		CF424A - Y	424A						
		CF425A - M	425A						
		CF426A - K	426A						
		CF427A - C	427A						
		CF428A - Y	428A						
		CF429A - M	429A						
		CF430A - K	430A						

Appendix XXXV

For Admin Use Only Fund:

SPECIAL ORDER SUPPLY REQUISITION

Name of Requestor:_____

Approval by Department Head:_____

Department:_____

Date submitted to the Business Manager:_____

[illegible]

* Attach printout of requested items behind form. Attach receipts to front of form.

NOTES: 1

APPENDIX XXXVI

EXIT RATING

Date: 1/17/2020

Employee Name: _____

Dates of Employment: Beginning: _____ Ending: _____

Position: _____

Department: _____

Supervised by: _____

Rate personality and work traits using the following symbols:

E - Excellent

VG - Very Good

G - Good

F - Fair

U - Unsatisfactory

Attendance: _____

Quality of Work: _____

Punctuality: _____

Quantity of Work: _____

Disposition: _____

Adaptability: _____

Manner (courtesy, tact): _____

Accuracy: _____

Personal appearance: _____

Conscientiousness: _____

Character, integrity, loyalty: _____

Relationship with staff: _____

Physical Health: _____

Relationship with public: _____

Stability: _____

Job Knowledge: _____

Would you rehire? _____

Adequate notice? _____

Reason for leaving:

Resignation for _____

Forced resignation due to _____

Separated because of _____

Remarks:

Signature of Rater: _____

Date _____

Appendix XXXVII

RECEIPTS from AB DL FB HQ MB WB *(Revised 2/20/2020)*

Date _____

Staff Initials: _____

Amount sent for:

Fines/Replacement Cards: _____

ILL: _____

Fax & Copier Money: _____

Lost Books: _____

Fees: (Processing Fee,
USB, Computer Printouts) _____

Total to HQ: _____

Number of Credit Card Transactions: _____

Copier: _____

Computer Printouts: _____

Ear Buds: _____

Fines: _____

Friends: _____

Lost Books: _____

Out of State Library Cards: _____

Processing Fees: _____

Replacement Cards: _____

USB: _____

***Branches - Friends Money (Cash & Check) Totals:** _____

APPENDIX XXXVIII

12/2/2016

Augusta
GEORGIA
RICHMOND COUNTY

DIRECT DEPOSIT AUTHORIZATION FORM

Employee Name _____ Employee ID # _____

Social Security # _____ Department # _____

NOTE: To obtain direct deposit by payroll deduction, you must have an account that reflects your net earnings. Please (ONLY) check-off or add information in the sections that applies to your situation. -INITIAL/ADDITIONAL/CHANGE/CANCEL (S) - Be sure to record banking information correctly. ***IMPORTANT*** Attach a VOIDED CHECK for checking account; DEPOSIT SLIP or BANK DOCUMENT for savings account, showing routing/account numbers.

INITIAL () Type of Account: CHECKING () -or- SAVINGS () Deposit: NET () -or- AMOUNT () \$ _____

Banking Institution _____ Routing # _____ Account # _____

ADDITIONAL () Type of Account: CHECKING () -or- SAVINGS () Deposit: NET () -or- AMOUNT () \$ _____

Banking Institution _____ Routing # _____ Account # _____

ADDITIONAL () Type of Account: CHECKING () -or- SAVINGS () Deposit: NET () -or- AMOUNT () \$ _____

Banking Institution _____ Routing # _____ Account # _____

CHANGE () Type of Account: CHECKING () -or- SAVINGS () Deposit: NET ()

Banking Institution _____ Routing # _____ Account # _____

MAKE CHANGES TO CURRENT ACCOUNT EFT# _____ *CHANGE AMOUNT () from _____ to _____

CHANGE () Type of Account: CHECKING () -or- SAVINGS () Deposit: NET ()

Banking Institution _____ Routing # _____ Account # _____

MAKE CHANGES TO CURRENT ACCOUNT EFT# _____ *CHANGE AMOUNT () from _____ to _____

CANCEL () Type of Account: CHECKING () -or- SAVINGS () Deposit: NET () -or- AMOUNT () \$ _____

Banking Institution _____ Routing # _____ Account # _____

CANCEL CURRENT ACCOUNT EFT# _____

EMPLOYEE SIGNATURE

DATE

Revised 2016

Appendix XXXIX

STOCK ROOM SUPPLY REQUISITION (Use Special Order Supply Requisition for Items Not Listed) Revised 9/13/2018

