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POLICY MANUAL & HANDBOOK

Adopted

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by

The Baldwin County Library Cooperative

Board of Trustees

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VISION

The Baldwin County Library Cooperative, Inc. (“BCLC”) will ensure the best possible library service to all residents of Baldwin County by supporting member libraries and by providing outreach services to those who are not served by a municipal library. Through this service, BCLC can enable the citizens of Baldwin County to be informed, productive, active, and participating members of our community.

Mission Statement

The Baldwin County Library Cooperative (BCLC) is a 501(c)(3) non-profit membership network of 13 public libraries and a bookmobile in Baldwin County, Alabama. Our mission is to improve library services throughout Baldwin County and to ensure all citizens have access to information resources adequate to meet their professional, educational, and recreational needs.

The BCLC and all 13 member libraries work together to provide access to over 500,000 library materials for all Baldwin County citizens. This ensures cost savings while reducing the duplication of efforts thereby allowing each library to provide more to their communities.

In support of the member libraries, BCLC will provide a range of services to meet member library needs. Elevating all libraries in the county to meet the Alabama Library Association *Standards for Alabama Public Libraries* is a continuing objective. The public library, as an institution, is a unique social phenomenon whose impact affects all levels of society. As part of the community support structure, the public library is central to the dissemination of information in a democratic society. Technology is changing the way we communicate and the way we find and make use of the information we need. It is the public library’s role to identify the needs of their community and then to provide public access to knowledge in whatever form it takes, including technology when appropriate. BCLC will continue to pursue the goals established by our *Technology Plan* and implement as many of the supporting activities as possible.

BCLC is also responsible for provision of library services to those citizens and students who are not served, for whatever reason, by a municipal or school library. To meet this need, BCLC provides outreach services such as a bookmobile and deposit stations (small collections of resources changed quarterly at designated locations throughout Baldwin County).

The Baldwin County Library Cooperative and its member libraries will work together to provide the best possible library services, information technology and telecommunications access to our citizens.

Members include Bay Minette Public Library, Daphne Public Library, Elberta Public Library, Fairhope Public Library, Foley Public Library, Thomas B. Norton Public Library (Gulf Shores), Loxley Public Library, Magnolia Springs Public Library, Orange Beach Public Library, Robertsdale Public Library, Oscar Johnson Memorial Library (Silverhill), Spanish Fort Public Library, and Marjorie Younce Snook Public Library (Summerdale).

GENERAL OBJECTIVES

- A. To collect and make available print and non-print materials that best serve the needs of the people of Baldwin County and the members of the Baldwin County Library Cooperative (BCLC).
- B. To establish appropriate outreach services to bring library materials to the non municipal areas of the County and to underserved county residents.
- C. To assist member libraries as needed in processing and cataloging materials, training new personnel on library management software, or other library functions upon request. (e.g. weeding, grant-writing, etc.)
- D. To provide professional advisory services to member libraries in the form of continuing education (an annual staff development and other workshops as appropriate), consultation when requested, and a professional collection of materials on library and information science.
- E. To encourage cooperation among all libraries in Baldwin County to more effectively serve the needs of county residents.
- F. To foster a cooperative attitude among member libraries through regular meetings and information exchange.

DEFINITION OF TERMS

- A. Baldwin County Library Cooperative: includes all member libraries in Baldwin County. Each local library functions as a separate unit, but must comply with the requirements of the Alabama Public Library Service (APLS) as set forth in Criteria for Approval of Applications for State Aid Funds. A public library in Baldwin County may be a member pending approval of APLS.
- B. Baldwin County Library Board of Trustees: Consists of five members who are citizens of Baldwin County. Members shall be appointed by the county governing body according to the Code of Alabama, 1975, Section 11-90-1 et seq whereby each member is appointed for a four-year term. Members may serve two full terms plus a partial term if he or she has filled a vacancy. Board meetings are open to the public and minutes are available upon request.
- C. Member Library: The library serving a specific and clearly defined community. The Baldwin County Library Cooperative presently includes the libraries of Bay Minette, Daphne, Elberta, Fairhope, Foley, Gulf Shores, Loxley, Magnolia Springs, Orange Beach, Perdido Bay, Robertsdale, Silverhill, Spanish Fort, and Summerdale. The member library retains local funding and its own board of trustees.
- D. Alabama Public Library Service: The state agency created by the Legislature for the purpose of establishing, improving or expanding public library service throughout the state of Alabama, as covered by the Code of Alabama § 41-8-1 et seq.

STAFF SECTION

Welcome to Baldwin County Library Cooperative (BCLC)

Baldwin County Library Cooperative Hours of Operation

Monday through Friday 8am – 4:30 pm

The Baldwin County Library Cooperative (BCLC) receives its funding from the Baldwin County Commission and state aid, and serves a population of approximately 106,499 people.

Employees of the Library are employees of the non-profit corporation of BCLC. The Library's mission is to improve library service throughout Baldwin County and to ensure all citizens access to information resources adequate to meet their professional, educational, and recreational needs.

Please make the library welcome and inviting to our patrons by smiling, not turning your back toward the public area when at a desk, saying hello, etc. Always be aware that your behavior, conversations, and actions at a public desk are on display – make sure that what you are doing will always be perceived positively by any patron who might observe you.

BCLC is a public entity and strives to provide an extremely high level of customer service. For these reasons, **personal telephone calls are not allowed on public desks and personal activities may not be conducted at workstations.**

- Please keep personal calls to a minimum.
- Family and friends should be informed of this policy so they do not try to conduct personal activities with you while you are working.

The workweek is Saturday through Friday. The Baldwin County Library Cooperative uses a bi-weekly pay period. Time sheets must be signed on the Wednesday prior to the ending Friday of the pay period. The Library Director must have the signed timesheets to the financial administrator every other Wednesday no later than 8:00 am.

If you will be going on vacation, please request time off from the director using the vacation request form. If you are sick or unable to sign your timesheet, contact your supervisor. Incomplete timesheets create payroll problems and could result in your check being incorrect.

Payday is on every other Friday. Pay stubs with your sick/vacation balances are normally available by noon on payday. Paychecks will be direct deposited. When you get your pay stub, check to make sure they are accurate.

When calling in sick, contact the Library Director either as the library is opening (251-970- 4010) or call the Library Director at home. If the Library Director is not working that day, contact one of the senior library staff members. If they are both unavailable then use the chain-of-command listed below:

Chain of Command:

Library Director: Elizabeth Webb 251-233-2105

Library Assistant Director: Amanda Burgett 251-228-1177

Financial Administrator: Ellen Ginn 251-769-6403

You are welcome to have a staff library card made.

Staff members must adhere to renewal limits on all items as outlined in the Manual of Policy, Public Section under FEES, LOAN PERIODS AND LIMITS.

Please return materials when they are due.

Public use of desk telephones or telephones in staff offices or work areas should be discouraged except in unusual circumstances. The phone by the reference desk may be used for public calls.

All library employees are on a first name basis. If you are uncomfortable calling someone by their first name, you may call them by their surname.

All staff have access to email. You are responsible for knowing the information that is posted; no matter what format it is communicated. Check your in-box and your email daily for new postings.

We expect all employees to conduct themselves in a professional manner. Professionalism includes the following behaviors; speech, tone of voice, manner in which business is conducted, appearance, etc.

Professionalism is defined as professional status, methods, character, or standards. Professional is defined as one who has an assured competence in their field or occupation. Primarily professionalism boils down to knowing what you are doing and doing it in such a way that the library is perceived in a positive manner by the public.

All staff and volunteers must put forth a pleasant, helpful attitude to the public at all times. The library staff and volunteers are exposed to all types of individuals and must deal with many moods, demeanors, and behaviors. It can be uncomfortable serving some members of the public. Staff and volunteers must be helpful, courteous and civil even when a member of the public is being unpleasant. There are behaviors that are unacceptable and those are covered in the library's Code of Conduct document. The Library Director will review the Code of Conduct and your responsibility in relationship to it as part of your initial training.

The Baldwin County Library Cooperative provides a drug-free workplace for its employees in accordance with the requirements of the U.S. Drug-Free Workplace Act of 1988.

All Baldwin County Library Cooperative employees serve at the pleasure of the Baldwin County Library Cooperative Director. The Baldwin County Library Cooperative is an at-will employer.

For employees who are eligible for medical or dental insurance the Baldwin County Library Cooperative encourages those employees to participate in BCLC's health and dental plans. The full

plan is available for review at the Financial Administrator's office. Please ask the Library Director or the Financial Administrator for details.

The Baldwin County Library Cooperative is a smoke-free environment. There is a designated smoking area outside the staff entrance.

The staff parking lot, located behind the library building (north), is open to all employees.

Occasionally an employee needs to leave something for a member of the public to pick up (library material, envelopes, etc.). Always inform the person that you will leave these items at the Service Desk. Make sure the item has a clear note with the date, the recipient's name and your initials.

If you have any personal monetary transactions to complete (i.e. paying for fines, needing change for the copiers, etc.), be sure to hand your money to an on-duty staff person at the Service Desk. Do not put your money in the cash register yourself or make your own change.

The library building is **not** protected by an alarm system. All staff must make sure the supervisor-on-duty knows they have left the building. The supervisor-on-duty will then lock the front entrance doors as the last person to leave. Follow the chain-of-command to determine the supervisor-on-duty. It is safest to leave the building in a group or with at least one other person, especially when it is dark.

When closing the library, all staff members cooperate in closing procedures, especially in checking the building for stragglers, making sure all emergency exit doors are secure.

