

# Cottonwood Public Library Policies

**MISSION STATEMENT:** The purpose of the Cottonwood Public Library is to serve as a cultural, recreational, educational, and research center for residents of the City of Cottonwood and Yavapai County. The Cottonwood Public Library will be an unbiased source of information for the people it serves.

**GOALS:** The library will provide free access to comprehensive and quality print and non-print materials, programs and services which will be relevant to the unique needs and interests of Cottonwood and Yavapai County residents. The library will provide adequate staff to develop and maintain materials, programs and services mentioned above.

**OBJECTIVES:** The library will pursue the following objectives to attain the stated goals:

1. encourage growth and development of the volunteer staff through publicity, training and an annual luncheon;
2. preserve the cultural and historical heritage of the region;
3. maintain a balance of materials representing a wide diversity of views, including those which may be controversial;
4. help children and young adults become lifetime readers and users of the library, awakening their curiosity and stimulating their imagination and skills to provide an awareness and knowledge of the world and themselves;
5. maintain the principles expressed by the American Library Association and the Association of American Publishers in their Freedom to Read Statement (see Attachment 1) and the American Library Association's Library Bill of Rights (see Attachment 2);
6. protect patron rights of confidentiality as called for in Arizona Revised Statutes 41-1354 (see Attachment 3).

## GOVERNMENT OF THE LIBRARY

### ESTABLISHMENT OF THE COTTONWOOD LIBRARY BOARD:

Authority for the establishment of the power of the Cottonwood Public Library Board is found in the Arizona Revised Statutes and the Code of the City of Cottonwood. The Cottonwood Public Library Board is advisory in nature to the Library Director, City Manager, and City Council. Board members should know the programs and needs of the library in relation to the community and citizens of Yavapai County. (Refer to ARS #9-414 and Code of the City of Cottonwood, Chapters 2.52.020 through 2.52.040)

### APPOINTMENT OF BOARD MEMBERS:

All members shall be appointed by the City Council for terms not to exceed three years terminating in the first week of the calendar year unless removed sooner for good cause or by resignation. The office shall be honorary and without compensation. Provision may be made for travel expenses, lodging and meals for workshops, seminars etc.

### REPLACEMENT OF BOARD MEMBERS:

Members whose unexplained absences, ill health, lack of interest, inability to perform duties, or who resign may be replaced at any time during their term of office. The President of the Board would first contact such a member after three consecutive absences to determine his/her willingness and ability to continue.

### LIBRARY BOARD POWERS (from Cottonwood Municipal Code 2.52.040 6/96):

The library board of trustees shall make recommendations to the City Council and the City Manager on the general policies of the library and such specific matters that may affect Cottonwood Public Library users as they see fit. The Library Board is advisory except in the area of adopting policies concerning patron/staff interaction, including a system of fines, developed by the Library Director and presented to the Board for a majority-vote approval.

The Board shall never interfere with the routine or the details of management. Having assisted in choosing a competent Director, the Board should expect the Director to exercise initiative, do the work, and assume the responsibility for it.

### **DUTIES OF THE INDIVIDUAL TRUSTEES:**

The power to act as a board resides in the Board as a whole not as individual members. No member shall act to represent the Board or library without prior approval and consent of the Board as a whole. In seeking to give effective service on the Library Board, the trustees should accept these duties:

1. to remember that the individual trustee has no separate power or duties except such as may be specifically designated by the Board acting as a unit;
2. to attend every Board meeting;
3. to acquaint himself and the public with what the library has to offer;
4. to be of service to the Library Director;
5. to become aware of and be offered membership information regarding local, state and national library trustee groups;  
to keep abreast of current library trends by reading library literature and by visiting other libraries.

### **PROCEDURES FOR BOARD MEETINGS:**

The Board meets the first Tuesday of each month (or as the Board determines by vote at their regular meeting, by vote at special meetings, and at special meetings which may be called by the Board President) to discuss and transact business. The function of the Board is to decide issues relating to agenda items prepared by the Library Director in consultation with the Board President. The agenda will be posted in a designated public place at the library and City Hall at least twenty-four hours before the meeting. The Library Director and Board President report on the month's activities, on-going projects, plan implementation, publicity, recommendations, etc. Meetings will be held in compliance with the Arizona Open Meeting Law (see Attachment 4). Roberts Rules of Order will be observed.