BRANCH/DEPT.:

APPROVED BY:

DATE:

QTY	ITEM	REQUESTOR
Pens/Pencils, etc.		
	Eraser, art gum	
	Eraser, with brush	
	Eraser, pencil tip	
	Flair Pen, black	
	Flair Pen, green	
	Flair Pen, red	
	Hi-Liter, green	
	Hi-Liter, pink	
	Hi-Liter, yellow	
	Marker, Sharpie fine	
	Marker, Sharpie thick	
	Marks-A-Lot, black	
	Pen, ballpoint, blue	
	Pen, ballpoint, black	
	Pen, ballpoint, red	
	Pencil, #2 black	
	Pencil, red	
	Pencil, golf	
PINES Supplies		
	Barcodes, book (Stored in Tech Services)	
	Barcodes, Library Cards	
	Patron Registration	
	Bubble Wrap	
	Index Cards	
	Mail Bags - ILL	
	Sealing Strips, plastic	
Tape		
	Book Tape 845, 1½"	
	Book Tape 845, 2"	
	Box Sealing Tape	
	Double-Sided Tape	
	Magic Tape ½ x 1296"	
	Magic Tape ¾ x 1296"	
	Magic Tape 1 x 1296"	
	Magic Tape ½ x 2592"	
	Magic Tape ¾ x 2592"	
	Magic Tape, 1 x 2592"	
	Masking Tape	

QTY	ITEM	REQUESTOR
Building Supplies		
	Alcohol, rubbing	
	All-purpose cleaner	
	Ammonia	
	Mop Heads	
	Cleanser, powdered	
	Furniture Polish	
	Pine-Sol	
	OdoBan	
	Disinfectant Spray	
	Lysol/Clorox Wipes	
	Windex	
	Toilet Bowl Cleaner	
	Stainless Steel Cleaner	
	Disposal Vinyl Gloves Small, Med, Large, XL	
	Fire Ant Killer	
	Roach Killer	
	Wasp Spray	
	Weed Killer	
	Light Bulbs, 25 Watt	
	Light Bulbs, 40 Watt	
	Light Bulbs, 60 Watt	
	Light Bulbs, 75 Watt	
	Light Bulbs, 100 Watt	
	Light Bulbs, fluorescent Specify size:	
	Soap, liquid hand	
	Soap, foaming - bag	
	Dishwashing Liquid	
	Hand Sanitizer Small, Large	
Etc.		
	Epson ERC32P Purple Ribbon Cartridges	

STOCK ROOM SUPPLY REQUISITION
(Use Special Order Supply Requisition for Items Not Listed) Revised 9/13/2018

BRANCH/DEPT.:

APPROVED BY:

DATE:

QTY	ITEM	REQUESTOR
Adhesives/Glues		
	Elmer's, small	
	Elmer's, large	
	Glue Stick, Sm. / Lg.	
	Rubber Cement (refill)	
	Rubber Cement (bottle)	
	Super Glue	
Computer Supplies (Order ribbons & cartridges on special requisition)		
	Anti-Static Wipes	
	Compressed Air	
	USB Flash Drives	
Envelopes		
	ARCPL (white)	
	ARCPL (window)	
	Delivery Pouches	
	ILL (window)	
	Manila 9 x 12"	
	Manila 10 x 13"	
	Manila 9 1/2 x 6 1/2 "	
	Manila 5 1/2 x 3"	
	Plain #10 (4 x 9 1/2 ")	
Folders/Binders		
	Hanging Files, Letter	
	Hanging Files, Legal	
	Manila File, Letter	
	Manila File (Legal)	
	3-Ring Binder, 1"	
	3-Ring Binder, 1 1/2 "	
Labels, Computer		
	Avery Address, 5160	
	Avery Address, 5161	
	Avery Address, 8162	
	Avery Address, 5168	
	Brother TZ 18mm label (2-1/4 x 55)	
	Steno Pad	
	Credit Card paper - (2-1/4 x 55)	
	Steno Pad	

