

SECTION ONE: THE LIBRARY

I. HISTORY

The Bollinger County Library was established after the Marble Hill Study Club found that the loaning shelves were not substantial enough to maintain service to the community. They petitioned the County Commissioners to put a library tax on the ballot and it passed on April 1, 1947. The Bollinger County Library's first building was started in 1947 with additions added in 1958, 1966, 1974 and 2006 to house over 50,000 volumes and over 24 public computers.

The Library was part of the Ozark Regional Library System from 1947 – 1949 and in 1966 joined the SEMO Library System. This system dissolved in 1973 and the Library has been independent since that time.

Rev. Henry W. Wiesmann served as consulting librarian without pay from May 1949 to August 1951. Mrs. Mary Lou Ayers began to work in June 1949 and was appointed acting librarian in October 1949. In November 1956, she was appointed as the permanent head librarian and held that position until 1982. Velma Polen served from 1982 until 1996 and Eva Dunn was appointed in 1997 and still holds that position.

The Library was finally able to move out of the flood plain after surviving three floods. The Library board purchased the former Will Mayfield College Arts and Science building after the Museum moved to the adjacent building in 2019. The Library will always be looking for better ways to serve our community.

“Let the People Know” has always been our motto and always leads us to new service.

II. MISSION STATEMENT

The mission of the Bollinger County Library shall be to:

- Provide for the recreational needs of its patrons by supporting leisure time activities through the provision of library materials and services.
- Provide for the collective and individual information needs of its patrons by selecting, acquiring, cataloging, organizing, and distributing information and materials.
- Provide for the cultural enhancement of individual patrons and the community by providing materials and attendant activities that foster understanding of the development of international, national, community, and individual heritage and lifestyle.
- Provide for the continuing educational needs of its patrons by supporting learning beyond that required for attaining academic degrees or meeting job qualifications by providing materials that enhance daily life, personal interests and job performance.

The Bollinger County Library recognizes the impact of technology; specifically, electronic communication and information upon the community. The Library strives to identify, retrieve, organize, and provide access to technology in its various formats.

In fulfilling its mission, the Bollinger County Library fully supports the principle of freedom of expression and the public's right to know. The Library will foster an atmosphere of free inquiry and provide information without bias or discrimination.

III. LIBRARY SERVICES

The Library provides a variety of services to its patrons. These services include:

- Books, magazines, and newspapers
- DVDs
- Music CDs
- Books on CD

- Computer software
- Large print materials, other materials and equipment for the sight or hearing impaired. Photocopiers and microform reader-printers
- Reference assistance, telephone and e-mail reference
- Story times and summer reading programs for children
- Public use computers and fax service
- Internet access and electronic reference tools
- Telephone directories, auto repair manuals, and career development materials
- Local history, genealogy collection and microfilm census records
- Programs, tours, and speakers
- Interlibrary loan
- Meeting rooms

IV. LIBRARY ORGANIZATION

A. Board of Trustees

A five-member Board of Trustees, whose members are appointed by the Bollinger County Commissioners, governs the Library. The Board of Trustees (hereafter referred to as the Board) establishes goals and objectives and adopts rules, policies and regulations for the governance of the Library. The Board has complete authority, within legal limits, over the Library budget.

B. Library Director

The Library Director is appointed by the Board and is the chief executive and administrative officer of the Library. The Library Director is responsible to the Board for the proper administration of all Library affairs.

V. LIBRARY STANDARDS & PLAN OF SERVICE

C. Missouri Public Library Standards

The Bollinger County Library accepts the *Missouri Public Library Standards* as the minimum standard for all Library operations, services and staffing. The policies in this manual are designed to meet or exceed the standards, which were adopted by the Missouri Public Library Directors in 2022.

D. Library Roles

The Library defines its primary role in the community as having four main functions:

1. Popular Materials Center
2. Preschoolers' Door to Learning
3. General, Consumer, and Business Information
4. Independent (lifelong) Learning Center

C. Library Plan of Service

1. The Library will provide hours of service during regular business hours.. The Library is currently open 33 hours a week. The Library is committed to providing full service during all hours the building is open to the public.
2. The Bollinger County Library serves the general public and considers its patrons to be all those residents of the library district whose needs can be met by general library services. The populations specifically

targeted by the Library include: preschool age children, adults out of school, senior citizens, recreational readers, listeners and viewers, and the business community. The Library does not provide curricular support for public or private schools, institutions of higher education, or home schooling.

3. The Library's range of services will include:
 - a. Circulation of materials in formats currently usable by the general public.
 - b. Full reference service and open access by patrons to the resources of the reference collection.
 - c. Children's and teen programming, including regularly scheduled story times for the general public and special story time sessions for organized groups, as well as an organized Summer Reading Program set up as a family style program for all aged minors.
 - d. Patron access to on-line and other electronic resources, including word processing and spreadsheet applications. The Library has installed filters on all public use computers in the Library in compliance with both federal and state law.
 - e. Photocopy, microfilm copy, scanning and fax service for the public.
 - f. Meeting rooms at no charge to not-for-profit agencies and other groups needing meeting facilities for non-commercial purposes.

VI. LIBRARY BILL OF RIGHTS

The Library Bill of Rights is a policy statement of the American Library Association, adopted in 1946, amended in 1967 and 1980. The Bollinger County Library Board of Trustees originally adopted it in 2010.

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

- (1) Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or view of those contributing to their creation.
- (2) Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
- (3) Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
- (4) Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
- (5) A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
- (6) Libraries, which make exhibit spaces and meeting rooms available to the public they serve, should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

SECTION TWO: PERSONNEL POLICIES

I. RECRUITMENT AND EMPLOYMENT

E. Equal Employment Opportunity

The Bollinger County Library is committed to the principles of non-discrimination to assure equal opportunity in all categories of employment and to provide opportunity for advancement so that all employees can perform at their highest potential. In compliance with state and federal regulations, the Library maintains an employment policy in which no procedure, policy or practice shall unfairly or adversely affect the interests of any applicant or employee on the basis of race, creed, color, religion, ancestry, national origin, sex, age, politics, or disability.

F. The Library As Employer

All persons working for the Library are employees of the Bollinger County Board of Trustees. As such, they are subject to the rules, regulations, qualifications, remuneration, and discipline that the Board has established in this policy.

G. Appointment of Employees

The Board appoints the Library Director. All other Library employees are selected by the Director in accordance with personnel selection guidelines established by the Board.

D. Types of Employment

1. A Full-time Employee is defined as an employee who is hired to fill a full-time position and who works 28-40 hours per week.
2. A Half-time Employee is defined as an employee who is hired to work at least twenty hours per week but less than twenty-eight hours per week on an annual average. Half-time employees are paid an hourly wage and are entitled to limited benefits.
3. Any Part-time Employee hired to work less than twenty hours per week is not entitled to any of the employee benefits described in this personnel policy unless specifically noted.
4. A Temporary Employee is defined as an employee hired to fill a full-time or part-time position for a limited period of time. A temporary employee is not entitled to any of the employee benefits described in this personnel policy.

E. Employee Records

1. The Library will protect the confidentiality of information pertaining to applicants, current employees, and past employees.
2. Personnel records of all Library employees are maintained in the Library's administrative offices. Each personnel record will contain at least the following: employment application; compensation and benefit information; tax withholding information; relevant personal data; college transcripts if applicable; miscellaneous information as required.
3. Access to employee personnel records is limited to those with a bona fide need for information. Information from employee records is released to agencies outside the Library only with written consent from the employee. The only exceptions are:
 - A. Requests to verify employment. This information will be limited to dates of employment and job title.
 - B. Compliance with subpoenas.
 - C. In the exercise of the Library's responsibilities as an employer, employment information including earnings and other compensation may be disclosed to governmental agencies or others to assure compliance with laws and rules and to verify employment information to valid requests for that information from governmental agencies.
4. Requests for additional information regarding former employees will not be answered.
5. Employees may review their personnel records upon request to the Library Director. Review will take place in the administrative office during normal operating hours with the Library Director or the Director's designee present. Employees may be provided with copies of information from their personnel files upon written request to the Library Director. If an employee disagrees with information contained in his/her personnel records, the employee may submit a written statement explaining the disagreement. The statement will be attached to the document in question and become a permanent part of the record.

6. The following information is not open to review and is maintained in a separate file: information relative to an employee grievance, references received from former employers and college placement offices, interview reports, medical information and USCIS/ICE or I-9 information.

7. Salary verification will be furnished to credit agencies with the employee's written consent. Other credit agency information will be limited to period of employment and job title.

H. Probation Period

An employee holds probationary status for the first three months of employment. At the completion of the employee's probationary period, the Library Director will complete a performance appraisal and make a determination to retain or to terminate the employee, or, if circumstances warrant, to extend the probation period. An employee is subject to limited benefits during the probation period. Details of such limitations are specified in the outline of benefits in this policy. Additionally, employees who are promoted or transferred will also be considered on probation for the first three months in the new position. This includes employees who are moved from half time to full-time status. Benefits are not affected by this secondary probation period.

I. Applications

Applications for all positions will be taken at the Library. Applications will be kept on file in the Library administrative office for a period of one year.

J. Rehire

Any employee who resigns and who then later makes application for employment will be subject to the same application procedures as other applicants and will not be entitled to any benefits or accruals from previous service. Employees who resign without proper notice or who are discharged for misconduct or unsatisfactory job performance are not eligible for rehire.

K. Nepotism

No person may be employed by the Library who is related by blood or marriage to any member of the Board or the Library Director. In this context, related shall mean or include: parent, child, spouse, sibling, grandparent, grandchild, uncle, aunt, nephew or niece, including step, half, foster, or in-laws.

L. Job Postings

All openings for which the Library is seeking outside candidates for employment will be posted on the Library's bulletin board and advertised in the Banner Press Newspaper.

II. CHANGES IN EMPLOYMENT STATUS

M. Promotion

A promotion is the advancement to a position that is on a higher salary range than the employee's current position. It is the philosophy of the Library to encourage the promotion and/or transfer of current employees to open positions. In general, an employee should have completed a minimum of twelve months of service before becoming eligible for promotion. Eligibility for promotion will be based solely on skill, ability, work performance and fulfillment of requirements of the job. An employee who is promoted will be placed on the entry level step of the salary scale for the new position provided the rate of pay is equal to or greater than the employee's current salary. If current salary is greater, the employee may stay at his/her present rate until step increase surpasses that amount.

N. Part-Time to Half- or Full-Time

An employee who is moved from a part-time position to full-time status in the same position is not considered to have been promoted. All full-time benefits that accrue to the employee will be calculated based on the date of full-time employment. An employee who is moved from a part-time position of less than 20 hours per week

to a half-time position of at least 20 hours per week or to a full-time position is considered to be promoted. All benefits that accrue to such an employee will be calculated based on the date of promotion.

O. Demotion

A demotion is the movement of an employee to a position on a lower salary range. Although demotion is discouraged, it may become necessary if the employee is unable to perform present duties. An employee demoted because of unsatisfactory service will be placed at the minimum salary level in the new position regardless of length of time in service.

P. Dismissal

The Library may dismiss an employee for cause or for misconduct that is a breach of Library rules or policies. The Library Director may dismiss any employee for any lawful reason, including those listed under Rules, Section Two. VIII. No dismissal, other than those occurring within an employee's probationary period, will be approved until all due process requirements are met. Upon dismissal, an employee will receive written notice including the reasons for the dismissal.

Unless otherwise approved by the Library Director, a dismissed employee will receive his/her final pay check on the normal payday for the pay period in which he/she is dismissed, subject to the return of all Library property, including keys, equipment, materials checked out for Library use, parking permits and other Library materials. (See Appendix G.6)

Q. Lay Off

A lay off may occur if a position is abolished due to lack of funds, lack of work, reorganization, or other related reasons. The Library will make every effort to transfer affected employees to other positions within the Library. Selection will be based first on performance and then on seniority of service in position. A notice of lay off will be given to affected employees with as much advance notice as possible. Unused vacation leave will be remunerated in the employee's final paycheck.

R. Abandonment

An employee who fails to properly notify the Library Director of his/her absence from work for two scheduled shifts within six months will be deemed to have voluntarily resigned from his/her position without proper notice. An employee who leaves without giving proper notice is considered to have abandoned his/her position. An employee who abandons his/her position will forfeit eligibility for future employment by the Library.

S. Resignation

A written notice of resignation to the employee's immediate supervisor is required of all employees. The Library Director and Assistant Library Director must give a minimum of four weeks' notice. All other Library employees must give a minimum of two-weeks notice. In emergency situations, the Library Director may waive this requirement. Employees are encouraged to give as much advance notice as possible. Unused vacation leave will be remunerated in the employee's final paycheck.

T. Retirement

Library employees planning to retire should notify the Library Director at least three months prior to the retirement date except in case of emergency. Unused vacation leave will be remunerated in the employee's final paycheck. The Library gives a retirement gift to employees who retire with more than ten years of service.

U. Exit Interview

The Library Director or the Director's designee prior to the employee's departure may interview any employee who leaves the service of the Library.

III. PAY AND PAY PERIODS

V. Payroll Records

The Library maintains records of all Library payroll activities and processes all payroll checks. The Library's copies of individual time sheets and leave requests will be the final authority if a discrepancy develops between employee and Library payroll records.

W. Time Sheets and Recording of Hours Worked

Each employee records attendance on a pay-period time sheet, which is reviewed and signed by the Assistant Director. Employees should record time worked on a daily basis instead of waiting for the end of the pay period. Time worked must be recorded in hour or half-hour or quarter hour increments. If an employee fails to submit a time sheet for hours worked, those hours will not be posted and no check will be issued for that pay period. Pay for the period will be added to the subsequent check.

X. Pay Periods

Pay periods are based on a calendar month. Time sheets are due in the office on the last Wednesday of the pay period. If discrepancies arise between the time recorded for the last day of the pay period and the time actually worked, the employee must adjust the time sheet for the following pay period and append an explanatory note.

Y. Pay Days

Paydays are on the last day of the month that all employees are scheduled to work. The Library Director has the discretion to move that day one day forward or back as long as that does not take pay day into the next month.

IV. COMPENSATION, OVERTIME AND COMPENSATORY TIME

Z. Compensation

Wages for staff are voted on each year, by the board, at the budget meeting in December. In case of an opening during the year, the Library Director will make a wage recommendation to the board before a new hire is approved.

AA. Overtime

Occasionally situations may require irregular and scheduled overtime work hours in excess of forty hours per week. All hours worked in excess of forty hours per week must be authorized by the Library Director and will receive compensatory time off calculated at one and a half times the overtime hours worked.

BB. Exempt from Overtime

The following positions are exempt from overtime as established by the Fair Labor Standards Act: Library Director and Assistant Director. Employees in exempt positions do not receive monetary compensation or compensatory time for working more than forty hours per week.

D..Paid time off (PTO)

Paid time off (PTO) will replace our previous policy of vacation time, sick leave, and holiday pay. The other types of leave (jury duty, bereavement and armed services) are addressed in other areas of our policies. PTO should be used within the year it is given. In circumstance where it would hinder operations to take PTO, exception can be made but not to exceed two weeks of PTO. The carried over PTO must be used within the first quarter of the following year or be lost. PTO will accrue as follows.

All PTO is based on uninterrupted years of service and will become effective January 1, 2011.

1. After one year of service, a full-time employee is entitled to 156 hours of PTO.
2. After 3 years of service, a full-time employee is entitled to 189 hours of PTO.
3. After 7 years of service, a full-time employee is entitled to 222 hours of PTO.
4. After 10 years of service, a full-time employee is entitled to 390 hours of PTO.
5. After 13 years of service, a full-time employee is entitled to an additional 8 hours of PTO.
6. For every year past 13, a full-time employee is entitled to an additional 8 hours of PTO.

CC. If an employee chooses not to use all PTO, they may choose to submit the unused PTO for reimbursement. This occurs at the end of December. It is up to the employee to request reimbursement for unused PTO. Reimbursement will be for no more than 20 hours of PTO.