### **OFFICERS OF THE BOARD:**

A President, Vice-president and Secretary are elected each January when the Board is re-organized and new members have been seated. Officers serve a term of one year.

### **DUTIES OF THE PRESIDENT:**

1. Call meetings;
2. Draft agenda (along with Library Director);
3. Preside over meetings-preserving order and allowing participation impartially;
4. Follow-up on assignments and report to Board;
5. Act as a spokesman for the Board to officials and the public on issues that have been discussed and decided by a vote of the Board;
6. Draft letters and reports as authorized by the Board.

### **DUTIES OF THE VICE PRESIDENT:**

1. Conduct meetings in the absence of the president;
2. Suggest agenda items (along with the Library Director) and call special meetings in the absence of the President;
3. Perform other duties as assigned.

### **DUTIES OF THE SECRETARY:**

1. Prepare, type and sign minutes from written notes;
2. Handle correspondence of the Board as assigned;
3. Maintain a file of minutes, correspondence, etc;
4. Forward copies of minutes to the City Council.

### **FORM FOR RECORDING OF MINUTES:**

1. The minutes of a meeting should report what was done. Every motion should be recorded verbatim whether lost or carried, or does not receive a second. The names of the persons making and seconding each motion should be noted.
2. Details and discussion are not necessary.
3. No personal opinions or comments should be included.
4. If, during the meeting, the Secretary needs additional information, (i.e. spelling of names, firms, products, books etc. or something is omitted or appears to be out of sequence) she/he may seek recognition from the presiding officer and state "Point of Information" or "Point of Order" if something is omitted or seems to be out of sequence.

**FORM FOR TRANSCRIBING MINUTES:**

1. Time of commencement of meeting, list of Board Members present and absent.
2. Corrections to minutes of previous meeting in quotation marks.
3. Summary of correspondence received.
4. Brief summary of reports and action taken.
5. A copy of the Library Director's financial and circulation reports should be included with the minutes.
6. Citizens participating in the discussion should be recorded by name as stated and subject matter noted.
7. Brief description of old business discussed and any action taken.
8. Brief description of new business discussed and any action taken.
9. Record date and time of next meeting and time of adjournment.

**LIBRARY DIRECTOR'S RESPONSIBILITIES:**

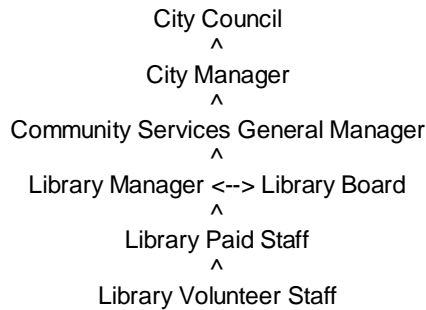
The position of Library Director is mandated in the Code of the City of Cottonwood. The Library Director is responsible to the City Manager for the administration of the library in accordance with the policies adopted by the Library Board and approved by the City Council. The Director will report monthly to the Board at their scheduled meetings regarding library operation, circulation, personnel (personnel issues pertaining to specific individuals are not a broad concern), special programs and any other topics of interest to the Board, City Manager, City Council or Director. The Director is an ex officio member of the Board, attends all meetings and is a member of all committees.

**ADMINISTRATION OF THE LIBRARY:**

Includes, but is not limited to;

1. Supervision of library personnel in accordance with City policy;
2. Planning library development and growth;
3. Building and maintaining the library collection;
4. Providing general services as deemed necessary;
5. Developing library procedures;
6. Preparing and releasing library publicity;
7. Upkeep of the building and conservation of City resources;

**ADMINISTRATION STRUCTURE:**



**AFFILIATED AGENCIES:**

The Cottonwood Public Library is a department within the government of the City of Cottonwood. It is also a member of the Yavapai County Free Library District pursuant to a yearly service agreement entered into by the City Council and the Yavapai County Board of Supervisors. It is also a member of the Yavapai Library Network pursuant to a yearly service agreement entered into by the City of Cottonwood, Yavapai County and the City of Prescott.