BCLC EMPLOYEE PROBATION POLICY

Baldwin County Library Cooperative, Inc (BCLC) uses a 90 day probation time frame for new employees. This time frame supports our adherence to the at will employment doctrine, which allows employees to leave employment at any time with or without notice or cause. It also allows BCLC to terminate any employee at any time without prior notice or cause. During the probationary period, new hires will receive the following:

- Onboarding and new hire training provided by the department manager or their delegate
- Access to the employee handbook with company rules and policies. Employee will sign the acknowledgment that they have read and understand it (kept in the back of the handbook)
- All state and federally-required benefits (such as health insurance for full-time staff, commuter benefits, or sick leave as required in your state)
- Monthly performance updates describing whether they are meeting expectations

If the employee is determined to have met job requirements by the end of the probationary period, and is employed by the company at that time, they will be eligible to receive all normal and customary benefits offered to regular full time/part time employees as outlined in the employee handbook.

Once the employee successfully completes the probation period, they, like all employees of BCLC, are subject to the at-will employment doctrine.

PAYMENT AT TERMINATION OF EMPLOYMENT

Policy

The Baldwin County Library Cooperative will provide final paychecks to employees within 14 working days of the employee's last day of work.

When an employee resigns, or is terminated, he or she is entitled to payment for any unused annual leave that has accrued. An employee will not be paid his or her accrued sick leave.

Payment is based on the rate of compensation received at the time of resignation or termination.

Payroll checks are computed on the regular payroll day and are available at the normal time and place. No checks are issued in advance.

Procedure

1. Employees who are leaving the organization should, when possible, have an exit interview with the Library Director.
2. The Library Director will inform Baldwin County Financial Administrator if the check is to be direct deposited, mailed, or if the check will be picked up. If the check is not picked up after 12 working days following termination, the check will be mailed.

LEAVE POLICIES *Annual Leave Approved: 05.25.2022*

Policy

All current full-time classified, appointed and probationary employees hired by the Baldwin County Library Cooperative, Inc. shall earn paid annual leave in accordance with the following schedule:

Years of Consecutive Service	Leave per Pay Period	Leave Earned per Year
0 – 4	4 hours	96 hours
5 – 9	5 hours	120 hours
10 – 14	7 hours	168 hours
15 – over	8 hours	192 hours

A probationary employee will earn, but cannot take, annual leave until the employee has satisfactorily completed the six (6) month probationary period and becomes a classified employee. Employees terminated before the completion of the six (6) month probationary period will not be eligible for payout of annual leave accrued.

Employees will not accumulate annual leave time while on a leave of absence or in a leave without pay status.

Annual leave for Baldwin County employees is based on a fiscal year.

Employees accrue leave during each pay period within the fiscal year.

Employees may take annual leave in increments of quarter-hours.

Employees may not take annual leave before it has been earned.

The number of accrued leave hours to be used for one day of leave is equal to the number of scheduled paid hours of work for that day of leave.

When a paid holiday occurs during an employee's annual leave, the day will be deemed a holiday and not as an annual leave day.

Days off for annual leave will not be considered as working time for calculating weekly overtime.

Employees may take annual leave in the year it was earned, or may carry it over for use in later years. However, there is a limit to the amount of annual leave that may accrue.

Tips and Tricks:

Disruptive behavior: general

When you observe inappropriate conduct, as outlined in the Code of Conduct, you should deal with the situation if it is appropriate to do so. If you are not comfortable dealing with the situation or if good judgment and common sense dictates that a supervisor should be dealing with the situation, then notify the supervisor-on-duty and request that he/she handle the situation.

When you handle the situation you should:

1. Determine if the observed behavior is illegal and/or poses a threat to library patrons or staff. If so, the police should be contacted immediately.
2. If the you or others are not at risk from the behavior, then:
 - a. Approach the patron calmly and pleasantly with another staff member, if appropriate. Keep space between you and the individual, when possible a table or chair between you and the individual. Politely but firmly describe the inappropriate behavior and explain why it is inappropriate, making reference to the posted conduct rules. Provide a copy of the Code of Conduct if appropriate. Ask the patron to discontinue the inappropriate behavior and identify any options available to them. (Example: Patrons can continue a conversation in the lobby or parking lot.)
 - b. Listen carefully to their response or concerns. Keep your decision centered on the behavior, the logical reasons why the behavior cannot continue and any options available.
 - c. Wait a few minutes for the patron to stop the behavior.

- d. If the behavior does not stop, warn the patron that they will be asked to leave the library if the behavior continues.
 - e. If the patron continues the behavior, ask them to leave the library facility/grounds. Tell them that they are welcome to come back when they are willing or able to follow the rules of conduct outlined in the posted policy.
 - f. If the patron refuses to leave the library, tell them the police will be called.
 - g. If the patron again refuses, call the police.
3. If at any time throughout the interaction you feel any concern for your or others' safety, you should walk away from the situation, contact the police and notify the person in charge that you have done so.
 4. You must complete an incident report for every situation, whether handled directly or with help from a supervisor.

Suggestions for dealing with a frustrated or upset patron

1. Let the patron talk. Listen carefully and patiently to their concerns. Often people want someone to listen to them. Keep the discussion on the issue.
2. Keep calm and stay objective. Remember that the anger is at the situation and not at you personally. Respond in a relaxed normal tone. Keep in mind that your body language and your tone of voice are communicating as much or more than your words.
3. Try to project a professional tone in the same manner in which you would like to be addressed. Paraphrase their concern for their agreement. This communicates that you are listening and trying to work with them. Library staff should never touch an upset patron or place them in a physical situation where the patron may feel cornered. Do not put yourself in a cornered situation.
4. Let the patron know that you understand their feelings. Define your role for the patron so he/she knows what you can and cannot do. If you cannot solve the problem, assist them in contacting the person who can. If a mistake has been made, admit it and rectify the situation or contact the person who can.
5. Enlist the assistance of another staff person if the anger is not diffused or if the patron speaks to you in an abusive or obscene manner. Explain that you want to help, but cannot when the patron is speaking to you in this manner. If the patron continues to be abusive, do not argue with them. Explain that you are unable to deal with their concerns when they treat you in an abusive manner. Ask the patron to leave. If the patron continues the behavior or refuses to leave, call the police.
6. Contact the police, or signal to another staff member to do so if the anger is increasing. Remove yourself immediately from the situation if you have **any** concern regarding physical danger.

Dealing with upset, obscene or threatening telephone calls

1. If a caller is upset with library policy or procedure, listen to their concern and apply the applicable suggestion in number 1 - 3 above. If the caller becomes abusive, explain to them that you want to help them but are not able to when they speak to you in an abusive manner. Unless the patron responds positively, indicate that you are going to terminate the call and that they should call back when they can discuss the problem more calmly. Terminate the call. Document the call via an incident report.
2. If you receive an obscene call, report it immediately to a supervisor and fill out an incident report. Due to the way our telephone system works, it is not possible to use the *69 features to determine the caller's phone number.
3. Keep in mind that the patron has a right to question policies and procedures. These questions can lead to improvements in our system. Patrons do not have the right to verbally abuse library staff.

What to do if a child encounters an unwanted site on the Internet

When a child is doing legitimate research or using the internet and encounters an inappropriate website take the following steps:

1. Make sure your attitude and behavior does not frighten the child. Do not overreact. Immediately remove the site from the computer. Reboot if necessary to close all windows.
2. Locate the Library Director. If none are available, use your best judgment when talking to the child.
3. The Library Director or staff person handling the situation will confirm the age of the child. If the child is under 13 follow these steps:
 - a. Assure the child that he/she is not in trouble (if they are concerned about that) and check to see if they are doing OK.
 - b. Ask the child if they have a parent in the building. If yes, go with them to locate the parent and explain to the parent what has happened. If not, ask for a phone number so we can contact the parent and explain the situation to them.
 - c. If you encounter any parents who are very upset, give them the Library Director's card. Let the Library Director know you have done this and provide the Library Director with the child's name and parent's name.
4. If the child is 13 or older, check to see if they are upset about what they have viewed. Most children this age or older should be able to handle this on their own. If they are upset, follow the procedures above.

Finally, if you need assistance when dealing with the situation, ask another staff member. If you are asked to provide assistance, do so immediately. For your safety use a buddy system and stay in contact with that buddy.

LOST/DAMAGED MATERIALS

Policy

1. If a patron loses or damages a book, they may bring in another book in good condition, and the lost item fees will be waived. Alternatively, the patron may return the damaged book and pay 1/2 the cost of the book and the Baldwin County Library Cooperative will retain the damaged book.
2. If a patron has lost or damaged an individual tape or CD in an audio book set and the individual tape or CD can be replaced, the patron will be charged the replacement cost and may keep the individual damaged tape or CD if desired; the set will be retained by the library.
3. If a patron loses or damages one part in a book/CD set and it cannot be replaced, the patron will pay 30% of the total cost for a lost or damaged CD and 20% of the total cost for a lost or damaged book if the entire set is returned to the library. If the patron wants to keep the damaged part of the book/CD set, they will pay 60% of the total cost for the CD and 40% of the total cost for the book; the library will retain the undamaged part of the set.
4. If the patron returns any other type of damaged item, they will pay 50% of the cost of the item and the library will retain the item. If the patron wants to keep the damaged item, they will pay the full price of the item. Patrons may bring in an exact copy of the lost or damaged item, and keep the damaged item.

Procedure

1. Damaged items are discarded three months after the return date. Items with missing parts will be discarded in three months if parts are not replaceable.

EMERGENCY - TORNADO WARNINGS/BUILDING EVACUATION

1. During a tornado warning, all patrons, volunteers and staff must seek shelter in the library's back hallway. If patrons, volunteers, or staff do not wish to seek shelter in the hall they must leave the facility.
2. Procedures used to get all staff, volunteers and employees to the basement are as follows:
 - a. Library staff will verbally notify patrons on each floor that the tornado warning system has been activated and that all patrons, volunteers and staff members must go to the library basement or leave the building.
 - b. Unattended children will be in the care of the library staff until the child/children's parents can be safely notified.

Note: the same procedures will be used to evacuate the building in case of fire, bomb threat, etc. However, in the case of a fire, bomb threat, etc.

All patrons, volunteers and staff must seek the nearest emergency exit when vacating the library building.

These procedures will be part of initial staff training and will be included in the Employee Handbook.