V. TRAVEL AND TRAINING

DD. Library Approved Expenses

1. All travel and training and associated expenses must have the prior approval of the Library Director.
2. Expenses incurred by Library representatives at workshops, seminars, training sessions, conferences, or other authorized Library business will be reimbursed to the employee if not charged on the Library's credit card or paid in advance by or billed to the Library. All employees seeking reimbursement must file a complete travel reimbursement request with the Library Director or Assistant Director.
3. Mileage will be reimbursed at the rate currently approved by the IRS. Employees who must use a personal vehicle to conduct Library business such as running errands or picking up supplies may be reimbursed for mileage on completion of a travel reimbursement request.
4. No meal reimbursement will be paid if the employee is absent from the Library for four hours or less, unless the meal is part of the function attended. Receipts are required for all meal reimbursements. The Library will not reimburse expenditures for alcoholic beverages. Reasonable tips will be reimbursed.
5. Reservations should be made in advance, taking advantage of special rates. Receipt of lodging is required. The Library will not reimburse extraneous room charges, such as pay per view television or personal phone calls.
6. Plane reservations should be made in advance to take advantage of special rates and should be charged to the Library credit card if possible. Receipt is required for reimbursement for any transportation, including cab fare.
7. Registration fees for reimbursement should be charged in advance to the Library credit card if possible. Receipt is required.

EE. Professional Organization Memberships

1. The Library may pay for an institutional or personal membership in the American Library Association, the Public Library Association, the Missouri Library Association, and the Missouri Library Network Corporation.

The Library Director is the Library's official representative to all professional organizations, and must approve memberships.

2. Library employees are encouraged to join professional organizations. Membership fees are the responsibility of the employee.

FF. Training for Job Skills

1. The Library's most valuable resources are its staff, its collections, and its databases. In order to provide the services, which the public needs and to which the public is entitled, it is critical, that members of the Library staff be competent and well trained. Training in job skills is a continuing process and can never be considered "finished." To that end, the Library provides on-going training in processes, procedures, and other relevant service-related skills, both on- and off-site. Employees are expected to work toward the highest level of competence in the skills required by their positions. Employees who cannot achieve the requisite level of competence after repeated training and practice on the job may be dismissed from Library service.

2. Working with the public requires a variety of skills and abilities: patience and a friendly manner, the ability to communicate clearly, a thorough knowledge of policy and procedure and an understanding of the Library's mission, and a broad base of general knowledge about a variety of subjects of interest to the general public. A good Library employee is one who is always curious, always willing to learn something new. While the training provided by the Library is geared toward bringing each employee to an acceptable level of job competence, employees must take responsibility for self-improvement and self-instruction in all facets of their jobs.

3. The Library may use a variety of methods for evaluating an employee's mastery of job skills and abilities, including but not limited to written or oral examinations, direct observation on the job, and examination of work product.

4. Because the Library's databases are so critical to the provision of good service, accuracy of data entry is paramount. All employees share the responsibility of maintaining the accuracy and validity of the databases by entering data without errors and according to strict protocols. All employees are also responsible for documenting and reporting errors in any database to which they have access.

5. The Library pays for or reimburses employees for Library-approved or Library-required workshops, seminars, or other training sessions.

6. Employees who elect to participate in Library-paid training or educational sessions are expected to remain in the Library's employ for twelve months after the training. Employees who voluntarily leave Library employment before the end of this twelve-month period will be asked to reimburse the Library for all expenses incurred in the elective training on a pro-rated basis. This does not apply to required training.

7. Non-exempt employees approved to attend educational training sessions, either on- or off-site, are paid for this time, which is considered to be work time. Class time and reasonable travel time will count as work time, not to exceed 8 hours per day.

8. The Library does not reimburse tuition or other educational costs for advanced degrees unless the Library requires the achievement by an individual employee of such a degree. Release time for the pursuit of an advanced degree may be granted at the Library Director's discretion.

VI. SAFETY AND HEALTH

GG. General Safety Principles

The Library strives to maintain a safe environment for its employees and its patrons. All employees are required to work safely and plan events and projects to reduce the possibility of personal injury or property damage. Employees who use their personal vehicles or who are passengers in personal vehicles while on Library business are required to obey all traffic laws, including wearing seat belts.

B. Workers 'Compensation

1. The Library carries workers 'compensation insurance for all employees. Any compensated injury or illness must be a direct result of the employee's occupation. Employee eligibility commences on the first day on the job.
2. If an employee is injured while on duty, the employee must notify the Library Director or Assistant Director of the injury. This notification must be done if at all possible during the same workday as the injury occurs. The Library requires notification of any work-related injury within forty-eight hours of the injury. If proper procedures as outlined in this section are not followed, an employee may not collect workers ' compensation benefits.
3. After notification of the Library Director or Assistant Director, the employee must complete in full an injury report form, available from the Library Assistant Director. This form must be completed with proper signatures prior to receiving medical attention unless the injury is of an emergency nature and medical

treatment must be received immediately. If medical treatment is necessary, Library Administration, if available and when properly notified, will arrange for medical treatment.

4. Injured employees must obtain a referral for treatment from Library Administration if medical treatment is to be received unless the injury is of an emergency nature. Supervisors will be required to investigate and complete additional information relating to the injury.

5. Employees who seek medical treatment on their own without receiving prior permission from Library Administration will be responsible for payment for such treatment. This will be waived only if Library Administration is unavailable and if immediate medical treatment is necessary.

6. If an on-the-job injury results in an employee's absence from work and the employee has followed the proper procedures, the employee's pay will be continued as follows:

- a. During the first four weeks of absence the employee will be paid 100% of his/her normal pay, provided that any compensation for wages benefit under workers' compensation for this period be assigned to the Library.
- b. If an employee is absent from work for more than four weeks, his pay will be continued at a rate of 90% of his normal pay after the first four weeks for a maximum period of thirty-six weeks provided that any compensation for wages benefit under workers' compensation for this period be assigned to the Library.

C. Employment of Individuals with Life Threatening Illness

1. The Library recognizes that an employee with a life-threatening illness, such as cancer, heart disease, or acquired immune deficiency syndrome (AIDS), may wish to lead a normal life, which includes working as long as the employee's health permits. Employees are encouraged to continue working as long as they are able to perform their duties and their disease presents no threat to themselves, other employees, or Library patrons. As long as these employees are able to meet acceptable performance standards and medical evidence indicates that their conditions are not an on-the-job threat to themselves or others, their treatment will be consistent with that of all other employees.

2. The Library will try to insure that all employees with life-threatening illness are provided with competent medical care and counseling when needed. The Library will attempt to supply pertinent Medical information to supervisors and other employees when a co-worker has a life-threatening illness. Supervisors must remember that all medical records of employees are confidential.

3. The Library reserves the right to require an employee to undergo a medical examination by a doctor chosen by the Library whenever there is a question of an employee's fitness to work or whenever there is reason to fear that an employee's condition might pose safety or health hazards for other employees or Library patrons.

4. Employees working with an employee diagnose as having a life-threatening illness will be expected to carry out their normal work duties. No special consideration will be given beyond the Library's normal transfer policy for employees who feel threatened by a co-worker's life-threatening illness.

VII. FRINGE BENEFITS

HH. Holidays

The Library closes for 11 fixed holidays:

- a. New Year's Day
- b. Martin Luther King Day
- c. President's Day
- d. Good Friday
- e. Memorial Day
- f. Independence Day
- g. Labor Day
- h. Thanksgiving Day

- i. Thanksgiving Friday
 - j. Christmas Eve Day
 - k. Christmas Day
 - i) In addition, employees are given one floating holiday per calendar year, the date to be determined by the employee subject to the approval of the Library Director. Library employees are not eligible to use the floating holiday until they have been employed for six consecutive months. The employee is responsible for scheduling and using the floating holiday.
- 2) Holidays falling on Saturday or Sunday will be observed on either Friday or Tuesday at the discretion of the Library Director
 - 3) The Library is closed on Easter Sunday but this day is not counted as a paid holiday.
 - 4) Full-time employees receive eight hours pay for each holiday. Half-time employees receive four hours pay for each holiday. Because of the irregular schedules of half-time employees, it is difficult to determine if the holiday falls on a regularly scheduled work day for a half-time employee. Consequently, all half-time employees will receive holiday pay and their work schedules will normally be reduced by four hours during the pay period in which the holiday falls.
 - 5) Part-time employees who work fewer than 16 hours a week on an annual average and temporary employees do not receive holiday pay.
 - 6) If a holiday occurs while the employee is on vacation, the holiday will not be counted as a vacation day.
 - 7) All full-time and half-time employees are eligible for PTO pay, except for the floating holiday, starting with the first day on the job.
 - 8) Holidays, including the floating holiday, must be used no later than the end of the first quarter of the following year.
 - 9) PTO leave may not be used to extend the date of retirement.
 - 10) Any employee discovered misusing PTO leave privileges is subject to dismissal.
 - 11) On separation from Library employment, an employee is not entitled to receive reimbursement for PTO.
 - 12) Full-time employees may take emergency leave for serious illness in the employee's immediate family or household. (See Family Leave Policy.) Under extraordinary circumstances, the illness of siblings, parents-in-law, and grandparents may be considered for emergency leave if approved by the Library Director.
 - 13) Earned PTO may be taken as needed. However, employees are reminded that excessive uses of PTO and/or instances of tardiness are subject to disciplinary action. (See Rules, Section Two.VIII.E.)
 - 14) There is no provision for unpaid PTO outside the policies in this handbook. An employee who has used all available PTO and who is not eligible for Family Leave may be granted limited unpaid leave at the discretion of the Library Director. Such exceptions will be made only in the most extraordinary of circumstances.

II. Compassionate Leave

1. Library employees may be allowed a maximum of five workdays for compassionate leave in the event of the death of a member of the employee's family or household. This provision will be handled on a case-by-case basis and decisions will be based upon the distance of travel and the relationship of the employee to the

deceased family member and shall be subject to Library Director approval. In no event is the maximum leave time automatic.

2. Employees may, at the discretion of their supervisor, rearrange work schedules to permit time off to attend the funeral of non-relatives. Every effort will be made to accommodate an employee's wish to attend such funerals so long as it does not pose a hardship for the Library.

3. In the event of death of a Library employee, Library employees may be granted a maximum of four hours of compassionate leave for attendance at the funeral, providing a work schedule can be arranged that will not materially impair the operation of the Library.

4. The minimum chargeable compassionate leave will be one hour. All compassionate leave will be deducted from an employee's accrued sick and emergency leave.

JJ. Citizenship Leave

Library employees will be granted leave with pay when it becomes necessary for them to be absent from work for the purpose of such citizenship obligations as jury duty, voting, witness under subpoena, or other similar obligation. Employees serving as jurors will receive full salary and benefits for the duration of jury duty provided that all money, less travel expense, received by the employee for the jury duty is remitted to the Library. If an employee is serving on a jury that is released prior to the end of the work day, the employee will report to his/her job at the Library. Any employee belonging to the National Guard or Reserves will be granted unpaid leave for military service. Citizenship leave is not deducted from an employee's accrued leave.

KK. Family Leave

1. This policy is in compliance with the Family and Medical Leave Act of 1993. Family leave may be granted in accordance with Library policies on the use of vacation leave and sick leave for the following situations: 1) the birth of a child and the care of such child; 2) the adoption of a child or the placement of a child in the employee's home for foster care; 3) serious illness of an employee's spouse, child, father or mother; 4) serious illness or health condition that makes the employee unable to perform his or her job functions.

2. When family leave is needed, the employee must notify the immediate supervisor in writing of the probability of leave at least thirty days in advance of the leave or earlier if practical. Emergency situations may not allow for thirty days' notice and will be handled on an individual basis.

3. The use of FMLA leave will not result in the loss of any employment benefit that accrued prior to the start of an employee's leave. Employees are required to use their accrued PTO leave balances prior to any unpaid leave.

4. When all PTO has been exhausted, the employee may request leave without pay. The total leave requested, including paid and unpaid leave, may not exceed twelve weeks in a twelve-month period. The 12-month period is a rolling period measured backward from the date an employee uses any FMLA leave.

5. An employee's twelve week FMLA entitlement will run concurrently with any leave taken under Workers' Compensation or other injury benefits program when the injury is one that meets the definition of a serious health condition.

6. An employee request for family leave may be taken on an intermittent basis, including reduced workdays or reduced workweeks, but shall not exceed a total of twelve weeks in a twelve-month period. Requests concerning adjustment of the work schedule will be handled on an individual basis. All requests must be in writing.

7. If the employee is requesting sick leave to cover the time away from work, the employee must submit to the supervisor a Certification of Health Care Provider indicating the time needed for the employee's care of the child or family member. The Library may request periodic certification updates.

8. Upon returning from leave, an employee whose FMLA leave was due to the employee's own serious health condition must submit certification from his/her health care provider that the employee is able to resume work.

The employee will not be reinstated until the fitness for duty certification or doctor's release statement is submitted.

9. In compliance with the Family and Medical Leave Act, employees must have been employed by the Library for twelve months full-time and must have worked at least 1,250 hours in the preceding twelve-month period.

10. PTO will not accrue during any unpaid leave.

In compliance with the Federal Maternity Law of 1979, maternity leave will be granted to a full-time employee on the same basis as a sick leave.

LL. Social Security System

The Library contributes the federally required amount of payment to the Social Security Administration for all Library employees.

MM. Longevity Pay and Benefits

1. Longevity Pay for Full-Time Employees. This category is activated by the board. A lump sum will be determined by the board and paid out in percentages determined by the years of service by the employee.
2. Longevity pay is based exclusively on years of continuous full-time service.

VIII. RULES

NN. Insubordination and Failure to Perform

1. Employees are expected to obey instructions from their supervisor or the Library Director. Failure to do so either by refusal or omission is insubordination and will result in discipline up to and including termination of employment.
2. Negligence, inefficiency, incompetence, or failure to perform assigned duties will result in retraining and/or disciplinary action. Negligence includes concealing or failing to correct any significant error or mistake or unsafe condition or hazard. If the employee cannot correct the problem, he or she must report it immediately to the appropriate personnel.

OO. Code of Conduct

3. Employees are expected to treat co-workers with respect and courtesy. Threats, intimidation, coercion, and abusive or disrespectful language or behavior are strictly prohibited. Any employee subjected to such behavior should report it immediately to his or her supervisor or, if the supervisor is the subject of the complaint, to the Library Director, or in the case of the Library Director's being the subject of the complaint, to the Board of Trustees.
4. Ongoing gossip and complaining are detrimental to staff morale and have a negative impact on the Library as a whole. An employee who takes issue with any policy, procedure, scheduling, or other Library matter should address the issue directly with those responsible. While staff are certainly free to discuss areas of concern with co-workers, it is most effective to address the issue to those who can improve or amend the situation directly. If a satisfactory resolution is not forthcoming, the concerned employee should address the concern to the next higher supervisory level. If, after review, the concern is not addressed to the employee's satisfaction, the employee must decide for him or herself whether he or she is willing to accept the Library's decision or if consideration should be given to finding better-suited employment.

PP. Sexual Harassment

1. According to the Equal Employment Opportunity Commission guidelines on sexual harassment, any unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when: Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; Rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; Such conduct has the purpose or effect of unreasonably

interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

2. Sexual harassment is a violation of the Library's policy on non-discrimination. No employee will be subject to any form of retaliation or discipline for pursuing a sexual harassment complaint.
3. The employee should initially report all instances of sexual harassment to his/her immediate supervisor. If the supervisor is the subject of the complaint, the employee should report the instance to the next supervisory level, which may be the Library Director, or in the case of the Library Director's being the subject of the complaint, to the Board of Trustees.
4. If the employee's complaint is not resolved to his/her satisfaction within five working days, the complaint should be reported in writing to the Library Director, or in the case of the Library Director's being the subject of the complaint, to the Board of Trustees.
5. All complaints will be thoroughly investigated and will be treated in confidence. If the allegations are found to be true following investigation, appropriate corrective action will be taken, up to and including the dismissal of the offender.

QQ. Drugs and Alcohol

1. Employees who use, possess or distribute illicit drugs or alcohol on Library property are subject to dismissal.
2. Employees reporting for work under the influence of illicit drugs or alcohol are subject to dismissal.
3. An employee using a prescription drug or over-the-counter medication that causes adverse side effects, such as drowsiness or impaired reflexes, must inform the supervisor that he or she is taking such medication on the advice of a physician. If a prescription drug or over-the-counter medication could cause service or safety problems, the supervisor may grant the employee sick leave or temporarily assign the employee to different duties.

RR. Absenteeism and Tardiness

1. If absenteeism or tardiness is not approved in advance, an employee who must be absent or tardy must notify the supervisor before the employee's shift begins. Employees should provide as much advance notice as possible. The requirement of proper notification will be waived only in cases of emergency.
2. Absenteeism or tardiness for reasons other than scheduled personal or vacation leave or Library business place a burden on other Library employees and create scheduling difficulties. Excessive absenteeism is defined as six different occasions in a twelve-month period. For example, if an employee is off work for two consecutive days with the flu, this is considered one occasion; if the employee is off two non-consecutive days with the flu, this is considered two occasions. Excessive tardiness is defined as six different occasions in a

twelve-month period. A combination of absenteeism and tardiness in a persistent pattern may also be excessive.

