

**NORTHEAST GEORGIA REGIONAL
LIBRARY SYSTEM (THE SYSTEM)**

POLICY HANDBOOK

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I. INTRODUCTION

The Northeast Georgia Regional Library System (THE SYSTEM), which is referred to as the Regional System throughout this document, is made up of the four counties of Habersham, Rabun, Stephens and White. There are six library facilities in the four counties. A list of their individual schedules, addresses, and phone numbers is included in this handbook as [Appendix A](#).

The Regional System may also operate an Extension Services program for people in all four counties who are unable to use the permanent facilities.

The Regional System is governed by the Regional Board of Trustees. Each affiliated county has a county board of trustees; at least one and up to four representatives from each county board comprise the Regional Board of Trustees. A list of all current trustees is available at the Regional Services Office in Clarkesville.

A. GOVERNMENTAL SUPPORT

Several levels of government work together to create, maintain and improve library service for the citizens through the Regional System.

1. The Georgia State General Assembly provides the legal framework and amends laws applicable to libraries. It also appropriates the funds for the operation of the state library agency (Georgia Public Library Service), the State Library, and state-aid money for library system operation and maintenance.
2. The Board of Regents of the University System of Georgia has responsibility for promoting the development of libraries and maintaining public library service through the Georgia Public Library Services.
3. Governing authorities in counties and municipalities may establish a public library system (Georgia Code 20-5-40). Officials allocate local funding for local services, operations, and maintenance and appoint trustees.
4. Trustees are appointed by local agencies that support the libraries to formulate policies and budget funds. Local library services are funded by the local taxing agencies and by other private and charitable funding sources. Representatives from each county board make up the Northeast Georgia Regional Board, which formulates policies and budgets funds for system functions. Appendix G reproduces the Constitutions and By-laws of the library system and the affiliate libraries.
5. The Library Director assists and advises trustees in formulating policies and budgets regional funds for library services. The Director implements policies, generates procedures, supervises library operations, and acts as administrator for the Regional Board. Each county board is responsible for the maintenance and funding of services

and facilities for its county. The Regional Board is responsible for the maintenance and funding of services and facilities serving the entire Region.

B. SYSTEM FUNDING

The Regional System receives grants through the Board of Regents of the University System of Georgia and the Georgia Public Library Service for the salaries of the state-certified librarians who act as department heads for all major library functions, materials, operations and maintenance for Regional Services functions, and travel of the Regional staff.

Local Support: Local libraries within each county are supported by local tax money, except for materials and extension services, with a small amount contributed by other sources.

State Support: State Support for the regional operation comes in the form of three grants: a system services grant, a materials grant, and a state-certified librarians' salaries grant.

The System services grant is based on the Georgia Office of Planning and Budget's census projections and Georgia Public Library Services Zero Based Budget (ZBB) formulas. The System services grant is used to pay for a portion of the utilities at the Regional Services Office, partial payroll costs on regional non-certified employees, telecommunications costs, equipment purchase costs, supplies, insurance costs for the Regional Services Office, and repair and maintenance costs on regional office equipment as well as services to the affiliated libraries.

The materials grant consists of a basic grant for regional services and a per capita amount decided each year by the Georgia State Legislature, based on the Office of Planning and Budget's census projections. These funds are administered by the Regional Services staff in accordance with state regulations. This amount must be used for materials (books, magazines, newspapers, videotapes, and similar items).

For the librarian salaries' grant, the current allotment is for three state-paid positions: Regional Services Director; Regional Acquisitions/Cataloging Services; and Regional Technology and Systems Services. The state-certified librarians serve as department heads for all major library functions within the System. They are responsible for overseeing the functions in each of the libraries in the System and are instrumental in the development of policy and procedure in their areas of responsibility. In addition, the Regional Services Director may appoint qualified librarians Assistant or Associate Director as warranted.

II. LIBRARY MISSION AND POLICIES

The policies, rules and regulations of the Regional System are determined by the Regional Board of Trustees with advice from the Director. The Regional Board, composed of members appointed by the four county boards, meets quarterly to receive the Director's report, to discuss the System's activities, and to decide upon general principles and policies. The Director, as technical advisor and executive secretary of the Board, operates the libraries within the guidelines of the policies established by the Board.

The Regional Board and the Director share the task of establishing the changing regional policies. When policies are approved, the Board delegates administration to the Director. Many activities have been delegated by the Regional Board to the affiliated county boards. The affiliated library managers are responsible for the administration of their respective libraries and report to the Director and their individual boards of trustees. All have the public relations job of interpreting the Library's program to the public.

The Northeast Georgia Regional Library System does not discriminate, either in employment or public service, on any basis, including race, sex, age, color, national origin, marital status, physical disability, political affiliation, or religion.

A. MISSION STATEMENT

The mission of the Regional System is to provide support to the public libraries of Habersham, Stephens, Rabun, and White Counties.

This support shall include but not be limited to: overseeing collections management; purchase and cataloging of materials; other technical services; compilation of financial data for reporting purposes; state and federal reporting; overseeing adult, children's, reference, outreach, and extension services; liaison services for state and federal programs; consultation; and assistance with problems.

B. LIBRARY USE—GENERAL GUIDELINES

The public is encouraged to:

- Ask a librarian for help.
- Call or come in for reference and information service.
- Expect prompt, efficient, courteous treatment from library staff.
- Check out circulating books and other materials.
- Make appropriate use of interlibrary loan services.

- Suggest new materials and services.
- Read, study, or use library materials.
- Expect a clean, safe, reasonably quiet building.

Public and staff are not to:

- Engage in any illegal activity or behavior, including fighting (GA Code §16-11-32) and public indecency (GA Code §16-6-8).
- Vandalize, deface, or damage library facilities, equipment, or materials (GA Code §20-5-52).
- Enter without shoes or shirt.
- Bring in animals except trained service animals or as part of library-sponsored programs.
- Harass library users or staff.
- Sell, solicit, panhandle, or loiter on library premises.
- Eat, drink, or smoke in the library.
- Enter the library while under the influence of alcohol or drugs (GA Code §16-11-41).
- Leave children unattended.
- Talk loudly or make noise that can disturb other library users.
- Bathe, shave, or wash clothes in public washrooms.
- Enter the library if bodily hygiene has been neglected so that it gives offense and constitutes a nuisance to other patrons.
- Remove library materials from the building without checking them out.
- Enter unauthorized areas of the building or fail to leave the building when closing is announced (GA Code §16-7-29).
- Fail to pay fines, fees or other charges due in accordance with the library's stated fine/fee schedules.

Anyone violating Library Guidelines will be asked to stop the inappropriate behavior

and/or asked to leave the library premises. Repeat violators may be banned from the library, as management sees fit, to protect the rights and privileges of others. Anyone violating the Georgia Code, or any local laws or ordinances will be reported to law enforcement agencies without prior notice.

C. COLLECTION DEVELOPMENT POLICY

This policy is the official statement of THE SYSTEM's commitment to building collections that attempt to meet the needs of the public. The collection ranges from current bestsellers, to a special collection of genealogy materials, to audiovisuals, to children's materials. The System subscribes to numerous magazines and newspapers. Formats presently in the collection include books, e-books, e-audio books, audiocassettes, compact discs, DVD's, videocassettes, and periodicals. Reference materials provide in-depth and up-to-date resources for the educational, professional, and recreational needs of the community. Materials in foreign languages are available in various formats in both the adult and children's departments in response to the needs of each county's varied ethnic populations.

III. LIBRARY SERVICES POLICIES

A. MATERIALS SELECTION

The Director delegates to affiliated library managers the authority to interpret and guide the application of the selection policy in making day-to-day decisions. Each affiliated library manager has the authority to make final decisions on the withdrawal of circulating materials, the rebinding of books, replacement orders, and the addition of gifts to the collection.

The Affiliate Services Librarian, the Acquisitions/Catalog Services Librarian, the Program Services Specialist, and the affiliated library managers have the authority to review various collections in the libraries, evaluate the contents, and submit written reports to the Library Director. Each affiliated library manager has the authority to initiate any weeding projects as a result of collection evaluations.

Selection Guidelines: Selection is a discerning and interpretive process, involving a general knowledge of the subject and its important literature, a familiarity with the materials in the collection, an awareness of the bibliographies of the subject, and recognition of the needs of the community.

The Regional System recognizes that some materials may be considered controversial and that any item may offend some patrons. Selections are made solely on the merits of the work in relation to building the collection and to serving the interests of the readers in general rather than on the basis of any anticipated approval or disapproval. The Regional System asserts its duty to keep on its shelves a representative selection of books on all subjects of interest to its readers, including materials on all sides of controversial questions, so long as they meet the criteria stated in this policy. Responsibility for children's use of library materials rests with their parents or legal guardians.

Criteria: Factors to be considered in adding materials to the collection are: literary or artistic merit; enduring value; accuracy; authoritativeness; social significance; importance of subject matter to the collection; timeliness or permanence of the work; popular demand; cost; scarcity of material on the subject and availability elsewhere; quality and suitability of the format; regional interest or works by local authors, artists, publishers or producers; and availability of critical reviews. Other considerations may be applicable in specific subject areas. Selectors should choose materials that will build a well-rounded collection which includes all viewpoints and opinions and which will meet patrons' needs.

Tools: Professional journals; trade journals; subject bibliographies; publishers' catalogs and promotional materials; reviews from reputable sources; lists of recommended titles;

and sales representatives for specific materials. Purchase suggestions from patrons are also an important source.

Formats: Materials and equipment are collected and maintained in a wide variety of formats.

Donations: Affiliated libraries welcome gifts of materials or money to purchase materials with the understanding that such gifts be retained, located, relocated, or disposed of at the discretion of the affiliated library receiving the gift. Gift plates and letters of acknowledgment are appropriate stipulations by a donor, but other requirements should be evaluated carefully before the gift is accepted. All gifts become part of the general collection and should not require special circulation procedures. Material selected for the collection must meet established material selection criteria. Gifts of materials may be acknowledged but not appraised.

Affiliated libraries may not accept as a gift any printed or manuscript items or any objects if the condition of acceptance requires exhibition of the item or that the item be kept as a unit. Libraries will rarely accept objects other than printed, manuscript or audiovisual materials.

Weeding and Withdrawal: Worn and obsolete materials are continuously weeded. Materials may also be withdrawn if they are little used or superseded by a new edition or better work on the same subject. Depth and breadth of varying degrees are desirable in various areas of the collection.

Titles are withdrawn from the collection through systematic weeding or because of loss or physical damage. The decision on whether materials which are withdrawn because of loss or damage are replaced is made using the same criteria as for selection. Other factors applicable when deciding on replacements include the number of copies of a title the library owns, the availability of newer materials on the subject, the importance of the work in its subject area, its listing in standard bibliographies, and its cost. Subject areas should be reassessed for relevancy and currency every two years, at a minimum, although certain areas may require more frequent review.

Weeding identifies damaged items, out-of-date materials, and materials which are inappropriate for the collection. Weeding also helps a selector evaluate the collection by identifying areas or titles where additional materials are needed; older editions which need to be updated; and subjects, titles, or authors that are no longer of interest to the community. Titles can be checked against standard bibliographies in the subject to determine if the items have historical or literary value. Holdings readily accessible in other libraries may also be considered when making weeding decisions. Withdrawn materials which are in good condition may be given to other libraries or the affiliated Friends of the Library or put in a library book sale. Materials withdrawn from the reference collection which retain informational value may be transferred to the circulating collection or offered to other libraries.

Cataloging: All materials cataloging will be done at the Regional System Services Office by the Acquisitions/Cataloging Librarian. State regulations require that all cataloging be PINES/Evergreen compliant and accomplished by or under the guidance

of a cataloger trained in the PINES/Evergreen system and having knowledge of the MARC record format.

Inventory: Inventories may be conducted by affiliated libraries as necessary. The Region System will assist with producing the necessary reports and information to conduct the inventory, and will provide assistance when possible. Full inventories will not be conducted during high usage times, such as the Summer Reading Program. In accordance with current best library practices, affiliates are encouraged to conduct an ongoing inventory by sections to minimize inconvenience to library users.

Reconsideration of Library Materials: An obligation of the public library is to reflect within its collection differing points of view on controversial or debatable subjects. The System does not promulgate particular beliefs or views, nor does the selection of an item express or imply an endorsement of the author's viewpoint or the contents of that item. The library will not indicate through the use of labels or other devices particular philosophies contained in an item. The library is opposed to any group or philosophy which aims at closing any path to knowledge.

Northeast Georgia Regional Library System accepts materials reconsideration requests from patrons residing in its service area of Habersham, Rabun, Stephens, and White Counties. To ensure fairness and efficient handling of book reconsideration requests, Northeast Georgia Regional Library System will allow patrons to submit only one request at a time. This allows us to give each request the attention it deserves and make a prompt decision. Once a decision has been made on your current request, you are welcome to submit another if necessary. Patrons who request the reconsideration of library materials will be asked to put their request in writing by completing and signing the form included in Appendix B. The procedure detailed below will be used to resolve the request. Retention or deletion of materials will be determined by the Board's standards of selection as outlined in this policy. The completed decision on reconsideration of a specific title shall remain in effect for three years.

B. CHALLENGED MATERIALS

If materials or programs are challenged as improper for library use, the following procedure will be followed:

- The complainant will be requested to put the objection in writing on the form supplied by the library and to complete the information requested on the form. [\(See Appendix B and Appendix C.\)](#)
- By the end of the working day following the date of the complaint, the staff member receiving the complaint will present to the Affiliated Library Manager and the Regional Services Director a written, factual, unbiased account of the complaint. Immediately on receipt of the written report, the Library Manager will send the complainant the "Letter Explaining the Reconsideration Procedure."

(See Appendix C.)