The library also cooperates with directives from the Arizona Department of Library, Archives and Public Records in order to qualify for State and Federal grants.

### **SOURCES OF FINANCIAL SUPPORT:**

1. Primary funding comes from the City of Cottonwood whose main source of revenue for library funding is through a City sales tax;
2. A semi-annual payment is paid to the City by Yavapai County as part of the annual service agreement between the City and the County outlining both parties responsibilities as members of the Yavapai County Free Library District (A copy of the intergovernmental agreement is available at City Hall for inspection);
3. Fines, lost book charges and copier fees which are turned over to the City weekly.  
Private donations can be made to the Cottonwood Bookmarks, a non-profit organization dedicated to assisting the library. Bookmarks funds are not subject to City regulation or control.

### **HANDLING OF COMPLAINTS:**

The procedure adopted by the library for handling specific complaints about library material that a patron feels is inappropriate is as follows:

1. Patron is brought to the Library Director to express concerns about the item(s) in question;
2. If Director cannot satisfy patron's concerns after providing the patron with a copy of the Library Materials Selection Policy the patron is given "Citizen's Request for Reconsideration of Library Materials" form (Attachment 5) to fill out.
3. Director reviews material and evaluates form and then notifies patron of the decision.
4. If patron is dissatisfied with the decision it may be appealed to the Library Board which considers the request of the patron, reviews the library material in question, and renders a decision.
5. Director follows the recommendation of the board.  
Complaints not limited to library materials are handled as in 1) above. If the Library Director is unable to resolve the issue of the matter, (i.e. the patron is dissatisfied with the decision), it may be appealed to the City Manager or the Library Board depending on the nature of the complaint.

## **MATERIALS SELECTION POLICY**

### **GENERAL OBJECTIVE:**

Materials selected should conform to the interests and needs of the community the library serves without being restricted by them. If significant books are not of general interest but will be read by those through whose increased knowledge and understanding the community will generally benefit, they should be bought finances permitting. The Cottonwood Public Library sets as its major goals in book selection: the advancement of knowledge and culture, the education and enlightenment of its patrons and the provision for recreational reading. Within these goals the Library will serve as a center for self-directed, lifelong learning by providing free access to both comprehensive and quality print and non-print materials. Basic to this general objective is the Library Bill of Rights and the Freedom to Read Statement which are appended at Attachment 1 and 2.

### **RESPONSIBILITY FOR SELECTION:**

The responsibility for selection lies with the professional staff (Youth Services Coordinator and Library Director). The Library Director shall decide what and how many items shall be purchased in each subject area of the library. She/he operates within a framework of policies determined by the City of Cottonwood and the Cottonwood Public Library Board. Recommendations and suggestions from patrons are always welcomed (there is a suggestion box for that purpose at the circulation desk) and given serious consideration.

### **GENERAL CRITERIA:**

Library materials will be selected from competent reviewing media and basic lists of standard works which are consulted as an aid to selection. The library recognizes that many books are controversial and that any given item may offend some patrons. Selection will not be made on the basis of anticipated approval or disapproval, but on the merits of the work in relation to the building of the collection and to serving the interests of all readers. Serious works which present an honest aspect of life are not necessarily excluded for frankness of expression. Responsibility for the reading content of children rests with their parents and legal guardians. Materials selection or placement will not be inhibited by the possibility that controversial material may inadvertently come into the possession of children. Within the standards of purpose and quality, the library's collection will be built to meet the needs and interests of local patrons following these specific principles:

1. current usefulness or permanent value;
2. authority and competence in presentation;
3. relationship to existing collection;
4. price, format, and ease of use;
5. popular demand: the library will strive to make available materials which are frequently requested;
6. relative importance in comparison with other books on the subject;
7. Suitability of subject, style, and relevance to identified community of library users.

*Adult Non-Fiction* will also be judged on the following basis:

1. authority;
2. comprehensiveness and depth of treatment;
3. objectivity;
4. clarity, accuracy and logic of presentation;
5. representation of challenging, though minority point-of-view.