3. In the case of an employee who has a severe medical problem that requires more than six absences during a twelve-month period for the purposes of lab tests, blood work, etc., this definition of excessive absenteeism may be waived, contingent on the proper prior notification of the employee's supervisor.

SS. Appearance and Hygiene

1. The Library expects employees to present a neat, clean and well-groomed appearance at all times.
2. Dress must be appropriate for the type of work and not offensive to the public. If an employee is uncertain about the suitability of any item of apparel, it is advisable to consult the Library Director before wearing the item.
3. Desk and office staff is expected to present a professional appearance. In general, the following types of attire are inappropriate for all desk and office staff:
 - a. Jeans or jeans-type slacks.
 - b. Sweat suits or other athletic wear
 - c. Leggings worn as trousers
 - d. Shorts of any kind, including dress shorts
 - e. Excessively bare sundresses
 - f. Hemlines more than 3" above the knee
 - g. Bare feet
 - h. Buttons, stickers or any other accessory or item of apparel that espouses a cause, supports a political candidate or platform, or expresses an opinion. The only exceptions are buttons worn for Library promotions and approved by the Library Director.
4. Personal hygiene is an important aspect of patron service and must be properly maintained to avoid creating an environment that is offensive to patrons and fellow employees.
5. Library Director or Assistant Director has the right to remove an employee from the work place to correct major deficiencies in dress, appearance, or personal hygiene.

TT. Inclement Weather and Other Emergencies

1. If problems arise which prevent the opening of the Library at the beginning of the workday or which require the early closing of the Library, the Director will notify all Department Heads, who will notify all members of the Department. This time will not be deducted from leave time of employees and employees will be paid for hours scheduled.
2. Employees unable to work because of transportation problems or because of problems caused by inclement weather when the Library remains open will have such absence charged against the employee's available vacation leave. If all vacation leave has been exhausted, such absence will be without pay. This is the only instance in Library policy that allows for unpaid leave. The Library will document all such instances of unscheduled absenteeism or tardiness.

UU. Breaks and Meal Periods

1. Each employee will receive a fifteen-minute break as scheduled by the supervisor for each four-hour work period. Employees who work shifts of less than four hours will not receive a break. Breaks must be taken out of the workstation and away from the public area. Employees are expected to monitor their break periods to

ensure that they do not go over the allotted time and to schedule their breaks so that they do not put an undue burden on their co-workers.

2. The Library Director for each employee who works an eight-hour day schedules an unpaid meal period. Individual departments based on department needs determine the length of the meal period. Meal periods are not paid time and as such are considered the employee's free time to use as each individual sees fit.

3. Employees working six-hour shifts will be scheduled one thirty-minute break during the shift.

An employee may not omit a break or shorten a meal period in order to leave work early or arrive late.

VV. Outside Employment

Library employees may be self-employed or may take other part-time jobs under the following conditions:

1. Outside employment does not interfere with the individual's attendance or performance on the job.
2. Outside employment does not, in the judgment of the Library Director, reflect negatively upon the Library.
3. Outside employment does not cause and is not perceived to cause a conflict with the interests of the Library.
4. Outside employment is disclosed to the employee's supervisor and the Library's schedule takes precedence over any other employment.

WW. Financial Responsibility

All Library employees are expected to do everything possible to maintain a good credit rating and to satisfy all debts, including delinquent taxes, child support responsibilities, and other legal obligations. Failure to do so not only reflects poorly on the employee and his/her family but also reflects poorly on the Library and other Library employees.

XX. Employee Contact with the Media

Employees of the Library are absolutely free at any time to exercise statutory rights regarding contact with political representatives or the media. While it is the right of an employee to express personal opinions to the media or others, that right does not allow employees to speak as representatives of the Library. Employees who express opinions to the media may not do so as representatives of the Library and may not use position titles associated with their employment in a way that suggests they are acting as representatives of the Library. Contacts by employees with the media as representatives of the Library are restricted to those duly appointed as Library spokespersons. Any employee who violates this policy is subject to dismissal.

YY. Employee Contact with the Public

1. The Library is a public service agency. The patron always comes first. Employees have a responsibility to maintain the best relations possible with the public both on and off duty.
2. A Library employee must not discuss confidential information pertaining to interdepartmental communication, personnel matters, or patron information with any member of the public. Any employee who violates this policy is subject to dismissal.

ZZ. Honoraria

1. Library employees who present library-related programs may not charge for the service. If the group sponsoring the program gives the Library representative an honorarium, the Library employee may accept such payment on the condition that the honorarium be turned over to the Library. Non-cash gifts should also be given to the Library unless the Library Director rules otherwise.
2. If the group sponsoring the program offers to reimburse the Library representative for travel expenses, the Library employee may accept such reimbursement.

AAA. Use of Library Computers by Employees

1. The Library provides an e-mail address for each employee. There is no expectation of privacy for any e-mail addressed to, received by, or sent by an employee at the Library e-mail address.
2. The Library reserves the right to monitor all e-mail accounts issued by the Library and all other use of Library computers, including the Internet sites accessed on any Library computer.
3. Employees are not allowed to install or delete programs on any Library computer without the express permission of Library technology systems personnel. Any programs installed on Library computers will be for Library use.
4. In accordance with Federal and State law, all Library computers are filtered.

BBB. Administrative Rules

The Library Director may make administrative rules for matters that are not covered or addressed in this policy handbook insofar as the rules are consistent with and are not in violation of any rules or procedures set forth in this handbook.

IX. DISCIPLINE

Disciplinary Action

An employee's violation of work rules, misconduct, or continued unsatisfactory performance will result in progressive disciplinary steps. The severity of the penalty imposed for unacceptable conduct or job performance will increase with each occurrence. No employee shall be dismissed without fair warning and an opportunity to improve except in cases where the misconduct is so intolerable or objectionable that the employee must be punished by dismissal, even for a first offense. The Library will make every reasonable effort to insure that employees are treated in a fair and uniform manner, but the Library reserves the right to treat each individual situation in light of the unique circumstances present whenever there is a work rule violation or other unacceptable behavior. The Library's approach to correcting unacceptable behavior or unsatisfactory job performance will normally consist of the following actions:

1. Oral Reprimand. This is an oral warning to the employee that the conduct is unacceptable and that further infractions will lead to more severe penalties. A record of this discussion will be maintained by the supervisor but will not be put into the employee's personnel file unless further disciplinary action is taken.
2. Written Reprimand. This is a written record of a reprimand that is sometimes preceded by an oral reprimand. The written reprimand will describe the unacceptable conduct or performance and specify the improvement needed. Both supervisor and employee must sign. A copy of this reprimand will be retained in the employee's personnel file.

3. Demotion. This is the movement of an employee to a position with a lower pay grade. This option may be used only if there is a position of lower grade under that of the employee being disciplined.
4. Disciplinary Probation. This is the placement of an employee to a status to determine if the employee possesses or exhibits the acceptable behaviors or qualifications to perform fully the requirements of the position. This status change would normally be used in conjunction with a demotion or another disciplinary action. The Library Director must approve disciplinary probation. The employee may not be placed on disciplinary probation for more than two months and may be dismissed at any time within the disciplinary probation period. While on disciplinary probation, the employee's job performance must be evaluated at least every two weeks from the time the employee is placed on disciplinary probation. While on disciplinary probation, the employee is not eligible to use any accrued benefits excluding holidays or to receive any increase in compensation. At the conclusion of the disciplinary probation period, the Department Head will complete a written evaluation recommending that the employee be retained in the position, transferred, or dismissed.
5. Suspension without Pay. With the approval of the Library Director, a Department Head may for disciplinary reasons suspend without pay any employee under the Department Head's jurisdiction for repeated instances of minor misconduct or for single occurrences resulting in unacceptable conduct or behavior. Suspension shall not exceed 30 calendar days for any one offense and shall not be imposed for an indefinite period. No disciplinary suspensions without pay will be approved until all due process requirements as described in Section IX.C. are satisfactorily met.
6. Suspension with Pay. If an employee's behavior or actions are such that the continued presence on the job is not in the Library's, public's, or the employee's best interest, then that employee may be suspended with pay pending the outcome of the investigation relating to the violation. Under these conditions, a supervisor/Department Head shall have the authority to make these types of suspensions. However, immediately upon suspending the employee with pay, the supervisor/Department Head shall notify the employee that a fact-finding administrative hearing will be conducted and that as soon as possible the

employee will be presented with adequate notice of such a hearing. Suspensions with pay pending the outcome of the investigation are not disciplinary suspensions depending on the outcome of the investigation.

7. Dismissal. This is a last resort action for employees who fail to improve their performance or conduct after imposition of progressive disciplinary actions previously taken, or for a single serious instance of unacceptable conduct, or for the good of the Library.

A. At-Will Employment

1. Missouri is an at-will employment state.
2. Library employees are not hired under contract. If an employee is not under contract, he or she is an at-will employee. An employer can dismiss an at-will employee hired for an indefinite term at any time for any non-discriminatory reason.

B. Due Process

1. In the event a disciplinary action is taken to correct an employee's conduct or performance and the action results in the loss of pay, demotion, or dismissal, the employee has a right to due process procedures.
2. The employee will be given written notice of the reason or facts constituting the basis for the disciplinary action.
3. The employee will be given an opportunity to respond or explain his/her side of the story.
4. The Library Director will review all information concerning the disciplinary action. The employee will be given notice of the Library Director's decision. The employee may be suspended with pay pending the outcome of a routine investigation or a fact finding administrative investigation.
5. The Library Director will advise the employee of his/her right to and procedures for requesting an appeal of the adverse action, if any.
6. Employees within their probationary period as new employees are not entitled to the due process procedures outlined above.

C. Grievances

Whenever an employee has a complaint resulting from disciplinary action or general work grievances that are not otherwise covered in this manual, the employee should discuss the matter with the immediate supervisor and attempt to resolve the matter in an equitable fashion. The Library will attempt to prevent the occurrence of grievances and to deal promptly with those which occur. Employees are to use the following procedure in pursuing a grievance:

1. Discuss the grievance with the immediate supervisor within forty-eight hours of the incident. The supervisor must respond orally to the employee within five working days in an effort to resolve the matter. If the supervisor is the subject of the complaint, the employee should skip this step and proceed to the next; however, the grievance must be filed in writing within forty-eight hours to the next level of authority.
2. If the matter is not successfully resolved with the immediate supervisor, the employee shall state the grievance in writing within three working days from the supervisor's response to the next level of authority, which in most instances will be the Library Director. This authority will investigate and render his/her decision in writing to the employee within seven working days from the date he/she received the grievance.
3. The Library Director will make the final decision concerning the grievance within ten working days from the date of receiving the grievance in writing to all concerned. The Library Director's decision shall be final and there shall be no further appeal process other than those provided in section S following.
4. Failure by the grieving employee to comply with these procedures will cause the grievance to be forfeit.
5. The response time by the appropriate authorities may be extended if during the stated response time period those authorities are unavailable due to absence on Library business, vacation, or other leave time.

D. Appeal to the Board of Trustees

1. Any regular employee who is dismissed, demoted, suspended or laid off may appeal to the Board of Trustees within thirty days after the effective date of such action by filing with the Board in writing a statement under

oath of the reasons for said appeal. Upon such appeal, the appealing employee and the Library Director shall after reasonable notice have the right to be heard publicly and to present evidence. Both the employee and the Library Director shall have the right to counsel. At the hearing technical rules of evidence shall not apply. The Library Board shall employ a skilled reporter whose duty it shall be to take full stenographic notes of the oral evidence in the hearing.

2. The Library Board shall affirm the action of dismissal, demotion, suspension or lay off, or shall order the reinstatement of the employee or restore the employee to the former rank or compensation. The decision of the Library Board shall be the final determination of all appeals unless set aside by an appropriate court order or decree.

X. Procedures for the Conduct of Hearings of Appeal Before the Board of Trustees

In accordance with the provisions of the Personnel Rules and Regulations of the Bollinger County Public Library, the Board hereby adopts the following procedures for the conduct of hearings of appeals before the Board:

Appeals Procedure

1. Following receipt by the Library Director of the appropriate notice of appeal, the Library Director shall send a copy of the same to the Chairman of the Board of Trustees, who shall fix a time and place for hearing of the appeal and the Appellant and the Director shall be given reasonable notice of the time and place for such hearing.
2. In the event both parties waive their rights to be heard publicly and request, in writing, that the Board hear their appeal in private; then the Board, in its discretion, may conduct a private hearing of such appeal.
3. Each party shall be entitled to engage counsel and call witnesses for the purpose of presenting evidence pertinent to the appeal.
4. Each party shall be entitled to take and use depositions in order to present evidence in the same manner upon and under the same conditions and upon the same notice as is provided for with respect to the taking and use of depositions in civil actions in the Circuit Court.
5. The Board may, upon request of either party, issue subpoenas and subpoenas Duces Tecum, with the caption of the appeal, the name of the witness, and the date for appearance. Subpoenas shall extend to all parts of the State and shall be served and returned as in civil actions in the Civil Court. The witnesses shall be entitled to the same fees, and if compelled to travel more than forty (40) miles from his place of residence, shall be entitled to the same tender of fee to travel in attendance and at the same time as is now provided for witnesses in civil actions in the Circuit Court; such fees to be paid by the party subpoenaing him. The Board may enforce subpoenas by applying to a Judge of the Circuit Court of Jasper County or any county where the witness resides or may be found for an order upon any witness who shall fail to obey the subpoena to show

cause why such subpoena should not be enforced, which said order and a copy of the application therefore shall be served upon the witness in the same manner as a summons in a civil action.

6. Technical rules of evidence shall not apply in hearings before the Board; however, no evidence shall be admissible which is irrelevant, redundant, unduly repetitious, or which is not reasonably creditable.

7. No formal pleading shall be required.

B. Hearings Procedure

1. Hearings before the Board of Trustees will be held at the Bollinger County Library, at the time and place fixed by the Board.

2. All witnesses will be sworn.

3. The Board, on the request of either party or on its own motion, may, in its discretion, order that the witnesses be separated so as to preclude any witness other than the parties and their attorneys from hearing the testimony of other witnesses.

4. The Library Director will be required to present his or her case first. The Appellant shall present his or her case thereafter. Each party shall be entitled to present a rebuttal to evidence presented by the other party. Each party shall have the right to cross examine witnesses. Each party shall have the right to make an opening and closing statement.

5. The Board of Trustees shall take notice of the Personnel Rules and Regulations of the Bollinger County Library without the necessity of such rules being offered in evidence.

6. The Board shall cause a record of the proceeding to be made and preserved.

7. No re-hearing by the Board shall be granted from a decision of the Board.

8. An appeal set for hearing may be continued by the Board for cause deemed sufficient or by the consent of both parties to the appeal. At the request of the Board, written briefs may be filed following the close of the hearing within such time as the Board may fix.

9. Within ten (10) working days following the close of the hearing or following the time fixed for the filing of written briefs, the Board shall render its decision, which shall be in writing. A copy of the decision shall be either mailed or served upon the Library Director and the Appellant.

XI. ADMINISTRATIVE RULES

CCC. Phone Calls and General Phone Use

1. Personal phone calls are a distraction to co-workers as well as an impediment to the employee's own work. No one minds the occasional and brief personal phone conversation of a co-worker, but personal phone calls are generally irritating to all those sharing the workspace. Employees should think of phone calls as the equivalent of personal visits. Friends and relatives are welcome to drop by for an occasional visit, but regular or daily visits to the workplace are inappropriate.

2. Library policies regarding personal phone calls apply to cell phones as well. Employees must keep cell phones in a locker or purse, not carried on his or her person. If an emergency situation requires that an

employee carry a cell phone in order to receive a call, this must be cleared with the Library Director. In such a case, the phone must be set to vibrate.

3. Beside every phone in the building there should be a polypropylene page protector containing the dial list, the extension list, and compilation of general phone information. The Library Director issues staff rosters periodically. Every employee should keep a copy of the current roster at home.

B. Kitchen

1. The kitchen is primarily reserved for the use of Library employees and volunteers. While the occasional guest is permitted, employees are encouraged to limit such visits.
2. All those using the lounge are required to clean up after themselves. Employees must never leave the lounge without washing and putting away all dishes and utensils used.
3. Spills in the microwave or on the countertop must be cleaned up by the individual responsible.
4. All items placed in the refrigerator must be labeled. Unmarked food and beverages left in the refrigerator will be thrown away, along with containers.
5. The refrigerator is cleaned and defrosted as needed. The refrigerator is usually cleaned on the last Thursday of the month.
6. Any food left on the table or on the top of the refrigerator/counters is fair game for anyone. Unless marked with a name.
7. Anyone using ice should empty the tray into the bin in the freezer and then refill the tray.
8. Open food and beverage containers must not be left in the refrigerator.
9. A recycle bin is provided for aluminum cans. Cans must be rinsed before deposit in the bin.
10. Every employee has the obligation to maintain the lounge so that it is a clean and comfortable place that everyone can enjoy.