EMERGENCY - WEATHER CLOSURE

1. The Library Director or designee is authorized by the Board of Directors to close the library facility, open on a delayed schedule, or to close a library facility early due to inclement weather. The Library Director will only close the Library if Baldwin County Offices are also closing.
2. The Library Director may allow library staff who live more than 10 miles outside the city limits to leave the Library before their shift ends.

BOARD OF TRUSTEES SECTION

APPROVAL OF ADMINISTRATIVE DIRECTIVES

Policy

All directives, regulations, handbooks or similar documents developed by personnel shall be consistent with adopted Board policies. They shall be available for review by the Board. A separate document outlining the Library Board of Directors Administrative By-laws will also be utilized by the Library Board of Directors. (See appendix A).

ETHICS/CONFLICT OF INTEREST

Policy

Members of the Baldwin County Library Cooperative Board of Directors shall recognize that as members of a public board, they are fulfilling a position of public trust, responsibility and authority endowed by the state of Alabama. In honoring the high responsibility which his/her membership demands, the board member:

1. Shall remember that the first and greatest concern must be meeting the library's mission statement in serving all residents of Baldwin County.
2. Shall bring about desired changes through legal and ethical procedures.
3. Shall uphold and enforce all laws pertaining to libraries.
4. Shall hold confidential all matters pertaining to library issues, which if disclosed, may needlessly injure individuals or facilities, and shall respect the confidentiality of information that is privileged under applicable law or executive session.
5. Shall recognize that decisions must be made by the board as a whole, make no personal promises or take private action, which could compromise the board, and recognize that authority rests only with the board in official meetings.
6. Shall endeavor to make policy decisions only after full discussion at publicly held board meetings.
7. Shall tender all decisions based on the available facts and refuse to surrender that judgment to individuals or special interest groups.
8. Shall refuse to participate in irregular meetings such as "secret" meetings, which are not official and in which all members do not have the opportunity to attend.
9. Shall encourage free expression of opinion by all board members and seek systematic communications among the board, public, library administration and staff.
10. Shall make certain that the board remains responsive to the community and shall communicate to board members and the Library Director, at appropriate times, expressions of public reaction to board policy and library service.

11. Shall avoid being placed in a position of conflict of interest and refrain from using the board position for personal or partisan gain.
12. Shall attend all regularly scheduled board meetings insofar as possible and become informed concerning the issues to be considered at those meetings.
13. Shall understand and accept that the basic function of the board is to make policy and not to administrate; and learn to discriminate between the two functions.
14. Shall refer all complaints to the Library Director and discuss them at a regular meeting after failure of administrative solution.
15. Shall refrain from voting on any matter or letting any contracts in which the board member or his/her immediate family or business associate stand to gain a pecuniary benefit from the action.
16. Shall not knowingly make false or malicious statements about library employees or patrons.

MAINTENANCE OF THE BALDWIN COUNTY LIBRARY COOPERATIVE POLICY MANUAL

Policy

The policies of the Baldwin County Library Cooperative Board of Directors will be maintained in book form known as the Policy Manual.

1. Library employees and the Board of Trustees will read the Policy Manual each fiscal year.
2. New library employees will read the Policy manual as part of their orientation and training.
3. At least one copy of the Policy Manual will be kept at the service desk for public use.
4. During each fiscal year, amendments, deletions, additions and review of policies will be made as needed and incorporated into the Policy Manual.

Procedure

1. The policy manual will be reviewed and updated every 2 years.
2. Updates made in the interim will be inserted in the appropriate section, in alphabetical heading order with a letter following a page number (i.e. new policy fits between page 13 and 14 so will be numbered page 13a. etc.)
3. The Library Director will be responsible for ensuring all policy manuals and handbooks are updated in a timely manner.

PUBLIC ACCESS TO RECORDS KEPT BY THE LIBRARY

Policy

Public access to and inspection of records kept by the Baldwin County Library Cooperative shall be accomplished in accordance with the [Code of Alabama, 1975 § 36-12-40](#)

Procedure

1. Requests for access to patron records will be directed to the Library Director or designee.
2. The Library Director or designee will direct all requests with subpoenas, court orders, or search warrants to the library's attorney.
3. All new employees will sign a "confidentiality of library records form" agreement at time of hire. See form on the next page.
4. All requests for inspection of records must be put in writing to the Library Director or designee.
5. The Library Director will retrieve the records that were requested.
6. Time frame for retrieval of items will be determined by the Library Director, taking into consideration the workload of the library and staffing levels.
7. A date will be given to the requester, no later than 5 working days after receipt of written request, stating when the requested records will be available.
8. No original records may be removed from the library for photocopying.
9. The Library Director or designee will determine if library staff or the requestor will make copies. All copies will be made on the library's copier.
10. Copies will be 25 cents per page or whatever the current charge is on all public copiers.

BALDWIN COUNTY LIBRARY COOPERATIVE CONFIDENTIALITY LIBRARY RECORDS FORM

1. All patron records are for library business only. Any other use is considered an invasion of the patron's privacy and is in violation of the [Code of Alabama, 1975 § 36-12-40 and 41-8-10 et. seq.](#)
2. Spouses may not be given any information on their partner's library record, including items checked out or on request. Parents, who have legal responsibility for a minor's library usage under the contract signed when library cards are issued, may know what a minor has checked out or on request. See your supervisor for procedures relating to one patron picking up a hold item for another patron.

3. Requests for access to patrons' records by police, sheriff's personnel, or any other authority or individual must be directed to the Library Director or designee using the appropriate chain-of-command.
4. The current system used for circulation of materials does not retain any information regarding what an individual has checked out in the past. Items currently checked out appear in the patron's record and items lost, overdue or damaged remain on the patron's fine list.

PURCHASE AND DISPOSAL OF ITEMS

Policy

The Library Director is hereby authorized to acquire and dispose of library personal property.

1. The Library Director, or designee, may purchase personal property for the library.
2. Acquisition of library personal property that is a non-standard or on-going acquisition shall comply with the Administrative Directive addressing purchase of personal property.
3. No library personal property shall be disposed of, conveyed, destroyed, or otherwise transferred without the permission of the Library Director or designee.

RECOMMENDATIONS TO COUNTY COMMISSION FOR BOARD VACANCIES

Policy

When there is a vacancy, interested persons submit a letter of application to the Library Director or designee. The new Board members are selected by the sitting Board and appointed by the Baldwin County Commission. [Code of Alabama, 1975 §11-90-2](#)

SEVERABILITY

Policy

If a court of competent jurisdiction finds any provision of this Policy Manual invalid or inapplicable, this determination shall not affect the remaining provisions.

SOLICITATION

Policy

No public money may be spent for donations to other organizations.

FINANCIAL AND OPERATIONAL DATA

Policy

The budget for the fiscal year commencing October 1 will be reviewed annually at the September Board of Trustees meeting. Monthly financial reports and semi-annual operational reports shall be submitted to the Board.

An audit, as required by the State, shall be submitted to the Board at the next meeting following its completion. The auditors complete the annual filing of the IRS 990 Federal Tax Form.

The Personnel Policies of the Baldwin County Library Cooperative were adopted by the Board of Trustees November 15, 2005 and are available to all staff.

BCLC welcomes volunteers in the library to assist with day-to-day tasks as well as special events. All volunteers are asked to fill out an application form specifying their interests and availability.

PUBLIC SECTION

ADA GRIEVANCE

Policy – None

Procedure

1. This grievance procedure is established in order to meet the requirements of the Americans with Disabilities Act. This procedure is in place to resolve complaints alleging discrimination on the basis of employment practices and policies, or in services, activities, programs, or benefits offered by Baldwin County Library Cooperative.
2. The establishment of this procedure is not intended to preclude other remedies offered by local, state and federal law. Employment of this procedure is not required before a complainant may employ these alternative remedies.
3. Unless otherwise indicated, agreed to by all parties, or as required by other law, the Baldwin County Library Cooperative will not make public information relating to complaints alleging discrimination where information about a complainant's disability or identity is a result of an employee relationship with the Baldwin County Library Cooperative.
4. The complaint should be offered in writing unless an alternative accessible format is required. The Baldwin County Library Cooperative shall provide reasonable assistance to the complainant in the filing of a complaint by providing the accessible alternative format. The complaint shall include: detailed information on the alleged discriminatory act(s), the address where the problem occurred, the name of the complainant and such information that is required to contact the complainant.
5. The complaint should be submitted to the Library Director as soon as possible, but no later than 60 calendar days after the alleged incident.
6. The Library Director will meet with the complainant, or a designee, in an accessible location to discuss details of the alleged incident and possible remedies within fifteen (15) days of receipt of complaint.
7. Within fifteen (15) days of this meeting, the Library Director will provide the complainant, or designee, with a written (or accessible format when required) response to the allegation(s). The response will include the position of the Baldwin County Library Cooperative and will offer the options for substantial resolution where these options are reasonable or required by the Act.
8. If the response is not satisfactory to the complainant and does not, in the view of the complainant, resolve the issue, the complainant may, within fifteen (15) days of receiving the recommendations, appeal the decision of the Library Director to the Baldwin County Library Cooperative Board of Directors, or their designee. Within fifteen (15) days of receipt of the appeal, the Baldwin County Library Cooperative Board, or a designee, will meet with all parties (complainant and Library Director) in an attempt to resolve the unsettled issues.

9. Within fifteen (15) days of appeal, the Baldwin County Library Cooperative Board of Directors or designee who conducted the appeal will respond in writing (or accessible format when required) the findings and recommendations of the appeal containing a final recommendation.
10. Should this procedure fail to answer an alleged complaint to the complainant's satisfaction, the Library Director will offer to contact the Department of Justice (DOJ) and arrange for Alternative Dispute Resolution (ADR) sessions that are provided by the DOJ. Should the complainant refuse ADR or any additional assistance, the Library Director will provide the complainant with the complaint procedures and contact offices for the appropriate federal agencies (Department of Justice or EEOC).
11. All documentation related to the procedure will be maintained by the Library Director for five years from time of complaint.