QTY	ITEM	REQUESTOR
Letterhead		
	ARCPLS Letterhead	
	ARCPLS Blank Sheets	
Miscellaneous		
	Band Aids	
	Batteries, 9 Volt	
	Batteries, AA	
	Batteries, AAA	
	Batteries, C	
	Batteries, D	
	Ear Buds	
	Paper Clips, regular	
	Paper Clips, large	
	Binder Clips 1-1/4 in.	
	Rubber Bands, #16	
	Rubber Bands, #32	
	Rubber Bands, #64	
	Scissors	
	Stamp Pad, black	
	Stamp Pad, red	
	Stamp Pad Ink (R/B)	
	Staples, standard	
	Staples B-8	
	Staples (other:)	
	Wite-Out	
	Correction Tape	
Paper		
	Adding/Calculator 2 1/4"	
	Cash Register	
	Lined Pad 8 1/2 x 11"	
	Lined Pad 8 1/2 x 14"	
	Lined Pad 5 x 8	
	Lined, 3 ring	
	Plain White 8 1/2 x 11	
	Plain White 8 1/2 x 14	
	Post Cards (plain)	
	Post-It Notes, small	
	Post-It Notes, medium	
	Post-It Notes, large	
	Receipt Printer (Pines) 1228 Thermal (T88IV)	

Appendix XL

Title 24. Evidence

Chapter 12. Medical Information

Article 4. Library and Veterinary Records

O.C.G.A. § 24-12-30.

Confidential nature of 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 shall 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 subsection (a) of this Code section 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.

Current through the 2017 Regular Session

APPENDIX XLI

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	MONTHLY FACILITY INSPECTION TABULATON						DEPARTMENT NAME HERE				2019		
2	FACILITY	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
3	ex: Marina	X											
4	Fire Staition 1	X											
5	Downtown Office	X											
6	Municipal Bldg	X											
7													
8													
9													
10													
11													
12													
13													
14													
15													
16	**Example purposes only**Edit as necessary**												
17	**List facilities along the left, place an "X" in the block corresponding to the facility and month of conducting the facility inspection.												
18	**After all facilities has been inspected for the last time of the year (December), this form should be sent to Risk Management for participation												
19	in the Safety Recognition program.												
20	**Failure to provide a list of facilities that have been inspected monthly or not inspecting 100% of the department's facilities												
21	throughout the year, will result in declination of recognition.												
22													

APPENDIX: XLII

MEETING ROOM ATTENDANCE

Please complete this form and leave at the Circulation Desk. Form must be submitted prior to next room use by your group.

Name of Organization: _____

Number Attended Meeting: _____ Day of Week, Date & Time: _____

Signature of Person Responsible for Meeting: _____

Name and Phone # of Person: _____

APPENDIX: XLIII

Augusta-Richmond County Public Library System

Augusta, Georgia

Donor : Mr./Mrs./Ms. _____

Address _____ Telephone _____

Quantity _____

Hardback BK Paperback BK Audiobook CD/Cassette Audio CD Video: Tape/DVD Magazine Other