C. Supplies and Office Machines

1. All requests for library, office, and maintenance supplies should be submitted to the Library Director. All requests must be submitted before the end of the month for purchase at the beginning of the next month, except in cases of unanticipated demand.
2. All employees are responsible for notifying the Library Director when taking the next to the last item of any supply item.
3. Supplies charged to the Library by anyone in excess of \$100.00 must receive approval from the Library Director.
4. Every employee using the office or workroom photocopier is responsible for refilling paper trays, replenishing paper supplies, and maintaining order in the paper storage areas. Unused paper must be stored neatly in the package to avoid waste.
5. Employees may make personal photocopies on the Library photocopiers. Employees are charged half the rate charged to the public and must pay at the circulation desk at the time copies are made. Employees may

also send and receive fax messages at half of the public rate. Interlibrary loans for the employee's personal use are charged at the regular patron rate.

6. Employees may send personal mail and receive packages at the Library. Employees should not use the Library address as a personal address for bills, subscriptions, or any other regularly received personal mail.

D. Common Areas (Workroom, Lockers, Coat Rack, etc.)

A locker will be provided for any employee who requests one. It may be necessary for two or more employees to share a locker. Employees who keep perishable food supplies in their lockers or desks must keep such items in airtight containers to avoid attracting bugs and mice.

E. Parking

The front parking is for patrons. Library staff and volunteers should park in the lot behind the library.

F. Safety and Security

1. Safety and security are major concerns in regard to both the building and Library employees. Employees who are issued a key to the building are not allowed to loan the key to another person and are responsible for the key.

2. Staff members must not give out personal information about other Library staff or volunteers. This includes names, addresses, phone numbers, marital status, or other personal information. Specific scheduling

information should not be disclosed to patrons or others. Staff should offer to take a message and give it to the employee when he or she arrives. In emergencies, staff may contact the staff member to relay information.

3. Employees leaving the building after any door has been locked are urged to double check the door to see that it is locked securely.

4. Each fire alarm must be treated as though it were a genuine alarm. If no station can be identified as having been pulled for a false alarm, the building must be evacuated. Employees should review the policy sections regarding fire and emergency safety procedures on a regular basis.

G. Smoking

1. Smoking by Library employees is allowed outside the Library. Cigarette butts may not be discarded on the sidewalk or on the street. There is a container with sand near the front bench that is used for disposal of cigarette butts.

2. Smokers are advised not to smoke outside after dark because of safety concerns.

H. Recycling

1. The Library recycles as much waste material as possible.

2. Plastic bubble wrap is saved for reuse as needed. Styrofoam is discarded in the regular trash.

3. Hardback books that cannot be sold are also recycled.

4. Aluminum cans are collected in the kitchen and donated to the Masonic Lodge for park funds.

5. Inoperable electronic equipment is recycled if possible. The Library sells outdated equipment that is still functional.

I. Public Bathrooms

1. All staff are required to clean any bathroom that is seen to need attention. There is no cleaning service.

J. Money

1. The Library will not cash checks for employees. Employees may get change from the Assistant Director if change is available, but employees may not get change for personal use from the Library's cash drawers or cash boxes.

2. Following procedure for making change from the change box kept in the office is critically important. Employees making change from the box during the Library's open hours are reminded to close the office door so that the public cannot see into the office.

K. General Administrative Rules

1. Lost and found items will be kept at the circulation desk for one month, after which they will be discarded or given to charity. Money found on Library property must be turned in to the Library Director. After one month, unclaimed cash will be entered as miscellaneous revenue. Small amounts can be entered as miscellaneous revenue in daily revenue at the Circulation, Reference, or Computer Lab desks, but no money may be retained in the departments and treated as a slush fund.

2. Internal and external computer e-mail accounts are provided to individual Library employees to assist them in the performance of their jobs. Employees should not have an expectation of privacy in anything that they create, send, or receive on a Library computer or at a Library e-mail address. The Missouri Sunshine Law regarding electronic communication applies to all e-mail sent to or from a Library address.

3. Employees may trade shifts only with the approval of Library Director or Assistant Director and only within the parameters of scheduling policy. Switching is entirely optional to both parties; no one is required to switch shifts with a co-worker.

4. Library materials checked out for an employee's personal use are subject to the same circulation rules and fines as those checked out to a patron. Patrons have first call on high demand materials; employees are not

allowed to check out new items to which patron holds are attached. Staff may place holds on any item, but must make all holds inactive on items with patron holds until the item has been available for one month.

XII. VOLUNTEERS

1. Volunteer assistance is encouraged and appreciated by the Board and the staff of the Library.
2. The Library may use volunteers to:
 - a. Accomplish one-time large projects that require above normal staffing levels.
 - b. Provide an ongoing source of assistance to Library staff.
 - c. Provide assistance beyond the time that a staff member has to give to a project.
3. Volunteers will not be used to replace paid employees but will be used to supplement the staff in necessary and useful work that makes use of their knowledge, abilities, and talents.
4. All volunteers who function within the Library do so with the knowledge and approval of the Board and the Library Director. All volunteers must follow established policies and procedures.
5. The Library staff is responsible for the basic orientation of volunteers before they begin to work, for informing them of Library policies, and for giving them such training as may be necessary for the specific tasks to which they will be assigned. The staff is also responsible for keeping volunteers informed of any changes in policies and procedures.
6. If differences arise which cannot be resolved between supervisory staff and the volunteer group or individual, the Library Director will make the final decision.
7. Volunteer workers are considered to be covered under the Library's liability insurance policies.
8. All volunteers will:
 - d. Sign the Volunteer Service Agreement (see Appendix J)
 - e. Notify the supervisor if the volunteer will be late or absent from work.
 - f. Wear appropriate clothing.
 - g. Report any injury immediately.
 - h. Work according to established Library procedures.
 - i. Practice professional ethics. Volunteers are perceived by the public as part of the Library staff and must behave according to Library rules of behavior.

SECTION THREE: LIBRARY PATRONS

A. Confidential Patron Information

1. Any information obtained as the result of employment or service with the Library, including any information regarding patrons, patron records or business information, will be treated as confidential and released only as authorized by this policy. This policy covers information obtained through attendance at meetings, discussions with management, use of or access to patron records, or any other source of information accessed by virtue of employment or volunteer service with the Library.
2. The following section of the Missouri Revised Statutes clearly defines the responsibility of the Library in safeguarding patron information.

RSMo 182.817. Disclosure of Library Records Not Required – Exceptions. Notwithstanding the provision of any other law to the contrary, no library or employee or agent of the library shall be required to release or disclose a library record or portion of a library record to any person or persons except: 1) In response to a written request of the person identified in that record, according to procedures and forms giving written consent as determined by the library; or, 2) In response to an

order issued by a court of competent jurisdiction upon a finding that the disclosure of such record is necessary to protect the public's safety or to prosecute a crime.

3. Presentation of a patron's library barcode by someone other than the patron is acceptable as proof of the patron's permission for the other individual to pay fines or renew items by telephone.
4. The Library will resist the issuance or enforcement of any process, order, or subpoena involving the release of patron records until such time as a proper showing of good cause has been made in a court of competent jurisdiction. Only the Library Director may release patron records or his/her official designee as provided for by law.

DDD. Parental Access to Children's Records

A parent or legal guardian must sign the library card application for children aged seventeen or younger. A minor's parent or guardian may determine what materials and access will be available to that minor, and no person employed by or acting on behalf of the library shall knowingly grant access to a minor to any material in any form not approved by that minor's parent or guardian. With this signature, the parent or legal guardian assumes responsibility for all use made of the card. The parent or legal guardian may be given access to information in the child's record on presentation of the card.

C. Library Rules for Patrons

1. The Library is a violence-free facility. Library staff will report to the appropriate authority patron behavior which endangers or threatens another person.
2. Smoking or other use of tobacco products is not allowed in the building.
3. Patrons are not allowed to consume food in the building.
4. An adult must accompany pre-school children at all times.
5. Use of roller blades, skates, skateboards or scooters is not permitted on Library property.
6. Bathing or doing laundry in the public restrooms is not permitted.
7. Loitering and soliciting on Library property are not allowed.
8. Patrons may not bring pets into the building. Guide dogs or other assistance animals are welcome.
9. Sleeping in the building is not permitted.
10. Patrons may not behave in a disruptive manner or allow their children to behave in a disruptive manner.
11. Patrons may not harass Library personnel or other Library users.
12. Patrons under the influence of drugs or alcohol are not permitted in the building.
13. Shirts and shoes are required.
14. Patrons may not enter the library if they have neglected their bodily hygiene so that it gives offense and constitutes a nuisance to other patrons.
15. Patrons are not permitted to place feet on tables or chairs.
16. Knives, firearms, or other weapons are not permitted.
17. The Library staff assumes no responsibility for unattended children at closing time. The staff will not stay with unattended children or offer transportation home. If an unattended child is in the Library at closing time, the police will be notified and asked to pick up the child.
18. The following behavior may result in criminal prosecution:
 - a. Loud, abusive, aggressive, threatening or obscene language or behavior (Disorderly Conduct)
 - b. Destroying or damaging Library materials, furniture, or other property (Criminal Mischief)
 - c. Using or distributing drugs (Criminal Possession of a Controlled Substance)
 - d. Circumventing or attempting to circumvent the Library security system (Petty or Grand Larceny)

- e. Tampering with, altering, editing, or damaging computer hardware and/or software (Computer Related Offenses)

D. Patron Use Personal Equipment and Electronic Devices

1. Patrons may make or receive cell phone calls outside of the quiet areas in the library.
2. Patrons may use personal laptop computers in the Library. Patrons may use personal laptop computers to connect to the to the Library's internet provider. Library access is filtered per state mandate.
3. Patrons using other personal equipment, such as audio or video equipment, may not interfere with Library business or disturb other patrons.
4. Cords for personal equipment may not present a hazard.

E. Patron Complaints

1. Employees must give prompt courteous attention to all patrons who call or appear personally with a complaint or question. If the employee cannot answer the question or handle the complaint, the employee should, when appropriate, transfer or refer the patron to someone who can, or the employee should take the patron's name, phone number, and a written message regarding the complaint for a call back later.
2. If the patron appears to be emotional to the point that the employee feels he/she is being abused, the incident should be reported immediately to the Library Director or Assistant Director.

F. Response to Complaints

1. Employees may refer patrons to the specific policy that applies to the complaint and explain that individual employees are obligated to enforce Library policy. If the complaint is about a matter not covered by a specific policy, the employee should attempt to answer the complaint with courtesy and reason.
2. The final authority in answering patron complaints about individual policies rests with the Library Director.

G. Patron Problem Behavior

1. If a patron's behavior is abusive, causes problems for other patrons, threatens the safety or well being of patrons or staff, or threatens to cause damage to Library property, employee may require the offending patron to leave Library property. If a patron refuses to leave, the employee should call law enforcement authorities.
2. If a patron's behavior is such that confrontation with a Library employee might, in the employee's best judgment, result in physical harm to any person or in damage to Library property, the employee should request assistance from law enforcement authorities. Under no circumstances should employees offer resistance to a patron or attempt to physically restrain or apprehend a patron.
3. Patrons who exhibit a pattern of offensive behavior may be denied access to the Library for a period of time to be determined by the Library Director or his/her designee.

An employee who observes a patron deliberately attempting to steal, deface, or damage Library property must immediately request police assistance and be prepared to cooperate with law enforcement authorities in pursuing legal action against the patron.

SECTION FOUR: COLLECTION MANAGEMENT

I. SELECTION

EEE. Objective

1. The objective of the Bollinger County Library is to select, organize and make accessible library materials to meet the expressed and anticipated needs and interests of the diverse public in the Library District. As a public service agency, the Library must strive to provide the residents of Bollinger County with a comprehensive collection of materials in a variety of formats that record human knowledge, ideas and culture; to organize these materials for ready access; to offer guidance and encouragement in their use; and to serve the community with reliable and easily available sources of information and reference. No funds will be used to purchase materials for minors that are considered pornographic or obscene as defined in RSMO: 573.010.
2. Materials should be selected and services planned to satisfy residents both as individuals and as members of groups, with concern for all ages, backgrounds, interests, abilities, and levels of education. Materials and

services should be held in sufficient quantity to make the Library a dependable resource for most of the people most of the time. No age-inappropriate materials in any form, shall knowingly be displayed in the library in areas designated by the library as containing materials predominantly for minors.

3. The Library has an obligation not only to serve its current users but also to search for materials and methods that will meet the needs of community members who have not traditionally been Library users. Cooperation with governmental, academic, and special resource centers in the area continues to be increasingly important in meeting needs of Library patrons.

FFF. Priorities of Selection

1. Materials to meet informational needs, both expressed and anticipated, of patrons of all ages.
2. Materials to meet the recreational needs of patrons of all ages.
3. Materials to meet the educational needs of pre-school children, out-of-school adults, and all other patrons who are not served by an educational institution.
4. Materials to meet the needs of the business community.
5. Materials to support civic and cultural activities of individuals, groups, and organizations.

GGG. Selection

1. The Library should plan to acquire, within its budgetary limitations, all types of library materials needed to meet its obligations. Library materials include books, pamphlets, documents, periodicals, maps, microforms, audiovisual materials, software, on-line databases, and artifacts.
2. When lack of funds limits purchases, current in-print publications of lasting value, regardless of format, will be given priority over out-of-print publications. Reprints are considered as current publications.
3. Holdings of other area libraries will be considered when selecting subject areas for intensive collection or large purchase items. Consideration will be given to both the privileges and responsibilities of cooperative acquisition plans and interlibrary loan procedures.
4. The number of copies of any title shall be dependent upon demand by patrons and the size of the population served. Demand is a valid factor in materials selection. Materials that receive poor reviews or no reviews may be purchased if there is demonstrated local demand. For the purposes of this policy, demonstrated local demand is interpreted as three individual written requests for the item within a three-month period.
5. While the Library is sympathetic to the needs of students, including home-schooled students, it is not the responsibility of the Library to provide curriculum-supportive materials for them.
6. The Library will not purchase text books except in cases where no other material on a given subject exists or where the demand of the patrons is greater than can be met by the existing collections.
7. Materials that should not be acquired or added to the collection include literature in languages not justified by community needs, religious materials designed to be used for proselytizing, or purely propagandistic literature. Items that are considered obscene or pornographic for minors as defined in RSMO 573.010 will also be excluded.
8. Addition of an item to the Library's collection in no way represents an endorsement of any theory, idea, or policy contained in the material.
9. The responsibility for selection of library materials is delegated to the Director and, under his or her direction, to those members of the staff who are qualified by their education, training, and experience. The judgments of experts, of professionally trained staff members, and of qualified reviewers provide a balance of opinion as the basis for selection. Though a variety of criteria is used for each subject, final decision is based on the value of the material to the Library and its public, regardless of the personal taste of the selectors.
10. In selecting materials, the librarians will use as many selection and bibliographic management tools as possible, including: book selection periodicals such as Booklist and Publishers Weekly; Books in Print; Public Library Catalog; Children's Catalog; Book Review Digest; Dewey Decimal Classification; LC Subject Headings; professional journals such as American Libraries and Library Journal; databases such as OCLC; and

bibliographies such as Magazines for Public Libraries, Reference Books for Small and Medium-Sized Libraries, and any other useful bibliographic reference works.

11. Librarians will strive to find a review of any item before considering it for purchase. However, because only a portion of all published material is ever reviewed, librarians will also consider purchase of items based on advertisements, author tours, television and radio coverage, and direct mail.

12. If three individuals request an item within a three-month period, the Library will purchase the item regardless of whether the item has been positively reviewed or not, unless such material is not acceptable under other conditions of the Collection Development policy. For example, the Library will not purchase home schooling curricular materials regardless of the number of requests. The Library will not purchase for circulation materials, which cannot be bound to withstand the stresses of circulation to the public. Other exceptions may apply.

13. The Library should attempt to buy all publications of local authors and all materials about the four-state region for the circulating and reference collections.

