

**POLICIES OF THE  
TELLICO PLAINS PUBLIC LIBRARY  
MAY 2014**

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Approved by the  
Board of Trustees  
Tellico Plains Public Library

May, 2014

\_\_\_\_ *A. M. Snyder* \_\_\_\_

A. M. SNYDER, Chair

## TABLE OF CONTENTS

### Contents

<b>Introduction.....</b>	<b>6</b>
<b><u>History.....</u></b>	<b>6</b>
<b><u>Mission Statement.....</u></b>	<b>6</b>
<b><u>Role of the Library.....</u></b>	<b>6</b>
<b><u>Non-Discrimination Statement.....</u></b>	<b>7</b>
<b><u>Confidentiality of Patron Records.....</u></b>	<b>7</b>
<b>Library Support Organizations.....</b>	<b>7</b>
<b><u>Board of Trustees.....</u></b>	<b>7</b>
<b><u>Friends of the Tellico Plains Library.....</u></b>	<b>7</b>
<b><u>Ocoee River Regional Library.....</u></b>	<b>7</b>
<b><u>Cooperation with Other Organizations.....</u></b>	<b>8</b>
<b>Library Schedule.....</b>	<b>8</b>
<b>Use of the Library.....</b>	<b>8</b>
<b><u>Who May Use the Library.....</u></b>	<b>8</b>
<b><u>Children.....</u></b>	<b>9</b>
<b><u>People with Disabilities.....</u></b>	<b>9</b>
<b><u>Conduct in the Library.....</u></b>	<b>9</b>
<b><u>Circulation of Materials.....</u></b>	<b>10</b>
<b><u>Use of the Eagle Room.....</u></b>	<b>10</b>
<b><u>Special Use of the Library.....</u></b>	<b>11</b>
<b><u>Proctoring of Examinations.....</u></b>	<b>11</b>
<b>Use of Computers.....</b>	<b>11</b>
<b><u>Access to the Internet.....</u></b>	<b>11</b>
<b><u>Use of Library-Owned Computers.....</u></b>	<b>11</b>
<b><u>Use of Library-Owned Computer by Children.....</u></b>	<b>12</b>

## Tellico Plains Public Library Policies

---

<b>Unacceptable Use</b>	<b>13</b>
<b>Restricting Use</b>	<b>13</b>
<b>Fax Machine</b>	<b>13</b>
<b>Making Copies</b>	<b>13</b>
<b>Other Services</b>	<b>14</b>
<b>Website</b>	<b>14</b>
<b>Borrowing Materials</b>	<b>14</b>
<b>Number of Checkouts</b>	<b>14</b>
<b>Checkout Term</b>	<b>14</b>
<b>Inter-Library Loans</b>	<b>15</b>
<b>Fines and Fees</b>	<b>15</b>
<b>Overdue materials</b>	<b>15</b>
<b>Damaged or Lost Materials</b>	<b>15</b>
<b>Blocking</b>	<b>15</b>
<b>Library Cards</b>	<b>16</b>
<b>Damage to the Library</b>	<b>16</b>
<b>Other fees</b>	<b>16</b>
<b>Volunteers</b>	<b>17</b>
<b>Collection Management</b>	<b>17</b>
<b>Collection Development Policy</b>	<b>17</b>
<b>Requests for Reconsideration of Materials</b>	<b>17</b>
<b>Acquiring Materials</b>	<b>17</b>
<b>Basic Selection Criteria</b>	<b>17</b>
<b>Purchases</b>	<b>18</b>
<b>Donations</b>	<b>18</b>
<b>Withdrawing Materials</b>	<b>19</b>
<b>Financial Management</b>	<b>19</b>
<b>Budgeting</b>	<b>19</b>