- The complaint will then be referred to a Reconsideration of Materials/Programs Committee made up of the Affiliated Library Manager, the Regional System Services Director, the Regional System Services Assistant Director, and the Collection Management/PINES Operations Librarian.
- The Committee will discuss the complaint with attention given to the original reason for the material or program being included in the library (for example, reviews, patron request, or best seller lists).
- The Library Manager will report the Committee's finding, in writing to the complainant within two weeks of the date of the "Letter Explaining the Reconsideration Procedure." If the complainant is not satisfied with the report, she/he will then be referred to the County Library Board; the Director and the Library Manager will submit the written complaint, along with any other documentation produced by the Committee, to the Board at the next regularly scheduled Board meeting. The Library Board will make a decision within two regular meetings. This will give board members the opportunity to personally review the material in question if necessary. All decisions will be filed with the Regional Services Office. If affiliate library management has elected to waive regional recommendations during the selection and/or classification process in regard to the material in question, this will be the final step in the procedure, and the County Library Board will be responsible for any and all legal, financial, or other issues resulting from the challenge.
- If this does not suffice, the complainant will be referred to the Regional Library Board. The Director will submit the written complaint, along with any other documentation produced by the Committee, to the Board at the next regularly scheduled Board meeting. The Regional Library Board will make a decision within two regular meetings. This will give board members the opportunity to personally review the material in question. All decisions of the Regional Board will be final.

C. CIRCULATION

This policy is an essential component of the Regional System shared services. Affiliated libraries must abide by the policy as approved by the Regional Library Board. All patron records are confidential and may not be revealed to any person outside the library system staff without a court order.

Definition: Circulation measures use of library materials and is defined as checking out the item to the patron for use outside the facility. Should the patron wish to renew an item, the renewal will count as an additional circulation. Check-ins will not count in circulation.

Many matters relating to circulation are governed by the Georgia Library PINES (Public

Information Network for Electronic Services) policies as approved by the State of Georgia and as accepted by all affiliates as a condition of participation in PINES. A copy of the full PINES agreement and policies is kept at each affiliate.

Matters related to circulation that are not addressed by PINES policy may be decided locally by each county board, or, when a regional policy is necessary, by a consensus of the affiliate library managers and the regional staff. In those cases, regional board approval will be required. Affiliate library boards and management may not modify regional circulation policy.

D. REFERENCE

A reference transaction is an information contact which involves the knowledge, use, recommendation, interpretation, or instruction in the use of one or more information sources by a member of the library staff. It includes direct and instructional services. Direct service provides the patron with the information requested, while instructional service is designed to teach the patron independent use of library resources.

Reference service will be provided at all times that the library is open. The libraries will:

- Provide personal assistance without discrimination to library users seeking information.
- Select, acquire, and organize sources of information to meet the needs of library users.
- Ensure that library users receive a consistent level of service.
- Present programs and tours in the library and in the community on reference services, library use and reference sources.

All reference questions are treated confidentially.

Reference staff members, whether professional or para-professional, serve as the link between resources and the patron. As such, it is important that the staff member be:

- Knowledgeable about library materials and services.
- Open and approachable; friendly but professional.
- Able to communicate effectively with people.
- Discreet in the handling of questions which might be confidential or sensitive.
- Able to exercise good judgment both in the interpretation of policy and in the handling of exceptional situations.

General Guidelines for Desk Service:

A. Priorities

- Service to the public receives priority over any other duties. Library users should be made aware that the primary purpose of a reference librarian is to assist them.
- In-person requests for service receive priority over telephone requests.
- Although the Library's primary responsibility is to patrons within the Regional System service area, there should be no discrimination against other patrons for basic reference service.

B. Referrals to Other Agencies

- Referrals to other agencies may be made when appropriate. At no time may staff refer the patron to individual practitioners—physicians, attorneys, mental health professionals, etc.

C. Sources

- Staff members should avoid personal opinions, philosophy, or evaluations; rather they should rely upon information based on accurate printed or online sources or learned from a reliable authority. The opinion of staff members, even when requested, should not be given as fact. The source of an answer should always be cited.

D. Instruction and Orientation Services

- Instruction and orientation services in library use are an integral part of library service and may range from basic instruction on how to use the computer catalog or reference tools to more formal assistance such as tours designed to increase the patron's knowledge of the library's materials and services.

Telephone Reference: Telephone reference should be used for short, factual information questions which do not require extensive reading or interpretation by staff members. If the answer to a telephone question seems too involved to relate easily over the telephone, this should be explained to the patron and the suggestion made that the patron come to the library.

Mail, Fax, and Electronic Mail Reference: It is the library's practice to respond to all reasonable reference inquiries received by mail, fax, or electronic mail. Fax, mail, and electronic mail requests are defined as short, factual informational questions which do not require extensive reading or interpretation by staff members. If the question becomes too involved or time-consuming, the staff member should explain the limitations on such service and suggest that the patron visit the library for further

assistance.

The patron may request that the response to the question be made by fax, mail, electronic mail, or telephone. The nature of the question may determine the form of response.

Special Problems:

1. School Assignments: Questions regarding school assignments will be treated as any other request for reference assistance. Every effort should be made to satisfactorily answer a student's questions and provide the sources for information and the instruction needed to use those sources. When reference staff members are unable to locate information, the student will be encouraged to return to the teacher for further instructions or an altered assignment.

2. Book, Antique, and Art Appraisals: Patrons may be referred to appropriate reference sources or to consultants or experts. Staff members should never give a personal appraisal regarding the value of a patron's possession.

3. Compilations and Extensive Research: Requests for and/or completion of lengthy research is not considered a traditional role of the public reference librarian. Research and reference differ in terms of time required, sources employed, and ease of determination of search strategies; research is the more involved of the two. Patrons needing extensive compilations (bibliographies, lists, statistics, etc.) or research should be directed to the appropriate resources and offered as much assistance as staff time allows.

4. Medical, Legal and Tax Questions: The library does not provide advice in the areas of medicine, law, and taxes. If legal information can be found in printed sources, it is provided. However, complicated legal searches should not be undertaken, nor should personal interpretations of legal matters be offered. Concerning medical information, brief definitions and descriptions from authoritative published sources may be provided. These sources should be quoted verbatim with no personal interpretation. The patron should be informed of the source from which the information is taken. Under no circumstances should a staff member offer advice in medical, legal, or tax areas. If more information is required, the patron should be encouraged to examine the library's collection or be referred to another source.

Orientation/Tours: Library orientation tours, bibliographic instruction, and online demonstrations are offered to all adult groups and to student groups of middle high school age and above.

E. EXTENSION

The purpose of the Regional System's Plan for the Dissemination of Library Materials and Services is to make library materials and services available to all residents within the Regional System's service area. In addition to providing Regional Services for the

participating libraries, the Regional System makes services and materials available through affiliated libraries, deposit service to area schools, a Books-by-Mail program, on-line books and resources, and facilitating use of the Georgia Library for Accessible Services (GLASS). The Extension Service provides library services and materials to residents of areas remote from a permanent library facility and qualifying homebound residents of the Region.

Affiliated Libraries: Affiliate Libraries are established and maintained within the Regional System's service area as outlined in Article 2 of Chapter 5 of Title 20 of the Official Code of Georgia. The Regional System is legally responsible for the administration of all building programs in which State of Georgia funds are involved.

Deposits: The Regional Director and library staff assume responsibility for book deposits and/or temporary outlets. Consideration will be given to requests for service by local residents. Adequate supervision of library materials is to be provided by the local community.

Georgia Library for Accessible Services (GLASS): Patrons can request this service at any affiliate library.

Books by Mail: Library services and materials can be sent by mail to residents in areas remote from a permanent library facility or to qualifying homebound members of the service area.

Extension Services to Special Groups: The Regional System will provide, whenever possible, services to special groups, such as prisons, hospitals, kindergartens, independent schools, nursing homes, and similar institutions.

F. DIRECT SERVICES TO AFFILIATED LIBRARIES

The goal of direct services is to ensure that each county participating in the Regional System will have the opportunity to request and receive a fair share of the direct services offered.

Technical Services: As the per capita allotment of materials provided to the Region by the State is distributed equitably among member libraries, the efforts of the Technical Services Librarian are, by definition, distributed fairly.

Technology Services: The Technology and Systems Librarian will provide direct assistance as requested to the affiliated libraries as allowed by budgetary and time factors.

G. ELECTRONIC EQUIPMENT IN THE LIBRARY

Electronic equipment such as, but not limited to, personal computers, cellular telephones, calculators/adding machines, personal headphone stereos, will be

permitted in the library if they do not interrupt the study/research of other library patrons.

H. INTERNET SAFETY AND COMPUTER USE

This document is a System-wide policy that impacts all the Regional System provided access to the Internet. It is based on the Mission Statement of the Regional System and applies to all users in the Regional System's provided access to the Internet regardless of the physical device used (such as: library computer, user's laptop, and hand-held devices).

The Internet offers new freedoms and demands new responsibilities. The Regional System provides access to the Internet to support the role of its affiliate libraries in making informational, educational, and cultural resources available to patrons in a variety of formats and as a means of complying with applicable laws.

Responsibility of the Library: It is the responsibility of the Regional System to ensure that policies governing library use of the Internet are in compliance with federal, state, and local laws and regulations. Just as the purchase, availability, and use of other library materials does not indicate endorsement of their contents by the library staff and board, neither does making electronic information available to patrons imply endorsement of that content. Users release and discharge the library system and its staff from any liability which might arise from the use of the Internet, including liability in relation to defamatory or offensive material or any breach of copyright which may occur as a result of use.

Responsibility of Patrons and Parents of Minors: THE SYSTEM affirms its role in providing access to constitutionally protected materials, and also affirms the right and responsibility of parents to determine and monitor their children's use of library materials and resources. It is the responsibility of the parent or guardian to monitor and supervise their children's use of the Internet in selecting material that is consistent with personal and family values, and appropriate for the age and understanding of the children.

All Internet users at any THE SYSTEM library agree to hold the library, including the Regional Board, the individual county boards, and the library staff, harmless from any claims, losses, damages, obligations, or liabilities relating to any reason, including:

1. Infringement of U.S. Copyright Law (*Title 17, U.S.C*) governing the reproduction, distributions, adaptation, public performance, and public display of copyrighted material;
2. The use and/or accuracy of information obtained from the Internet;
3. Damage to non-library software or hardware resulting from viruses downloaded via the Regional System's provided Internet services;
4. Any use the patron makes of any material retrieved or accessed.

The Regional System assumes no responsibility for any damage, direct or indirect, that users or anyone else may suffer through access to the Internet at any of our libraries.

To use the Regional System provided Internet service, the patron must read this policy or an abbreviated version prepared by the affiliated library and sign the "Registration for Internet Use" form ([see Appendix D](#)), which agrees to the provisions of this policy as well as to additional requirements at each affiliated library.

Filtering: All library computers that access the Internet will have filtering software that meets legal requirements installed and activated. When there is no legal requirement to use filtering technology, the decision to implement the filtering solution provided by the State of Georgia, or another solution, will be at the discretion of each county library board. The software is a measure taken to filter Internet access to visual depictions that are obscene, contain child pornography, or are harmful to minors. If implemented, use of the software will be enforced by the library.

No filtering technology is 100% effective, and cannot substitute for the judgment and supervision of parents who make decisions for their child based on their family's values and the child's age and maturity. Parents are therefore ultimately responsible for monitoring the Internet activity of their children even though filtering software may be used.

Filtering software may block legal material that some library users may find useful, and it may not block all material that some may find offensive. The filter will be temporarily disabled at the request of any adult patron. The filter may be disabled by any adult library staff member. For purposes of compliance with the Children's Internet Protection Act, an adult is 17 years old or older. The requested use will be in compliance with library policy and will be for lawful uses only.

When filtering is not in place because it is not legally required, or is disabled (or ineffective), the patron still may not view materials that are legally obscene, contain child pornography, or are harmful to minors. Such materials can be accidentally accessed on occasion. The patron has a responsibility to report such accidents; it is not acceptable to leave the computer without reporting it as the material left may be viewed by other patrons, including children.

Rules and Guidelines: Patrons should be aware of the following:

- The use of THE SYSTEM's Internet service is a privilege and a conditional service and inappropriate use of this conditional service can result in the cancellation of that privilege. Accessing the Internet at the library assumes compliance with the library's Internet policy.
- The Internet access computers as well as other library computers are available, subject to periodic maintenance, during regular library hours.

- Users must have basic computer skills.
- Use of the Internet access computers is on a first-come, first-served basis. Each affiliated library may impose time limits and other rules in order to ensure equitable access to all patrons.
- Users are financially responsible for any charges they incur from use of the Internet, including the cost of printing.
- Not all sources on the Internet provide accurate, complete or current information. Patrons need to carefully examine the source and question the validity of the information they find.
- Library computer terminals are neither private nor secure.
- Library staff has the authority to end an Internet session at any time.
- The Library does not provide email accounts to patrons.
- The Library is concerned about the safety and security of minors. When using email extreme caution must be taken by minors in regard to information of a personal nature.
- Responsibility for resolution of problems relating to any invasion of the user's privacy or loss of data rests with the user. The library assumes no liability for loss or damage to the user's data or injury arising from invasion of the user's privacy.

It is the policy of the Regional System to maintain an environment that promotes ethical and responsible conduct in all online activities by staff and patrons. This policy is a practical and logical extension of our community's commitment to conduct what is legal, responsible, ethical, and considerate of others:

1. Patrons may request password for secure wifi access or access wifi through the unsecure network without password.
2. Users may not install their own software.
3. The downloading of illegal information from the Internet could lead to prosecution. The user may not use the Internet for any illegal activity, including copyright violation, or place any material on the Internet related to any illegal activity. Access, via the Internet or software or devices brought in by the patron to visual material that is obscene, contains child pornography, or is harmful to minors is prohibited. Neither minors nor adults shall access inappropriate material on the Internet.

4. Uploading or creating computer viruses is considered a criminal offense and will result in immediate loss in Internet privileges and/or criminal prosecution.
5. Minors shall not reveal their personal home address, location, or home phone number. Only the parent or legal guardian may supply this information on the Internet. Giving out personal information about another person, including home address and phone number, is prohibited.
6. Users shall not seek information on, obtain copies of, or modify files, other data, or passwords belonging to other users, or misrepresent other users on the Internet.
7. No Internet user shall disrupt the use of the Internet by others; hardware or software shall not be destroyed, modified, or abused in any way.
8. Malicious use of the Internet to develop or use programs that harass other users or infiltrate a computer or computing system and/or damage the software components of a computer or computer device is prohibited.
9. Harassment and sending hate mail or chain letters are prohibited.