FREEDOM TO READ

Policy

The Baldwin County Library Cooperative adheres to the tenets of the Freedom to Read Foundation's Freedom to Read statement.

The First Amendment to the United States Constitution

guarantees all individuals the right to express their ideas without governmental interference, and to read and listen to the ideas of others. The Freedom to Read Foundation was established to promote and defend this right; to foster libraries and institutions wherein every individual's First Amendment freedoms are fulfilled; and to support the right of libraries to include in their collections and make available any work which they may legally acquire.

Procedure

1. If a patron asks that an item be removed from the library's collection or that a website be blocked on the Internet, the patron will be given the Request for Reconsideration form (see next page). The public desk will have copies of the form.
2. If no form is filled out, the situation should be considered an incident and an incident form should be filled out by the employee; the item will be discharged or re-shelved.
3. An item and a completed form (or just the form with the URL of a website for reconsideration) goes to the Library Director who will respond to the patron's concerns.
4. Patrons also have two other avenues for communicating concerns:
 - a. "Let Us Hear Your Voice" form
 - b. E-mail via our website

LIBRARY BILL OF RIGHTS

Policy

The Baldwin County Library Cooperative adheres to the tenets of the Library Bill of Rights as adopted by the American Library Association.

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.

- I. 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.
- II. 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.
- III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
- IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
- V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
- VI. 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.
- VII. All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use. Libraries should advocate for, educate about, and protect people's privacy, safeguarding all library use data, including personally identifiable information.

Adopted June 19, 1939, by the ALA Council; amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; January 23, 1980; January 29, 2019.

Inclusion of "age" reaffirmed January 23, 1996.

Procedure

See Freedom to Read procedures.

CUSTOMER SERVICE

Policy

The Board of Directors directs the Baldwin County Library Cooperative to provide excellent service to all library users, in accord with the Baldwin County Library Cooperative mission statement and statement of commitments.

Procedure

Every service desk will keep usage statistics when assisting patrons. The form that is used at each service point divides assistance into the following categories:

1. Public Internet User – use this column when assisting someone who has never used a computer before or is using a library computer for the first time (i.e. library catalog, Public Internet Computer, etc.)
2. Printing/Copies – use this column if you help someone with printing, even when you print something for a patron on a staff printer.
3. Reference/instruction – use this column when you are teaching a patron (other than a first-time user) using the library catalog to help them find material, walking a patron to the shelves to help them find something, helping a patron who hands you a piece of paper with a call number on it, searching in library databases or the Internet, making a phone call to ensure the patron can get what they need somewhere else or referring a patron to another library or site to meet their needs.
4. Library Patrons – use this column to count the number of library patrons using the library (or Children's room) each hour.

BCLC MONTHLY STATISTICS [sample]

2019

Library Walk-ins (whoever walks in the doors; book sale, waiting for someone, etc.)
Reference Questions (phone or in person or email)
Library.Solution (from member libraries)

BCLC WALK-IN STATS

2020 – **COVID-19**

Monday 7/13	Tuesday 7/14	Wednesday 7/15	Thursday 7/16	Friday 7/17
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8:15 – 9:15 Computer: Browse: Other	8:15 – 9:15 Computer: Browse: Other	8:15 – 9:15 Computer: Browse: Other	8:15 – 9:15 Computer: Browse: Other	8:15 – 9:15 Computer: Browse: Other
9:45 - 10:45 Computer: Browse: Other	9:45 - 10:45 Computer: Browse: Other	9:45 - 10:45 Computer: Browse: Other	9:45 - 10:45 Computer: Browse: Other	9:45 - 10:45 Computer: Browse: Other
11:00-12:00 Computer: Browse: Other	11:00-12:00 Computer: Browse: Other	11:00-12:00 Computer: Browse: Other	11:00-12:00 Computer: Browse: Other	11:00-12:00 Computer: Browse: Other
12:15-1:15 Computer: Browse: Other	12:15-1:15 Computer: Browse: Other	12:15-1:15 Computer: Browse: Other	12:15-1:15 Computer: Browse: Other	12:15-1:15 Computer: Browse: Other
1:30 – 2:30 Computer: Browse: Other	1:30 – 2:30 Computer: Browse: Other	1:30 – 2:30 Computer: Browse: Other	1:30 – 2:30 Computer: Browse: Other	1:30 – 2:30 Computer: Browse: Other

C = B = O=

C = B = O=

C = B = O=

C = B = O=

C = B = O=

L.S./Tech Services:

L.S. Total = Computer Total = Browse Total = Other Total =

FAXING SERVICES

Policy

1. The Baldwin County Library Cooperative will provide faxing services for the public for a fee. A \$1.00 per page fee will be charged for all faxes. The cover page is free
2. The Baldwin County Library Cooperative staff may use the fax machine for personal use and are subject to the same fees as library patrons.

To send a fax:

Local & Long Distance \$1 per page
International not allowed
Cover page free

To receive a fax:

Local & Long Distance 50c per page

FEEES, LOAN PERIODS AND LIMITS

Policy

For the fair, smooth operation of the library and to make sure that materials are available in a timely fashion, fees, loan periods and limits are established as follows:

Print Materials

- Non-fiction books - 14 days, 20 item limit
- Fiction books - 14 days, 20 item limit
- Children's book & CD sets - 14 days, 20 item limit

Audiovisual (AV) materials

- Books-on-CD - 14 days, 5 item limit
- DVD & Blu-Ray - 14 days, 5 item limit
- Music CDs- 14 days, 5 item limit

No more than 20 items may be checked out by an individual at any one time. Teachers may check out up to 50 items at a time. All patrons are limited to no more than five new books at any one time. Materials may be placed on hold, but if the patron does not pick up the material within 5 days, it will be given to the next person on the list.

The Baldwin County Library Cooperative will not deny service to anyone on the basis of age, race, sex, religion, political background, physical impairment or sexual orientation.

Renewals - Most items may be renewed four times unless another borrower has placed requests on the items. Items may be renewed at the Service desk, via Online Library Catalog, on any Library Catalog terminal in the library or over the phone during normal business hours. Items that have fines must be renewed in person at the Service desk or over the telephone. Items that have fees must be renewed in person at the Service desk.

Overdue fees - BCLC does not charge overdue fines, but patrons will be billed for the replacement value of lost or damaged items. Notices will be sent out as a reminder of overdue items. Renewals may be allowed for extended periods if no other patron has requested the item. Some items, such as new books, videos, DVDs and audio books are not renewable. Borrowing privileges will be suspended if a patron abuses the system.

Lost and damaged items - Patrons are responsible for all items checked out on their library card. The parent or guardian of a minor's library card is responsible for all items checked out on the minor's card, even if the minor has reached the age of majority. The library cardholder is responsible for the replacement cost of any lost library item; damaged items are billed at half the replacement cost if the damaged item is returned to the library. (See DAMAGED MATERIALS POLICY)

Request Services - A request may be placed at any public desk or via the Online Library Catalog on any item in the library's collection that is checked out.

Interlibrary Loans – Interlibrary loan (ILL) is provided so that patrons can borrow materials not held by Cooperative member libraries. Any item which must come from a library outside Baldwin County is subject to a \$2.00 ILL fee. The patron must indicate his willingness to accept these charges and any other charges associated with the ILL, such as photocopy charges from the lending institution. The patron is financially responsible for lost or damaged items. Certain items are not available for borrowing through interlibrary loan, such as videos and DVDs, audio books, reference and genealogical materials and some new books. No more than three interlibrary loan requests will be accepted at any one time.

Replacement Library Cards - Photo ID is required.

COLLECTION – VIDEO AND DVD CIRCULATING

Policy

To check out a video or DVD the patron must have a library card. Minors are not allowed to check R rated movies without parental permission.

Patrons are responsible for the video and/or DVD titles they select.

Patrons are responsible for any video and/or DVD checked out on their library card from the time of check out to the time of return to the library. This includes, but is not limited to, any damage that occurs to the video and/or DVD while checked out.

The Baldwin County Library Cooperative provides the funds for the video and DVD collection.

LIBRARY CARDS

Policy

Library cards are used as a way to track the loan and retrieval of library materials. Use of a library card permits the borrower to remove certain library materials from library facilities. Patrons are encouraged to present their library card to staff to check out any item.

1. The age of majority for the State of Alabama is 19 years of age.
2. Privilege levels on library cards are partially determined by age of majority.
3. Anyone may apply for a library card at any public library in Baldwin County. That card can be used at any member library of the Baldwin County Library Cooperative(BCLC).
4. Baldwin County Library Cooperative will issue the following library cards:
 - a. Adult card – (full privilege) – The patron must be at least 18 years of age and must supply full identification with photo and proof of address. Identification must be one of the following: driver’s license (any state); any state identification card that is issued by a Department of Motor Vehicles; military ID (either enlisted or dependents); passport; or birth certificate and original Social Security card for individuals with no picture ID. If the identification does not contain a current address, proof of address must be one of the following: printed check; current bankbook/statement; current utility bill; current telephone bill; current cable TV bill; current car registration; mortgage payment coupon/agreement; formal lease agreement (6 months); or payroll check with address. Patrons with a military ID do not need proof of address.
 - b. Juvenile card – A parent or guardian must be present and must sign the library card application form. The juvenile must be under 18 years of age and the parent or guardian must supply full identification/proof of address as stated above.
 - c. Teacher/Institution – an institution such as a day care or nursing home, as well teachers, can apply for a Teacher/Institution card. This will allow a higher checkout limit on their card.
 - d. Staff – staff can receive a staff card.

BROCHURES/PAMPHLETS – NON-LIBRARY MATERIAL

Policy

Due to limited space, the Baldwin County Library Cooperative will only accept brochures promoting non-library sponsored programs and events if they fit the following criteria:

1. Does not promote a commercial event or product.
2. Is not intended as a permanent promotion of a non-educational program.