Do you want a letter of acknowledgement? YES _____ NO _____

Receiving Library: _____

Received by: _____ Date: _____

SAMPLE
Policy on Gifts

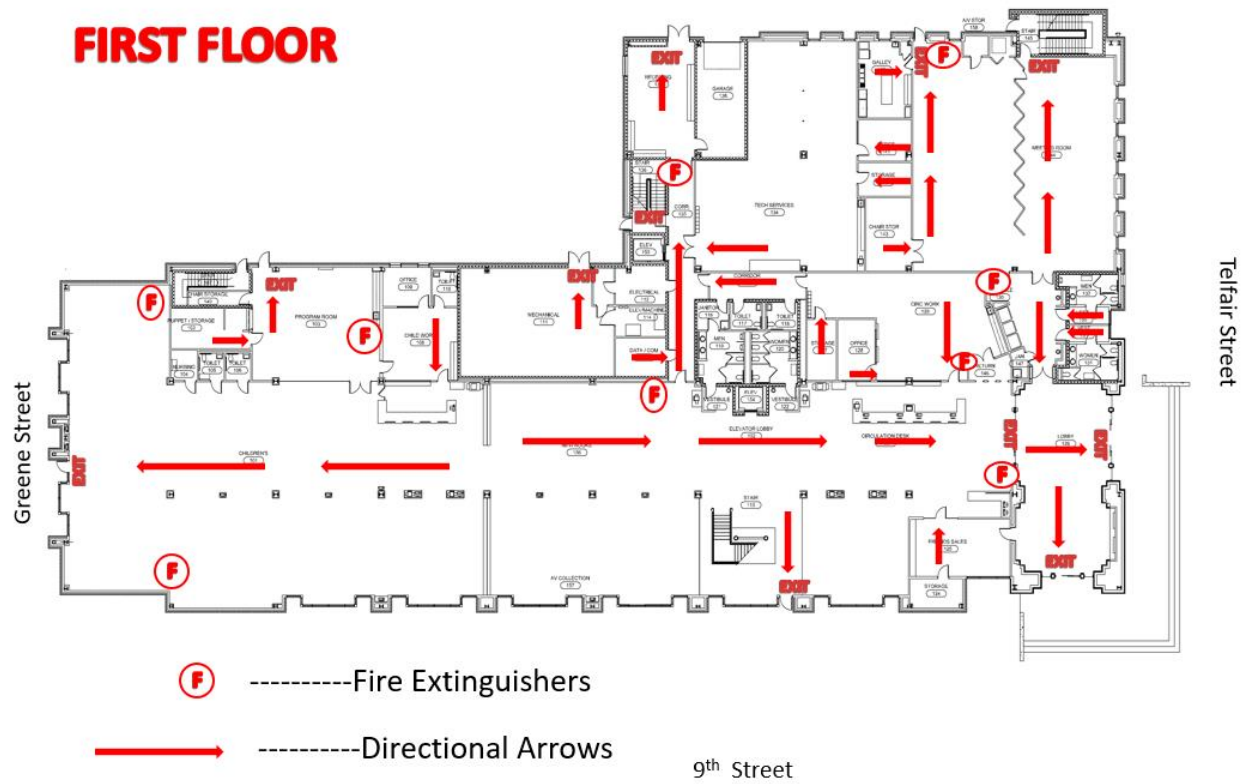
The Augusta-Richmond County Public Library System accepts donations of books, audiovisuals, and other materials. The donor acknowledges that the library will sort and use the materials as best we can for our own collection, for exchange with other libraries, or for sale, such money to be used in buying 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.

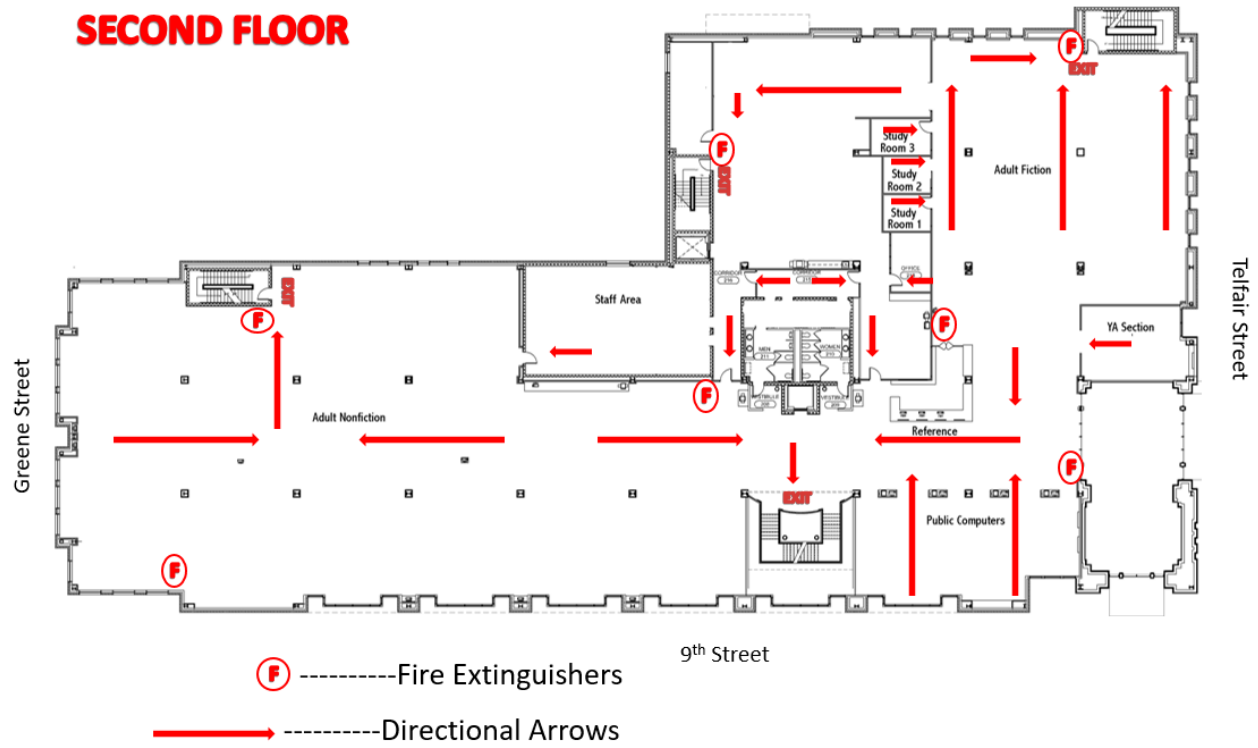
If the gift is offered for a particular branch of the Library, that branch will be given first consideration.