While the Regional System Board of Trustees does not exercise direct control over all aspects of the use of computers and the Internet at affiliated libraries, the Regional System as a whole does comply with applicable federal and state laws and regulations. Any additional policies and/or guidelines related to Library Internet/Computer use shall be the responsibility of each individual county library board. Copies of all such policies shall be filed with the Regional Board and may not be in conflict with this policy, or state, federal, and local laws and regulations. Each affiliated library shall prepare a brief "Rules of Conduct" sheet that includes the above policies as well other pertinent information herein and any local requirements. This sheet (or the full policy) may be presented to each applicant for Internet use and shall include a statement that it is based on this full policy statement and that the applicant may request a copy.

Termination or Suspension of Access: Authorized Library staff, given reasonable cause to believe that a user has failed to comply with the Internet Safety/Acceptable Use Policy and/or Rules either through direct observation or from evidence left on the computer, may terminate a user's session immediately.

Penalties for Violation: Problems arising from an affiliate's policies will be resolved by the affiliated library board. Likewise, any liability arising from such problems will be the responsibility of the affiliated library board.

Problems arising from application of the Regional System policy will be handled as follows:

- In the case of creating or purposefully uploading a computer virus, trojan horse, worm, or other malicious program to the network or to any computing device, the patron shall lose all Internet Privileges permanently. If a staff member creates or purposefully uploads a computer virus, trojan horse, worm, or other malicious program to the network or other computing device, he/she will be dismissed immediately from employment at the Regional System. If a contractor creates or purposefully uploads a computer virus, trojan horse, worm, or other malicious program to the network or other computing device, the contract will be immediately terminated and the contractor shall not be eligible to contract with the library.
- No action will be taken against a patron who accidentally opens an inappropriate web site, so long as the problem is reported to the circulation desk. If, however, the patron does not report the incident, he/she shall be given the benefit of the doubt for one such occurrence. A second unreported incident shall result in that patron losing his/her Internet privileges for three months. A subsequent unreported incident after the three-month period will result in permanent revocation of Internet privileges.

In most other instances, the following shall apply:

- First Violation – Internet/Computer privileges will be revoked for two (2) weeks.
- Second Violation – Internet/Computer privileges will be revoked for three (3) months.
- Third Violation – Internet/Computer privileges will be revoked permanently.

For every incidence of infraction, the library staff member(s) involved will write a detailed report of the incident. These will be kept on file by the Affiliated Library Manager.

In most cases, the following procedure will be followed:

- Within three working days, the user will be sent a written notice of this action. If the user is a minor, his/her parents will be sent a written notice of the action. The notice will contain the reasons for the action and the penalty for the violation, as well as any other pertinent details, such as notification of law enforcement agencies.
- In cases in which the patron has accessed child pornography (*18 U.S.C 2256*), the patron's internet privileges will be immediately suspended and the appropriate law enforcement agency will be called.
- In cases where any other material that is clearly in violation of Official Code of Georgia 16-12-80 is accessed, the patron's internet privileges will be revoked immediately.

Appeals Process: An internet user whose internet privileges have been revoked shall

have the right to appeal and/or request Internet access privileges be reinstated. An appeal must be in writing and submitted to the affiliated Library Manager within five days of the prohibition. Within ten days of the receipt of the appeal, the Library Manager and the Regional Director shall review the matter and notify the patron in writing of his/her decision. If the decision is averse to the patron, the patron may appeal in writing within five days to the Affiliated Library Board of Trustees, which shall consider the matter and issue its decision in writing following the next regularly scheduled board meeting.

If the affiliated Library Board's decision is averse to the patron, the patron may appeal in writing within five days to the Regional Board of Trustees, which shall consider the matter and issue its decision in writing immediately following the next regularly scheduled board meeting. No further appeals to the Library will be considered.

Definitions:

Obscene – Obscene materials are (in the Children's Internet Protection Act) said to be defined by *USC 18 Sec 1460*, but in fact all this citation does is define what is meant by "visual depiction" of obscenity. The actual legal definition of "obscene" has not been codified, but instead lies in the Supreme Court decision *Miller vs. California* of 1973. The "Miller Test" defines obscenity as material possessing all three of the following characteristics: a) an average person applying contemporary community standards, would find the material, taken as a whole, appeals to the prurient interest; b) the material depicts or describes, in a patently offensive way, sexual contact as specifically defined by applicable state law; c) the material, taken as a whole, lacks serious literary, artistic, political, or scientific value.

The State of Georgia's definition of obscenity closely follows the Supreme Court guidelines given above. According to *OCGA 16-12-80*, material is obscene if to the average person, applying contemporary community standards, taken as a whole, it predominately appeals to the prurient interest, that is, (1) a shameful or morbid interest in nudity, sex, or excretion; (2) the material taken as a whole lacks serious literary, artistic, political, or scientific value; and (3) the material depicts or describes, in a patently offensive way, conduct specifically defined below:

1. Acts of sexual intercourse, heterosexual or homosexual, normal or perverted, actual or simulated.
2. Acts of masturbation.
3. Acts involving excretory functions or lewd exhibition of the genitals.
4. Acts of bestiality or the fondling of sex organs of animals.
5. Sexual acts of flagellation, torture, or other violence indicating a sadomasochistic sexual relationship.

Child Pornography – The federal child pornography statute, 18 U.S.C 2256, defines “child pornography” as “any visual depiction” of a minor under 18 years old engaging in “sexually explicit conduct,” which includes “actual or simulated” sexual intercourse, bestiality, masturbation, sadistic or masochistic abuse, or “lascivious exhibition of the genitals or pubic area.” The statute’s definition includes not only actual depictions of sexually explicit conduct involving minors, but also images that “appear to be” minors engaging in sexually explicit conduct. The applicable information from this section is reproduced below:

According to U.S Code, Sec. 2256, additional definitions include :

- Sexually Explicit Conduct means actual or simulated:
 1. Sexual intercourse, including genital-genital, oral-genital, anal-genital, or oral-anal, whether between persons of the same or opposite sex.
 2. Bestiality.
 3. Masturbation.
 4. Sadistic or masochistic abuse.
 5. Lascivious exhibition of the genitals or pubic area of any person.
- Producing means producing, directing, manufacturing, issuing, publishing, or advertising.
- Visual Depiction includes undeveloped film and videotape, and data stored on computer disk or by electronic means which is capable of conversion into a visual image.
- Child Pornography means any visual depiction, including any photograph, film, video, picture, or computer or computer-generated image or picture, whether made or produced by electronic, mechanical, or other means, of sexually explicit conduct, where:
 1. The production of such visual depiction involves the use of a minor engaging in sexually explicit conduct.
 2. Such visual depiction is, or appears to be, of a minor engaging in sexually explicit conduct.
 3. Such visual depiction has been created, adapted, or modified to appear that an identifiable minor is engaging in sexually explicit conduct.
 4. Such visual depiction is advertised, promoted, presented, described, or distributed in such a manner that conveys the impression that the material

is or contains a visual depiction of a minor engaging in sexually explicit conduct.

- Identifiable Minor:
 1. Is identified as a person who was a minor at the time the visual depiction was created, adapted or modified; whose image as a minor was used in creating, adapting, or modifying the visual depiction; and who is recognizable as an actual person by the person's face, likeness, or other distinguishing characteristic, such as a unique birthmark or other recognizable feature.
 2. Shall not be construed to require proof of the actual identity of the identifiable minor.
- Harmful to Minors – Visual depiction which a) taken as a whole and with respect to minors, appeals to a prurient interest in nudity, sex, or excretion; b) depicts, describes, or represents in a patently offensive way with respect to what is suitable for minors, an actual or simulated sexual act or sexual contact, actual or simulated normal or perverted sexual acts, or a lewd exhibition of the genitals; and c) taken as a whole lacks serious literary, artistic, political, or scientific value as to minors. (Definition from the CIPA and 47 U.S.C 254)
- Minor – Children’s Internet Protection Act (CIPA) defines a minor as an individual who has not attained the age of 17. Official Code of Georgia (OCGA 16-12-102(1) defines minor as one who is under 18 years of age. THE SYSTEM is required to comply with federal law, which takes precedence over state law, so the CIPA definition shall be applied throughout the System.

I. WIRELESS ACCESS

Wireless internet service capability is available at all affiliated libraries. Each affiliate provides this service for users with portable computers or devices capable of receiving wireless signals during normal library business hours; use during other times will be in accordance with local policy. Use of these wireless access points is governed by the library’s Internet Access Policy. All users are expected to use the library’s wireless access in a legal and responsible manner, consistent with the educational and informational purposes for which it is provided. Users may not violate federal, state, or local laws, including the transmission or receiving of child pornography or harmful material, fraud, or the downloading of copyrighted material.

The libraries will provide secure wireless internet access to patrons with valid PINES cards who have read and signed the library’s Internet Policy. Visitors will be granted access to secure wireless internet service upon presenting a current picture ID with age verification. A password will be given to eligible patrons. Non-secure wi-fi access is provided to all individuals without a PINES card and picture ID.

Library staff will provide general information on the settings necessary to access the Internet via these connections, but are not responsible for any changes patrons make to their computer settings and cannot guarantee their hardware will work with the library's wireless connection. If a user has problems accessing the Internet over these connections, staff will verify the library's connections are working properly, but they cannot assist in making changes to the user's network settings or perform any troubleshooting on the user's own computer.

The library makes no guarantee that the wireless connection is secure, although it will be encrypted. Even with encryption there may be untrusted parties between patrons and anyone they communicate with, and any information being sent or received could potentially be intercepted by another wireless user. Cautious and informed wireless users should choose not to transmit credit card information, passwords, or any other sensitive personal information while using any wireless "hot spot." Patrons should take appropriate precautions when using this service.

The library will not be responsible for any information that is compromised, or for any damage caused to patron hardware or software due to electrical surges, security issues, or consequences caused by viruses or hacking. All wireless access users should have up-to-date virus protection.

J. INTERNET SITE

The Regional System's web page provides electronic access to Regional Policies, including the Constitution and Bylaws and contains up-to-date information on regional board meeting schedules.

Each affiliated library may have a sub-page showing its location, hours of operation, address, and phone and fax numbers. Each affiliated library may request that additional information relating to programs and services be included on its page in a timely manner.

Any affiliated library may choose to have a web page separate from the Regional System site. The Regional System will link to but is not responsible for such sites.

K. MEETING ROOM POLICY

The Regional System Board of Trustees does not exercise direct control over the use of the meeting rooms at affiliated libraries. There is, therefore, no overriding policy in regard to meeting room use. It is recommended that each affiliated library adopt its own policy in regard to the use of its meeting room. All such policies will be filed with the Regional Services Director for inclusion in the Policy Handbook.

All such policies should include the following provisions:

- The library makes its meeting rooms available for use by nonprofit groups for noncommercial, cultural, informational, educational, intellectual, and civic purposes.
- Room availability is contingent on there being no conflict with library programs or meetings, which have first priority at all times.
- The affiliated library board reserves the right to determine use of the rooms, to assess maintenance fees for use of the rooms, and to cancel or reschedule all arrangements, at its discretion, with or without cause or reason, and without liability.
- The fact that a group is permitted to meet at the library does not in any way constitute an endorsement of the group's policies and beliefs.
- Groups may not use the name or address of the Regional System or the affiliated library as the official address or headquarters of the organization.
- Advertisements for meetings held in the library may not be displayed in such a manner as to suggest library sponsorship unless such a sponsorship or co-sponsorship exists.
- Failure to abide by policy and the related regulations will result in cancellation or refusal of reservations.
- An organization seeking to use meeting facilities must agree in writing to observe the affiliated library's policy and regulations.
-
- All meetings shall be open to the general public, regardless of age, sex, race, religion, national origin, or physical disabilities.
- No admission fees may be charged nor money collected nor other money-raising activities conducted except in conjunction with the library or the affiliated Friends of the Library.
- Reservations must be made in writing not more than 90 days nor less than 15 days prior to the event. Groups that used the meeting room on a regular basis must confirm the specific dates with the library in accordance with the library's method of scheduling.
- The person authorized by the group to assume responsibility on its behalf and sign the application for the room must be a resident of the library service area.
- All reservations must be confirmed by the library; an application does not necessarily assure approval.
- Requests will be considered in the order of application.

- No group may transfer use of the rooms.
- Groups may not exceed the stated capacity of the room.
- Excessive noise or use of hazardous material is prohibited.
- Groups which will include children under the age of 18 must provide adult supervision at the ratio of one adult for each ten children in attendance.
- Groups must transport their own supplies and equipment.
- Groups are responsible for leaving the facilities in order after use.
- The library is not responsible for security or storage of property owned by groups using the meeting room, nor is it responsible for damage or loss of property of others.
- Groups are responsible for reimbursing the library for damage to the facility.
- Use of tobacco, vaping products, and illegal substances is not permitted on library premises.
- Alcoholic beverages are not permitted on library premises, with the exception of Friends of the Library fundraising events at the discretion of the affiliated library board.

As the Regional Library Board exercises no direct authority over meeting room usage, problems arising from an affiliated library's meeting room policy will be resolved by that affiliated library board. Likewise, any liability arising from such problems will be the responsibility of the affiliated library board.

L. PROBLEM BEHAVIOR POLICY

All patrons are expected to use the library for the services it provides as detailed in the Policy Handbook. Responsibility for insuring a harmonious, safe, and secure library atmosphere for patrons and staff is delegated to each Library Manager. The library staff has the responsibility to maintain order in the library. Occasionally, the staff may have to deal with patrons who violate the rights of others or who create disorder in the library. When and if such incidents occur, the following policy and procedures will apply. All incidents will be documented by management.

These are to be considered general guidelines for the library staff, although the library staff is expected to use its judgment. In some cases, management may need to take steps, including banning individuals from the library, in situations that are not specifically covered in policy. Reasonable action, which may or may not include engaging law enforcement agencies and the courts for the protection of the library staff and patrons, shall be taken.

1–Emergency: An emergency situation can be defined as any situation in which a patron’s actions present an imminent danger to the life or safety of himself or others. Such incidents include assault and other crimes of violence, or the threat or attempt to commit such crimes. Any staff member who observes or receives a report of such behavior should immediately call the appropriate agency and inform the supervisor.