The library has the authority to dispose of extra brochures if space becomes limited, the event has ended, or the brochures are not being utilized.

Procedure

1. Members of the public who want pamphlets or brochures left in the library must talk to a staff person at the Service Desk.
2. The Service Desk staff will make sure the person or group understands the above policy prior to accepting pamphlets or brochures to be left at the library.
3. Non-library pamphlets and brochures may only be put in designated areas. Non library items not following guidelines may be discarded.
4. Library staff will be responsible for stocking, and removing non-library brochures.

BULLETIN BOARDS FOR PUBLIC NOTICE

Policy

The Baldwin County Library Cooperative will utilize the bulletin boards in the library to promote local events. Library staff must first approve any item posted on the bulletin board. Due to limited space, postings of a permanent nature will be prohibited. Staff will dispose of all posters that are on the board past the date of the event or items posted without staff approval.

Procedure

1. Staff will dispose of all posters that are on the boards past the date of the event or items posted without staff approval.
2. Posters that are non-date-specific will remain up for no more than two months.

CODE OF CONDUCT

Policy

The Board of Directors endorses the following code of conduct as it will be presented to patrons, staff and volunteers:

It is the purpose of the Baldwin County Library Cooperative to provide free, open and equal access to ideas and information to all members of the community. To accomplish this purpose, a code of conduct is provided to assist staff, volunteers and patrons in promoting safe, healthy and barrier-free access to all the resources the Library has to offer. The code is designed to foster an atmosphere of mutual respect and courtesy and applies to all patrons, volunteers and staff while on library property.

WHILE IN THE LIBRARY, YOU ARE ENCOURAGED TO:

- Ask the staff for help. Let the staff know when you are unable to find what you need so they can try to get the information for you. This also helps the library know what needs to be added to the collection.
- Inform the staff if you need accommodation or if assistance is needed for your full use of library services.
- Explore new ideas and interests by attending library programs.
- Be responsible for the safety, well-being and conduct of children in your care.
- Cooperate with the requests of library staff.

WHILE IN THE LIBRARY, THE FOLLOWING IS PROHIBITED:

- Any behavior which is prohibited by law.
- Behavior which is unsafe or disturbing to other patrons, volunteers or staff such as loud talking, shouting, screaming, crying children or making other loud noises, pushing, running, shoving or throwing things.
- Verbally or physically harassing or threatening other patrons, volunteers or staff. Harassment may include, but is not limited to: initiating unwanted conversation; impeding access to or within the building; or other actions that an individual reasonably perceives to be hostile, threatening, intrusive or offensive.
- Any form of sexual misconduct, including exposure, offensive touching, or sexual harassment of other patrons or staff;
- Children or other persons in need of supervision may not be abandoned or left unattended in the library. It is recommended you do not leave young children unattended in the Children's Area.
- Consuming food and beverages, except in approved areas by prior arrangement

- Smoking or use of tobacco, tobacco products, vaping, alcohol, or illegal substances
- Access to staff areas, unless accompanied by a library employee.
- Entering the library without proper attire, which conforms to the standard of the community for public places, including shoes and shirts.
- Damage, destruction, theft or improper use of library property or facilities;
- Carrying, displaying or drawing of any unauthorized or dangerous weapon;
- Damage, destruction, theft or improper use of library property or facilities;
- Carrying, displaying or drawing of any unauthorized or dangerous weapon;
- Animals, except service animals, unless authorized;
- Solicitation of funds, distribution of literature or promotional materials, or sale of goods by any person or agency other than the library.
- Use of library computers for anything other than their intended purpose. (See library's Internet policy.)
- Any illegal act or conduct in violation of federal, state, or local law, ordinance or regulation.
- Loud use of cellular telephones
- Unauthorized or unscheduled group meetings or activities

CONSEQUENCES OF MISCONDUCT:

The Library Director or designee will apply these rules in a fair and equitable manner for the benefit of all. If any of the information is unclear please ask a member of the library staff for clarification. The consequences of misconduct may be any of the following: verbal warning, eviction, loss of library privileges, or prosecution to the full extent of the law. If the police are called the offender may be cited. Parents will be called or notified in writing in the case of a minor (under 18 years of age).

The library reserves the right to inspect all bags, purses, briefcases, packs, personal listening devices, computers and coats.

1. Maintain the self-confidence and self-respect of others
2. Maintain constructive relationships
3. Take initiative to make things better
4. Lead by example

FOOD AND BEVERAGES IN THE LIBRARY

1. Absolutely no food or drink is allowed near the public computers in the library. All staff must enforce this.
2. Employees may have beverages in containers with a tight, secure lid or screw cap in an office or back work area. No one may have a beverage at a public service desk. If for medical purposes you have to have a beverage readily available when you are working at a public service desk, find a place in an off desk work area to conceal the drink from the public. Consume the drink out of public view.

LOST AND FOUND

Policy

1. All lost and found items will be turned into the Service Desk.
2. The lost and found will be cleaned out and the items will be discarded on a quarterly basis.

LOST/DAMAGED MATERIALS

Policy

1. If a patron loses or damages a book, they may bring in another book in good condition, and the lost item fees will be waived. Alternatively, the patron may return the damaged book and pay 1/2 the cost of the book and the Baldwin County Library Cooperative will retain the damaged book.
2. If a patron has lost or damaged an individual tape or CD in an audio book set and the individual tape or CD can be replaced, the patron will be charged the replacement cost and may keep the

individual damaged tape or CD if desired; the set will be retained by the library.

3. If a patron loses or damages one part in a book/CD set and it cannot be replaced, the patron will pay 30% of the total cost for a lost or damaged CD and 20% of the total cost for a lost or damaged book if the entire set is returned to the library. If the patron wants to keep the damaged part of the book/CD set, they will pay 60% of the total cost for the CD and 40% of the total cost for the book; the library will retain the undamaged part of the set.
4. If the patron returns any other type of damaged item, they will pay 50% of the cost of the item and the library will retain the item. If the patron wants to keep the damaged item, they will pay the full price of the item. Patrons may bring in an exact copy of the lost or damaged item, and keep the damaged item.

Procedure

1. Damaged items are discarded three months after the return date. Items with missing parts will be discarded in three months if parts are not replaceable.

MINORS IN LIBRARY WITH A GROUP

Policy

Minors who are in the library with a group will be the responsibility of the adult(s) who brought the group to the library.

Procedure

See procedures for Code of Conduct.

SMOKING

Policy

The Baldwin County Library Cooperative is designated a tobacco/smoke-free area.

Procedure

See procedures for Code of Conduct.

TRESPASSING

Policy

The Baldwin County Library Cooperative may prosecute anyone trespassing or loitering on the grounds outside of the normal operating hours.

HOURS OF OPERATION

Policy

Hours of operation will be established to best meet the needs of the community while taking into consideration the building's operating hours.

INTERNET

Policy

Baldwin County Library Cooperative Internet Use Policy

The Baldwin County Library Cooperative (BCLC) does not monitor and has no control over the information available through the Internet, and specifically disclaims any warranty as to the information's accuracy, authoritativeness, timeliness, usefulness, and fitness for a particular purpose. BCLC endorses the Library Bill of Rights, including the interpretation on electronic access, as adopted by the American Library Association. BCLC supports the democratic principle of every citizen's right to free access to information.

As with other library materials, guidelines for a minor's access to the Internet are the responsibility of the parent/legal guardian. BCLC affirms the responsibility of parents to determine the appropriateness of Internet-accessed resources for their children. For safety and security reasons, children 12 and under, must be accompanied by an adult to access the Internet. Children 16 and under must have a parent or guardian sign BCLC's Internet Use Agreement.

To assist patrons in the use and understanding of the Internet the library provides users with the following policy

1. The primary purpose of Internet connectivity is to provide access for all Baldwin County area residents to other computer systems throughout the world for information and research. Activities which are not compatible with this intended purpose must be minimized.
2. The Baldwin County Library Cooperative supports intellectual freedom and does not censor databases on the public computers or through the Internet. The Baldwin County Library Cooperative reserves the right to limit access to services deemed incompatible with the stated intent of Internet service.
3. Parents/guardians concerned with their child's access to the Internet must accompany their child to the library to ensure their parental right to censor information is enforced. Library staff assumes no responsibility for children's use of library computers and the Internet.
4. Parents are encouraged to educate their children concerning safety and security when using the internet.
5. To foster an atmosphere of mutual respect and courtesy, the Baldwin County Library Cooperative Code of Conduct will be enforced in regards to the use of the library's computers

and computer areas as it is on all library property. Library staff will enforce policies prohibiting the viewing of internet sites that are inappropriate for a public place.

6. Some of the most current and up-to-date sources of information today are only available via the Internet.
7. Network users are advised that some systems contain material that may be considered offensive, illegal and/or inaccurate. Unlawful use of the Internet is prohibited.
8. As with any other source of information, the accuracy of the information should be evaluated as to its source of authority.
9. BCLC reserves the right to limit the use of its electronic resources, and affirms that its resources may be used only for purposes which are legal and consistent with the Library's mission.
10. Unacceptable uses of the Internet and other electronic resources by adults or minors include, but are not limited to:
 - a. Unauthorized copying of copyright-protected material;
 - b. Harassment of, libeling, or slandering others;
 - c. Destruction of or damage to equipment, software, or data belonging to the Library or others;
 - d. Disruption or unauthorized monitoring of electronic communications;
 - e. Violation of another users privacy, including the unauthorized disclosure, use, and dissemination of personal identification information;
 - f. Intentional exposure to other individuals of material or images which they (or their parents) may find personally unsuitable.
11. The BCLC complies with the federal Children's Internet Protection Act by addressing the five key requirements:
 - a. Prohibits access by minors to inappropriate matter on the Internet and World Wide Web
 - b. Protects the safety and security of minors when using electronic mail, chat rooms, and other forms of direct electronic communications
 - c. Prohibits unauthorized access including "hacking" and other unlawful activities by minors online
 - d. Prohibits unauthorized disclosure, use, and dissemination of personal information regarding minors
 - e. Incorporates measures designed to restrict minors' access to materials harmful to minors

The BCLC currently restricts access by minors to inappropriate matters with the use of filtering software. Their safety and security when using electronic mail and unauthorized access including "hacking" and other unlawful activities is addressed by ensuring that minors in our libraries are never left alone at a computer. The BCLC also has a Patron Privacy Policy that addresses the unauthorized disclosure, use and dissemination of personal information regarding both adult and minor patrons.