*Adult Fiction:*

1. originality of plot;
2. sustained interest;
3. effective, convincing characteristics;
4. authenticity of historical or social setting;
5. representation of an important movement, trend, or national culture.

*Young Adult Materials:*

Young Adult Services are organized as a separately identifiable section of the library with the goal of providing a smooth transition from juvenile to adult literature. The Young Adult collection is chosen for a variety of reading interests and backgrounds, reading skills, and development levels. The collection is designed to satisfy the recreational, emotional and informational needs of the young adult; fundamentally following the same general and specific criteria for adult books. Materials which represent an honest aspect of life or some human problem will be viewed positively and selection will be made on the total effect of the materials and not specific words or phrases.

*Juvenile Collection:*

The first objective in selecting children's materials is to encourage the child's joy in reading and in being read to. Selection follows the same general and specific guidelines as for selecting Adult and Young Adult materials. The children's book collection will have books and materials available for all ages, abilities, and reading levels. The principles stated in the adult materials selection policy are applicable to the selection of materials for children. Another consideration is the quality of illustrations; their attractiveness and originality.

*Government Documents:*

The library collects and preserves documents primarily of local importance, with emphasis on those published by the City of Cottonwood, Yavapai County and the State of Arizona. U.S. documents will not be collected on a continual basis. These documents are available through Yavapai Community College and Northern Arizona University, a Federal Depository library.

*Newspapers:*

will be retained as space permits.

*Periodicals:*

will be retained as the storage space behind the current issue display permits. National Geographic Magazine will be bound and retained permanently. Arizona Highways will be retained permanently in either loose binders or bound form when available. Basic popular, general, informational and scholarly magazines are selected to supplement the book collection.

*Non-Print Materials:*

The library recognizes the importance of non-print materials both as a supplement to its book collection and as valid informational equivalents of books.

*Audio/Visual Collection:*

will consist of titles for patron-at-home-use (checkout). All A/V material from the Cottonwood Public Library shall be for the personal use of the borrower, and may not be loaned out to anyone else for any reason.

All videos may be checked out for 21 days. Late fines will be charged at the rate of .10 cents per day. The maximum fine for A/V is \$10.00 per checked out unit.

A/V material should be returned to the A/V Room NOT the Main Desk

Staff will examine all A/V material just prior to check-out and before re-shelving to:

1. insure that case and contents match;
2. evaluate condition of item to determine if fees are to be assessed;
3. ensure the video is in good working order;
4. check any problems reported upon return

## LIBRARY CARD REGISTRATION

No cards will be issued to a General Delivery address. (It is the policy of the Cottonwood Post Office to honor General Delivery for only a 30-day period). Individuals who desire a library card for a temporary period while in Yavapai County and are lacking an in-county mailing address may (upon presentation of a picture identification card, establishing the potential patron's name, and an identification with a permanent mailing address in that name) apply for a temporary user's card upon delivery of a \$10 cash deposit. The temporary card will be good for 90 days from date of issuance. At the end of 90 days if further library checkout privileges are desired an in-county mailing address in the patron's name must be produced. The patron may request the return of the \$10 cash deposit in writing (on a form provided by the library-Attachment 6) within 120 days of issuance by returning the plastic library I.D. card and after a search has been conducted by a library staff member to ascertain that no fines, charges or library materials are still checked out on the patron's card. The cash deposit shall be kept attached to the patron's temporary application form.

The following are acceptable forms of identification. Other state's cards maybe substituted when applying for a temporary card.

1. AZ Driver's License
2. AZ Identification Card (issued by Motor Vehicle Department)
3. Military Identification Card showing current active service
4. Current Utility Bill (telephone, water, gas, or electric) dated within last 45 days
5. Imprinted personal bank check
6. Voter's Registration Card
7. Piece of mail postmarked in last 45 days
8. Current Vehicle Registration
9. Identification Card issued by a sovereign foreign nation.