2–Theft, Vandalism, or Illegal Acts: When a staff member observes or receives a report of a patron attempting to steal, maliciously destroy library property, or commit an illegal act, the staff member should approach the patron or report the incident to the affiliated library manager or the senior staff member present. If it is determined that the patron has stolen or vandalized library property or committed any illegal act, the police should be called. The library will prosecute anyone who steals or maliciously destroys library property.

3–Disruptive Behavior: When a patron (adult or child) willfully and purposefully disturbs other patrons, a staff member or supervisor should approach the patron and ask him/her to stop the behavior. If disruptive behavior continues, the patron should be informed that she/he must stop the behavior or leave the library. If the person refuses to stop the behavior or leave the library, the police should be called. A staff member should never attempt to evict a patron by him/herself, as the patron could become dangerous or abusive and a threat to the staff member.

4–Verbal or Physical Abuse of Staff or Patron (Harassment): If a patron speaks to a staff member or another patron in an offensive manner or acts inappropriately, the staff member should call a supervisor. The patron will be told that the behavior is not appropriate and must stop. If the behavior continues, the police should be called and a formal complaint lodged.

5–Misuse of Staff Time: If a patron demands that a staff member perform functions which are inappropriate, the staff member should inform the patron in a calm and reasonable manner that it is impossible to perform that function/request. If the patron insists, he/she should be referred to a supervisor.

6–Leaving Unattended Children at the Library: No person under eight (8) years of age shall be allowed to use or remain in the library without parental or guardian supervision. The exception to this rule will be that children under eight may, at the discretion of the library staff, attend planned, supervised activities of the library without parental or guardian supervision. However, the library is not equipped either as a facility or through staffing to provide ongoing child care services. Parents will be asked not to leave young children unattended in the library. If a parent persists in leaving children under eight years of age unattended in the library, the police shall be called to pick up the children.

When legal action is required in regard to the above categories 1–6, the following policy

and procedure will be followed:

1—When a patron’s behavior results in a police report, that patron shall be prohibited from returning to the library for a period of one year from the date of the filed report, or until the affiliate library board reinstates the patron’s library privileges.

2—When a patron’s behavior results in a police report and a finding or plea of guilty or plea of nolo contendere, that patron shall be prohibited from returning to the library for a period of one year from the date of the court hearing, or the duration of the court action if it is longer than one year, and until the affiliate library board reinstates the patron’s library privileges.

3—The patron shall be barred from Internet, computer use, and other library privileges. He/she shall be informed by the Regional System Director in writing that: (1) The library is a member of PINES; (2) that one of the PINES rules is that a patron may only be reinstated by the library from which he/she has been barred; and (3) that any loss of PINES privileges will include all PINES member libraries statewide.

4—When a patron is barred from the library for other reasons, the offending patron must submit a written request to the affiliate library board and request that his/her library privileges be reinstated.

Procedure:

1. When any action occurs that disturbs the peace of the library, or in which a staff member or another patron is threatened, the Library Manager or the senior public service staff member must ask the individual(s) to leave the library premises. The request should be witnessed by others and documented with written reports by all witnesses insofar as is possible.
2. If the request is ignored, and/or if the Library Manager or senior public services staff member believes the situation is volatile, law enforcement should be called. Only the necessary factual information pertaining to the incident will be reported to law enforcement authorities.
3. Staff members shall document the incident by recording the names of patrons who witness the event; however, patron witnesses will not be revealed unless permission is sought and granted from each witness.
4. An offending patron who has left the premises shall be notified through legal means such as arrest warrants, court orders, or written notification by the Library Manager delivered by certified mail.
5. In the absence of the Library Manager, the senior public services staff member is

responsible for the safety of patrons and staff. Advice and assistance shall be sought through the office of Regional System Director.

Each library, with the approval of the affiliated library board, may adopt a list of basic rules based on this policy. This list may be posted in the library and will be filed with the Regional Services Office.

M. PUBLIC NOTICE AREAS AND DISTRIBUTION OF MATERIALS POLICY

Each affiliated library may provide bulletin board or table space for public notices. If a library elects to make such space available, exhibit space for public materials will be made on an equitable basis, regardless of the beliefs or affiliations of those requesting its use. The library's exhibit space is open to organizations and individuals engaged in educational, cultural, intellectual or charitable activities. Materials shall not be excluded because of the origin, background, or views of those contributing to their creation.

Libraries allowing display of public notices shall post a permanent notice near or on the exhibit area that the library does not advocate or endorse the viewpoints of exhibits or exhibitors. Each library shall develop and post criteria regarding the size of material allowed for display, the length of time material may remain in the display area, the frequency with which material may be posted by the same group, and the geographic area from which notices will be accepted.

Affiliated libraries will not be responsible for policing the public notice display area except to remove outdated materials or materials not meeting guidelines, or to keep the area neat. Libraries electing to make such space available will simply make it available under these guidelines, but cannot guarantee the safety of posted material. Library staff will under no circumstances remove postings except for materials that are outdated, larger than guidelines allow, or posted outside the display area.

No public notices will be displayed on the doors or in the windows of the libraries except for those relating to library-sponsored activities.

N. EXHIBITS POLICY

Each affiliated library may sponsor or co-sponsor exhibits to:

- Promote public awareness of the collections and services of the library.
- Celebrate national, state, or local events.
- Encourage reading.
- Educate the public.
- Reaffirm the viability and importance of libraries.

- Attract a wider audience to the library.

All exhibit proposals must be approved by the affiliated library. Note:

- The exhibit of any given materials does not constitute an endorsement by the library.
- Proposals for exhibits must be submitted to the library no less than 6 months prior to the proposed exhibit.
- The library may sponsor exhibits from organizations which are engaged in educational, cultural, intellectual, or charitable activities.
- The library will be the sole judge of what is acceptable. All materials will be reviewed by the library before being displayed.
- The library will require complete inventory of each item of an exhibit, including title, dimensions, description, and estimated cost by owner.
- Preparation of materials for exhibit purposes is the responsibility of the exhibitor and must meet the standards of the library.
- The arrangement and hanging of the exhibit will be the responsibility of the owner.
- The library must approve all publicity related to the exhibit.
- The library will provide no special security personnel.
- No admission charge, request for donations, or items for sale will be permitted.
- The library will allow a citation in the exhibit giving the name, address, and/or telephone number of a contact person should a viewer wish to inquire about a purchase.
- The exhibitor will provide his/her own insurance for the exhibit and will sign a waiver that the library will under no circumstances be held responsible for any loss or damage.

O. NON-LIBRARY OWNED MATERIALS POLICY

The library cannot accept responsibility for temporary exhibits, historical documents, objects, or materials owned and controlled by individuals, clubs or other organizations.

P. SEXUAL HARASSMENT POLICY

It is the policy of THE SYSTEM to maintain for our patrons and employees an environment that is free from sexual harassment. It shall be a violation of this policy for any member of the staff to harass another staff member or library patron through conduct or communications of a sexual nature.

Should an employee witness any behavior that may contribute an intimidating, hostile, or offensive environment, the patron must be asked to cease the offensive behavior. If the behavior persists, the police shall be called as outlined in the "Problem Behavior Policy."

Definition of Sexual Harassment: Sexual harassment shall consist of unwelcome sexual advances, requests for sexual favors, and other inappropriate verbal or physical conduct of a sexual nature. Such conduct shall be considered to be sexual harassment when:

- Submission to such conduct is made either explicitly or implicitly as a term or condition of an individual's employment.
- Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting that individual.
- Such conduct has the purpose or effect of substantially interfering with an individual's professional performance or creating an intimidating, hostile, or offensive environment for a patron or staff member.

Filing Sexual Harassment Complaints: Complaints of sexual harassment should be made to the Manager at the affected affiliated library or to the Regional Services Director if the incident(s) occur at the Regional Services Office. Each complaint will be addressed as outlined in the Regional Grievance Procedure. Copies are available in each library.

IV. PERSONNEL POLICIES, REGULATIONS, & JOB DESCRIPTIONS

It is the responsibility of the Regional Board to employ a Director who adheres to policy. It is the responsibility of each affiliated board to employ a Manager who adheres to policy. It is the responsibility of the Director or Affiliated Manager to hire or dismiss, assign, train, schedule and direct personnel.

It is the goal of the Regional Board of Trustees to offer employees pleasant working conditions, opportunities for training and advancement, and salaries commensurate to training, experience, and responsibilities. In return, each staff member should recognize that her/his first duty is service to the public that is prompt, efficient, impartial, and friendly. It is every employee's job to create an atmosphere which is welcoming, helpful and pleasant.

The Regional System complies fully with the Fair Labor Standards Act (FLSA) which federally regulates the number of hours an employee can be reasonably expected to work. The library acknowledges provisions which mandate overtime compensation for time worked in excess of 40 hours per week by non-exempt personnel. The library further acknowledges the exemption of state-certified, state paid employees as well as certain other staff members who meet the current FLSA thresholds and tests from these regulations.

The Regional System complies fully with the Americans with Disabilities Act (ADA) and all applicable state and federal employment laws. In matters regarding federal, state, or other applicable laws, no affiliate library board may modify regional policy. Policy sections where local variations are allowed are noted in each such section.

It is the responsibility of the Regional Services Office to disseminate the following general personnel policies to Regional Services employees, Regional Board Trustees, and Affiliated Managers. It is the responsibility of the Affiliated Managers to disseminate the following policies and procedures to the Affiliated Employees and Board Members.

A. GENERAL PERSONNEL POLICY

Appointment: Regional appointments are made by the Director under the authority of the Regional Board. Appointment is made to positions in the respective affiliated libraries by the affiliated manager or Director under the delegated authority of the affiliated library board. Notice of appointment is made by letter and states the position to which the person is appointed. Terms of salary and a copy of the personnel policy are attached. Acceptance of the appointment is made in writing and carries with it an obligation to abide by the terms specified in the letter and in policy.

While the employee will begin accruing leave immediately upon employment, no earned leave may be taken during the first six months of employment.

Salary shall be based on the level of certification and years of experience as mandated by the State of Georgia. The salary for locally paid and other non-certified personnel of the Regional Services Office shall be decided by the Director within the limitations of the budget approved annually. The pay rate for locally paid personnel at affiliated libraries shall be decided by the Library Manager within the limitations of the budget approved annually by the appropriate Board of Trustees. No person seeking employment will be discriminated against because of race, sex, age, marital status, physical disability, political affiliation, or religion.

Evaluations: All fully appointed employees will be evaluated annually by the supervisor to identify areas of strength and weakness. The Director will be evaluated by the Regional Board. Affiliate Managers will be evaluated by the local board. Evaluations will be kept on file in accordance with state requirements.

Promotion and Transfers: THE SYSTEM will select the most qualified applicant for any position. All certified positions will be advertised and an open search will be conducted. Other open positions may be advertised in the local legal organ. Promotions and transfers shall be based on satisfactory performance evaluations and the ability to perform the required work; length of service is not a determining factor.

Resignations: Resignations are to be submitted, in writing, to the Director for Regional positions or the Affiliated Manager for affiliated library positions. One month's notice is preferred; two-weeks notice is required. This section may be modified as necessary for affiliate operations.

Professional Attitude: Friendly, prompt, and efficient service is mandatory of all employees. Patience, poise, tact, and self-control are essential in all contacts with patrons and colleagues. Staff members must keep in mind that they are working in a publicly supported capacity.

Personal Attributes: All staff members are expected to present themselves in a friendly, businesslike manner in both dress and manner during scheduled hours. Neatness and cleanliness are essential, and all extremes should be avoided. Using tobacco, chewing gum, and eating while on duty in the public area are prohibited. This section may be modified as necessary for affiliate operations.

Professional Conduct: Loyalty to the library, to its administration, and to colleagues is a basic requirement of all employees. Constructive criticism should be made through proper channels and never to persons outside the library.

Professional Telephone Use: Personal calls should be kept brief and to a minimum. Staff should refrain from personal cell phone use while on duty.

Hours of Service: The Fair Labor Standards Act requires that a standard work week be defined. The standard work week will run from Saturday through Friday. This may be modified as necessary for affiliate operations. Persons in positions covered by the

FLSA may work up to 40 hours per week, to be determined by the Director (Regional positions) or Library Manager (affiliate positions) within the limitations of the budget.

Schedules are assigned by the Director or Affiliated Manager, or by a person designated by the Director or Manager, taking into consideration the needs of the library. No staff member covered by the FLSA will be scheduled to work over 40 hours during the library's standard work week. Professional and other staff members who meet the current FLSA thresholds and tests for exemption may work more than 40 hours per week.

Changes in individual employee's schedules normally shall be approved ahead of time by the Director or Affiliated Manager, or a person designated by the Director or Manager, upon written request by the employee. Circumstances may alter individual situations. It shall be the Director's and Manager's responsibility to schedule for a continuous program of service, and his/her privilege to grant exceptions when possible.

Hours of service for staff members are set by the Director for Regional Services personnel or the Affiliated Manager for public service personnel, and may be changed, if necessary, in order to provide adequate public and regional services, subject to budgetary constraints.

Work under forty (40) hours per week will be made up during periods designated by the Director or Manager or charged against the employee's accrued leave.

Disciplinary Action: If an employee fails to fulfill the duties and responsibilities of her/his position, she/he will be subject to oral reprimand, written reprimand, or dismissal. All steps will be documented. The causes relating to failure in the performance of duties or to personal conduct are considered to be adequate grounds for dismissal. An employee may be placed on probationary status following an oral and a written reprimand.

Causes which, if repeated, may be grounds for dismissal:

- Failure to fulfill work hour obligations and assignments.
- Discourteous treatment of the public or other employees.
- Inefficiency, negligence, or incompetence in the performance of duties.
- Misuse of library supplies, equipment, or funds.
- Refusal to accept a reasonable and proper assignment from a supervisor.
- Engaging in incompatible activity that would adversely affect job performance.
- Commission of a misdemeanor.