The Internet is a continually evolving resource and the information and links on the Internet change rapidly and unpredictably. The library cannot guarantee the accuracy or completeness of information on the Internet. Patrons should carefully evaluate the information they find when using this resource. The BCLC does not encrypt data sent or received through our Internet services.

11. Failure to abide by these policies will result in the loss of computer privileges.
12. Due to the changing nature of these services, policies and procedures are subject to change without notice and at BCLC's discretion.

Procedure

1. Employees working with patrons using the Public Computer must enforce Code of Conduct policies that prohibit the viewing of Internet sites that are inappropriate for a public place. See PUBLIC: Code of Conduct.
2. Further direction on how to deal with Internet policy violations can be found at: PUBLIC; Code of Conduct - guidelines on handling interaction with patrons in relationship to enforcing policy, or PUBLIC: Freedom to Read, or EMPLOYEE: Emergency – Accidents/Incidents
3. It is illegal to view child pornography sites or to access gambling sites where money is exchanged. See PUBLIC: Code of Conduct.

Social Media

The social media outlets supported by the Baldwin County Library Cooperative (BCLC) are intended to assist in fulfilling our mission of connecting people with materials and information as well as serving the informational, educational, recreational and cultural needs of the community. Social media is broadly defined as any web application, site or account created and maintained by the library which allows users to share or obtain information.

The content of our social media will be created by BCLC staff. Much of the content will relate to libraries, books and other library related materials; as well as to library programs, events, photos and/or images, or special topics that the library is discussing or promoting. Positive interaction with community members will be promoted on our social media to foster an atmosphere of education and learning.

These guidelines are created to supplement, not replace, existing library policies.

General Policy

The library does not collect, maintain or otherwise use the personal information stored on any third party site in any way other than to communicate with users on that site, unless permission is granted by users.

Comments and postings from the public are allowed, but will be reviewed by library staff for content appropriateness. Library staff reserves the right to review all comments and postings and delete comments that are inconsistent with the content created by the library staff. Staff may block the person

who posts inconsistent comments or other material from posting any further information to the library's social media sites, but only after said person has received one warning that they are violating the policies contained herein. Comments or postings that fall within any of the following categories will be deleted by library staff and/or lead to a warning and then a ban on posting by an individual who runs afoul of these guidelines:

Obscene, sexist, homophobic, racist, or otherwise bigoted content.

Harassing comments or postings against library staff or other social media users. Harassing comments or postings that include profane or obscene statements or images, threatening physical harm toward another person, and engaging in behavior with the sole intent of harassing another person.

Libelous statements.

Plagiarizing or posting copy-righted material without permission or authority from the copyright holder, upon request of the copyright holder.

Private, personal information of another person without appropriate consent or authority. Comments, postings, and/or hyperlinks not related to the content created by the library staff.

Advertisement and solicitations not expressly permitted by the library.

Photos, videos or other images that fall in any of the above categories.

The library recommends against posting personal information to our social media platforms and is not responsible for personal information patrons post about themselves.

Any personal information, photos or other media posted about persons under the age of 18 will be removed from our social media platforms. An exception is made for photos of library events posted by library staff where parental permission was given.

Any social media user who has been banned or had a message/content deleted may appeal this decision, in writing or email, to the Library Director. The Library Director may affirm or reverse staff's decision within 30 days of receiving the written appeal.

A staff member will be designated to monitor and maintain all library social media for content, structure and updates.

Twitter

All the aforementioned policies and guidelines.

The library's official Twitter account may follow any of the following organizations: other public or academic libraries, special libraries, librarians, publishers, bookstores, authors, local news sources, local government, local government officials, and other government agencies. The library will monitor Twitter daily during normal library operating hours and update as close to daily or better as possible. The library can decide to stop following a person on Twitter if they have violated the library's general social media policy.

Facebook

All the aforementioned policies and guidelines.

The library's Facebook account will be monitored daily during normal library operating hours and will update on a daily basis when possible. Content posted by users that violates the library's general

social media policy can be removed and users banned from posting. If content is deleted the library will send a private message to that user explaining that their content violated the library's social media policies. They will also be directed to the library director if they wish to appeal.

Eventbrite

All the aforementioned policies and guidelines.

This site will be expressly used to promote upcoming events at the library at the request of the staff member in charge of each event. All content will be created by library staff members.

Blog (WordPress)

All the aforementioned policies and guidelines.

The library blog will be centered on the recommendation and exploration of books, movies, music, and materials. Materials should be accessible through the library or the BCCLS inter library loan system. Staff will be encouraged to post on unique subjects and genres within their field of interest. Posts may contain other media and links. Users can respond with their own comments and media, so long as the comments adhere to the library's general social media policy.

By choosing to comment and/or utilize the above sites, users of the BCLC's social media sites agree to these rules.

BANNING A PATRON FROM USING THE PUBLIC COMPUTERS

The following procedures are not intended for situations regarding the abusive, disruptive or violent behavior of patrons, staff or volunteers. Call the police immediately if you feel it inappropriate to turn to the Code of Conduct section of this manual and follow those procedures for dealing with situations.

The safety of staff and patrons is most important.

Patrons who are viewing illegal materials (gambling sites or child pornography) should be asked to leave the library immediately. Employees must inform a supervisor and complete an incident report

Patrons will be banned from the library and from using library computers if they violate the Internet policy or Code of Conduct relating to viewing sites inappropriate for a public place. The Library Director or designee may ban patrons from the library for other infractions of the Code of Conduct, but that process is not covered under these procedures.

COLLECTION DEVELOPMENT

Policy

Using the Library Bill of Rights adopted by the American Library Association as its guiding principle, the Baldwin County Library Cooperative will make available to the citizens of Baldwin County collections of popular and timely materials in a variety of formats appealing to the broad spectrum of public interest.

To ensure the needs of the community are being met and that the collections remain vital, weeding of all collections will take place every year.

BCLC recognizes that many materials may be considered controversial and that any given item may offend someone. Responsibility for what children read rests with their parents or legal guardians. Selection will not be inhibited by the possibility that “inappropriate” materials may come into the hands of children. Selection will be made based on the merits of the work, its relation to building a well-rounded collection, and the interest of the patrons we serve. In the event that a patron expresses concern about material held by BCLC, the patron will be asked to fill out a “Citizen’s Request for Reconsideration of Library Materials” form which can be obtained from the Director. In no case will the material be removed upon demand. The Library Director will try to resolve the complaint. If unsuccessful, the completed form will be reviewed by the Library Board at its next regularly scheduled meeting. The final decision about the retention or removal of material rests with the Library Board.

Procedure

Donated materials - general

1. When individuals donate materials to the library a “Donation Receipt” form is completed. The form includes the date and description of the donation, and the name and address of the donor. The donor may decline a receipt.
2. The completed form will be given to the Library Director. The Library Director will generate a “thank you” letter, which will be signed by the Foundation President. Once the letter is signed, it will be sent to the donor for their records.
3. Materials donated to the library are sorted and evaluated by library staff to see if they will enhance the current library collections or can replace a worn or old copy of an item the library already owns.
4. Items that might be appropriate for one of the library’s special collections, such as the Local History Collection or the Indigenous Peoples Collection, are set aside for the appropriate selector of that collection.
5. Any items that are worn, torn, water-damaged, mildewed, discolored or in generally bad condition due to age or wear and tear are discarded.
6. Items that are not sold in the ongoing Baldwin County Library Cooperative sale area, discarded or added to the library collections are sold at the library’s semi-annual book sale.

7. Items discarded from the Baldwin County Library Cooperative collections will also be sold during the book sales. The Baldwin County Library Cooperative staff will organize each book sale. The Library Director will be responsible for publicity, signage, etc.

Evaluation - general

1. In order to maintain an up-to-date, useful collection, library materials in every format will be periodically examined for the material to be withdrawn. Items considered for withdrawal are:
 - a. worn, damaged materials
 - b. items that have not circulated in a time period deemed reasonable by the nature of the collection and expected usage
 - c. items with inaccurate information unless that item has some historical significance
 - d. items relating to health or other timely topics that are more than five years old, etc.
 - e. items where multiple copies are no longer needed
2. In the process of evaluating an existing collection, the evaluator will also look for:
 - a. holes in the collection
 - b. worn, damaged materials that are still popular that should be replaced
 - c. titles needing additional copies to meet demand
 - d. "classics" or titles considered necessary for a good core collection will be retained even if usage has not been high
 - e. items needing repair or re-cataloging

Materials selection policy

1. Generally, materials will be selected using one of the following professional reviewing sources: **Booklist, Publisher's Weekly, Library Journal, School Library Journal, Horn Book** or published bibliographies such as **Recommended Reference Books for Small and Medium-Sized Libraries** and the like.
2. Materials considered for inclusion in the library's collection must meet one or more of the following criteria:
 - importance or currency of subject matter
 - serious literary, artistic, political, or scientific value
 - permanence
 - purpose or intent of the material
 - accuracy of content
 - authenticity of content
 - historical value
 - readability
 - scarcity of material on subject
 - reputation and significance of author, illustrator, editor, artist, etc.
 - popularity

- local interest
- reputation and professional standing of publisher
- affordability
- format
- availability of material

Patrons are welcome to make suggestions about the purchase of specific items. All such requests will be seriously considered. The library is under no obligation to purchase such items and these decisions will be made depending on budget, content and value to the collection.