The term "library card" pertains to a barcoded library card with signature block. The signature block is signed by the person to whom the card has been issued. If the person to whom the library card is issued is under eighteen years of age a signatory (one who is ultimately responsible for all charges levied against this card number) over the age of eighteen must sign the registration card. While there are pending charges against a card no library materials may be borrowed, nor will requests for book reserves or interlibrary loans be processed.

**CONFIDENTIALITY AND USER RIGHTS:** This library follows Arizona Revised Statute 41-1354 which states in its entirety:

"Privacy of user records; exceptions, violation; classification

A. Except as provided in subsection B., a library or library system supported by public monies shall not allow disclosure of any record or other information which identifies a user of the library services as requesting or obtaining specific materials or services or as otherwise using the library.

B. Records may be disclosed:

1. If necessary for the reasonable operation of the library.
2. On written consent of the user.
3. On receipt of a court order.
4. If required by law.

C. Any person who knowingly discloses any record or other information in violation of this section is guilty of a class 3 misdemeanor."

## **FINE POLICY**

Fines are not charged for Sundays or the holidays observed by the City of Cottonwood (New Year's Day, President's Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving and the two following days, Christmas and Martin Luther King, Jr. Day.

**A/V MEDIA:** .10 a day up to \$10 per item.

**INTERLIBRARY LOAN BOOKS:** \$1 a day up to \$10 per item. Lost ILL books will be charged at the amount billed to us plus \$5. A \$5. fine is assessed if patron does not pick up ILL material in allotted time. Patrons must talk to the Library Director before future ILL privileges will be allowed.

**JUVENILE AND YOUNG ADULT BOOKS:** .10 a day up to \$10 per item

**ADULT COLLECTION BOOKS:** .10 a day up to \$10 per item. Books on the "New Arrivals" shelf are assessed at .10 per day up to a maximum of \$10 per book.

No fines are charged to talking book patrons, homebound patrons or volunteers. The Library Director, or staff members delegated by the Director, may waive fines or substitute methods of clearing the charges. Outstanding fines and overdue books will cause loss of checkout privileges until items are returned and/or fines and charges paid. Our computer system is set to deny checkout privileges when a particular patron owes the library more than \$9.99, has more than 5 items overdue, or has any number of items overdue 7 weeks. It requires a staff person to override this function. Decisions are made on a case by case basis.

**DAMAGED MATERIALS** will be assessed by paid staff and a fine levied according to the amount of damage.

**LOST MATERIALS:** Current hardback books will be charged at current replacement price plus a \$5 cataloguing fee per item. Paperbacks are charged at replacement cost plus a \$5 cataloguing fee per item.

**MATERIALS LEFT OUTSIDE:** The library has an outside Bookdrop and a separate Audio/Visual drop box available for use before and after the posted hours of operation. Materials left outside will be charged a fine of \$5.00 for the first occurrence plus any applying damage or loss fees. A second occurrence will result in loss of checkout privileges plus a fine which shall be the estimated replacement cost for each item left outside plus a fine of \$10. A letter will be sent after each first occurrence to the person who has assumed financial responsibility for the card detailing this policy.

## **LIBRARY STATISTICS: FINANCIAL & CIRCULATION**

All fine monies, copier fees, lost and/or destroyed materials assessments are reported on the "daily stat sheet." Each evening a new stat sheet is filled out for the following day. The old one is retained in the "Library Stats" binder after all the day's library income has been entered on the ledger sheet for the current month. The entry into the monthly ledger is made by the Circulation Coordinator or designated staff backup. Each Thursday the Circulation Coordinator will make a photocopy of the financial transactions for the last seven days from the ledger sheet and turn a copy of it into City Hall along with the money and a filled in Cash Receipt Report (Exhibit K, page 33 of the Financial Operations Guide of the City of Cottonwood).

Whenever the library receives payment for a lost and/or damaged book, a network-generated receipt is given to the patron. There is a no refund policy.

The Cottonwood Bookmarks, a registered non-profit friends-of-the-library group, sells donated used books in the library. Income is monitored by library staff members who count and record daily income and turn over the money received to the Bookmarks' Treasurer.