Causes which would result in immediate dismissal:

- Gross misconduct.
- Commission of a felony.
- Publication of legally protected information from official records.
- Falsified job information to secure position.
- Willful damage or destruction of property while on the job.
- Willful acts that would endanger the lives and property of others.
- Possession of firearms or lethal weapons on the job.
- Reporting to work under the influence of alcohol or drugs, or partaking of such on the job.
- Purposeful production or spreading of any malicious software, virus, or Trojan horse program.

Reduction in Force (RIF): The Board must manage resources within the limitations of its funding. It shall be the prerogative of the Board to abolish job positions, to reduce salaries of non-certified personnel, and/or to reduce the number of employees when seeking to cope effectively with program changes, financial exigency, or any reasonable reorganization plan to achieve a more efficient system. When the Director (for regional positions) or affiliate manager (for affiliate library positions) determines that the application of the reduction in force policy is necessary, he/she will prepare an RIF plan for Board presentation. Factors to be considered in devising the RIF plan shall include the professional expertise, effectiveness, overall job performance, and importance to the continuation of required services of individual employees. Only where demonstrated competence and expertise are equal among employees shall other factors such as level of certification and length of service be considered in order to make recommendations for the termination of an employee's positions.

Employees laid off because of reduction in force shall be given at least one month's notice. If they are re-employed by the library within a two-year period, sick leave credits will be reinstated. Every assistance possible will be given the employee in finding a

suitable position elsewhere, and an explanatory statement is given for use in seeking a new position.

Dismissals: Dismissals may be made by the Director or by the Manager for general incompetence and for proper cause. If the work of a staff member is evaluated to be unsatisfactory, that staff member shall be so advised, and a reasonable effort will be made to assist the staff member in improving his/her performance. If within reasonable

time, the staff member fails to meet the required standards, he/she will be warned. If improvement does not take place, the employee will be terminated. A Regional Services employee may request a hearing before the Regional Board with the Director. An Affiliated Library employee may request a hearing before the appropriate county Library Board with the Affiliated Library. Dismissal on any grounds must be documented thoroughly.

Appeal: A Regional Services employee who feels that a decision involving demotion, dismissal, or reduction in force was unjust may appeal the decision by filing a written appeal with the Chairman of the Regional Board of Trustees within 15 days. An employee who feels that a decision involving demotion, dismissal, or reduction in force was unjust may appeal the decision by filing a written appeal with the Chairman of the Affiliated Board within 15 days. The written appeal must contain the reason why the employee feels the decision was unjust. The Chairman will immediately appoint a review board of five trustees to consider the appeal. The review board will convene within 15 days of appointment to hear all evidence from the appellant and the Director or Manager. Within 15 days of the hearing, the review board will render a written decision based on the evidence presented. Upon receiving the decision of the review board, the appellant may request, in writing, to the Chairman of the Regional Board (for regional positions) or the Chairman of the Affiliated board (for affiliated positions), that the decision be considered by the entire board at the next regularly scheduled meeting. Should the Chairman receive such a request, the reconsideration of the review will be included on the agenda for the next regularly scheduled meeting. All decisions of the Board of Trustees involved shall be final.

B. HOLIDAYS AND LEAVE

Holidays: The libraries shall be closed on the following days: January 1; Martin Luther King Day; National Memorial Day; Juneteenth; July 4; Labor Day; Thanksgiving and the following day; and Christmas Eve and Christmas Day (December 24 and 25). When an approved holiday occurs on Saturday, the library shall be closed on Friday and Saturday. When an approved holiday occurs on Sunday, the library shall be closed on Saturday and Monday. The holiday schedule may be modified at the discretion of each county board, but not to exceed 11 days per year nor to be less than 8 days per year. The Regional Services Office must be notified of all modifications. Full-time staff members will receive full pay for the above holidays. Part-time staff members will receive no pay for holidays unless explicitly allowed in affiliate policy.

Personal Leave: Four days of personal leave will be granted to all full time Regional Services employees each year. A personal leave policy may be adopted by county boards as necessary for the operation of the affiliated libraries. Any such policy and revisions to it will be filed with the Regional System.

Sick Leave: Sick leave of twenty (20) working days per calendar year is allowed all full time Regional staff members. Sick leave is allowed for illness of the staff member and immediate family or for appointments with a physician or dentist, or for exposure to a

contagious disease which might jeopardize the health of others. Employees requiring sick leave must notify the Regional System's office at the start of each working day they are absent. For sick leave of five or more working days, the employee may be required to present a statement from a physician upon return to work.

Sick leave may be accumulated to a maximum of 30 working days. No compensation other than the available Georgia Teacher Retirement System sick leave credit is given for unused sick leave if employment is ended for any reason. Employees who are on a leave of absence without pay do not earn sick leave credits. A sick leave policy may be adopted by county boards. Any such policy and revisions to it will be filed with the Regional System offices.

Family and Medical Leave: To qualify for Family and Medical leave, an employee must have worked for the library for at least twelve (12) months and have worked at least 1,250 hours over the previous twelve (12) months. Covered employees are granted up to a total of twelve (12) workweeks of unpaid leave for one or more of the following reasons:

- Birth or care of the newborn child of the employee.
- Placement with the employee of a child for adoption or foster care.
- To care for an immediate family member (spouse, child, or parent in this case) with a serious health condition.
- To take medical leave when the employee is unable to work because of a serious health condition.

Vacation Leave: Full time certified Regional employees earn vacation leave of 15 working days per year. All other full time Regional staff members earn vacation leave of 10 working days per. After five (5) years employment, one additional day will be granted for each two (2) years of service, up to a maximum of five (5) additional days with no more than twenty (20) days per year for certified personnel, and no more than fifteen (15) working days per year for all other full-time personnel. Part-time staff members will earn no vacation leave.

Non-certified Regional full-time employees who resign or retire will remain on the payroll until they have been compensated for accrued vacation time up to 20 days. An employee who is dismissed for reasons other than termination without prejudice is not entitled to payment for any accrued vacation time.

Certified Regional employees who resign or retire will remain on the payroll until they have been compensated for accrued vacation time up to 20 days or until they voluntarily begin retirement or employment with another library system (this constitutes an agreement on the part of the employee to waive any right to payment for vacation leave left as of the starting date of retirement or the new position).

No employee will receive compensation of any kind for unused vacation leave in excess of 20 days. Affiliated vacation or annual leave policy will be filed with the Regional System offices.

Funeral Leave: Leave with pay is granted in case of the death of a member of a Regional employee's immediate family. For purposes of definition, immediate family includes spouse, domestic partner, father, father-in-law, mother, mother-in-law, sons, sons-in-law, daughters, daughters-in-law, brothers, brothers-in-law, sisters, sisters-in-law, grandparents and grandparents-in-law.

Length of time is not to exceed three (3) days. The Director may, at his/her discretion, authorize funeral leave because of the death of a person closely attached to the employee. Employees shall only use the time required, not automatically receive three (3) full days.

A funeral leave policy may be developed by county boards. Any such policy and revisions will be filed with the Regional System offices.

Extended Leave Without Pay: Should an employee exhaust all earned sick and personal leave and require additional time off, vacation leave will then be used. Should all earned vacation and sick leave be exhausted, requests for extended leave without pay will be considered. This policy may be amended as necessary by affiliated boards. Any variation must be filed with the regional services office. During a period of leave without pay, an employee does not earn sick or vacation leave.

Special Leave of Absence: Special leave without pay for library-oriented education will be decided on merits by the Director or Manager in consultation with the appropriate board. The request should be submitted to the Director or the Manager. The request will then be submitted with recommendations by the Director or Manager to the appropriate board.

Civil Leave: All full-time personnel will be allowed leave, with pay, for jury duty; this leave will not be charged to any earned leave for that employee. Compensation for jury duty will be turned over to the Regional System.

Professional Activities: All staff members are encouraged to belong to and participate in the activities of library professional associations. Within budgetary and staffing limitations, staff members may receive professional leave time and reimbursement for all or part of the expenses to attend meetings of library professional organizations. If more than one staff member wishes to attend, and funding is limited, priority will be determined as follows:

- Staff members who will attend functions or meetings which show direct benefit to the Library System will be given priority.

- Staff members who did not attend the same meeting the previous year will be given priority over the staff member who did.
- Staff members who are members of a working committee or who hold organizational office will be given priority.

Salaried employees who meet the current FLSA thresholds and tests are exempt from the overtime provisions of the Fair Labor Standards Act and may be reasonably expected to attend professional functions at times which are not normally worked. Compensatory leave time will be granted.

C. EMPLOYEE BENEFITS

The Regional System complies with all federal, state, and local laws and regulations including the Fair Labor Standards Act, the Americans with Disabilities Act, and Public Law 95-256 (Amendments to the Age Discrimination Act of 1967).

All Library employees are covered by Social Security. Each employee shall have the employee's tax or contribution for FICA deducted from her/his salary each month. Each participating library contributes the designated amount to the employee's account. The amount of the contributions and the benefits received are established by the Congress of the United States.

State Teacher Retirement Program and Social Security participation are mandatory for all eligible employees. Regular deductions are taken from the employee's salary with participating libraries making a contribution for each of their employees. The rates are set by the Georgia State Legislature. An employee may elect to retire in accordance with the provisions of the Teacher's Retirement System of Georgia.

The option to participate in a group medical insurance plan is available to all employees eligible by the State Health Benefit Plan. For eligible employees, coverage may be obtained for both the individual and the individual's dependents in accordance with state procedures. The employee is responsible for the monthly fee, with each participating Library making the employer's required contribution. All employees are covered by The Workmen's Compensation Act, and each Affiliated Library will ensure that it has appropriate insurance.

D. POLITICAL PARTICIPATION, ELECTIVE, AND APPOINTED OFFICE:

The Northeast Georgia Regional Library System does not endorse, support, or take positions for or against any political candidate for office, and no employee or library support group may speak or act in the name of THE SYSTEM or any of its affiliates in a political campaign.

Political and Legislative Activities: Political activity while on duty is not allowed. Employees cannot perform political functions on work time, on Library premises, or while officially representing the Library. Such functions include, but may not be limited

to, actively or passively soliciting contributions, assessments, or services; publicly endorsing any candidate for any elective office; wearing political buttons; selling tickets to political fundraising events; and collecting, soliciting, receiving, handling, disbursing, or accounting for political contributions.

A Library employee shall not in a public manner endorse any candidate for public office in the name of the Library or in any official capacity representing the Northeast Georgia Regional Library System or any of its affiliates. A public endorsement is defined as making a public campaign speech or statements to the news media endorsing a candidate.

Library funds, facilities, or services may not be used for any support, participation, or intervention in a political campaign. Use of the available multi-purpose rooms for meetings of political parties is allowed as long as the meetings are free and open to all, and such meetings are allowed by local board policy.

Political activity should not be confused with legislative activity. In the context of policy, political activity relates to elections, not governing. Political activity includes anything one might do to help elect a candidate to office. Legislative activity relates to the activities of current government rather than to an election. It is directed at influencing legislators to act on an issue of importance to libraries.

Election or Appointment to a Funding Agency or Group: No employee shall hold an elective government office in or be appointed to an agency or other group which affects or directly controls the ongoing appropriated funding of the Regional System or any of its affiliates. If an employee finds that she/he wishes to hold such an elective office or appointed position, the employee shall resign before assuming the duties of that office or position

Employee Participation in Politics: Employees may not engage in political activity while on duty, while on the Library premises, or while representing the Library and that they may engage in political activity when not on duty, not on Library premises, and not representing the Library. Employees may:

- Run for and serve in public and other agencies/groups unrelated to library funding.
- Register and vote as they choose.
- Assist in voter registration drives.
- Express opinions about candidates and issues.
- Contribute money to political organizations.
- Attend political fundraising functions.

- Attend and be active at political rallies and meetings.
- Join and be an active member of a political party or club.
- Hold office in political clubs or parties.
- Sign nominating petitions.
- Campaign for or against referendum questions, constitutional amendments, municipal ordinances, etc.
- Campaign for or against candidates in elections.
- Make political speeches for candidates.
- Distribute campaign literature.

Auxiliary Support Groups: Any resolution or other political statement by a volunteer organization that is not publicly funded, such as a Friends of the Library group, should clearly indicate that it speaks only for that group and does not state a Library position.

E. EMPLOYMENT OF RELATIVES, BOARD MEMBERS, AND FUNDING AGENCY BOARD MEMBERS

Family members may not be employed in the same facility or under the same supervisor. No employee shall supervise or be supervised by her/his immediate family member.

The Regional System Services Office will not employ

- Any relative of the Director or a Board member.
- Any member of the Regional Board or an affiliate board.
- Any member or relative of the board of control for any governmental agency supporting any library in the System on an ongoing basis.

Affiliated libraries will not employ:

- Any relative of the Manager, the Director, or a Library Board member.
- Any member of the Regional Board or the affiliate library's board.
- Any member or relative of the board of control for any governmental agency supporting the affiliated library on an ongoing basis.

Family shall be defined as including spouse, domestic partner, parent, brother, sister, child, grandchild, great grandchild, grandparent, great grandparent, mother-in-law, father-in-law, brother-in-law, sister in-law, nephew, niece, aunt, uncle, or a relative or common-law spouse living in the residence of the employee. These relationships

include those established either by half-blood or by adoption. This policy shall not apply to any employees employed and assigned prior to the date of implementation.

Miscellaneous: Rest periods, lunch hours, and work schedules will be decided by the Manager for Libraries or by the Director for the System Services Office.

F. GRIEVANCE PROCEDURE

The grievance procedure may be used to provide prompt and equitable resolution of patron and employee complaints of discrimination and harassment based on race, color, national origin, sex, age and handicap/disability. Title IX of the Education Amendments of 1972 and Section 504 of the Rehabilitation Act of 1973 require that systems adopt grievance procedures and designate compliance coordinators. Sections A and B may also be used to resolve grievances and complaints of a more general nature.

Employees:

1. The employee will discuss the problem with his supervisor.
2. If the problem cannot be resolved with the supervisor, the employee will then meet with the manager.
3. If the problem cannot be resolved at the library manager level, it will be presented to the affiliate library board, with any action taken subject to the approval of the Regional Board.