The presence of materials in the library must not be construed as a personal endorsement of their contents by any member of the staff, the Library Board, or the County Commission. The library has a responsibility to collect materials expressing a variety of views and opinions.

Donated materials

1. The Baldwin County Library Cooperative will not accept donations of individual magazines, issue by issue, that are actually mailed to a subscriber other than the library. The magazines will be placed in a designated area. To be sold with the proceeds going to the Baldwin County Library Cooperative.
2. Donated subscriptions may be accepted if the title fits general evaluation criteria for library materials and if the subscription has the library's address as the mailing address.
3. Procedures for accepting cash donations or memorial donations must be followed for donated subscriptions.
4. If the popularity of the item warrants it and space allows, the issues may be kept for a year and the title will be cataloged.
5. Otherwise, the title will not be cataloged, only the current issue will be available to the public in the area designated for similar single issues, and past issues will be discarded.

Evaluation: magazines, journals, microfiche, subscriptions

1. A usage survey will be conducted yearly.
2. The usage survey will be used to evaluate renewals.

DONATIONS – EQUIPMENT

Policy – None

Procedure

All donations will be received via the Baldwin County Library Cooperative in accord with their written policy relating to acceptance of donated items.

Donations – computer equipment

Minimum hardware requirement for accepting a computer donation are:

1. Processor - 3.0 GHz
2. RAM – 4 GB
3. Hard Drive – 1 TB
4. Monitor – 17” screen or larger and in working condition

The Library Director or Technical Services Librarian must be notified of the donation so they can evaluate the hardware before taking it to the workroom for storage.

DONATIONS – MATERIAL AND MONEY

Policy – None

Procedure

All donations will be received on Behalf of the Baldwin County Library Cooperative in accord with their written policy relating to acceptance of donated material. The Library Director or their designee will evaluate donated items that may be suitable for addition to the collection. Items not added to the collection may be discarded or sold at the book sale.

See collection development section for material donation procedures.

**BALDWIN COUNTY LIBRARY COOPERATIVE
CITIZEN'S REQUEST
FOR RECONSIDERATION OF LIBRARY MATERIALS
OR WEB SITE OR PROTOCOL**

(Please Print)

CALL NUMBER _____

AUTHOR _____

TITLE _____ WEB

SITE ADDRESS or PROTOCOL

Request initiated by _____

Address _____

City _____

Telephone (home) _____ (work)

_____ Citizen represents (please
check "X")

self other (name of organization or group) _____

1. Did you read the entire material? yes no If no, what pages did you read? _____
2. Are you aware of the judgment of this material by literary or audio-visual critics? yes no
3. What do you believe is the theme or purport of this material?

4. To what in the material do you object? (Please be specific: cite pages. Use the back of the form if necessary.)

5. Is there anything good about this material?

Signature of Citizen

Appendix – A

Baldwin County Library Cooperative

Board of Trustees

By-laws

ARTICLE I

NAME

This organization shall be called “The Board of Trustees of the Baldwin County Library Cooperative” by virtue of the provision of the ordinances of Baldwin County, Alabama, and Code of Alabama, 1975, Section 11-90-1 et seq and exercising the powers and authority and assuming the responsibilities delegated to it under the said statute.

The responsibility for the direction of the library, including the setting of policies, rests with a Board of Trustees representing each quadrant of the county. The new Board members are selected by the sitting Board and appointed by the Baldwin County Commission. The Board selects a Library Director to manage the day-to-day operations of BCLC, and develops policies in concert with the Director.

ARTICLE II

OFFICERS

Section 1. The officers shall be a president, a vice president, and a secretary elected from among the appointed trustees at the annual August meeting of the Board. Nominations may be made from the floor.

Section 2. Officers shall serve a term of one year from the annual meeting at which they are elected and until their successors are duly elected.

Section 3. The president shall preside at all meetings of the Board, authorize calls for any special meetings, appoint all committees, execute all documents authorized by the Board, serve as an ex officio voting member of all committees, and generally perform all duties associated with that office.

Section 4. The vice president, in the event of the absence or disability of the president, or of a vacancy in the office, shall assume and perform the duties and functions of the president.

Section 5. The secretary shall keep a true and accurate record of all meetings of the Board and shall perform such other duties as are generally associated with that office.

ARTICLE III

NUMBER OF MEMBERS AND TERMS

Baldwin County Library Board of Trustees: Consists of five members who are citizens of Baldwin County. Members shall be appointed by the county governing body according to the Code of Alabama, 1975, Section 11-90-1 et seq whereby each member is appointed for a four-year term. Members may serve two full terms plus a partial term if he or she has filled a vacancy. Board meetings are open to the public and minutes are available upon request.

ARTICLE IV

MEETINGS

Section 1. The regular meetings shall be held each quarter, the date and hour to be set by the Board at its annual meeting.

Section 2. In compliance with the open meeting law, the agenda will be posted at the public library a minimum of two days before the meeting date.

Section 3. At the annual meeting, the election of officers shall be held at the time of the August meeting of each year.

Section 4. The order of business for regular meetings shall include, but not be limited to, the following items which shall be covered in the sequence shown so far as circumstances will permit:

- a. Roll call of members
- b. Disposition of minutes of previous regular meeting and any intervening special meeting
- c. Progress and service report of director
- d. Committee reports
- e. Communications
- f. Unfinished business
- g. New business
- h. Director's financial report for the library
- i. Action on bills
- j. Public presentation to, or discussion with, the Board
- k. Adjournment

Section 5. Special meetings may be called by the secretary at the direction of the president, or at the request of three members, for the transaction of business as stated in the call for the meeting.

Section 6. A quorum for the transaction of business at any meeting shall consist of three members of the Board present in person.

Section 7. Conduct of meetings: Proceedings of all meetings shall be governed by Robert's Rules of Order.

ARTICLE V

STAFF

The Board shall appoint a qualified library director who shall be the executive and administrative officer of the library on behalf of the Board and under its review and direction. The director shall recommend to the Board the appointment and specify the duties of other employees and shall be held responsible for the proper direction and supervision of the staff, for the care and maintenance of library property, for an adequate and proper selection of books in keeping with the stated policy of the Board, for the efficiency of library service to the public, and for its financial operation within the limitations of the budgeted appropriation. In the case of part-time or temporary employees, the director shall have interim authority to appoint without prior approval of the Board provided that any such appointment shall be reported to the Board at its next regular meeting.

ARTICLE VI

COMMITTEES

Section 1. The president shall appoint committees of one or more members each for such specific purposes as the business of the Board may require from time to time. The committee shall be considered to be discharged upon the completion of the purpose for which it was appointed and after the final report is made to the Board.

Section 2. All committees shall make a progress report to the Library Board at each of its meetings.

Section 3. No committee will have other than advisory powers unless, but suitable action of the Board, it is granted specific power to act.

ARTICLE VII

GENERAL

Section 1. An affirmative vote of the majority of all members of the Board present at the time shall be necessary to approve any action before the Board. The president may vote upon and may move or second a proposal before the Board.

Section 2. The by-laws may be amended by the majority vote of all members of the Board provided written notice of the proposed amendment shall have to be mailed to all members at least ten days prior to the meeting at which such action is proposed to be taken.

Section 3. Errors and omissions coverage and protection is provided by BCLC for members of the Library Board.

Appendix - B
Baldwin County Library Cooperative
Employee Review
& Notice of Discipline

**BALDWIN COUNTY LIBRARY COOPERATIVE, INC
EMPLOYEE EVALUATION FORM**

Evaluation Month / Year

Name

Department

Title

Current Hourly

Final Score

% Increase

Proposed Hourly

Evaluate the employee on each section of categories related to his/her position. If the category does not represent a function of the position, there is a space provided next to each category to describe any departmental specific function of the job. The department specific box is not mandatory to use, but the manager must be consistent in how similar positions are graded.

Each section has a category named "Other" so the manager can focus on a specific function of the position that is not listed in a category for that section. The "Other" category is not mandatory to use, but the manager must be consistent in how similar positions are graded.

To calculate scores: enter in the score for each category (Example: if an employee receives a score of 3 in a category, type in a 3 in the corresponding score box for that category.) If the category is not applicable to the position and will not receive a score, type in "X" in the "N/A" box. The scores should automatically calculate an average as they are entered in the boxes.

Employee performance based on the following scale:

- 1 - UNACCEPTABLE** - Employees performance on a specific job duty or in an overall rating does not meet the required standards of performance for the position.
- 2 - NEEDS IMPROVEMENT** - Employee that scores a two (2) in any single category or in an overall rating is not fulfilling the responsibilities of the job and needs to be counseled [with a written improvement plan] as to what actions he/she must take to bring their performance up to acceptable standards.
- 3 - MEETS STANDARDS** - Rating indicates that an employee has performed at a level that meets the requirements of the specific duties set forth in their job description in addition to the specific criteria listed on the performance review form as it relates to attendance, work habits and personal traits.
- 4 - EXCEEDS STANDARDS** - Rating indicates that an individual is performing at a level that is above the expected standards of their position which includes, but is not limited to, taking extra initiative, demonstrating an exemplary attitude, demonstrating an ability to think and perform beyond what the job duties and responsibilities call for, willing to take on additional tasks and assignments as requested.
- 5 - EXCEPTIONAL** - Rating includes all of the performance achievements specified in the exceeds standard category, with the inclusion of consistency in performance day in and day out at the elevated level.