HHH. Selection and Retention of Materials -- Local History Room

1. The Library will acquire copies of all materials about Bollinger County for inclusion in the Local History room.

2. As funds allow, the Library will acquire items of historical or genealogical interest about Missouri, especially southeast Missouri.

3. The Library will give first consideration to shelving items in the Local History Room that are local in interest or that have broad national scope, such as immigration information or census indexes for states.

4. Items that are rare or fragile or present a risk of theft will be kept locked in glass cases inside the Local History Room or locked in storage. Such items may be used only under the supervision of Library staff. Examples of these items include but are not restricted to: Bollinger County high school and college yearbooks, old city directories, and rare books.

III. Censorship

1. The Library recognizes the pluralistic nature of the community and the varied needs of Bollinger County citizens. A public library does not promote particular beliefs or views. It provides a resource where the individual can examine issues freely and make his or her own decisions.

2. The Library recognizes that many materials are controversial and that any given item may offend some library users. Selection will not be made on the basis of any anticipated approval or disapproval, but solely on the merits of the work in relation to the building of the collection. The collection may contain the various positions expressed on important, complicated, or controversial subjects, including unpopular or unorthodox positions. The choice of library materials for personal use is an individual matter; while anyone is free to reject materials of which he or she does not approve, no one has the right to exercise censorship to restrict the freedom of use and/or access to others.

3. The selection of adult materials will not be limited by the possibility that such materials may inadvertently come into the possession of minors. Only the child's own parents or legal guardians may restrict the freedom of access for minors. Upon written request of the parent or legal guardian, the Library will restrict the borrowing by children seventeen and under to materials in the juvenile collection. The Children's (birth to 8) and Young Adult sections (9-17) will not have any items that are outside of those age ranges.

4. The Library affirms the principles of each individual's freedom to read and view. No book or other library material shall be removed from the collection because of a complaint except under the orders of a court of competent jurisdiction.

5. Each item considered for selection must be evaluated on its own merits. In the adult section works that depict an aspect of life honestly will not be excluded because of frankness of expression, vivid descriptions of

sex or violence, the philosophy, politics, or religion of the author, or any other factor which might be objectionable to some library users.

6. All materials will be judged as a whole rather than by isolated passages.

7. Events held at the library and outside our location will carry an age appropriate designation on all advertising and media associated with the event.

II. GIFTS

JJJ. Gifts and Cash Bequests for Materials

1. A gift to the Library collection may consist of materials (hereafter called gifts-in-kind) or funds for the purchase of materials. Monetary gifts to the Library should be made to the Library Director. Funds may be given to acquire materials recommended by the Library or for purchase of specific items suggested by the donor. The Library recommends that gifts not be earmarked for specific items in order to permit the most flexible use of the donation for the enrichment of the collection. If the bequest is given in memory or honor of an individual, the age and taste of the person being memorialized or honored will be considered.

2. Both gifts-in-kind and materials purchased with cash bequests must meet the same selection criteria as regular purchases. If gifts-in-kind of marginal value are offered, the Library must consider processing and shelving costs before adding such items to the collection.

3. The Library will acknowledge in writing all cash bequests; the written acknowledgment may be in the form of the standard printed card or by a personal letter from the Director. In cases of cash gifts in memory or honor of an individual, the Library will also send a written acknowledgment of the gift naming the donor to the individual being honored or to the family of the individual being memorialized.

4. The Library will provide a receipt of gifts-in-kind to the donor at the donor's request, regardless of whether or not the gift-in-kind is added to the collection.

5. An appropriate book plate will be included in each item purchased with gift funds indicating the donor and the purpose of the donation. A book plate will be included in a gift-in-kind at the request of the donor.

KKK. Limitations of Acceptance of Gifts

1. The Library cannot legally provide a monetary appraisal of any gift for income tax or other purposes.

2. The Library retains unconditional ownership of the gift and makes the final decision on the use or disposition of the gift.

3. The Library reserves the right to decide the conditions of display, housing, and access of gift materials.

III. WEEDING AND DISCARDING

LLL. General Guidelines

1. In order to maintain an active working collection of high quality, the Library staff will periodically examine the collection for items that should be withdrawn. Overall authority for weeding of the collection lies with the

Director, who in cases of dispute serves as mediator and makes the final decisions. Whenever necessary, the Director will be consulted before an item is discarded from the collection.

2. Weeding will be done on a schedule of continual review of the collection on a consecutive basis. It is the goal of the Library to review the entire collection every two years.

3. Materials that are weeded from the collection will be disposed of in the most appropriate manner, which may include sale to the public, donation to another library or organization, exchange with another library, or discarding as waste.

MMM. Criteria for Weeding

1. Materials in poor physical condition will be weeded; if desirable materials must be discarded because of physical condition, the Library will either replace the item or set it aside for preservation consideration.

2. Superfluous or unneeded duplicate volumes will be weeded from the collection.

3. Materials containing information no longer useful or accurate or that are no longer of historical value will be weeded from the collection.

4. Weeding should not bias the collection in favor of or against any viewpoint.

5. Weeding will not be done solely on the basis of circulation statistics or past use, although these factors merit strong consideration in evaluating an item. A public library must give more weight to circulation/use statistics than must a research or academic library.

6. Periodicals will be reviewed based on use, holdings, indexing, accessibility through electronic means or interlibrary loan, and format.

7. All items must be evaluated on the basis of their contribution to the wholeness of the collection.

IV. CHALLENGES TO LIBRARY MATERIALS

1. If a Library employee is approached by a patron who wishes to complain about Library materials, the complainant must be treated with dignity and courtesy. Under no circumstances is any Library employee to express agreement with the patron's complaint.

2. The employee should refer the complainant to the Library's collection development policy.

3. If the complainant wishes to file a written complaint, the employee should provide the complainant with a copy of the Comment on Library Materials form. (See Appendix B)

4. The employee must advise the complainant that no employee has the authority to remove any item from the shelf.

5. If the complainant insists on seeing someone in authority, the employee should request that the complainant make an appointment after receiving a written response to the Comment form. (See Appendix B) The employee may also consult with the Assistant Library Director or Library Director. The Assistant Library Director or Library Director will not be expected to discuss a complaint about materials without an appointment.

6. Librarians are expected to defend the principle of the freedom to read and view as a professional responsibility. Only rarely is it necessary to defend an individual item. Laws governing obscenity, subversive material, and other questionable matter are subject to interpretation by courts. Library materials found to meet the standards set in the selection policy will not be removed from public access.

7. After receiving a complaint form submitted by a patron, the Library Director or his/her designee will respond to the complaint in a letter addressing all of the items covered in the response form.

8. The Board of Trustees is responsible for establishing the selection policy. The Board will not be asked to rule on individual items that may be the subject of a complaint.

9. Any parent or guardian of a minor with the library district may dispute or challenge the library's age-

appropriate designation affixed to any presentation, event, material or display in the library and the results of any such dispute or challenge shall be disclosed to the public and published on the library's website.

SECTION FIVE: CIRCULATION POLICIES

I. GENERAL CIRCULATION POLICIES

NNN. Circulation Department Goals

1. The Bollinger County Library's lending policies facilitate the use of library materials, except for those judged irreplaceable or needed in the collection for basic informational services. Materials not immediately available may be reserved for patrons.
2. The Library's circulation practices and policies provide for protection of patron confidentiality.
3. The Library's circulation process provides accurate and reliable information about the materials collection.
4. The Library keeps accurate records of citizens registered for library cards.

OOO. Use of Library Materials by the Public

1. All Library collections are available to the general public for in-house use with restrictions on minors for materials that are obscene or pornographic.
2. Some restrictions apply to in-house equipment and computer use.
3. Some restrictions apply to use of fragile or valuable collections, including some archival collections.

II. LIBRARY CARD ELIGIBILITY AND REQUIREMENTS

PPP. Residency Requirements for Non-fee Cards

1. At the present time anyone may apply for a Bollinger County Library card.
2. Non-residents of Bollinger County are eligible for a non-fee card as long as our resources are sufficient to cover all cardholders.
3. The Board of Bollinger County Library reserves the right to rescind out of district cards if resources no longer cover all cardholders.

QQQ. General Card Requirements

1. A patron registering for a library card must supply the following information: Name, address, phone number, alternate contact and phone number along with Social Security Number or birth date.
2. The applicant must sign the application acknowledging that all information is correct and that he or she accepts responsibility for all use made of the card. The applicant's signature on the application card and on the

library card itself is a promise to abide by all Library policies and to notify the Library of any change of status (name, address, etc.) or the loss or theft of the card.

RRR. Cards for Minors

1. If the applicant is seventeen years old or younger, the parent or legal guardian must sign the application. A shared family card is allowed. Applicants eighteen and older must sign their own applications.
2. The parent or guardian may submit a written request that the minor's borrowing privileges be restricted to items in the Children's or Young Adult Department.
3. Cards issued to minors do not allow access to library computers. Parents or legal guardians must register a minor for computer access.

SSS. Transfer of Cards

1. Library cards are not transferable either permanently or temporarily. A library card is not to be used by any person other than the person to whom it is issued. There are only two exceptions to this rule: the card of a patron registered as Patron Type "Homebound" may be used by someone designated by the patron; the parent of a minor may use the minor's card to check out children's materials.
2. The patron is responsible for all use made of his or her library card.

TTT. Complimentary Library Cards

A non-fee complimentary card may be issued to a patron at the Director or Assistant Director's discretion.

III. CIRCULATION OF MATERIALS

A. General Circulation Guidelines

1. A patron must present his or her card at the circulation desk at the time of checkout.
2. Items limited to in-house use, such as reference books, microforms, newspapers, bound periodicals, current issue periodicals, reserve books, local history room materials, and others so designated, do not circulate and may not be checked out for any reason.
3. All materials, with the exception of compact discs, DVDs, equipment, and items on hold, may be renewed once for the same period as the initial checkout. The Library will not renew materials for anyone unable to provide the patron barcode or other proof of identification.
4. Library users will not be allowed to check out materials or use computers in the computer lab if they:
 - A. Owe \$5.00 or more in unpaid fines or charges.
 - B. Have unpaid fines or charges three months old or older.

UUU. Interlibrary Loan

1. Interlibrary loan periods are determined by the lending library. Items loaned by another library on the condition that they be used under supervision may not be checked out.
2. ILL records are kept and requests made at the circulation desk.,

VVV. Requests for Holds

1. Each patron may place up to fifteen holds for items that are checked out or otherwise unavailable. The staff may place holds for up to three items per day for a patron. Additional holds over this limit must be placed by

the patron on the system, either on a catalog terminal or through the Library's web site. A patron making phone requests for holds must supply his or her library barcode number or other proof of identification.

2. All materials on hold for patrons will be kept at the circulation desk. Materials held by some means other than a system-placed hold must be marked with the patron name and the date of hold expiration.

WWW. Return of Materials

1. All materials except ILL materials may be returned at the circulation desk, by mail, or in the book drop.
2. ILL materials must be returned to the circulation desk or in the book drop.

XXX. Recall of Materials

1. All overdue materials on which holds have been placed will be recalled. A recall notice will be generated for such items on a schedule determined administratively. No additional fines are incurred when a recall is generated.
2. Recalls may be generated at the Library's discretion for materials which are not overdue. Due dates may be changed in this case.

IV. OVERDUE LIBRARY MATERIALS

YYY. Overdue Guidelines

1. The Library has no obligation to remind patrons to return materials. The Library sends reminder notices as a courtesy to patrons.
2. All materials are due on the due date. There is no grace period.
3. In case of inclement weather, the Library may, at the Circulation Supervisor's discretion, allow for the late return of non-renewable or previously renewed materials. It is the patron's responsibility to call and request such an allowance.
4. Overdue notices will be sent by mail or e-mail. For details, see Appendix E.

ZZZ. Fines

1. The fine structure is set administratively. For details of charges, see Appendix E.
2. Overdue items returned in the book drop after hours but before 7:00 a.m. will be assessed a fine based on the last operating day.

AAAA. Charges for Lost Items

1. Charges for lost items are set administratively.
2. For details of charges, see Appendix F.

BBBB. Refunds

1. The Library will issue a receipt for each lost item paid for. If the item is found within three months of being declared lost and if the item is in acceptable condition, the patron may request a refund upon presenting the item to the circulation desk.
2. The processing fee is non-refundable.
3. No refunds for any charges will be issued to patrons whose overdue materials have been submitted for collection to either a collection agency or Municipal Court. If a patron submitted to a collection agency or to

Municipal Court pays for unreturned materials and then at a later date returns the materials, the Library will not issue a refund.

4. Refunds will be issued from fine receipts when cash is available. It may take several days for a patron to receive a refund. Refunds will be made in cash only, and must be picked up at the circulation desk. Unclaimed refunds will be forfeit three months after the item's return.

CCCC. Bankruptcy

1. Existing fines and fees on Library cards of those listed on any bankruptcy notice will be waived.
2. Checkout privileges will be suspended for patrons who have Library materials lost or overdue until the materials are returned or the issue is otherwise resolved.

SECTION SIX: REFERENCE SERVICES

DDDD. Objectives

It is the goal of the Reference Department to answer to the best of its ability all reference questions asked by patrons, including telephone and e-mailed questions, or to refer the patron to another agency or institution that could provide the answer. The Reference Department acknowledges that there are questions that cannot be answered regardless of the resources available, but the Department will attempt to locate information about any reasonable request. It is the goal of the Reference Department to answer all questions completely, quickly, and courteously.

EEEE. Reference Materials

1. Reference materials include all materials not in the adult circulating collections or in the Children's Department. These materials include but are not limited to: the reference book collection; fix-it; business

reference; ready reference; atlases; local history and genealogy; phone books; career and college materials; on-line and CD-ROM databases; microfilm and microfiche; periodicals; and vertical files.

2. Reference books and materials are not available for loan under any circumstances except under extraordinary circumstances or at the discretion of the Library Director or Assistant Director.

FFFF. Reference Service

1. Staff members are not allowed to offer medical, legal, or financial advice. This includes the interpretation of materials for the patron. However, the staff should make every effort to provide materials that are suitable for each patron's educational background and level of comprehension.

2. Staff members may not provide information on "nearbys" to telephone callers requesting information from the city directory.

3. Staff members may assist students in locating information needed for school assignments but cannot assist the student in completing school assignments or homework.

GGGG. Newspapers and Periodicals

1. The Library provides access to current and retrospective collections of newspapers and periodicals. Retrospective collections are available in various forms, including electronic forms via the Internet or CD-ROM products, microforms, or print.

2. Current newspapers are kept on the shelf for up to one month and in as space allows.

3. Current issues of periodicals and all newspapers must be used in-house only.

HHHH. Interlibrary Loan (ILL) from Other Libraries

1. Interlibrary loan requests must be submitted in person or via First Search.

2. ILL requests are accepted only from Bollinger County Library District cardholders. Before accepting an ILL request, staff must ensure that the patron has a Bollinger County library card.

3. ILL patrons should provide both an address and e-mail address or phone number at which they can be reached. All requests must include the patron's library card number.

4. Any charges assessed by the lending library are paid by the patron.

5. Patrons requesting a photocopy pay the charges assessed by the lending library.

6. Patrons may submit up to fifteen ILL requests per month.

7. The fine structure for overdue interlibrary loans is set administratively.

8. Requests for interlibrary loan of materials published within the last year or that fall outside the Library's lending policies are not accepted. If the Library receives more than two requests for such material, the Library should submit the item for purchase.

9. Patrons should be discouraged from requesting the interlibrary loan of materials that do not fall within the guidelines of the Library's selection and lending policies and which are in print, inexpensive, and available at local retail outlets. The cost of interlibrary loan of such materials usually exceeds the value of the materials, and the patron should be encouraged to purchase such an item.

IIII. Interlibrary Loan to Other Libraries

1. The Library does not loan new fiction or nonfiction (items published within the last year) or older items in which there is great current interest.

2. The Library does not loan reference books, audiovisual materials, complete issues of periodicals, local history or genealogy materials, computer software, maps, or easily damaged materials. At the discretion of

the Library Director or Assistant Director, the Library may loan reference materials to another library for its staff use in-house.

3. The loan period for books is one month from the day the item is shipped. Overdue notices are sent on the same schedule as for materials in regular circulation to Library patrons.
4. Requests for loan are accepted on OCLC, ALA form, or by fax.
5. The Library does not charge postage to a borrowing library unless the borrowing library is not part of a reciprocal borrowing group. The Library charges a set fee for borrowing libraries outside any reciprocal agreement. The fee is set administratively. The Library Director is authorized to negotiate reciprocal borrowing agreements with other libraries within the parameters of this policy.
6. The Library sends photocopies according to an administratively set fee schedule.