Patrons:

1. The patron will discuss the problem with an employee.
2. If the problem cannot be resolved, the complaint will be referred to the library manager.
3. If the problem cannot be resolved at the manager level, it will be presented to the county Board of Trustees, with any action taken subject to the approval of the Regional Board.
4. Obviously, staff will not always be able to control actions when the problem may be between patrons. It is a violation of library policy for one patron to harass another

patron, sexually or in other ways.

Definitions:

1. Discrimination Complaint: A written or oral complaint alleging any policy, procedure or practice which discriminates on the basis of race, color, national origin, sex, age, or handicapping/disabling condition.
2. Harassment Complaint: A written or oral complaint related to comments or conduct of supervisors, coworkers, or patrons which interferes with an employee's performance or threatens an employee's or patron's sense of well-being in the work or educational environment.
3. Patron Grievant: A library user who submits a complaint alleging discrimination or harassment based on race, color, national origin, sex, age, or handicapping/ disabling condition.
4. Employee Grievant: An employee who submits a complaint alleging discrimination or harassment based on race, color, national origin, sex, age, or handicapping/disabling condition.
5. Equity Coordinator: The person designated to coordinate compliance activities in regard to all civil rights laws and regulations affecting the agency. The Equity Coordinator shall be the Manager. At the Regional Services Office, the Equity Coordinator shall be the Director.
6. Respondent: The person alleged to be responsible for the violation described in a complaint. The term may be used to designate persons with responsibility for a particular action or those persons with supervisory responsibility for procedures and policies in those areas covered in the complaint.
7. Day: Day means a working day. The calculation of days in complaint processing shall be based on days of library operation.

Pre-filing Procedures: The patron or employee is encouraged to visit with the respondent's supervisor and to make a reasonable effort to resolve the problem or complaint. If the complaint cannot be resolved by the supervisor, the patron or employee is encouraged to visit with the Equity Coordinator and to make a reasonable effort to resolve the problem or complaint. If these measures are not successful in resolving the problem or complaint, the patron or employee should file a written complaint.

Filing & Processing Discrimination—Harassment Complain:

1. Grievant submits a written complaint to the Equity Coordinator stating the grievant's name, nature and date of alleged violation, names of persons responsible (where known), and requested action. Complaint must be submitted within 30 days of alleged violation. The complaint should be signed by the grievant or his or her designee.
2. The Equity Coordinator contacts respondent within 10 days and asks respondent to:
 - Confirm or deny facts.
 - Indicate acceptance or rejection of patron's or employee's requested action.
 - Outline alternatives.
3. Respondent submits answer within ten (10) days to Equity Coordinator.
4. The Equity Coordinator within ten (10) days after receiving respondent's answer issues a written decision to the patron or employee.
5. If the grievant or respondent is not satisfied with the Equity Manager's decision, she/he must notify the Equity Coordinator within ten (10) days and request a hearing.
6. The Equity Coordinator shall notify the executive committee of the appropriate board.
7. The Equity Coordinator within ten (10) days schedules a hearing with the grievant and the respondent.
8. Hearing is conducted.
9. The Equity Manager issues a decision within ten (10) days following the hearing.
10. If the grievant or respondent is not satisfied with the Equity Manager's decision, he/she must notify the appropriate board within ten (10) days and request a hearing with that board.
11. A board hearing is conducted.
12. The board issues a final written decision within 10 days regarding the validity of the grievance and any action to be taken.

General Provisions:

1. Extension of Time: Any time limits may be extended by mutual consent of the parties involved. The total number of days from the date that the complaint is filed until the complaint is resolved shall be no more than 90.
2. Access to Regulations: The member libraries of the Northeast Georgia Regional

Library System shall provide copies of all regulations prohibiting discrimination on the basis of race, color, national origin, sex, age, handicapping/disabling conditions upon request.

3. Confidentiality of Records: Complaint records will remain confidential unless permission is given by the parties involved to release such information. No complaint record shall be entered in the personnel file unless the respondent is deemed to have committed discrimination or harassment. Complaint records shall be maintained on file for three years after complaint resolution.

G. CONFLICT OF INTEREST POLICY

High standards of ethical conduct shall be maintained by Board members and employees. They shall be aware of what constitutes a conflict and procedures to be followed when a conflict is perceived or declared.

Conflict Situations: Situations in which a conflict may arise between a person's private interest and public responsibility include:

- Membership in a group seeking to influence Board policy.
- Participation in decision making when the person has a direct financial interest in the outcome.
- Ownership of property or shares in a company which will profit from Board decisions.
- Participation in decision making affecting the employment, remuneration, or profit of a spouse, family member, close relation, or friend.
- Acceptance of gifts, accommodation, equipment, or travel from an entity seeking to establish a close working relationship with the Board.
- Use or release of confidential information for personal interests.
- Use of Board property, equipment or resources for personal interests or profit.

Procedure:

1. When a Board member informs the Board he may have a conflict of interest prior to discussion of the issue before the Board, the Chair shall rule as to whether the declaration constitutes a conflict. If there is, the member shall not engage in discussion, or vote, and shall be required to withdraw from the meeting for the duration of debate.

2. When a Board member perceives that another member has a conflict of interest which has not been declared, the Board member may request the Chair to rule. All debate on the issue before the Board will cease. If the Chair rules that a conflict exists, the member shall not engage in discussion, or vote, and shall be required to withdraw from the meeting for the duration of the debate.
3. In the event that the Chair has a conflict or perceived conflict the Vice-Chair will fulfill the role of investigating and ruling on the conflict.
4. The Director shall be responsible for implementing and investigating conflicts of interest at the employee level.

H. REGIONAL JOB DESCRIPTIONS

Regional job descriptions are specific to the Regional System Services Office. Each affiliated board should adopt its own job descriptions for the facilities under its direct control. All affiliate job descriptions and revisions shall be filed with the Regional System Services Office.

The Director's position is a matter of board policy. Information on all other regional positions may be obtained from the Director. Regional position descriptions are subject to review and change by the System Services Director. All regional positions report to the Director. Reasonable accommodations may be made to enable someone with a qualifying disability to perform the essential functions of a position. All regional job descriptions are provided in [Appendix F](#).

V. OTHER POLICIES AND PROCEDURES

A. PURCHASING

State and Federal Laws: All purchases will be made within the legal requirements of the laws of the State of Georgia and of the United States with the advice of the Regional Director as necessary. Individual libraries affiliated with the Northeast Georgia Regional Library System may use this policy or establish their own policy so long as all purchasing is made in compliance with state and federal laws.

Small Purchase Policy: Purchases for less than \$10,000 may be made without soliciting bids or proposals. In making purchases of less than \$10,000 the following guidelines shall be followed:

- The purchasing agent shall compare prices from as many responsible suppliers of the goods or services required as is practical, and shall purchase from that supplier where total costs are lowest, when quality and timeliness of delivery are comparable.
- Preferences will be given to products manufactured in the United States.
- Preferences will be given to purchasing from businesses in the county where the library is located or within the counties of the Northeast Georgia Regional Library System when total cost, quality, and timeliness of delivery are comparable.

Large Purchase Policy: If the purchase is expected to be more than \$10,000 the purchasing agent shall solicit quotes from three or more vendors known to provide the goods or services required. The requirements of the State of Georgia and the United States Government will be followed for such goods or services unless provided through agencies listed in the Government Contract Purchases Section.

Government Contract Purchases: The libraries may purchase goods and/or services outright through State of Georgia Contract, the U.S. Communities Government Purchasing Alliance, Regional Education Services Agency Cooperative Purchasing, or through local governmental contracts.

B. THE DISPOSAL OF SURPLUS AND OUTMODED EQUIPMENT

If the equipment was purchased with federal, state, or local funds and the fair market value is less than \$5,000, the items will be donated to another non-profit organization or

sold at a public sale or offering. A notice of the sale will be posted prominently. Such public sales or offerings will last at least ten days, during which the sale items will be displayed prominently.

All items are to be sold “as is,” and the buyer will be required to sign a form indicating that he understands that there are no explicit or implicit guarantees, warranties, or any other obligations on the part of the library. If any items remain unsold after such sale, they may be disposed of as the affiliate manager or the Regional Director sees fit.

Any money derived from sale of surplus or outmoded equipment will be deposited in the operating account of the affiliated library where the item is sold. Any money derived from sale of equipment located in the regional offices will be deposited into the regional operations account.

For all equipment carrying a regional inventory tag, the tag numbers will be listed along with the inclusive dates of the public sale, the date of actual disposal, and the amount received, if any. This information will be sent to the Regional System’s librarian so that it can be noted in the regional inventory for audit purposes. The Affiliate Manager or Regional Director will remove the green regional inventory tag from the item at the time of sale. This information applies to disposed equipment purchased with local money.

C. NON-PUBLIC INFORMATION SECURITY

Personal information and data that are non-public in nature must be protected from exposure and loss. This policy establishes practices, precautions, and internal awareness that will adequately protect non-public information from exposure and loss.

Identification: Two types of non-public information are patron personal information and certain types of employee personal information.

Employee Non-Public Information: The Regional System and its affiliates comply with Georgia Code 50-18-72, which deems certain personnel related information non-public.

Employee non-public information includes but may not be limited to:

- Social Security number
- Family background and names
- Date of birth
- Home Address
- Health information
- Phone Number(s)
- Email Address

Procedures and standards for physical security of non-public information are:

- Provision of locking and/or fireproof files.

- Secure locks and doors on offices and areas.
- Locking of building areas and offices when these areas are not in use or under supervision of library staff.
- Limitation of keys and access to regional and affiliated library facilities.
- Monitoring of facility use by non-employees.
- Instruction of staff in use of readily available document destruction services or equipment.
- Timely destruction of non-essential documents.
- Removal of non-public information from storage areas and transportation of the information by library staff only as is essential for conduction of library functions.
- Avoidance of receipt of unneeded non-public information by library staff and deletion and/or redaction from necessary documents whenever possible.
- Return of documents to secure storage areas when not in use.

The following procedures and standards for electronic and technological security to ensure protection on non-public information include:

- Maintenance in secure electronic form rather than in paper form whenever possible.
- Ensure that public access to non-public information is not possible through the library networks, including the wireless communications systems.
- Only sharing that which is necessary for conduct of library business and service.
- Limit storage to library-owned electronic equipment.
- Timely deletion of non-public electronic information within legal requirements.
- Physical destruction of hard drives and other storage devices and/or media when they are removed from service.
- Use of high-security passwords and access codes to library computers and e-mail accounts.
- Secure storage of written passwords and access codes.

- Avoidance of email and other electronic transmission unless encryption or secure transmission systems are utilized.
- Avoidance of fax transmission whenever possible, notification of appropriate staff whenever it is necessary to fax documents, and verification of receipt by the intended recipient.
- Log-off or shutdown of computers when computers are not in use or are unattended.

Patron Non-Public Information: Patron non-public information includes but may not be limited to:

- Social Security number
- Other identifying numbers
- Home mailing address
- Phone number
- Email address
- Circulation records

The following security procedures and standards are required to ensure protection of patron non-public information:

- Staff shall not release, publish, or disclose patron non-public information to any unauthorized parties and shall protect such information in accordance with relevant laws and regulations; they shall understand that violation of this requirement may subject them to criminal and civil penalties.
- The libraries shall not allow any non-staff member, including volunteers, access to the patron database.
- All computers shall have proper passwords/ access codes.
- All computers shall be shut down at the end of each day.
- Georgia Code 24-9-46 states that the records of patron transactions and the identity of registered library patrons are confidential material, and may only be released upon presentation of a legal court order. The Regional System is obligated to comply with state law even when law enforcement personnel may knowingly or unwittingly request staff to violate the law.
- The patron database is not maintained locally, but is part of the statewide database maintained by Georgia Public Library Service.

Reporting Information Loss: Employees will immediately report the loss, possible loss, or exposure of non-public information to their on-duty supervisor. The supervisor

will determine the nature and extent of the information loss or exposure and will immediately report to the Library Manager, who will consult with the Regional System Director to determine the steps necessary to correct conditions relative to the loss or exposure and will determine notification steps that may be required.

D. EMERGENCY AUTHORITY

In cases of a management emergency at an affiliated library, the Regional System Director will contact the Chairman and other officers of the affiliated board (the Executive Committee) as soon as possible to determine the course of action to be taken.

When the Executive Committee cannot be reached, or if immediate action is absolutely necessary in the judgment of the Director, he/she is authorized to intervene to the extent deemed necessary and appropriate. Situations include:

1. Misuse, mismanagement, or embezzlement of public funds.
2. Mental health issues which may jeopardize the staff and/or public.
3. Situations that may result in endangerment of the public and staff.
4. Illegal activities.
5. Any activities that might damage the reputation of the library or the library system.

The Director may appoint temporary management or act as temporary manager so the library can continue operation.

The affiliate library board will be fully informed of the situation and all actions taken at a called board meeting as soon as possible. Operations and responsibility will be turned over to the affiliate board as soon as possible. Regional emergency management will remain in effect for more than one (1) week. All regional board members will be apprised of the situation as soon as possible. A called meeting of the Regional System Board will be held if necessary.

E. GIVING REFERENCES

Official references for employees of libraries in the Regional System will be released by the Affiliate Manager for an affiliate or by the Regional Director. These references will consist of verification of dates of employment, the actual position held, the duties performed, and the salary of the employee. The question, "Would you rehire this

person?", will be specifically answered only if asked and if the employee has indicated in writing that the information may be released.

It is standard practice not to give references which reflect the institution. A supervisor may give a verbal or written personal reference clarifying first that this is not a library or library system reference but a personal one.

If a current employee has informed the supervisor of his/her intent to interview outside the library system and has asked the supervisor to give a personal reference, the supervisor will talk with the employee (ahead of time) about the personal reference he/she is going to give. Library letterhead and envelopes may not be used when a personal reference is given.

F. EQUIPMENT CAPITALIZATION AND INVENTORY

With the exception of specific items or situations approved by the Regional Library Board of Trustees, the Northeast Georgia Regional Library System will follow the guidelines for tangible personal property (equipment) established for programs funded in whole or in part by state funds or U.S. Department of Education federal program funds. (Financial Management for Georgia Local Units of Administration, p.v.41-107)

Definitions:

Equipment is a material item of a non-expendable nature, such as a movable unit of furniture or furnishings; an instrument or apparatus; a machine (including attachments); an instructions skill training device; or a set of small articles whose parts are replaceable or repairable, the whole retaining its identity and utility over a period of time which is characteristic of and definable for items of its class. It has a life expectancy of two or more years and a unit cost of \$5,000 or more.