## GIFTS AND BEQUESTS TO THE LIBRARY

In accepting a gift the library reserves the right of deciding whether it should be added to the collection. Out of the thousands of books which patrons so generously give, a considerable portion can hardly be used to full advantage by inclusion into the collection of the Cottonwood Public Library. Any given book, though of value in itself, may be:

1. a duplicate of an item of which the library already has a sufficient number;
2. outdated, maybe interesting, but not of sufficient present reference or circulating value to the library which must evaluate every book with limited shelf space in mind;
3. in poor physical condition and would not justify the expense of processing it.

The library no longer accepts magazine donations of any sort other than

1. subscriptions which are mailed to the library in the library's name;
2. National Geographies & Arizona Highways to be sold by the Bookmarks;
3. Patrons may place magazines from the previous six months or current calendar year (whichever period is longer) on a provided free shelf for other patrons to take.

It is the policy of the library not to accept special collections of books to be kept together as a separate physical entity. Patrons or organizations who wish to give gifts of any consequence to the library are referred directly to the Library Director. Gift collections may be accepted only by the Library Director with the understanding that they be integrated in the general collection, the only form of donor identification being a book plate.

### APPRAISALS:

1. The appraising of a gift to the library for income tax purposes is the responsibility of the donor since it is the donor who requires an appraisal, not the library.
2. The acceptance of a gift which has been appraised by a third, and presumably disinterested, party does not in any way imply an endorsement of the appraisal by the library.
3. The library should not appraise items for a private owner. It should limit its assistance to referring him/her to sources such as dealer's catalogues and to suggesting the names of appropriate experts who might be consulted.

## PUBLIC SERVICES

**HOMEBOUND DELIVERY** by staff members or volunteers will be provided to patrons who, through illness or disability, cannot leave their residence, provided one-way travel from the library does not exceed six miles. This allows delivery to the contiguous areas of Cottonwood: Verde Village, Bridgeport and Clarkdale. Deliveries will be made once every two weeks as long as the patron supplies the library with a list of books, authors and/or subject areas.

**FEDERAL & STATE INCOME TAX FORMS:** Where possible, the library will make federal and Arizona state income tax forms available to the general public. Federal forms will be maintained as long as the Internal Revenue Service supplies the library with a book of reproducible forms which may be reproduced on the library copier at the normal charge per copy. Actual copying will be done by library staff/volunteers. The library may carry other IRS publications available for check out & in-library use. Efforts will be made to keep actual booklets with forms on hand for Arizona state and federal income tax purposes. The library staff will not answer tax questions or assist patrons in filling out tax forms. We may, however, direct patrons to local groups who will assist them.

## PUBLIC NOTICES

**LOBBY BULLETIN BOARDS:** Only government or non-profit event-oriented notices that occur with 14 days and within the environs of Clarkdale, Cornville, Cottonwood and Jerome will be posted. The one exception is fee-based adult education classes at an accredited institution. Director sees, initials & posts all notices.

**YOUTH SERVICES BULLETIN BOARD NOTICES:** do not need to be initialed but a copy of the posting needs to be provided to the Circulation Coordinator.

**PAMPHLET RACK** and materials left at the circulation desk also need Director's approval.



## PATRON CODE OF CONDUCT

Every library user has the right to use the facilities of the library without being disturbed by others. Therefore, the staff has the right to ask anyone to leave the library if, in the judgment of the senior staff person on duty, other patrons and users are being disturbed.

No person shall:

- Make solicitations for any reasons in library public areas.
- Smoke anywhere in the library.
- Use a cellphone in the library. Foyers may be used during inclement weather.
- Willfully annoy another person, interfere with another person's use of the library, or display print or non-print materials of an offensive nature to others, or interfere with the library staffs performance of duties.
- Damage or deface public property.
- Improperly remove library materials or equipment.
- Talk loudly, make noise, use abusive or threatening language, or engage in other disruptive behavior.
- Utter profane, obscene or injurious language directed at another person.
- Remain in the building after regular closing hours.
- Enter or remain in the library without wearing a shirt or shoes.
- Lie down on furniture, put feet up on furniture or move furniture other than chairs at tables.
- Lie or lounge on the floor, or sleep anywhere in the library.
- Bring animals into the library, except those needed to assist a patron with a disability.
- Play audio equipment so that others can hear it. The use of headsets is permitted as long as such use does not disturb other library patrons.
- Bring a bicycle inside the building
- Use roller skates, roller blades or skateboards on library property.
- Eat or take food or drinks into any of the library public areas other than the foyers.
- Leave children who are in need of supervision unattended.
- Allow children who cannot read to access any library computer keyboard.
- Violate any City Ordinance in the library or on library grounds.
- Exhibit body odor which elicits complaints from other patrons.

