Randolph County Public Library

MISCELLANEOUS POLICY AND PROCEDURE MEMORANDA

These policies and procedures have been adopted over time by library administration and are here abstracted from various memoranda. Copies of the original memoranda are on file in the administrative office. Some procedures may have been updated here; this document is authoritative.

ABSENCE/LATE ARRIVAL. If you are not able to report to work, you must notify your supervisor within 30 minutes of your scheduled arrival time (if you are not able to report to work and you are assigned to a desk shift at your scheduled arrival time, you must notify your supervisor within 30 minutes before your scheduled arrival time). Cover the bases: communicate directly with your supervisor by phone (leave voice mail if necessary), email or text; and also consider alerting a senior supervisor or colleague in the event your supervisor is not available. Also, staff who are present before 9 a.m. will answer the Circulation Department phone at 318-6801 to relay messages to supervisors.

ARRIVING AT WORK. The front doors should remain locked until 9 a.m. In order to accomplish this, one must turn the key until it “clicks,” open the door, then turn the key in the opposite direction until it “clicks” again to re-lock the door. Check the handle to be sure it will not turn. The public is not allowed in the building before 9 a.m.

CLOSING TIME, PATRONS. Closing time is closing time. The library is under NO obligation to allow patrons to finish work or for any other reason to remain in the library after closing. Be polite but direct and require patrons to leave at closing time. MINOR exceptions can be made at staff discretion, but be aware of other staff members’ desire to depart. NEVER remain in the library with a patron when other staff members are not present.

CLOSING TIME, STAFF: No staff member should leave at closing until Reference, Circulation and Children’s Rooms staff have agreed that no patrons remain in the library, and until checking that the Randolph Room is locked or that there are no patrons remaining there.

DISTRIBUTION OF LITERATURE; DISPLAY OF POSTERS. The library does not display posters, brochures, literature, etc. for any group that is not library-related (Friends, Foundation, etc.). Exceptions may be made at staff discretion for non-profit organizations that work closely with the library and its support groups, such as the Randolph Arts Guild, the Randolph County Genealogical Society, Randolph Community College, Asheboro City and Randolph County schools, etc. Unsanctioned material left for distribution in the library is to be removed by staff immediately when it is discovered.

FAMILY CRISIS CENTER. We have been advised never to give an address or directions to the Family Crisis Center. This organization provides emergency shelter, food and assistance to battered women. We can give the phone number, 629-4159.

FOOD AND DRINK. Staff should not consume food and drink in public service areas or in view of the public.
**GARNISHMENT.** From the County Manager: “Some Randolph County employees may find themselves in a difficult position that requires courts, the IRS or the state Department of Revenue to order a garnishment of their salary. This is not a good arrangement for everyone involved. Employees are encouraged not to allow their financial affairs to get to the point of court-ordered garnishment. It puts an undue burden on the payroll system.”

**“GOOD SAMARITAN” SITUATIONS, LIBRARY GROUNDS.** In the event that a patron or staff member requires medical attention in the library or on the premises, staff will call 911 if necessary and the designated staff First Responder will render assistance. A staff member can also render assistance to the limit of his or her ability, but is not required to do so. (Per Safety Officer Ron Williams 7/14/11)

**“GOOD SAMARITAN” SITUATIONS, NEIGHBORING PROPERTY.** In the event that a person on neighboring property requires medical assistance, the best aid library staff can provide is to call 911. A staff member who renders assistance off library property is acting on his or her own, and not as a library staff member. (Per Safety Officer Ron Williams 7/14/11)

**PROCTORING.** Library staff do not proctor exams for patrons. Continuous transition as desk shifts change makes accurately certifying proctored exams impossible.

**PUBLIC BULLETIN BOARD, LIBRARY DISPLAYS.** The library does not provide a public use bulletin board. Public service announcements can be placed in the small case near the meeting room on the first floor; please pass requests to post information in the case to the Head of Reference. The library does not maintain ongoing displays of artwork, collectibles, etc., but display cases are available on a limited basis. Refer requests for displays to the director or assistant director.

**RESTROOMS, PUBLIC.** When clogs are reported in public restrooms, staff will investigate and determine if the problem can wait for the library’s housekeeper to arrive or if county maintenance should be called to address the problem sooner. An “out of order” sign should be placed on the stall door, or the door of the restroom in an extreme situation. In all cases of an overflow, biohazard or toilet that will not stop running, maintenance should be called immediately. Phone numbers for maintenance are posted in the fire alarm panel area behind the Reference desk.

**RESTROOMS, LOWER LEVEL PUBLIC.** The lower level public restrooms remain locked for security reasons. Patrons using the meeting room are provided with keys.

**RESTROOMS, STAFF:** Please turn out lights when you leave (always leave the red switches on).

**SPACE HEATERS.** No space heaters of any type are allowed in the building.

**STAFF OFFICES.** Staff may decorate their office space according to their own preferences. Not everyone has a door; please respect individual privacy and act accordingly.

**STAFF PARKING.** Staff are required to park at the eastern (Main St.) end of the old parking lot, or the northern end of the new lot (Salisbury St.) for patron convenience. Staff who are mobility impaired (permanently or temporarily) or who work until 9 p.m. may park as close to the building as possible.
**TELEPHONES: INCOMING CALLS FOR PATRONS.** Staff do not take incoming calls for patrons. For patron confidentiality reasons, staff shall not divulge the presence of a person in the library to a caller on the telephone. Staff may, at their discretion, take a phone number from a caller for a patron in the library to call back, if that patron can be found. Staff must emphasize that we cannot guarantee delivery of the message, and cannot take responsibility for successful delivery.

**TELEPHONES: PUBLIC USE.** Patrons are not to use library telephones. Staff can, at their discretion, place calls for patrons when the situation warrants (for example, a child whose ride has not arrived at closing). The county provides a courtesy phone for patrons at the Asheboro library that is time-limited, limited to local calls and limited to outgoing calls (patron must dial 9 for an outside line).

**TELEPHONES: STAFF USE.** Public service desk telephones are for library-related business, primarily patron-related business. Please give your direct office number to associates, sales representatives, family, friends and anyone else who might call you. Long distance calls should be related to the business of the library.

**TEENAGE VOLUNTEERS.** The library does not ordinarily use teen volunteers; one must be 18 years old or older to volunteer. Exceptions: library-organized teen programming or activities; school or community-sponsored volunteer programs; teen patrons recruited by staff for special projects.

**VACATION TIME.** Staff are reminded that vacation time is to be requested of your supervisor, not announced. Every effort will be made to accommodate vacation requests.

**VOTER REGISTRATION.** The library distributes voter registration forms, but is not responsible for collecting forms or delivering them to the Board of Elections. Under North Carolina law, voter registration forms may be delivered to the Board of Elections in four ways: in person; by mail; by fax; and by another person who agrees to deliver it for the registrant (the other person takes legal responsibility for completing delivery).