Fixed assets include all land, buildings, equipment, and library collections owned by the library. Purchased fixed assets are recorded at historical cost (or estimated historical cost if actual cost figures are not available). Donated or contributed assets are recorded at their fair market value on the date donated. For accounting purposes at the Regional System office, fixed assets will refer to equipment, buildings, and land valued at \$5,000 and above. The general collection of books and materials is also a part of fixed assets.

Inventory Records: Inventory records will include the following information:

- Description of the equipment
- Serial number
- Identification tag number
- Title holder

- Acquisition date
- Cost of the equipment
- Location
- Use and condition
- Any ultimate disposition data, including the date of disposal and sale price of the equipment

Disposal: When furniture, equipment, and other fixed assets owned by the Regional System are no longer usable by any of the libraries in the System, they may be disposed of at public auction, by advertisement for sealed bids, or by other means whereby the general public may have an opportunity to purchase them. Items that are not bid upon or purchased, or that are damaged beyond repair, may be discarded. Items must be approved for disposal by the director. Items that are not bid upon may be discarded or given away at the discretion of the library director.

Books, videos, audiotapes, records, and any other library materials may be disposed of in books sales by the library. The Friends of the Library may sell books and other materials that have been discarded by the library in accordance with the Collection Development Policy, as well as those donated to, but unusable by the library. Funds raised by the sale of these materials are directed into the support of the library's materials collection or other resources for the advancement of the library's mission. Books and other materials that have not been purchased at the end of a sale may be retained for future sales, given to other libraries or institutions, or disposed of at the discretion of the library.

G. MANDATORY CHILD ABUSE/NEGLECT REPORTING

Under Georgia law, any person employed by or volunteering at an organization, public or private, that provides care, treatment, education, training, supervision, coaching, counseling, recreational programs, or shelter to children is a mandatory reporter of child neglect or abuse (O.C.G.A. § 19-7-5). Failure to do so could result in fines or imprisonment.

Library employees are obligated under the mandatory reporting requirements of this law. If an employee suspects that a child is in immediate danger, that employee should notify the police. In all other cases where abuse or neglect is suspected, the employee must notify the Library Manager, who will in turn report the abuse to the county Department of Family and Children Services ("DFCS"). If the Manager is inaccessible or the employee is unable to communicate with the Manager in a timely manner, the employee, or the person on duty responsible for library management, should make the report directly to the county DFCS. In all cases, a complete written report will be filed

with the Library System Director.

H. SYSTEM-WIDE RECORDS RETENTION SCHEDULE

Retain for five (5) years:

- Bank Statements, Cancelled Checks or Check Copies, Deposit Slips, Reconciliations
- Check Register File
- Financial Statements File
- General Ledger File
- Journal Entries File
- Invoices File
- Grant Accounting File (from the final payment plus 5 years)

Retain for four (4) years:

- Bid and Quote File

Retain for two (2) years:

- Certificate of Deposit File (Retain until cancellation plus 2 years)

Retain permanently:

- Budget File – Including budget requests, worksheets, other working papers, and related correspondence – retain permanently for historical purposes
- All Minutes – Retain permanently for legal and historical purposes

VI. CONCLUSION

This policy repeals all current policies which would be in conflict with any section.

The date this policy will become effective is May 1, 2020.

In adopting this policy, THE SYSTEM will not penalize or release any current employee as a result of his being in violation of any part of this policy not in force on the effective date.

As outlined in this handbook, THE SYSTEM in no instance condones discrimination. Any problems resulting from affiliated board policies not in compliance with the regional policy of nondiscrimination are the responsibility of the affiliated library board responsible for such policy.

All branch policy variations must be filed with the Regional Services Director for inclusion in [Appendix G](#) (Branch Variations) of this policy handbook. Deviation from policies adopted by the Regional Library Board as included in this document which do not expressly allow for affiliate variations shall result in all liability for lawsuits, settlements, legal costs, etc. becoming the responsibility of the affiliated county board making the variation.

Appendix A
Affiliate Information

Northeast Georgia Regional Library System Services Office
204 Ellison Street, Suites E & F, Clarkesville, GA 30523
Mailing Address (USPS Only): P.O. Box 2020, Clarkesville, Georgia 30523
Phone: 706.754.0416 Fax: 762.230.0010

Affiliate Libraries

Clarkesville-Habersham County Library

178 East Green Street, Clarkesville, Georgia 30523
Phone: 706.754.4413 Fax: 762.230.0003
Hours: Monday-Thursday 10:00 AM - 6:00 PM
Friday 10:00 AM - 5:00 PM
Saturday 10:00 AM - 2:00 PM

Cornelia-Habersham County Library

301 North Main Street, Cornelia, Georgia 30531
Phone: 706.778.2635 Fax: 706.903.1000
Hours: Monday & Tuesday 9:00 AM - 6:00 PM
Wednesday & Friday 9:00 AM - 5:00 PM
Thursday 9:00 AM - 7:00 PM

Rabun County Public Library

73 Jo Dotson Circle, P.O. Box 330, Clayton, Georgia 30525
Phone: 706.782.3731 Fax: 706.960.0001
Hours: Monday-Friday 9:00 AM - 6:00 PM
Saturday 9:00 AM - 1:00 PM

Toccoa-Stephens County Public Library

53 West Savannah Street, P.O. Box Drawer L, Toccoa, Georgia 30577
Phone: 706.886.6082 Fax: 706.886.7561
Hours: Monday-Friday 10:00 AM - 5:30 PM
Saturday 10:00 AM - 1:00 PM

White County Public Library-Cleveland

60 Bell Street, P.O. Box 657, Cleveland, Georgia 30528
Phone: 706.865.5572 Fax: 706.200.9000
Hours: Monday & Thursday 9:00 AM - 6:00 PM
Tuesday, Wednesday & Friday 9:00 AM - 5:00 PM
Saturday 9:00 AM - 12:00 PM

White County Public Library-Helen

90 Pete's Park Road, P.O. Box 1088, Helen, Georgia 30545

Phone: 706.878.2438

Fax: 706.878.1479

Hours: Monday, Wednesday & Friday
Tuesday & Thursday

9:00 AM - 5:00 PM
9:00 AM – 6:

Appendix B

Request Form for Reconsideration of Library Materials

TO: Reconsideration of Materials/Programs Committee DATE _____

Your Name Telephone Number

Your Address Zip Code Library Card Number

WHOM DO YOU REPRESENT?

_____ Myself _____ Organization (Please Specify) _____

ITEM TO BE RECONSIDERED

Author _____

Title _____

Publisher _____

Subject _____

Hardback ___ Paperback ___ A/V Material ___ Other _____

A. RECONSIDERATION OF ITEM PRESENTLY IN LIBRARY COLLECTION

1. Have you read the book, listened to the item, or viewed the item in its entirety?

If not, why not? _____

2. Have you seen or heard reviews of this material? _____

If yes, please name source: _____

3. What do you believe is the theme of this work? _____

4. To what in the work do you object? Please be specific. Cite pages: _____

5. What would you like the library to do with this material? _____

6. In its place, what work would you recommend that would convey as valuable a picture and perspective of the subject treated? _____

B. RECONSIDERATION OF MATERIAL NOT PRESENTLY IN THE COLLECTION

1. Why do you feel that this material should be in the library? _____

2. Please list any reviews or recommendations of this material? _____

Your Signature

Your Name Printed

The Northeast Georgia Regional Library System and its affiliated libraries appreciate your interest. You will receive a written reply within two weeks.

AFFILIATE _____ DATE _____

Appendix C
Request Form for Reconsideration of a Library Program

TO: Reconsideration of Materials/Programs Committee DATE _____

Your Name Telephone Number

Your Address Zip Code Library Card Number

WHOM DO YOU REPRESENT?

_____ Myself _____ Organization (Please Specify) _____

PROGRAM TO BE RECONSIDERED

1. Have you attended the program? If not, why not? _____

2.. To what in the program do you object? Please be specific. _____

3. In its place, what program would you recommend that would convey as valuable a picture and perspective of the subject treated? _____

Your Signature

Your Name Printed

The Northeast Georgia Regional Library System and its affiliated libraries appreciate

your interest. You will receive a written reply within two weeks.

AFFILIATE _____ DATE _____

Appendix D
Letter Explaining Reconsideration Procedures

Dear

We appreciate your interest in the resources available through the library. Your request for reconsideration of library materials will be investigated by our Reconsideration of Materials/Programs Committee. They will determine whether the item in question meets the criteria, as specified in the library's selection policy, for being included in the collection. A copy of this policy is available at the circulation desk of the library.

A report detailing the findings of the investigation will be sent to you within two weeks from the date of this letter. If you wish to discuss the ruling with me, I will be happy to set up an appointment to meet with you. If you wish to appeal the ruling, please contact me and you will be put on the agenda to be heard by the _____ County Library Board at their next regularly scheduled meeting. A complete copy of the library's Reconsideration Policy is enclosed.

Sincerely,

Affiliate Manager's Name

_____ County Public Library

Appendix E
Registration Form for Internet Use

I agree that I will use the Northeast Georgia Regional Library System and library-provided access to the internet and the library's computers for educational and informational purposes only, and to receive or send email. I understand and will abide by the "Internet Safety and Computer Acceptable Use Policy." I understand that any violation of law while using the computers may subject me to criminal prosecution. Further, I understand that if I violate any rule, my Internet access privileges may be revoked and/or appropriate legal action taken in accordance with policy. I understand that the Library's computers are neither private nor secure.

Signature of User

Date

Staff Signature

Date

If a user is under the age of 17 years, the parent or legal guardian must be present and must read and sign this agreement.

Minor's Name _____

As the parent or legal guardian of the above minor, I have read the "Internet Safety and Computer Acceptable Use Policy." I understand access is for educational and informational purposes. I recognize and agree that even with filtering technology it is impossible for the Library to completely prevent access to controversial and/or inappropriate materials on the Internet. I agree that the Library is not responsible in any way for any such materials acquired or viewed by my child. I hereby accept full responsibility for my child's Internet use in the library.

Parent or Legal Guardian

Date

Witnessed by:

Staff Member

Date

Appendix F
Regional Job Descriptions

DIRECTOR OF THE REGIONAL SYSTEM

Regional position descriptions are specific to the System Services Office. Each affiliated library board should adopt its own library-specific job descriptions for the facilities under its direct control. All affiliate library job descriptions and revisions shall be filed with the System Services Office.

The Director's position is a matter of board policy. Information on all other regional positions may be obtained from the Director. Regional position descriptions are not intended as a complete list of all responsibilities, skills, or working conditions associated with the various positions, and are subject to review and change at any time by the System Services Director in accordance with the needs of NEGRLS. All regional positions report to the Director. *The positions of Main System Library Manager and Regional Program Services Specialist report jointly to the Director and the designated headquarters county library board.*

Reasonable accommodations may be made to enable someone with a qualifying disability to perform the essential functions of a position.

The *Official Code of Georgia 20-5-45* outlines the basic duties and responsibilities of the Director. The Director must have a Grade 5(b) Librarian's Professional Graduate Certificate. Director responsibilities include, but are not limited to, the following:

- To employ or terminate other staff members, as necessary, in compliance with applicable laws and the availability of funds, and to employ or terminate other staff members as authorized by the library board.
- To attend all meetings called by Georgia Public Library Service (GPLS) or send a substitute.
- To oversee the preparation of any local, state, or federal annual budgets.
- To notify the board of trustees and GPLS of any failure to comply with:
 - A. Policies of the Board
 - B. Criteria for State Aid
 - C. State and federal rules and regulations
 - D. All applicable local, state or federal laws

- To administer the total library program, including affiliated libraries, in accordance with policies adopted by the Regional System Board of Trustees.
- To attend all Regional System Board meetings or to designate a person to attend.

Duties:

- Administer operations and activities of the library system.
- Plan, organize, and direct the library system's overall program.
- Direct compilation of budget data for reporting purposes.
- Perform liaison duties as necessary with other libraries, community groups, and state, county and municipal officials.
- Plan, organize, and administer programs and procedures governing services;
- Oversee the planning and organization of new activities.
- Supervise certified and non-certified employees.
- Develop special training activities within budgetary restraints as necessary.
- Prepare the Regional System operating budget subject to approval by the Regional Board.
- Conduct staff conferences and meetings as necessary.
- Select employees for the Regional System Services Office.
- Participate in selection of employees for affiliated libraries.
- Represent the Regional System at conferences and meetings with municipal, county, state and federal officials.
- Stay abreast of library trends.
- Formulate long range objectives-

Work is performed independently with responsibility for making final determinations in accordance with established general policies and is reviewed by the Regional Board of Trustees through reports, conferences and an annual evaluation.

Necessary Knowledge, Skills, and Abilities:

- Knowledge of the principles, methods, and practices of modern library administration;
- Extensive knowledge of community needs and interests in relation to library services;
- Knowledge of the general subject matter of a variety of areas of library materials;
- Ability to analyze professional and administrative problems and make recommendations;
- Ability to direct the work of professional and nonprofessional library personnel;
- Ability to establish and maintain effective working relationships with community leaders, public officials, professional groups, and the public; and
- Ability to analyze library needs and evaluate library services.

Training and Experience:

- Possession of a Master's Degree from a library school accredited by the American Library Association;

- Five or more years of increasingly responsible experience as a professional librarian, at least two of which are in a responsible administrative capacity.

ASSISTANT DIRECTOR OF THE SYSTEM

The Assistant Director will share administrative duties with the Director as delegated and will have both the authority and responsibility to make decisions as needed in the designated areas of responsibility.

The Assistant Director must have earned a Master's Degree from a library school which is accredited by the American Library Association and must be eligible for and maintain current professional certification as defined by Georgia Public Library Service.

Librarians appointed to the Assistant Director position will receive in addition to their regular salary a supplement for Assistant Directors as decided by the Director based on annual review. There may be only one Assistant Director at any time.