APPENDIX XLIV

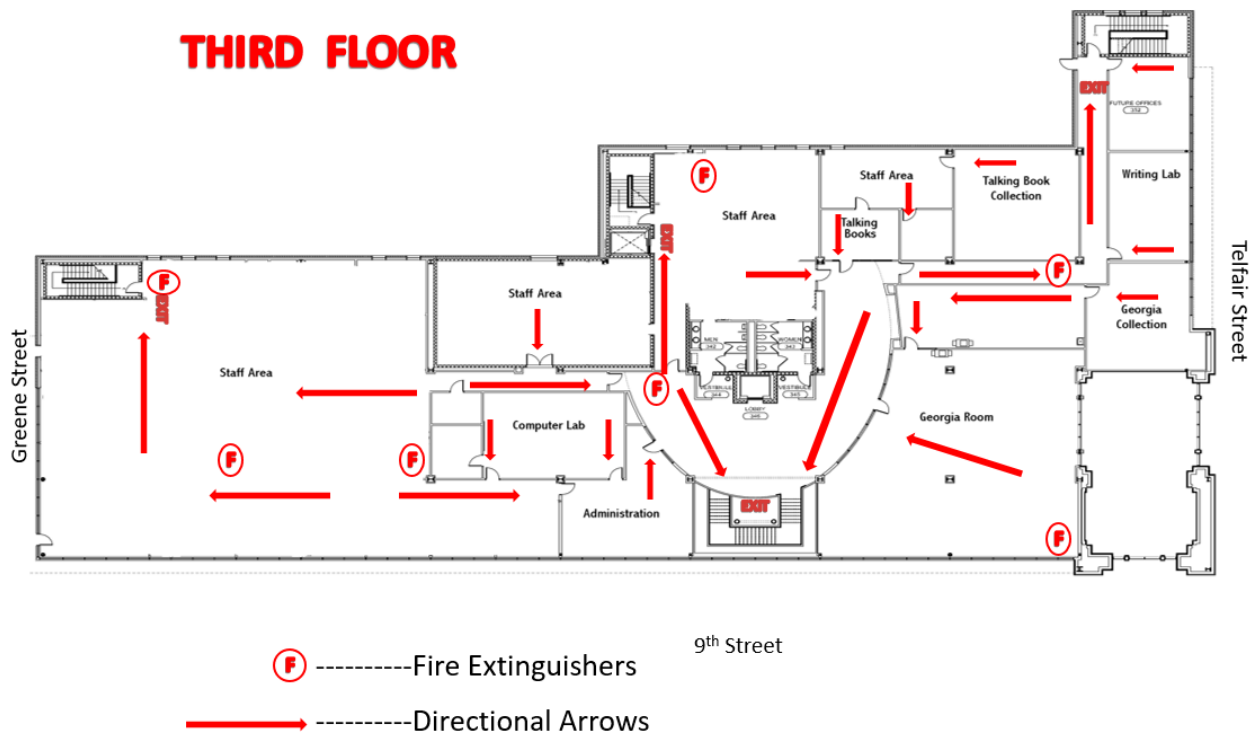
Headquarters: Fire Extinguisher Locations and Evacuation Routes



SECOND FLOOR



THIRD FLOOR



APPENDIX XLV

Augusta-Richmond County Public Library System Telecommuting Policy and Procedures

Telecommuting Form

Employee's Information

Name: _____

Title: _____

Department: _____

Supervisor: _____

Please select the appropriate request option:

Request for: Telecommuting Agreement (Please check one)