JJJJ. Fax Services

Fax service is made available to Library patrons for both transmission and receipt of documents. A fixed fee per page is set annually. Library staff will fax materials for patrons; patrons are not allowed to use the fax machine.

H. Copiers and Other Equipment

The Library provides photocopiers and microform copiers for patron use. The staff may provide instruction or assistance in their use.

I. Examination Proctoring

1. The Library will proctor examinations for individuals, subject to the availability of authorized staff and resources, and with the approval of the Library Director.
2. Examinations must occur during the hours the Library is open to the public.
3. It is the responsibility of the student taking the examination to ensure that all requirements for the examination can be met and that the Library receives the examination before the scheduled examination time.
4. The student schedules examination times with the Library Director.
5. Subject to availability, a quiet room will be provided where the student may take the examination. The Library does not guarantee that the students will be under continuous observation during the examination.

SECTION SEVEN: CHILDREN'S SERVICES

KKKK. Departmental Goals and Principles of Service

1. The objectives of the Children's Department are: to introduce as many children as possible to the public library environment in order to create lifetime readers and library users; to provide children with access to current information and quality literature; and to provide complete and accurate answers to reference questions

to all patrons of the Department. All events and presentations at the Library shall have an affixed age-appropriate designation to any publication, website or advertisement concerning such an event or presentation.

2. The Children's Department is open during all library hours.

THE CHILDREN'S LIBRARIAN SHOULD HAVE A BROAD KNOWLEDGE OF CHILDREN'S LITERATURE.

LLLL. General Rules

1. Children not yet in Kindergarten must be accompanied by an adult at all times.
2. Children eight years of age or younger may not be left in the building without a responsible caregiver under any circumstances.
3. Children who cannot read are not allowed to use the catalog terminals but are encouraged to use the children's public use computers under adult supervision.
4. Use of the computers in the Children's Department is limited to children age 12 and younger.

MMMM. Unattended Children

1. Children not yet in Kindergarten must be accompanied by an adult at all times. This includes children left in the care of an older child. Children eight years of age or younger may not be left in the building without a responsible caregiver under any circumstance. The Library is not responsible for the supervision and safety of unattended children.
2. Staff should try to locate the parent or responsible party for unattended children and inform them of the Library policy. If staff is unable to locate the parent or responsible party in the Library within a reasonable amount of time, the police may be called.

NNNN. Abandoned Children

1. The Library assumes no responsibility for children left alone at closing time.
2. Ten minutes before closing an employee will inform child of closing time and ask if s/he needs to use the phone to call for a ride. The child will be allowed to use the public desk phones.
3. In the event that a child is left after closing get as much information as possible: name, age, phone number and parent's name. The police will be called.
4. Two staff members will stay with the child in the lobby until the police arrive. Under no circumstances will a staff member stay alone with a child or take a child from the premises.
5. If police are called, an incident report should be filled out.

OOOO. Children's Materials

1. The Children's Department provides juvenile materials suitable for children age 10 and under in a variety of formats and in sufficient number to meet the current and anticipated needs of the community.
2. All Bollinger County Library District collection development and collection management policies apply to materials in the Children's Department. No funds received shall be used to purchase or acquire material for the children's area that are considered obscene or pornographic as defined in RSMO 573.010.
3. The Children's Librarian is primarily responsible for the selection of materials for the Department using appropriate professional review media and bibliographic selection tools. The Collection Development Librarian and the Library Director may also participate in the selection of materials for the Children's Department. All collection development and management activities, including selection, replacement, and duplication and discarding of juvenile materials, are directed by the Children's Librarian under the supervision of the Library Director.
4. Materials specifically for children are available to all children at all times the Library is open. Parents or legal guardians are solely responsible for supervising or limiting their children's access to library materials.

Parents or legal guardians may request a limited access library card, which permits children to check out materials only from the Children's Department collections.

5. Cataloging information about children's materials is available at every catalog terminal in the Library. Children's materials receive full MARC cataloging.

6. Children's materials not available locally are accessible through interlibrary loan.

PPPP. Story times for the General Public

1. Daytime story time sessions are regularly scheduled for the general public.

2. Story time sessions are developed for pre-school children of different ages.

3. An adult must accompany and remain with children attending story time. If a child engages in disruptive behavior during the story time, the adult must remove the child from the story time session and must also remove any other children in his or her care from the session. Unaccompanied children may not stay in a story time session.

4. Summer reading story programs are done as a family event and will not introduce any subjects or materials that are not permitted for minors.

QQQQ. Story times for Daycare and Head Start Groups

1. Story times may be provided for daycare and Head Start groups either on- or off-site. The Children's Department sets procedures for enrollment.

2. Groups should be limited to twenty or fewer children at a time.

3. At least one adult must stay with the group during story time sessions. At least two adults must stay with the group if there are sixteen or more children attending the session.

RRRR. Tours and Children's Groups

1. All tours of the Department must be scheduled in advance. Children's group tours should be scheduled as far in advance as possible, especially if programming is required.

2. Children's groups visiting the Library in study or reading groups should call ahead if possible.

3. The Children's Department reserves the right to refuse a tour because of inadequate notification or the unavailability of a time slot for a tour.

4. All children's groups in the Library must be attended by an adult, whether the group is attending a scheduled program or engaged in a reading or study session.

SSSS. Programs Outside the Library

The Children's Department conducts programs outside the Library for schools, daycares, nursing homes, clubs, and not-for-profit organizations when it is possible to do so at the Library's convenience.

SECTION EIGHT: TECHNICAL SERVICES

TTTT. Departmental Goals

The purpose of the Technical Services Staff is to make all library materials easily accessible to users, other staff, and other libraries. The Technical Services Staff is responsible for providing access to materials in many formats in the library. The Technical Services Staff catalogs, classifies, and processes book and non-book

formats promptly and efficiently and maintains the bibliographic, holdings, and authority records in the M3 database.

The Technical Services Staff is responsible for entering a description of all collected materials into the M3 online catalog. This description is called a “bibliographic record.” The record contains information such as the author, title, publisher, and publication date and subject headings.

UUUU. Cataloging Policies and Standards

1. Materials are cataloged using the most current edition of the national standards accepted by the State of Missouri. These standards include the most current editions of:
 - a. Anglo-American Cataloging Rules, 2nd ed., 2002 rev.
 - b. Library of Congress Headings, Guidelines for Subject Access to Individual Works of Fiction, Drama, Etc.
 - c. Dewey Decimal Classification System
 - d. MARC documentation manuals
 - e. Library of Congress Cataloging Service Bulletin and Library of Congress Free-Floating Subdivisions.

2. The Technical Services Staff sends files of the Library’s bibliographic records that have been added or deleted to OCLC on a monthly basis. This provides updates to our holdings in the WorldCat database. WorldCat is a union catalog used by libraries and individuals around the world.

3. The Technical Services staff is responsible for maintaining the integrity of the Library’s database. The staff is well trained and knowledgeable about cataloging and the ways in which the public uses the online catalog and library materials.
 - a. Holdings of withdrawn and lost items are deleted in a timely manner.
 - b. Imported records may be upgraded when they are received.
 - c. All Staff members encouraged to report errors or omissions in bibliographic or item records to the Technical Services Staff so that these errors or omissions may be corrected.

VVVV. Physical Processing

1. The Technical Services Department is responsible for getting materials ready for shelving and circulation. Since an item may be adult or juvenile, reference or circulating, fiction or nonfiction, belong to a special collection, or be one of several media, there are numerous ways to process materials.
2. The Technical Services Department maintains a procedure manual to help ensure that items are cataloged and processed in a consistent manner.
 - a. Materials are processed and made available to the public in a timely manner.
 - b. Items in demand by the public or library staff are given priority.
 - c. Materials are processed and labeled clearly and accurately.
 - d. Materials are maintained through an ongoing program of mending, rebinding, or replacement.

SECTION NINE: COMPUTER USE BY THE PUBLIC

A. General Policies and Procedures

1. Internet Access
 - a. The Internet, a world-wide network of computer networks, is an essential medium for obtaining and transmitting information of all types. Therefore, public access to the Internet is germane to the Library's mission.
 - b. The Internet is an unregulated medium. It provides access to information that is inaccurate, illegal or that some may find offensive or disturbing. The Library will identify on its web site specific Internet sites that

have potential interest for Library users, but the Library cannot control a user's access to other Internet resources.

2. Responsibilities of Library Staff and Users

- a. The Library will regulate a user's Internet use for length of time in order to ensure equal opportunity of access for everyone and may monitor for abuse of acceptable use. The user, or the parent of a minor, is responsible for his or her Internet session at all times.
- b. The Library reserves the right to terminate an Internet session that disrupts Library services or that involves user behavior that violates the Library's policies.
- c. As with all Library resources, the Library affirms the right and responsibility of parents/guardians, not Library staff, to determine and monitor their minor children's use of the Internet. (Minors are defined in this policy as those under the age of 18 years.) Parents are responsible for their minor children's use of the Library's resources and facilities. Parents who believe that their children cannot responsibly use the Library's Internet access are encouraged to register their children for non-Internet use cards.

3. Disclaimers

- a. While the Library endeavors to provide access to information of the highest quality, the Library cannot guarantee the information's accuracy, timeliness, authoritativeness, usefulness or fitness for a particular purpose.
- b. The Library will have no liability for direct, indirect or consequential damages related to the use of information accessed through the Library's Internet service.
- c. The Library, having installed and enforced the operation of filtering software in compliance with the Children's Internet Protection Act, will have no liability for damages related to the operation of, or failure of, the filtering software, or for its circumvention by users.
- d. Since software and information downloaded from any sources, including the Internet, may contain computer viruses, users are advised to utilize virus checking software on their home computers. The Library is not responsible for damage to users' disks or computers or for any loss of data, damage or liability that may occur from use of the Library's computers.

4. Unacceptable Uses of Computers

- a. Among the uses that are considered unacceptable and which constitute a violation of this policy are the following:
 - (1) Uses that violate the law or encourage others to violate the law. Transmitting of offensive or harassing messages; offering for sale or use any substance the possession or use of which is prohibited by law; viewing, transmitting or downloading pornographic materials or materials that encourage others to violate the law; downloading or transmitting confidential, trade secret information, or copyrighted materials. Even if materials on the networks are not marked with the copyright symbol, users should assume that all materials are protected unless there is explicit permission on the materials to use them.
 - (2) Uses that cause harm to others or damage to their property: engaging in defamation (harming another's reputation by lies); uploading a worm, virus, "trojan horse," "time bomb" or other harmful form of programming or vandalism; participating in "hacking" activities or any form of unauthorized access to other computers, networks, or information systems.
 - (3) Uses that jeopardize the security of access of the computer network or other networks on the Internet. Disclosing or sharing the user's password with others; impersonating another user; using one's own software programs on the Library's computers; altering the Library's computer settings; damaging or modifying computer equipment or software.
 - (4) Uses that compromise the safety and security of minors when using e-mail, chat rooms and other forms of direct electronic communications. Minors under age 18 should not give others private information about themselves or others, including credit card numbers and social security numbers or arrange a face-to-face meeting with someone the minor has "met" on the computer network or Internet without a parent's permission.

5. Technology Protection Measures

- a. The Library has installed filtering software on all Library computers designated for Internet access, and will enforce the operation of same during any use of those computers, to prevent minors from accessing visual depictions that are (1) obscene, (2) child pornography (according to Missouri State Statute 573.010), or (3) harmful to minors. The term "harmful to minors" is defined by the Communications Act of 1934 (47 USC Section 254 [h][7]), as meaning any picture, image, graphic image file, or other visual depiction that taken as a whole and with respect to minors, appeals to a prurient interest in nudity, sex, or excretion; 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; taken as a whole, lacks serious literary, artistic, political, or scientific value as to minors.
- b. Filtering software is not foolproof. It diminishes the likelihood that searchers will inadvertently retrieve text or images that they may find offensive, but does not eliminate that possibility. Filters often block access to sites that users would consider both inoffensive and useful.
- c. Users who do not find what they need are encouraged to ask a Library staff member for help. Technology protection measures may be disabled by a Library staff member, as necessary, for bona fide research or other lawful purposes by people aged 18 and older.

6. Response to Violations

- a. The user's access to the Library's computer network and Internet is a privilege, not a right. A user violates this policy if he or she permits another to use his or her account to access the computer network and Internet or by other actions enumerated above. Failure to comply with this policy and its procedures will result in the forfeiture of the user's right to access these computers and may result in the loss of other privileges.
- b. The misuse or abuse of Library equipment may result in the loss of computer privileges and may result in the loss of other Library privileges.

B. Public Access to Computer Resources

1. Eligibility

- a. Patrons age seventeen and under are required to have a consent form signed by a parent or guardian before they are permitted to use the Internet.
- b. Children must be able to use the computer themselves. Minimally, a child must be able to use the mouse to navigate through games or be sufficiently keyboard literate to type for themselves. Computer Lab access will not be granted to children too young to use a computer with minimal assistance. A children's game computer is available in the Children's area.

2. Usage Rules for Lab PCs

- a. Patrons who have difficulty in using the computer or the Internet may receive limited help from Library staff, depending on staff time availability. In general, Library staff cannot provide instruction in the use of either computers or the Internet but will refer patrons to library materials and/or locally offered classes.
- b. Patrons may reserve computer time within the limits allowed by computer lab policies and procedures. These policies and procedures are reviewed regularly and may change as the demand for computer resources changes.
- c. Patrons wishing to save files may use their own floppy disks, CDs or flash drives or purchase a formatted disk at the computer lab desk.
- d. Two people may sit together at a computer if they do not disturb others and if no one is at the adjacent computer.
- e. Patrons are not allowed to turn off or shut down the computers.
- f. Children not yet in Kindergarten must be accompanied by an adult at all times in the Computer Lab. This includes children left in the care of an older child. Children eight years of age or younger may not be left in the building without a responsible caregiver under any circumstance. The Library is not responsible for the supervision and safety of unattended children.

3. Usage Rules for Personal PCs

- a. Patrons may use personal laptop computers in the Library and may plug them in to available electrical outlets. Cords must not pose a safety hazard.
- b. Patrons may not under any circumstances use Library telephone lines to connect to their own internet service providers.

SECTION TEN: PUBLIC AREAS

I. MEETING ROOMS

WWWW. Availability and Fees

Bollinger County Library does not have any closed door meeting rooms. There are three areas that serve as semi-private meeting areas. There is no fee for use during normal business hours. If the library must open for a program, there will be a \$50.00 fee.

XXXX. Rules

1. Library sponsored programs receive first priority.
2. The purposes and objectives of these organizations or groups must not violate the public interest.
3. The Library does not advocate or endorse the viewpoint of non-Library meetings or meeting areas users.
4. The Library will not reserve its meeting areas for:
 - a. Non-Library related groups selling or promoting items or services.
 - b. Activities likely to disturb regular Library functions.
5. All groups or organizations scheduling a meeting area must fill out the Application for Meeting Room (Appendix D) prior to the day of its use and designate the age appropriateness of the programming.
6. No admission fees or collections will be allowed for any event scheduled in meeting areas. Pass-through costs for educational materials may be collected. The sale of an author's books during a book-signing event is allowed. Library-sponsored events for the purpose of raising funds for the Library are allowed.
7. Organizations or groups desiring to use Library equipment in the meeting areas must request permission for its use when applying for the meeting room. Any group using such equipment shall assume full responsibility for any damage to equipment.
8. The organization is responsible for area arrangement. If the Library is given 48 hours notice, the Library will arrange the area to the group's specifications. If no request is made for room arrangement, the area is set up theater style.
9. No materials, equipment or furniture belonging to the organization may be stored on Library premises, and the Library does not assume responsibility for any materials or items left on the premises.
10. Light, non-alcoholic refreshments may be served but must be catered or brought in by the group, as well as all supplies and service pieces. All refreshments, supplies, and serving pieces must be cleaned up by the

group or a \$50 cleaning fee will be assessed. If the carpet or furnishings are soiled during the use of Library facilities, the organization must pay the cost of cleaning.

11. If a meeting is canceled, the Library must be notified at once and at least 48 hours in advance of the scheduled event unless unexpected hazardous weather or other emergencies occur.

12. Advance reservations may be made but not earlier than twelve months prior to the event and only in the current calendar year.

13. The calendar opens on December 1 for scheduling in the next calendar year.

14. Reservations by the same group may not be made more than twelve times in a calendar year. This limit applies whether the meetings are held on successive days, once a week for twelve weeks, or once a month for twelve months. Library-related events are exempt from this restriction.

15. Scheduled events must be held during hours when the Library is normally open and must be over in sufficient time to vacate the building by closing time.