1. Technical Skills - Effectiveness with which the employee applies job knowledge and skill to job assignments.						
Category	N/A	1	2	3	4	5
a. Job Knowledge						
b. Analyzes Problems						
c. Provides Suggestions for Work Improvement						
d. Employs Tools of the Job Competently						
e. Other (be specific if using category)						
	<i>Total Score</i>					
	Average Score					
Comments:						

2. Quality of Work - Manner in which the employee completes job assignments.						
Category	N/A	1	2	3	4	5
a. Accuracy and Precision						
b. Thoroughness / Neatness / Reliability						
c. Responsiveness to Requests						
d. Follow-through / Follow-up						
e. Judgment / Decision Making						
f. Other (be specific if using category)						
	Total Score					
	Average Score					
Comments						

3. Interpersonal Skills - Effectiveness of the employee's interactions with others and as a team participant.						
Category	N/A	1	2	3	4	5
a. With Co-workers						
b. With Supervisors						
c. With Other Staff/Community						
d. Team Contributions						
e. Commitment to Team Success						
f. Other (be specific if using category)						
	Total Score					
	Average Score					
Comments						

4. Quantity of Work - Employee's success in producing the required amount of work.						
Category	N/A	1	2	3	4	5
a. Priority Setting						
b. Amount of Work Completed						
c. Work Completed on Schedule						
d. Other (be specific if using category)						
	Total Score					
	Average Score					
Comments						

5. Approach to Work - Characteristics the employee demonstrates while performing job assignments.						
Category	N/A	1	2	3	4	5

a. Actively Seeks Ways to Streamline						
b. Open to New Ideas and Approaches						
c. Shows Initiative						
d. Planning & Organization - Flexible/Adaptable						
e. Commitment to Team Success						
f. Follows Instructions						
g. Attendance						
h. Other (be specific if using category)						
	Total Score					
	Average Score					
Comments						

6. Supervisory Skills - (if applicable to employee) - Applies only to employees who are a Manager or Supervisor.						
Category	N/A	1	2	3	4	5
a. Trains and Develops Staff						
b. Properly Aligns Responsibility & Accountability						
c. Handles Performance Problems with Staff						
d. Instills Pride in Performance, Innovation, and Quality						
e. Welcomes Constructive Criticism						
f. Sets Specific Goals for Staff						
g. Other (be specific if using category)						
	Total Score					
	Average Score					

Comments

Additional Comments:

Goals for Upcoming Year:

Employee Comments:

Signatures

Employee **Date**

Rater/Supervisor **Date**

Department Head **Date**

Section 1:
Section 2:
Section 3:
Section 4:
Section 5:
Section 6:
Average Scoring:
Overall Total Score:
Overall Average:
Score:

1% COLA received October 1st, plus merit increase below:

Performance Appraisal Score		Merit Increase
<i>From</i>	<i>To</i>	
3.0	3.39	1.50%
3.4	3.79	2.00%
3.8	4.19	2.50%
4.2	4.59	3.00%
4.6	5.0	3.50%



EMPLOYEE NOTICE OF DISCIPLINE

Employee Name : _____ Action

Given : _____

Date of Discipline : _____

Supervisor Issuing Action : _____

Violations :

- Attendance (Tardiness OR No-Show)
- Vile, Foul, or Abusive Language
- Safety/Carelessness/Danger to Others
- Willful Damage to BCLC Property
- Insubordination
- Conduct Unbecoming of BCLC Values
- Falsification of Documentation
- Other

Date of Violation: _____

Violation Statement (attach any supporting documentation)

Disciplinary Action

- Oral Reprimand
- Written Reprimand
- Recommendation for Termination

Corrective Actions to be Taken

I understand the above violations and have discussed them with my director and agree to take steps to meet the corrective actions in a timely manner. I have read this Notice of Discipline and understand it. (Employee needs to sign each page of supporting documentation also to verify they have been made aware of that)

Employee refused to sign this form and all attached documentation

Employee's Signature _____ Date _____

Supervisor's Signature _____ Date _____

Witness's Signature _____ Date _____

Types of disciplinary action:

Oral Reprimand – An oral discussion with the employee during which the supervisor, program coordinator, or director notifies him/her of the nature of the violation, the corrective action necessary, and the consequences of future violations, and obtains the employee’s commitment to corrective action. An oral reprimand is to be documented.

Written Reprimand – A written reprimand is written notification to the employee concerning unacceptable performance or conduct, the corrective action necessary, the consequences of failure to bring about corrective action. This is usually the second step for a minor violation.

Termination – Termination is taken by the Director with board approval to terminate an employee’s employment with the library. A recommendation for termination is usually the fourth step involving offenses of a minor nature, the third or second step in more serious offenses, and the first step in flagrant violations. The above disciplinary action has been noted and this form will be made part of the above employee’s permanent file, as of this date.

The above disciplinary action has been noted and this form will be made part of the above employee’s permanent file, as of this date.

This shall serve as a written warning for the above employee.

Revised July 2020

Appendix - C

Baldwin County Library Cooperative

Director Review

DIRECTOR’S PERFORMANCE REVIEW

DIRECTOR’S NAME: _____ BOARD

OF TRUSTEES CHAIRMAN: _____

PERFORMANCE PERIOD: From _____ To _____

Date: _____

Directions:

1. *Each board member should individually respond to this form.*
2. *In responding to the form, board members may refer to the director’s job description, library statistics, service report, board minutes, program results or other information sources from the year.*
3. *Submit this form to the Board president or Board Committee Chairperson for inclusion in the Summation Form*
4. Any rating of 1 or 2 *must* include an explanation in the comments section.

Scale:

- 4 = excellent/exceeds criteria
- 3 = satisfactory/meets standards
- 2 = (fair) needs improvement
- 1 = unsatisfactory (did not meet expectation)

“Annual” Library Director’s Evaluation Form for Trustees

Customer Service & Community Relations

Rating

- 1. Level of patron satisfaction 4 3 2 1
- 2. Customer service received by patrons 4 3 2 1
- 3. Consistent application of policies that affect the public 4 3 2 1
- 4. Services are communicated to the public effectively 4 3 2 1
- 5. Working relationships and cooperative arrangements with government officials, community groups and organizations 4 3 2 1
- 6. Awareness of community needs 4 3 2 1
- 7. Mechanisms are in place to hear from patrons and the community-at-large 4 3 2 1
- 8. Library is being marketed to the community 4 3 2 1

Comments:

CS & CR totals: 4 ___ 3 ___ 2 ___ 1 ___

Organizational Growth

- 1. The library is making progress on its long-range plan (LRP) 4 3 2 1
- 2. Services to meet the goals and objectives of the LRP are carried out with staff and trustee involvement 4 3 2 1
- 3. Goals and objectives are evaluated regularly 4 3 2 1
- 4. Creativity/initiative are demonstrated in creating services/programs 4 3 2 1
- 5. Collection is responsive to community needs 4 3 2 1
- 6. The library is responsive to changes in the community 4 3 2 1
- 7. Staff are aware of library's long-range plan, policies and activities 4 3 2 1
- 8. There is a working knowledge of significant developments and trends 4 3 2 1
- 9. Building and grounds are kept up and needed repairs/maintenance are done on a timely basis 4 3 2 1

Comments:

OG totals: 4 ___ 3 ___ 2 ___ 1 ___

Administration & Human Resource Management

- 1. Work is effectively assigned, appropriate levels of freedom and authority are delegated 4 3 2 1
- 2. Job descriptions are developed; regular performance evaluations are held and documented 4 3 2 1
- 3. Personnel policies and state and federal regulations on workplaces and employment are effectively

implemented 4 3 2 1

4. Policies and procedures are in place to maximize volunteer involvement 4 3 2 1

5. Staff development and education is encouraged; 4 3 2 1

6. Staff understand how their role at the library relates to the mission 4 3 2 1

7. Library climate attracts, keeps, and motivates a diverse staff of top quality people 4 3 2 1

Comments:

A&HRM totals: 4 ___ 3 ___ 2 ___ 1 ___

Financial Management / Legal Compliance / Fundraising

1. Adequate control and accounting of all funds takes place; library uses sound financial practices 4 3 2 1

2. Budget is prepared with input from staff and trustees; the library operates within budget guidelines 4 3 2 1

3. Official records and documents are maintained, the library is in compliance with federal, state and local regulations and reporting requirements (such as annual report, payroll withholding and reporting, etc.) 4 3 2 1

4. Positive relationships with government, foundation and corporate funders are in place 4 3 2 1

5. Positive relationships with individual donors is established 4 3 2 1

6. Funds are disbursed in accordance with budget, contract/grant requirements and donor designations 4 3 2 1

Comments:

FM/LC/F totals: 4 ___ 3 ___ 2 ___ 1 ___

Board of Trustee relationship

1. Appropriate, adequate, and timely information is provided to the board 4 3 2 1

2. Support is provided to board committees 4 3 2 1

3. The board is informed on the condition of the organization and all important factors influencing it 4 3 2 1 4.
The board works effectively 4 3 2 1

Comments:

BTR totals: 4 ___ 3 ___ 2 ___ 1 ___

[Return this form to the Board President or Board Committee Chairperson for inclusion in the Summation Report.]

<i>Summation Totals:</i>
4 _____
3 _____
2 _____
1 _____

RECOMMENDATIONS:

Director's New Compensation: \$ _____, an increase of _____%. Effective

Date: _____

DIRECTOR:

I have read and understand The Policies and Procedures Handbook. _____ (initial) I have read and understand the confidentiality of patron's library card records. _____ (initial) I have read this review. _____ (initial)

This review has been discussed with me. _____ (initial)

_____ I agree

_____ I disagree

Director's Comments (optional):

Director's Signature: _____ Date: _____ Board of

Trustees Chairman's Signature: _____ Date: _____

Follow up review scheduled _____ months from date of this review.

Staff Acknowledgement



I _____ am stating that I have read and understand, The Baldwin County Library Cooperative (BCLC) Policy and Procedure Handbook and will abide by these policies. By signing this form, I also understand that I could be randomly questioned on my understanding of the BCLC's Policy and Procedure Handbook and it is my responsibility to be familiar with and have a clear understanding of them. I understand that if I do not abide by the handbook that further training and review will be necessary. If I willfully and intentionally do not abide by the Handbook set forth, the director will take necessary disciplinary measures.

Employee Signature: _____

Date: _____

Witness Signature: _____

Date: _____

Employee's Department: _____