The Assistant Director should have relevant experience in public service librarianship and must have basic knowledge of all functions and departments.

The Assistant Director (or the senior certified system services staff member available) will be in charge of system services when the Director is not available. Should the Director leave the Library System or become incapacitated the Assistant Director (or the senior certified system services staff member available) shall serve as Acting Director, unless this function is designated by the Regional Board.

REGIONAL LIBRARIANS

Each librarian acts as head of one of the two major divisions:

- (1) Collection Management/PINES Operations
- (2) Technology Services Management/Network Operations

Educational Requirements: A librarian must have earned a Master's Degree from a library school which is accredited by the American Library Association and must be eligible for and maintain current professional certification as defined by the State of Georgia Board for the Certification of Librarians.

Skills and Experience: A librarian must have experience and knowledge of professional library principles, practices, procedures, techniques, and subject matter knowledge as required by the specific position; knowledge of and ability to implement supervisory principles and techniques; ability to communicate effectively, both orally and in writing; ability to establish and maintain effective relationships with associates,

patrons, and the public; ability to exercise good judgment based on library policies; ability to interpret policies and procedures to staff and patrons with tact and diplomacy.

Job Responsibilities for Librarians: The duties of the various librarian positions include, but are not limited to, the following:

General Responsibilities:

- Serves as the head of one of the Library's major divisions with responsibility for the division's function and service. The librarian develops a systematic approach to the division's objectives and works in concert with the overall Library program.
- Sets goals, identifies problems, and formulates efficient and practical means to achieve solutions.
- Participates in the planning, organization, and administration of library services.
- Serves as a consultant and advisor for all affiliated libraries.
- Maintains a close working relationship with the Director and represents the board's philosophy of governance and service to the staff and public.
- Participates in collection development as requested.
- Presents programs, training, and talks as required by the specific position.
- Schedules, directs and, reviews the work of any subordinates.
- Promotes interest in the library among adults, children, and young adults.
- Performs annual evaluations of supervised employees in accordance with state requirements.
- Acts as a courier between the System Services Offices and all affiliated libraries.
- Reports to the Director any major problems which might arise in his/her areas of responsibility.
- Renders fair and objective decisions based on fact that reflect the total picture of library services without showing partiality to the needs of any specific affiliate or staff member.
- Works with the other professional librarians and affiliate managers in the development of the library's collections within the parameters of the budget and the needs of the Library System.
- Anything additional which may be assigned by the Director.

Specific Responsibilities for the Collection Management/PINES Operations

Librarian: Specific duties will include, but not be limited to, the following:

- Serves as the head of the Collection Management/PINES Operations division with responsibilities for the Division's function and service.
- Serves as consultant and advisor to affiliated libraries in all areas related to collection management services.
- Performs original and copy cataloging in the PINES and OCLC systems in a manner that adheres to current standards.
- Maintains the System's PINES database and OCLC records.
- Catalogs and processes all new and gift materials selected for inclusion in the collection. Some basic aspects of this function may be delegated to affiliate managers, but oversight and quality control remain a position responsibility.

- Presents programs and training as required by the position.
- Stays current on issues relating to the position.
- Schedules, directs, and reviews the work of any subordinates.
- Reports any major issues and confers with the Director as needed concerning all aspects of Collection Maintenance/PINES Operations services.
- Maintains statistical information. Generates reports based on this information as requested; assists the Director in gathering data and preparing statistical reports as needed.
- Makes scheduled orders for personal books as requested by the staff;
- Acts as the cataloging and PINES operations contact between the Regional System and Georgia Public Library Service.
- Attends workshops, seminars, etc. to continue his/her education in developments in library operations and cataloging.
- Supervises the Regional System Interlibrary Loan participation and serves as liaison between the Regional System and Special Needs Library agencies.

Specific Responsibilities for the Technology Services Management/Network

Operations Librarian: Specific duties will include, but not be limited to, the following:

- Oversees technology and network operations for the System Services Office and all affiliated libraries. Provides support to all affiliated libraries in the areas of computer technology, circulation systems, networking, and general software problems.
- Provides troubleshooting and basic repair of computers and peripherals to all affiliated libraries.
- Stays current on new technological procedures, processes, and equipment.
- Serves as a technology purchasing consultant to all affiliated libraries and the System Services Office. Purchases computer equipment and software within budgetary constraints.
- Serves as webmaster for the regional web site.
- Assists affiliates as needed with web pages.
- Performs technology updates at all affiliated libraries.
- Stays current on issues relating to the computer system and the Internet.
- Maintains the accounting system computers, server, and network located in the administrative offices of the Regional System.
- Acts as technical contact between the Regional System and the Georgia Public Library Service.
- Attends workshops, seminars, etc. to continue his/her education in developments in technological fields related to library services.
- Makes unscheduled visits to any affiliated library if an emergency arises.
- Confers with the Director as needed concerning all aspects of technology services.
- Assists the Director in gathering data and preparing statistical reports.
- Assists the Director in applying for and management of federal e-rate funds for broadband internet and technical infrastructure upgrades.

REGIONAL SERVICES SPECIALIST

This position includes exacting performance of a high level of reporting and administrative work requiring independent judgment. In addition, some library work and routine clerical work is involved. The Regional Services Specialist will work under the

supervision of the Director and will assist in the coordination of all office related and administrative functions in the Regional System.

The Regional Services Specialist has the responsibility of maintaining the day-to-day financial records of the System.

Educational Requirements: The Regional Services Specialist must have at least an Associate's Diploma or the equivalent in experience.

Skills and Experience: The Regional Services Specialist should have had three or more years of experience in a similar position with training in office management, personnel services, accounting, bookkeeping, secretarial practice, and the use of standard office machines and computers; good knowledge of modern office practices and procedures, including computer skills; ability to understand and follow oral and written instructions; ability to establish and maintain effective working relationships with other employees, the public, and agencies dealing with the Library; ability to give clear oral and written instructions; general knowledge of Library programs, practices and terminology; good knowledge of resources and materials in the library collection; skills in basic circulation and reference procedure; tact, courtesy, poise, and alertness.

Specific Responsibilities: The Regional Services Specialist's duties will include, but not be limited to, the following:

- Aids the Director by coordinating office services, such as personnel, budget preparation and control, and records control.
- Maintains a close working relationship with the Director and represents the board's philosophy of governance and service to the staff and public.
- Coordinates collection and preparation of operating reports, such as time and attendance records, terminations, new hires, transfers, budget expenditures, and statistical records.
- Reviews and answers correspondence.
- Assists in preparation of annual report.
- May interview job applicants, conduct employee orientations, and plan training programs.
- May direct services, such as maintenance of the regional office, supplies, mail, and files.
- May compile, store, and retrieve management data.

- Maintains financial records of the Library System.
- Maintains current files on all purchases, orders, and payments for the Regional System.
- Prepares preliminary and monthly documentation related to payroll. Calculates Regional payroll and prepares checks for payment of salaries.
- Prepares all governmental, agency, and library reports relative to payroll and financial activities.
- Serves as Assistant to the Director.
- Places materials orders.
- Maintains grant data regarding materials purchases;_orders item and patron bar-codes.
- Assists in the preparation of, and at times independently prepares, state and local reports, schedules and correspondence.
- Communicates directly with affiliated library personnel, other regional systems and Georgia Public Library Service as required for information and problem solving.
- Maintains the library personnel, health benefit plan, and retirement system files and procedures.
- Assists with circulation, reference, grant preparation, and other activities as needed.
- Reports to the Director any problems that might arise with the general operation of the office.
- Assists in the routine maintenance of the System Services Office by reporting to the necessary authority any equipment or maintenance problems and/or safety hazards.
- Anything additional which may be assigned by the Regional Board, the Director, or the Acquisitions/Cataloging Librarian.

Appendix G
Local Library Job Descriptions

MAIN LIBRARY PROGRAM MANAGER

The Program Manager position includes exacting performance of a high level of supervisory, budget management, reporting, and administrative work requiring independent judgment. In addition, some library work and routine clerical work is involved. The Program Manager serves as the administrative head of the Toccoa-Stephens County Public Library (NEGRLS' Main System Library), with responsibility for the library's function and service. The Manager develops a systematic approach to the library's objectives and works in concert with the overall library system program;

The Manager works independently with some supervision by the System Services Director and oversight by the Stephens County Library Board. Persons filling this position are hired, supervised, and evaluated by the Stephens County Library Board and the Director.

Educational/Experience Requirements

An undergraduate degree is required, or a combination of training and experience equivalent to an undergraduate degree in the opinion of the Director. Three or more years of experience in a similar position are required.

Knowledge, Skills, and Abilities

- Knowledge of the principles, methods and practices of modern library administration.
- Good office and record keeping skills.
- Ability to carry out administrative details independently and to conduct correspondence without review.
- Ability to communicate effectively, both orally and in writing.
- Knowledge of the general subject matter of a variety of areas of reading material of interest to NEGRLS patrons.
- Good knowledge of reference materials and resources, including GALILEO databases.
- Ability to analyze professional and administrative problems and take appropriate action as necessary.
- Ability to establish effective relationships with and direct the work of library personnel.
- Ability to establish and maintain effective working relationships with community leaders, public officials, funding agencies, professional groups, and the public.
- Ability to analyze library needs and evaluate library services.

- Ability to exercise good judgment based on library policies.
- Ability to interpret policies and procedures to staff and patrons with tact and diplomacy.

Responsibilities

- Administer operations and activities of the Stephens County Library Program, including full responsibility for main library facility personnel, security, building and equipment maintenance, programming and public relations in accordance with policies adopted by the NEGRLS Board of Trustees.
- Prepare state, federal, and local statistics, reports, and budgets, as required by the Stephens County Board of Commissioners, the Stephens County Board of Trustees, the Northeast Georgia Regional Board of Trustees, the Regional System Office, or the State of Georgia.
- Seek grant opportunities and prepares grant documents.
- Performs liaison duties with other libraries, community groups, the Northeast Georgia Regional Library System affiliate libraries, and state, county and municipal officials.
- Work with the Director to plan, organize, and administer policies and procedures governing library services.
- Set goals and long-range objectives, identifies problems, and formulates efficient and practical means to achieve solutions.
- Analyze technological needs and develops appropriate programming to improve the skills of staff and the community.
- Attend workshops, seminars, etc. to stay current on issues relating to the position.
- Develop special training activities as necessary, including programs and talks.
- Conduct staff conferences and meetings as necessary.
- Represent the Local County Library Programs and the Northeast Georgia Regional Library System at conferences and meetings with municipal, county, state and federal officials as necessary.
- Attend meetings of the Local County Library Board to report on finances, activities, and other matters concerning the library.
- Serve as the Civil Rights Compliance Officer for the Local County Library Program.
- Serve as a consultant and advisor to the Director and reports any major issues.
- Confer with the Regional System Director as needed concerning all aspects of NEGRLS Main Library operations.
- Serve as a consultant and advisor to affiliated libraries as requested.
- Render fair and objective decisions based on fact that reflect the total picture of services at the main library without showing partiality to the needs of any specific staff member.
- Develop the main library collection within the parameters of the budget.
- Anything additional which may be assigned by the Local County Library Board or by the Regional System Director.

Work is performed independently with responsibility for making final determinations in accordance with established general policies and is reviewed by the Stephens County Library Board of Trustees and the System Services Director through reports, conferences and an annual evaluation.

YOUTH SERVICES SPECIALIST

The Youth Services Specialist is responsible for the day-to-day provision of the main library facility children's and youth services. The position is under the direct supervision of the Main Library Manager, and may assist the Regional System Director in some areas.

Position includes planning and performance of high-quality children/youth programming as well as planning and implementing other program activities for the library; public service work requiring independent judgment; and some routine library and clerical work.

Educational/Experience Requirements

The Youth Services Specialist should have had three or more years of experience in a similar position with training in children's service and general library service. The Youth Services Specialist must have a minimum of an Associates Diploma or at least the equivalent in experience in the combined opinion of the System Director and the Main Library Program Manager.

Knowledge, Skills, and Abilities

- Good knowledge of modern office practices and procedures, including computer skills.
- Ability to understand and follow oral and written instructions.
- Ability to establish and maintain effective working relationships with other employees, the public, and agencies dealing with the Library.
- Ability to give clear oral and written instructions.
- General knowledge of Library programs, practices and terminology.
- Good knowledge of resources and materials in the library collection.
- Excellent knowledge of children's and/or youth books/materials, and programming techniques.
- Skills in basic circulation and reference procedure.
- Tact, courtesy, poise, and alertness.

Responsibilities

The Youth Services Specialist's duties will include, but not be limited to, the following:

- Act as head of NEGRLS's Youth Services Department.
- Report all scheduled program activity to the Main Library Manager.
- Coordinate youth services activities.
- Plan, develop, and implement the Youth Services program at the Main System Library. Activities may include storytelling, book talks, puppet shows, and film and multimedia programs.

- Provide the opportunity for programs directly to affiliated libraries and other agencies in the NEGRLS service area as requested within the limitations of staffing, time, and procedural guidelines.
- Work with affiliated libraries for the provision of a sound Youth Services program.
- Organize appropriate resource sharing opportunities with all affiliated libraries.
- Coordinate meetings of affiliate children's personnel.
- Attend workshops and state meetings relating to children's and youth services. shares information from such workshops and meetings;
- Coordination of the state Summer Reading Program supplies order and overseeing distribution of state-provided supplies in cooperation with the Regional Services Specialist.
- Confer with the Main Library Manager and the Director as needed concerning all aspects of program services pursuant to observations, study, and sound professional judgment.
- Assist the Main Library Manager and the Director in gathering data and preparing statistical reports as needed.
- Maintain a close working relationship with the Main Library Manager and the Director and represents the board's philosophy of governance and service to the staff and public.
- Participate in the selection of children's materials under the direction of the Main Library Manager.
- Report to the Main Library Services Manager any problems which might arise in the Youth Services Department.
- Prepare news releases as needed and acts as public liaison to the community regarding youth services.
- Assist with circulation, reference, grant preparation, and other activities as needed.
- Anything additional, which may be assigned by the Main Library Manager or the Director.