16. If a question is raised as to the objectives and/or activities of any organization or group requesting use of the meeting areas, the Board of Trustees shall be the final authority in granting or refusing permission for the use of the area.

PUBLIC FORUM AREAS

YYYY. General Guidelines for All Public Forum Areas

1. As part of its public service and information mission, the Bollinger County Library in conjunction with the Bollinger County Chamber of Commerce makes available a literature rack for handouts. The use of these areas is intended to increase public awareness of the range of information available in the Library collection

and to make available information created by and of interest to the local community. When space is limited, preference is given to non-profit organizations.

2. Displays, exhibits, handouts, and materials posted are covered by the intellectual freedom policies of the Library. Materials displayed or distributed in public forum areas may advocate a position, but the display and distribution do not constitute endorsement of the materials 'content by the Library.
3. All handouts or materials for public forum areas must be evaluated for compliance with these guidelines and approved by the Library Director or his/her designee for distribution or posting. Unauthorized material may be discarded.
4. Political campaign materials are not accepted for display or distribution.
5. The Library reserves the right to establish and amend further policies for public forum areas.

ZZZZ. Display and Exhibit Guidelines

1. Exhibits must be scheduled through the Library Director or his or her designee. Exhibits may be shown subject to the time, place, and manner determined by the Library.
2. Library sponsored exhibits shall receive first priority.
3. Exhibits shall be shown on a space available basis.
4. Commercial exhibits are not accepted and no exhibit may advertise materials for sale. Price information may not be displayed or be provided by staff.
5. Displays may be exhibited for no longer than four weeks unless a longer display period is approved by the Director.
6. No exhibit shall interfere with the operation of the Library or pose a physical hazard to Library patrons or staff.

AAAAA. Solicitation, Petitioning, or Distribution of Literature

1. Persons are prohibited from engaging in the personal distribution of literature and/or solicitation of Library patrons and staff any where in the Library building or on Library property without explicit, written permission from the Library Director or his or her designee.

SECTION ELEVEN: ETHICS POLICIES

I. CODE OF ETHICS – PUBLIC DISCLOSURE

BBBBB. Declaration of Policy

The proper and ethical operation of the

Bollinger County Library District requires that officials and employees be independent, impartial, and responsible to the people; that decisions and public policy be made in the proper channels of the governmental structure; that public office not be used for personal gain; and that the public have confidence in the integrity of

the Library District's operation. In recognition of these goals, there is hereby established a policy for disclosure by certain officials and employees of private financial or other interests in matters affecting the Library District.

CCCCC. Conflicts of Interest

Members of the Board of Trustees having a substantial personal or private interest, as defined by state law, in any policy or decision made by the Board shall disclose within the Board minutes the nature of the member's interest and shall be disqualified from voting on any matters relating to this interest.

DDDDD. Disclosure Reports

The following information shall be included as public record of the Library District:

1. Each transaction in excess of \$500 during the calendar year between a Trustee or the Library Director, including any persons related within the first degree by consanguinity or affinity to such persons, and the Library District, excluding compensation received as an employee, or payment of any fine, tax, fee, or penalty due the Library District. This shall include the dates and identities of the parties to the transactions.
2. Each transaction in excess of \$500 during the calendar year between any business entity in which such individuals have a substantial interest and the Library District excluding any payment of tax, fee or penalty due to the Library District or payment for providing utility service to the Library District. This shall include the dates and identities of the parties in the transactions.
3. The Library Director also shall disclose by May 1 for the previous calendar year the following information:
 - a. The name and address of each of the employers of such person from whom income of \$1,000 or more was received during the year covered by the statement;
 - b. The name and address of each sole proprietorship that he owned; the name, address and the general nature of the business conducted of each general partnership and joint venture in which he was a partner or participant; the name and address of each partner or co-participant for each partnership or joint venture unless such names and addresses are filed by the partnership or joint venture with the Secretary of State; the name, address and general nature of the business conducted of any closely held corporation or limited partnership in which the person owned ten percent or more of any class of the outstanding stock or limited partnership units; and the name of any publicly traded corporation or limited partnership that is

- listed on a regulated stock exchange or automated quotation system in which the person owned two percent or more of any class of outstanding stock, limited partnership units or other equity interests;
- c. The name and address of each corporation for which such person served in the capacity of a director, officer or receiver.

EEEE. Filing of Reports

1. The recording secretary of the Board of Trustees shall file a copy of this policy within ten days of adoption. The disclosure reports due May 1 shall be filed with the Library District and the state ethics commission and shall cover the preceding calendar year.
2. Such reports will be made available in the Library District's administrative offices for public inspection and copying during normal business hours. Reports shall be retained by the Library District for five years.
3. The Financial Disclosure Statement for Political Subdivisions developed by the state ethics commission shall be appended to this policy and used for reporting.
4. Each person appointed as a Trustee or hired as the Library Director shall file the statement within thirty days of such appointment or employment.
5. Officials and Trustees may supplement their financial interest statement to report additional interests acquired after December 31 of the covered year until the date of filing of the financial interest statement.

FFFF. Definitions

1. First degree of consanguinity or affinity includes father, mother, spouse, son or daughter by virtue of a blood relationship or marriage.
2. Substantial interest is ownership by the individual, his or her spouse, or dependent children, either singularly or collectively, of ten percent or more of any business entity or an interest having a value of \$10,000 or more, or the receipt of a salary, gratuity, or other compensation of \$5,000 or more from any individual, partnership, organization, or association within any calendar year.

GGGG. Force and Effect

This policy shall be in full force and effect from and after the date of its passage and approval and shall remain in effect until amended or repealed by the Board of Trustees.

II. CODE OF ETHICS – POLITICAL ACTIVITY

Because libraries are public informational utilities, it is incumbent on professional library directors to operate within a politically neutral environment. Library directors should not as a matter of professional ethics become actively involved in political campaigns of candidates for offices, which have influence over appointments of trustees. Directors and other library staff should not become involved in political campaigns, which may leave them compromised in their ability to work professionally with the community or in their public role as a neutral, unbiased source of information.

(Professional code of ethics adopted by Missouri Public Library Directors Group, 1995)

III. CODE OF ETHICS – TRUSTEES

1. Trustees must promote a high level of library service while observing ethical standards.
2. Trustees must avoid situations in which personal interest might be served or financial benefits gained at the expense of library users, colleagues, or the institution.
3. It is incumbent upon any trustee to disqualify himself/herself immediately whenever the appearance of a conflict of interest exists.
4. Trustees must distinguish clearly in their actions and statements between their personal philosophies and attitudes and those of the institutions, acknowledging the formal positions of the board even if they personally disagree.
5. A trustee must respect the confidential nature of library business while being aware of and in compliance with applicable laws governing freedom of information.
6. Trustees must be prepared to support to the fullest the efforts of librarians in resisting censorship of library materials by groups or individuals.
7. Trustees who accept appointment to a library board are expected to perform all of the functions of library trustees.

Approved by the PLA Board of Directors and the ALTA Board of Directors, July 9, 1985

IV. CODE OF ETHICS – LIBRARIANS

1. Librarians must provide the highest level of service through appropriate and usefully organized collections, fair and equitable circulation and service policies, and skilled, accurate, unbiased, and courteous responses to all requests for assistance.
2. Librarians must resist all efforts by groups or individuals to censor library materials.
3. Librarians must protect each user's right to privacy with respect to information sought or received, and materials consulted, borrowed, or acquired.
4. Librarians must adhere to the principles of due process and equality of opportunity in peer relationships and personnel actions.
5. Librarians must distinguish clearly in their actions and statements between their personal philosophies and attitudes and those of an institution or professional body.
6. Librarians must avoid situations in which personal interest might be served or financial benefits gained at the expense of library users, colleagues, or the employing institution.

Adopted July 1, 1981, by the ALA Council

SECTION TWELVE: MISCELLANEOUS POLICIES

I. LIBRARY TECHNOLOGY

HHHHH. Mission Statement

The Bollinger County Library Board of Trustees and staff recognize the impact of technology, specifically electronic communication and information, upon the lives of the Bollinger County community. The Library strives to provide access to, to provide instruction in the use of, to identify, to retrieve, and to organize technology in its various formats. In fulfilling its mission, the Bollinger County Library fully supports the principle of freedom of expression and the public's right to know. The Library will foster an atmosphere of free inquiry and provide information without bias or discrimination.

IIII. Background Statement

Until 1998, the Library was totally print-oriented. Now virtually all library processes are fully automated, the Library has a web site with access to the catalog, and the Library provides internet access to the public. The Library's automation system provides an integrated program for managing circulation, cataloging, acquisitions, serials control, and the public catalog. Most workstations in the building are connected to the Local Area Network. Administrative and departmental functions are managed with Microsoft Office. The Library's participation in the REAL (Remote Electronic Access for Libraries) project provides every patron and staff member with access to the world of information available electronically.

JJJJ. Technology Plan

In order to provide a high standard of public service, the Bollinger County Library must offer a wide range of electronic services to supplement traditional print and non-print services. The Library will: use technology to provide the most appropriate information delivery system and to control costs and improve the efficiency of library operations; maintain flexibility to adopt new and changing technology to meet the public's needs; evaluate emerging technology for effective responsiveness to the public's needs; and train staff and educate the public on how to use technology to retrieve the information needed.

1. Goal for Public Service: The Library will be the most comprehensive source of information for the community.
2. Goals for Technical Service and Systems Support:
 - a. The Library will improve electronic access to all its collections
 - b. The Library will search for, evaluate, and invest in new technology and technological improvements to existing systems.
3. Goal for Administration and Management: The Library will use technology to manage operations effectively, efficiently, and in the most cost-beneficial manner possible.

D. Training

1. Training in library technology is of critical importance to the Board and to the Library staff. It is standard practice for Library staff to attend conferences, seminars, and workshops offering technological training. The Library has made a concerted effort to offer training, both in-house and off-site, to all staff personnel. The only limitations to training opportunities for all staff are financial, but by creative use of in-house expertise, video conferences, and other low-cost options, the Library stretches its training budget to the utmost.
2. All staff are trained in the use of the library automation software. Pages are only trained in checking in materials. In addition to their introductory training, which includes the basics of data entry and searching, all other staff receive intensive training in the module(s) with which they work every day. All staff members affected by software changes receive training in software enhancements following each new release. Every staff member receives regular one-on-one refresher training on searching the database.
3. All staff personnel will receive training in searching the World Wide Web and the Internet, and staff members regularly attend workshops on Internet searching.
4. Training methods also include teleconferences, vendor-supplied videotape training, and commercial training programs

E. Maintenance Contracts

1. The Library budgets annually for comprehensive maintenance contracts with the automation vendor for both the software and the central system hardware.
2. The Library budgets for the MOREnet/REAL connection, which includes the cost of the dedicated line.
3. Computer and peripheral maintenance is not a contractual line item but is budgeted under a separate repair and maintenance line item.

II.ACCESSIBILITY

1. The Bollinger County Library adheres to the Americans with Disabilities Act of 1990 that assures equal access to employment opportunities and access to all Library facilities, services, activities, and programs. Every attempt is made to accommodate the needs of persons with disabilities, and the Library welcomes input

from persons with disabilities about ways the Library can more completely serve them. Questions about ADA compliance and complaints or suggestions about accessibility of Library facilities or programs should be addressed to the Library Director.

2. The Library provides forms for contacting the Wolfner Library, the Missouri State Library for the Blind and Handicapped. The Wolfner Library's collections are extensive and its service excellent; this federally-funded service is free to all handicapped Missouri residents.

III. LITERACY

The Bollinger County Library supports area agencies and organizations that provide literacy training and adult basic education, including continuing education, life state/role training, career choice/planning, ESL and other adult education programs. The Library may assist in identifying resources useful in developing or implementing literacy activities and will cooperate with other agencies on a state or local level that are concerned with literacy and basic skills activities. The Library will not compete with other agencies for the limited funding directed specifically toward literacy programs.

IV. FIREARMS AND OTHER WEAPONS IN THE BUILDING

1. Firearms and other weapons are not allowed in the Library building.
2. No person who has been issued a concealed carry endorsement by the Missouri director of revenue under Section 571.094 RSMo or who has been issued a valid permit or endorsement to carry concealed firearms issued by another state or political subdivision of another state, shall, by authority of that endorsement or permit, be allowed to carry a concealed firearm or to openly carry a firearm in the Library building.
3. Copies of this policy or signs shall be posted at each entrance of the Library building stating that carrying of firearms is prohibited.
4. Any person violating this section may be denied entrance to the building or ordered to leave the building. Any Library employee violating this section may be disciplined. No other penalty shall be imposed for a violation of this section.

V. VIOLENCE IN THE WORKPLACE

Threats, intimidation, harassment, assaults or acts of violence in the Library are inappropriate and unacceptable and will not be tolerated. Compliance with this policy is mandatory.

VI. RECORDS RETENTION

The Library will maintain records as per the General Records Retention Schedule and the Public Library Records Retention Schedule published by the State of Missouri (Section 109 RSMo).

APPENDIX A:

SAFETY & EMERGENCY PROCEDURES & POLICIES

I. GENERAL EVACUATION PROCEDURES

Upon notification of a fire or bomb threat and the necessity to evacuate the building, these are the procedures for all Library departments:

1. Establish an in-office procedure for securing cash or other items that should be secured in the absence of staff.
2. Take personal belongings, if readily available. Do not delay to find them or go back to get them.
3. Direct patrons to nearest exit or an alternative exit.
4. Elderly and disabled patrons should be escorted to the nearest exit or directed alternative exit.
5. Walk quickly – do not run – to the nearest exit or directed alternative exit.

All personnel and patrons will report to a designated area away from the building.

II. TORNADO PROCEDURES

1. There is a weather alert radio in the Director's office. It is set to sound an alert if the Weather Service issues a storm watch.
2. A "tornado watch" alert means that conditions are favorable for the development of tornado activity. A "tornado warning" means that a tornado has been sighted.
3. When a tornado watch is announced, staff will make all reasonable efforts to inform patrons in the building of the watch. No other measures will be taken in response to a tornado watch.
4. In the event of a tornado warning, Civil Defense alarms are sounded and the weather radio alert sounds. The staff will direct all patrons to the large meeting room. No one will be allowed to remain in any other part of the building during a tornado warning. After assuring that all patrons are in the meeting room, all Library employees must also stay in the meeting room except for those designated by the Library Director to remain in contact with emergency service authorities.
5. The Library Director or Assistant Library Director will be responsible for making sure all personnel are accounted for.
6. If time does not permit movement to the large meeting room, employees and patrons are to get under desks or tables or get against permanent walls and protect head and chest until wind subsides.
7. Patrons who wish to leave the building during a tornado warning may do so. The Library has no authority to prevent patrons from leaving the building although staff members should warn these patrons of the advisability of remaining in a safe area. If the Library's closing time occurs during a tornado warning, patrons are welcome to remain until the all-clear is sounded. Staff may elect to leave if they wish, except for the senior staff member on duty, who is required to remain until all patrons have left or the all-clear sounds.
8. Normal library operations will resume when the all-clear is sounded. There is no sounding of sirens for the All-Clear.

III. BOMB THREATS

KKKKK. Introduction and Purpose

The Bollinger County Library is considered at risk to bomb threats but is judged to be at no greater a risk than other jurisdictions with a similar purpose or demographics. Since this risk factor cannot be fully mitigated, plans must be developed to deal with the risk and people must be trained to respond to any such risk. This

procedure is designed to establish responsibilities and expectations relative to the handling of bomb threats against Bollinger County Library employees, patrons, visitors and facilities.

LLLLL. Responsibility

1. It will be the responsibility of the Library Director and Assistant Director to ensure that employees are properly trained in bomb threat procedures. The Bollinger County Emergency Management Director will provide information and assistance to Library director's if such assistance is requested.
2. A new employee of the Library will receive an orientation of the bomb threat procedures from Library Director or Assistant Director within the first week of employment. The orientation will address the following areas as a minimum:
 - a. Filling out the bomb threat checklist card.
 - b. Who to contact after receipt of a bomb threat call.
 - c. Search procedures.
 - d. Evacuation procedures.