- a. Long Term _____
- b. Temporary _____
- c. Short Term _____

Requested Start Date: _____ **Requested End:** _____

A. Telecommuting

The Augusta-Richmond County Public Library System (ARCPLS) may permit an employee to work at home or at an alternate ARCPLS location for all or part of their regular work week. This type of alternative work arrangement is known as “telecommuting” or “teleworking” and may not be appropriate for all positions or employees. The supervisor will determine if the individual’s essential functions can be effectively performed remotely or could be temporarily modified for the duration of the requested timeframe. Access to necessary hardware and systems is also a factor in determining if a remote arrangement can be granted, and supervisors should consult with IT and as applicable with HR.

Please note that employees are not allowed to work more than 35 or 40 hours per week depending on their title. Additionally, employees are expected to take a ½ hour of lunch after working 5 or more hours.

To be completed by employee in consultation with supervisor

1. Do you have the work space to complete your assigned work when you are telecommuting?
2. Do you have the necessary equipment (e.g., computer equipment, telephone, and web access) to complete your assigned work when you are telecommuting?

To be completed by supervisor

1. Please describe the employee's telecommuting proposed work assignment(s), projects, etc.
2. Please indicate the employee's performance expectation during the telecommuting period.
The performance expectations should be sufficiently detailed and measurable.

Please indicate the proposed schedule below:

Days:	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start Time:							
End Time:							

Telecommuting Arrangements:

Please be advised that telecommuting arrangements are not entitlements and may not work for every employee.

By your signature below, you attest to the following:

- I have read and agree to follow the Telecommuting Policy and Procedures.
- I have discussed the telecommuting arrangements with my supervisor and understand that my application does not guarantee that my request may be granted.
- If approved, I understand that the telecommuting arrangements will be reviewed on a weekly basis and can be terminated at any time by my Supervisor, Library Director, Library Assistant Director, or Human Resources, or me.

Applicant's Signature _____ Date_____

I have discussed the possibility of telecommuting/ with the above-mentioned employee.

___ I believe this employee is a good candidate for a telecommuting and/or flexible schedule arrangement.

___ I do not believe this employee is a good candidate for a telecommuting and/or flexible schedule arrangement for the reasons indicated below.

Reason(s) for Denial:

Supervisor Signature: _____ Date: _____

Library Director Signature: _____ Date: _____

President, Board of Trustees' Signature: _____ Date: _____

___Approved ___Not Approved

Human Resources:

Reviewed by: _____

Signature: _____

Date: _____

ARCPLS Telecommuter Checklist

The telecommuter is responsible for ensuring a clean, safe, and ergonomically sound home office as a condition for telecommuting. The telecommuter should review this checklist with his/her supervisor and sign it prior to the start of telecommuting.

Work Site

- ☐ Telecommuter agrees to maintain a clearly defined workspace that is clean, free from distractions and obstructions, and is in ergonomically sound condition.
- ☐ The work area is adequately illuminated with lighting directed toward the side or behind the line of vision, not in front or above it.
- ☐ Supplies and equipment (both departmental and employee-owned) are in good condition.
- ☐ The area is well ventilated and heated.
- ☐ Storage is organized to minimize risks of fire and spontaneous combustion.
- ☐ All extension cords have grounding conductors.
- ☐ Exposed or frayed wiring and cords are repaired or replaced immediately upon detection.
- ☐ Electrical enclosures (switches, outlets, receptacles, and junction boxes) have tight-fitting covers or plates.
- ☐ Surge protectors are used for computers, fax machines, and printers.
- ☐ Heavy items are securely placed on sturdy stands close to walls.
- ☐ Computer components are kept out of direct sunlight and away from heaters.

Emergency Preparedness

- ☐ Emergency phone numbers (hospital, fire department and police department) are posted at the alternate work site.
- ☐ A first aid kit is easily accessible and replenished as needed.
- ☐ Portable fire extinguishers are easily accessible and serviced as needed.
- ☐ An earthquake/storm preparedness kit is easily accessible and maintained in readiness.

Ergonomics

- ☐ Desk, chair, computer, and other equipment are of appropriate design and arranged to eliminate strain on all parts of the body..
- ☐ Telecommuter agrees to read and to implement the EMPLOYER ergonomic principles.

I have reviewed and understand the items outlined in this checklist.

Telecommuter's Signature

Date

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