This policy does not prohibit quiet conversation between patrons and/or staff members or conversations required to carry on library programs or business. It is designed to preserve a reasonable atmosphere where library patrons may use library materials and services without disturbance. In the case of minor (non-criminal) offenses the staff will normally allow the offender(s) one warning prior to expulsion. The staff may expel the offender(s) without a warning, at the discretion of the staff, in situations of serious, threatening or willfully malicious behavior.

## UNATTENDED & DISRUPTIVE CHILDREN

**POLICY:** Parents may not leave children under age ten unattended in the library. Parents are responsible for their children's behavior while in the library. Disruptive children 10 and older will be asked to leave after receiving one warning. Attended children under age 10 who are being disruptive will be asked by staff to behave. If disruptive behavior continues, a staff member will inform the parents that their child is disturbing others. If the parents refuse or are unable to control the child, the family will be asked to leave.

If a child under 10 is left unattended:

1. Children left unattended are sometimes frightened and crying and should be comforted by staff.
2. If it is determined that a child is lost or unattended, a staff member should bring the child to the person on duty in the Youth Services Department or the Library Director.
3. The staff member should try to identify and locate the parents or responsible adults:
  - a. Walk around the library with the child, looking for the parent.
  - b. If the parent is found, explain the library policy on unattended children.
  - c. If the parent is not located, the Youth Services personnel will attempt to contact the parent by phone.
  - d. If the parent has not been located within an hour or, if the library is closing, the Youth Services staff member will call the police.
  - e. No one staff member of the library will take the child out of the building. If the police cannot immediately pick up the child, two or more people (at least one of whom is a staff member) will escort the child to the police station.

## REFERENCE SERVICE

The library will try to answer all questions and requests for information to the best of the staff's ability and the library's available resources. How and when the question is answered will depend on staff time and availability of materials. Walk-in reference questions and over-the-counter aid to patrons take precedence over information requested by telephone or through the mail.

**CROSS-INDEXES & CITY DIRECTORIES:** Patrons, business and other institutions will be expected to use cross indexes and city directories, when available, in the library. Information from these sources will not be answered over the telephone.

**TELEPHONE DIRECTORIES:** Staff may verify any information the patron gives them. If the person being inquired about is listed in the regular telephone book, staff may give any information listed in the phone book.

**TELEPHONE REFERENCE SERVICE:** Our policy is to answer quick reference inquiries to the best of our abilities. Using our professional judgment we often will call patrons back if locating the information is going to involve a lot of dead time for the patron waiting on the line. We do not answer long reference questions by telephone—we encourage patrons to come in and inform him/her that we will help get them started in their research.

- 1) Consumer product and service information—staff will refer to or quote from informational sources, but will not make any judgments.
- 2) Legal & Medical questions—staff will find sources and make quotes, as appropriate but will not explain or offer any interpretations or attempt to define terms being used. If this situation arises, patrons will be encouraged to come in to the library.
- 3) Tax questions—staff will assist patrons in finding forms and sources but will not offer any interpretations.
- 4) Encyclopedia and dictionary purchase information—patron will be referred to published articles on the subject.

**SCHOOL-RELATED QUESTIONS:** Generally, it is our policy not to answer school related questions that come to us over the phone. This applies equally to adult students as well as child students. We do, however, answer some school questions: (1) When the question is a small part of a much larger task (for example, if asking, "What is the population of Flagstaff?" is for a term paper); (2) When the question involves checking a bibliographic citation; (3) When the question involves whether or not we have enough material in the library to make a trip to the library worthwhile.