MMMMM. Bomb Threats

1. The possibility of two types of bombing scenarios exists – terrorist bombing and bomb threat.
 - a. Terrorist Bombing. Typically, no warning or advance notification is given. The bomber places an explosive or incendiary device and it explodes, creating havoc and mayhem to everything in the area. In an effort to help safeguard against such actions, employees should report any suspicious situation or circumstance, no matter how insignificant it may seem, to the immediate supervisor. Management personnel must respond to these notifications by at least checking them out and, if circumstances warrant, contacting law enforcement personnel. Library personnel should not take any action except notification.
 - b. Bomb Threat. There are only two reasonable explanations for bomb threats.
 - (1) The caller has definite knowledge that an explosive device has been placed and wants to minimize personal injury or property damage. The caller may be the person who placed the device or someone who has become aware of such information.
 - (2) The caller wants to create an atmosphere of anxiety and panic which will, in turn, possibly result in a disruption of normal activities for the facility where the device has purportedly been placed. The caller may have a political, economic or social agenda. An important consolation regarding bomb threats is that the vast majority are hoaxes. However, it is impossible to know immediately whether a bomb threat is real.
2. If a Written Threat is received:
 - a. Save all materials.
 - b. Protect evidence.
 - c. Notify supervisor and immediately contact the Emergency Communications Center at 9-1-1.
3. If a Threat is received by Telephone:
 - a. Do not panic. The goal of the caller is to create panic.
 - b. Utilize the Bomb Threat Card placed near your phone. Information obtained by the call recipient helps determine the validity of a threat. In most hoax calls, the caller is vague and general in his or her answers. Conversely, if the caller is specific and detailed in his or her answers, the chances are greater that the threat is real.
 - c. Listen carefully. Note if possible the exact words spoken, sex of the caller, approximate age, speech (slang, accent, impediment,) behavior (calm, nervous, scared,) background noises, etc.
 - d. At the conclusion of the call, the recipient should immediately call 9-1-1 and report the threat.
 - e. The Library should be evacuated immediately according to the evacuation procedure outlined in this policy.
4. Threat Evaluation.

a It is the responsibility of the Bollinger county Fire/Police Department to determine the degree of validity of the threat based on information received from the caller.

b. It is also the responsibility of the Bollinger County Fire/Police Department to determine the method of response, either Overt (Total Response) or Covert (Controlled Response.)

5. Covert Response. If the caller states that the bomb is not set to detonate for a while and gives only non-descriptive information, a search of the facility may be initiated prior to the issuance of an evacuation order. Search procedures will be as follows:

- a. Locate and remove personal items; by removing personal items, employees limit the number of suspect items.
- b. Pair up for search. Searchers should listen carefully for any unusual noises, such as ticking or humming.
- c. Select height level for search – first level floor to desktop, second level desktop to ceiling. Searchers should never disturb or look above ceiling tiles.
- d. Do not close doors or windows or disturb anything.
- e. Note suspect devices – anything that does not belong, such as a briefcase, lunch box, backpack, sewing box, thermos, camera case, etc.
- f. If a suspect device is found, do not touch it. It is imperative that searchers understand their purpose is only to search for and report suspicious objects. The removal/disarming of an explosive device must be the responsibility of professionals in explosive ordnance disposal.

6. Overt Response. If a descriptive bomb threat is received and/or if there is little or no time available to search, the Joplin Fire Department may issue an evacuation order.

IV. COMPUTER VIRUSES

1. First, as a warning: *Never* open an attachment you receive via e-mail that you are not specifically expecting. If you receive an attachment from a trusted source, it still might be a virus sent unbeknownst to your correspondent via his or her address book. If you receive an unexpected attachment from a trusted source, either delete the attachment without opening it or contact the sender to verify that the individual has intentionally sent an attachment and can assure you that it is a valid file.

2. If a computer virus is detected on a computer (or activity that causes you to suspect one occurs), follow the following steps and always immediately document what happened, including any error messages. Immediately call the Technical Services or the Library Director

3. Be as specific as possible. If error messages come up, write them down. If random messages are displayed, write them down. Note any apparent sequences of events.

4. Write down how you became aware of the problem (i.e., when booting, after loading a particular application, while reading e-mail, etc.)

5. If any floppies or other removable media are in use, isolate them for inspection. Do not use them until cleared.

6. Power off the workstation by hitting the OFF button. Do not attempt a normal shut-down procedure.

7. Do not log onto the network until the problem is corrected. Viruses can spread through a network very quickly and cause many more problems.

8. Notify the Technical Services or Library Director as soon as possible. If neither is available, leave the computer off until it has been cleared for action.

APPENDIX B:

COMMENT ON LIBRARY MATERIALS

Title _____ Author _____

Book _____ Periodical _____ Videotape/DVD _____ Audio book _____ Other _____

Publisher _____ Copyright Date _____

Call Number _____

Comment initiated by _____ Library Card Number _____

Address _____

City _____ State _____ Zip _____ Telephone _____

Do you represent?

_____ Yourself

_____ An Organization (name) _____

_____ Another group (name) _____

To what in the work do you object? Please be specific. Cite page numbers of book or scene, etc., of film or audio.

What were the circumstances under which this work came to your attention? _____

Did you read/view/listen to the entire work? If not, what part(s) did you read/view/listen to?

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

Have you read or are you aware of judgments of this work by literary critics and/or professional reviewers?

For what age group would you recommend this work? _____

Do you feel there are library patrons who would not object to this work?

Have you read the selection policy of the Bollinger County Library? _____

Of which part of the selection policy do you feel this work is in violation?

Signature

Date

APPENDIX C:

APPLICATION FOR MEETING AREA

The Library meeting areas are available for booking by organizations/groups in the Bollinger County Library service area. Meeting areas are available at those times the Library is open for service. Meeting areas are available free of charge to individuals or non-profit organizations. Meeting areas are available for a fee to commercial entities. Areas are not available for money raising or commercial purposes of selling or promoting items or services. For further details, please see the Meeting Area Policy.

This application form must be filled out and signed prior to time of meeting.

Name of Organization/Group/Business _____
Address _____ Phone _____
E-Mail _____ Web Site _____
Contact Person _____ Phone for Contact _____

Meeting Start Time _____ Meeting End Time _____

Nature of Meeting _____

Set-up Required (see Page 2 for illustrations)

____ Theater Style ____ Open Box ____ Double Row Tables ____ Open U

____ Tables in Rows ____ Tables with Center Aisle

Probable Attendance: _____

Equipment Needed:

____ Overhead Projector ____ Bulletin/White Board ____ Computer Projector

____ VCR/DVD

Food and/or beverages will be served during the meeting ____ Yes ____ No

I am applying for the use of the meeting area for the organization, group, business, or individual identified above. I have noted the provisions for the use of the meeting area and agree to comply with Library policies regarding meeting area use.

Library Use Only

Application taken by _____ Date _____ Approved by _____ Date _____

Commercial Fee _____ Date Pd _____ Check # _____ Taken by _____

APPENDIX D: CIRCULATION LIMITS

NNNNN. Circulation Periods

1. Books in general collection: 28 days
2. DVD's, Audiobooks and music CD's: 7 days
3. ILL materials: determined by lending library
4. A/V equipment for in-house use: 4 hours
5. Special or seasonal collections and other specialized materials: determined by the Library Director or his/her designee.

OOOOO. Limits on Circulation

1. Only four adult items, may be checked out on a patron's initial use of a new card.
2. The following limitations apply to all subsequent card use:
 - a. Periodicals: 4 per card
 - b. Videocassette tapes: 4 per card
 - c. Audio format books on CD or tape: 4 per card
 - d. Compact discs: 4 per card
 - e. CD-ROM software: 1 per card
 - f. DVDs: 4 per card
 - g. Encyclopedias: 2 per card
 - h. Special or seasonal collections or display items: Number will vary depending on collection.
 - i. Items not listed above are not limited.

APPENDIX E:
OVERDUE CHARGES AND FINES

Fine Schedule

1. The fine schedule is as follows:
2. A fine of 5¢ per day is assessed on all overdue Library materials.
3. A fine of \$1.00 per day is assessed on overdue interlibrary loan items.
4. Overdue items returned in the book drop after hours but before 7:00 a.m. will be assessed a fine based on the last operating day.
5. The maximum fine charged is \$5.00 per item. An exception is ILL, which has a maximum fine imposed by the lending library. These maximums apply to items returned before records are submitted to the collection agency.

APPENDIX G:

PROCEDURES AND REQUIREMENTS FOR NEWLY HIRED AND EXITING EMPLOYEES AND EMPLOYEES WITH CHANGES OF STATUS

All openings will be posted within the Library via e-mail to all employees. Openings may also be posted or advertised in a variety of places, including on the Library's web site, in the newspaper, at employment agencies, and at the placement centers of local schools and colleges. The Library Director will place all newspaper classified ads.

The following procedures outline the requirements that must be met by all new hires and by all those separating from Library employment.

I. NEW HIRES

PPPPP. Documents

1. Application or resume
2. Immigration and Naturalization Service form
3. Federal W-4 form
4. Missouri W-4 form
5. Documents that establish identity and/or employment eligibility. Employee must provide one (1) of the documents in a. or one (1) from each b. and c.
 - a. The following documents establish both identity and employment eligibility: U. S. Passport unexpired or expired; Certificate of U. S. Citizenship; Certificate of Naturalization; unexpired foreign passport with I-551 stamp; Alien Registration Receipt Card; Unexpired Temporary Resident Card; Unexpired Employment Authorization Card; Unexpired Reentry Permit; Unexpired Refugee Travel Document; Unexpired Employment Authorization Document issued by the INS which contains a photograph.
 - b. The following documents establish identity: Driver's license or ID card issued by a state of outlying possession of the United States provided it contains a photograph and information such as name, date of birth, sex, height, eye color, and address; ID card issued by federal, state, or local government agencies provided it contains a photograph and information such as name, date of birth, sex, height, eye color, and address; School ID card with a photograph; Voter's registration card; U. S. Military card or draft record; Military dependent's ID card; U.S. Coast Guard Merchant Mariner Card; Native American tribal document; Driver's license issued by a Canadian government authority; (or for persons under age 18 who are unable to present one of the above documents) School record or report card; Clinic, doctor, or hospital record; Day-care or nursery school record.
 - c. The following documents establish employment eligibility: U.S. social security card issued by the Social Security Administration; Certification of Birth Abroad issued by the Department of State; Original or certified copy of a birth certificate issued by a state, county, municipal authority or outlying possession of the United States bearing an official seal; Native American tribal document; U.S. Citizen ID Card; ID Card for use of Resident Citizen in the United States; Unexpired employment authorization document issued by the INS, other than those listed under a.
6. Emergency notification information

QQQQQ. Initial Training

All new employees, regardless of department, will receive training in the same basic procedures and policies. This training is conducted by the Department Head or the new employee's immediate supervisor and is not

delegated to any other staff member. This basic training must be completed before the new employee is allowed to work without supervision. Basic training includes:

Telephone system information

1. Telephone etiquette, proper method of answering library phone
2. Telephone extensions
3. Transfers and holds
4. Personal calls
 - a. Filling out time sheets and leave requests
 - b. Vacation and sick leave policies, including vacation buy back
 - c. Confidentiality policies
 - d. Security and emergency procedures
5. Keys to the building
 - a. General staff and patron safety and security
 - b. Handling money
 - c. Fire alarms
 - d. Tornado warnings
 - e. Bomb threats
 - f. Inclement weather
6. Shift switching
7. Incident reports
8. Patron Behavior
 - a. Abandoned, unattended, or disruptive children
 - b. Abuse or neglect of children or disabled adults
 - c. Library rules for patrons
9. All Administrative Rules in Section Two, XI.

II. EXITING EMPLOYEES

RRRRR. Documents and Library-issued Items

1. Letter of resignation which specifies last date to be worked. Letter must be submitted two weeks prior to resignation date. Professional librarians must submit resignation letter four weeks prior to resignation date. (Submit to Library Director.)
2. Policy manual in binder. (Submit to Library Director)
3. Forwarding address. (Submit to Library Director)
4. Written directions on whether last check is to be mailed or picked up at the Library. (Submit to Library Director)
5. Keys. (Submit to Library Director)

SSSSS. Other Requirements

1. Pay all Library fines prior to last day worked.
2. Return all Library materials prior to last day worked.
3. Exit interview with Library Director or Department Head.

III. CHANGES OF STATUS DURING EMPLOYMENT

TTTTT. Name and/or Address Change

Employee must submit a Request Form for Name/Address Change to the Library Director. This form is available in the Administrative Office. The Library will submit a copy of the form to the City Human Resources Department.

UUUUU. Other Changes of Status

1. Tax withholding changes must be submitted to the Library Director. The appropriate forms for both Missouri and federal tax withholding are available in the Administrative Office.
2. The employee must notify the Library Director of any change of emergency notification.

APPENDIX H:
VOLUNTEER SERVICE AGREEMENT

THIS AGREEMENT, made and entered into this _____ day of _____, 200__, by and between _____ hereinafter referred to as "Volunteer", and the Bollinger County Library, Missouri, a County, hereinafter referred to as the "Library".

WHEREAS, Volunteer desires to provide certain services, and obtain certain job experiences, as a result of service to the Library.

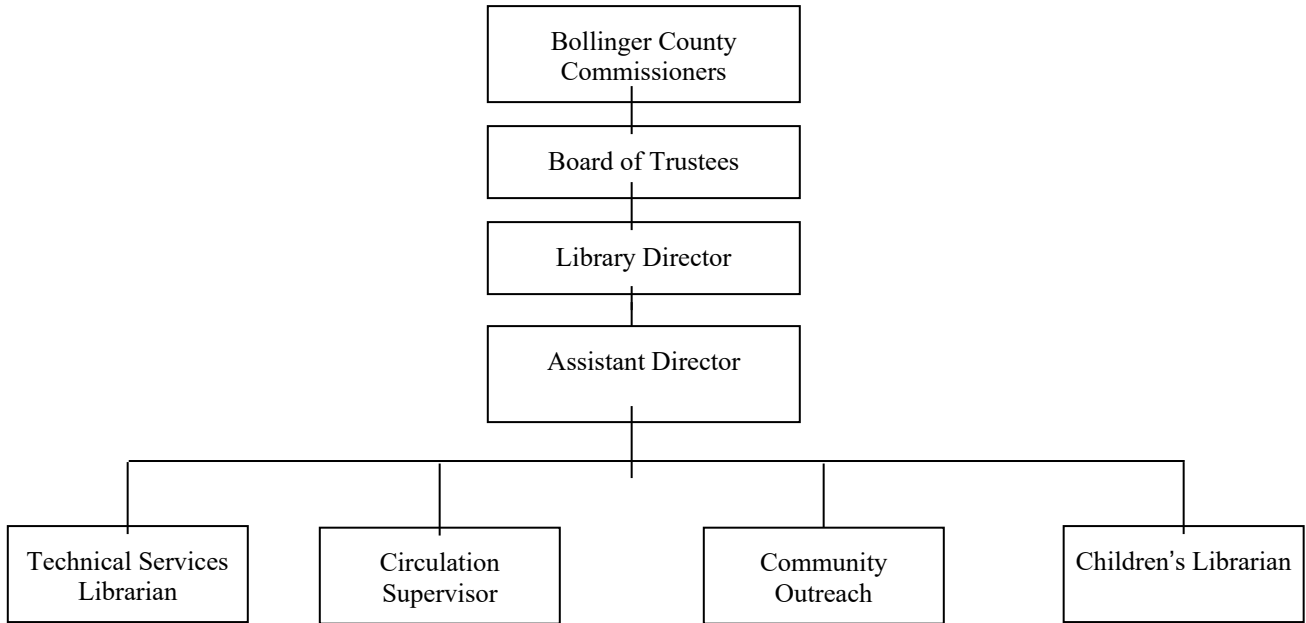
THEREFORE, in exchange for no consideration except for the opportunity to satisfactorily complete job assignments for personal achievement and betterment, the Volunteer and the Library agree as follows:

1. Volunteer hereby waives any rights he/she may have to compensation for the work performed and any other compensation or remuneration from Library such as insurance, vacation, deferred compensation, or overtime.
2. Volunteer acknowledges that the Volunteer does reap substantial benefit from non-paid status with the Library in that the Volunteer will be able to receive valuable on-the-job experience and in certain instances, class credit for tasks performed.
3. Volunteer acknowledges that the opportunity is sufficient consideration for all such Volunteer service provided to the Library and that the primary benefit of said Volunteer's service is to the Volunteer and not to the Library.
4. Volunteer shall comply with all lawful directions from his/her supervisor, and shall be required to follow all employment policies of the Library, and acknowledges that each party may terminate the relationship, without cause, at any time.

VOLUNTEER

BOLLINGER COUNTY PUBLIC LIBRARY

APPENDIX I:
LIBRARY ORGANIZATION CHART



APPENDIX J:
LIBRARY FLOOR PLAN

APPENDIX K:
BOMBTHREAT CHECKLIST