**REFERRALS:** The referral aspect of information service is an important one, as it provides a link for the patron between the library and other resources.

## **EMERGENCY PROCEDURES**

### **FIRE:**

1. Any time a fire extinguisher is used inside or outside the building, the Fire Department will be notified as soon as possible.
2. Staff should receive annual review of how to use fire extinguishers and where they are located in the building.

### **MEDICAL:**

1. Staff will be encouraged to take C.P.R. and other citizen training programs. Compensatory time will be given for training received outside of normal working hours.
2. Director must be notified immediately of any injuries or emergencies occurring on library property. Director in turn must notify the City Manager and/or other agencies pursuant to Section 26 of the City of Cottonwood Employee Manual.

### **POLICE:**

1. Staff should contact police when patron's conduct violates the patron conduct policy and patron refuses to comply with a staff request or becomes belligerent.

## **PERSONNEL POLICY**

All paid library employees are subject to and provided with a copy of the City of Cottonwood Employee Manual. Current job descriptions are kept on file by the Director and City Hall. Staff, Volunteers and the Library Board are encouraged to update their skills and knowledge through attendance at meetings, work-shops and training sessions. Provision for travel and training is made in the library budget. Approval of the Director and, in some cases, the City Manager is needed.

## **VOLUNTEER'S RIGHTS AND RESPONSIBILITIES**

This listing emphasizes the need for volunteers and staff members to have a mutual respect and a desire to cooperate.

### **It is your RIGHT...**

To be assigned to a job that is worthwhile and challenging with freedom to use existing skills or develop new ones.

To be trusted with confidential information that will help you carry out your assignments.

To be kept informed about what is going on here at the library.

To receive orientation, training and supervision for the job you accept and to know why you are being asked to do a particular job.

To expect that your time will not be wasted by lack of planning, coordination and cooperation within the library.

To know whether your work is effective and how it can be improved; to have a chance to increase understanding of yourself, others and your community.

To indicate when you do not want to receive telephone calls. Otherwise the staff person answering the phone, when asked if you are here, will respond in the affirmative and come notify you.

To declare allowable nonreimbursed out-of-pocket costs for federal (some state and local) income tax purposes.

To expect valid recommendation and encouragement from your supervisor so you can move to another job—paid or volunteer.

To be given appropriate recognition, and so forth, but even more important, recognition of your day-to-day contributions by other participants in the volunteering relationship.

To ask for new assignments within the library.

### **It is your RESPONSIBILITY...**

To accept an assignment of your choice with only as much responsibility as you can handle.

To respect confidences of your sponsoring organization and those of the recipients of your service. NEVER give out ANY information concerning patrons. Direct all questions of this nature to a staff person.

To fulfill your commitment or notify your supervisor early enough that a substitute can be found. To follow procedures and guidelines established by the library.

To decline work not acceptable to you; not to let biases interfere with your job performance; not to proselytize or pressure patrons to accept your standards.

To use your time wisely and not interfere with performance of others. To continue only as long as you can be useful.

To refuse gifts or tips, except when patron makes or offers something of nominal value as a way of saying "thank you."

To stipulate limitations; what out-of-pocket costs you can afford, when you might be willing to contribute hours beyond your usual ones, and so forth.

To use reasonable judgment in making decisions when there appears to be no policy or policy not communicated to you—then, as soon as possible, consult with your supervisor for future guidance.

To provide feedback, suggestions and recommendations to your supervisor and staff if these might increase effectiveness of the library.

To be considerate, respect competencies and work as a team with all staff and other volunteers. To seek training by attendance at workshops and orientations.

## **VOLUNTEER GRIEVANCE PROCEDURES**

A volunteer who has a problem or complaint should first try to get it settled through discussion with the immediate supervisor (generally the Circulation/Volunteer Coordinator) without undue delay. If, after this discussion the volunteer does not believe the problem has been satisfactorily resolved, the volunteer shall have the right to discuss it with the Library Director or the city Human Resources Director if the Library Director is the "immediate supervisor" referred to in the first sentence of this section. Every effort should be made to find an acceptable solution by informal means at the lowest possible level of supervision.