# Tellico Plains Public Library Policies

---

<u>Receiving Funds.</u> .....	19
<u>    Government Allocations.</u> .....	20
<u>    Grants.</u> .....	20
<u>    Donations.</u> .....	20
<u>    Money Received from Patrons</u> .....	20
<u>Execution</u> .....	20
<u>    Paying Bills.</u> . .....	20
<u>    Managing Cash Register Receipts.</u> .....	20
<u>    Buying Library Materials.</u> .....	20
<u>    Buying Cleaning and Office Supplies.</u> . .....	20
<u>    Capital Projects.</u> .....	20
<b>Personnel Management.</b> .....	21
<u>    General.</u> .....	21
<u>    Policy Review.</u> .....	21
<u>    Employment.</u> .....	21
<u>    Staff Size.</u> .....	21
<u>    Salaries.</u> .....	21
<u>    In-Service Training.</u> .....	21
<u>    Position Descriptions.</u> .....	21
<u>    Dress Code.</u> .....	21
<u>    Workers Compensation.</u> .....	24
<b>Personal Leave.</b> .....	22
<u>    Discrimination or Harassment.</u> . .....	22
<u>    Unacceptable Behavior or Substance Abuse.</u> .....	22
<u>    Grievances.</u> .....	22
<b>Facility Management.</b> .....	22
<u>    Capital Planning Fund.</u> .....	22
<u>    Cleaning.</u> .....	22

# Tellico Plains Public Library Policies

---

<u>Repairs.</u> .....	23
<u>Computer Repair.</u> .....	23
<b>Emergency Response.</b> .....	23
<u>Emergency within Tellico Plains.</u> .....	23
<u>Emergency within the Library.</u> .....	23
<b>Technology Management.</b> .....	23

## **Attachments:**

- 1. Freedom to Read**
- 2. Freedom to View**
- 3. Cost Information**
- 4. Volunteer Application**
- 5. Request for Reconsideration**
- 6. Position Descriptions**

# Tellico Plains Public Library Policies

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## **Introduction.**

### **History.**

The Tellico Plains Library was first housed in Eva's Shop, owned by George and Eva Williams. In early 1951, the library became a bookmobile station, and in later 1951, the library moved to a corner room of the Town Hall and became a Community Library. At this time, the Tellico Plains Library also became a member of the Fort Loudon Regional Library System. In 1972, the library moved upstairs over the Town Hall, and remained there until 1993 when it moved to the present building. The current building was dedicated on October 9, 1993, and was built with the help of a state grant and private donations. Building committee members included Charles Hall, Billie Nell Hall, J.O. Bishop, Sue Bishop, Pryor Hunt, Margaret Hunt, Bill Pearson and Catherine Pearson. The library has received consistent and generous help from the Cherokee Study Club, later named the Cherokee Women's Club. The first Library Committee chair was Mrs. Harry Hawkins.

### **Mission Statement.**

The Tellico Plains Library is the community's information center, offering a welcoming environment, meeting the lifelong learning needs of all people as well as providing exceptional service, materials and programs to meet their recreational, cultural, educational, and business needs. It is sensitive to the changing needs of the community and adapts its services by using traditional and innovative technology.

### **Role of the Library.**

As a taxpayer-funded institution, the Library provides materials and information to the southern Monroe County public that are chosen based on the needs and interests of the community and the resources available. The library's sole reason for existence is to provide information of all types to the citizens of Monroe County, information coming from all points of view, sometimes not meeting the social, political or moral standards of all patrons. Because the Constitution of the United States guarantees all citizens freedom to read view and learn, it is critical that libraries resist any efforts to censor materials available to the public. Censorship occurs when materials, like books, magazines, films and videos, or works of art, are removed or kept from public access. Censorship also occurs when materials are restricted to particular audiences, based on their age or other characteristics. Censorship of materials by volunteer arbiters of moral or political opinion will be challenged by the library. The library will not determine which materials are suitable for young patrons (under age 18) to read or view; that responsibility is borne by parents and guardians.

Freedom to Read. Please see Attachment 1.

Freedom to View. Please see Attachment 2.

# Tellico Plains Public Library Policies

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## **Non-Discrimination Statement.**

The Tellico Plains Public Library does not discriminate on the basis of race, religion, gender, color, national or ethnic origin, age, disability, or military service in its policies or in the admission or access to programs, services or activities, or employment. Any problems should be reported to the library director in person or via the library's email account: [tplibrary@tds.net](mailto:tplibrary@tds.net).

## **Confidentiality of Patron Records.**

In accordance with *Tennessee Code Annotated*, Section 10-8-101 through Section 10-8-103, citizens have the right to select their own reading and viewing materials and those selections are private and not subject to divulgence to other persons except pursuant to court order. This is an exception to the provision of Tennessee Code Annotated 10-7-503, (Records Open to Public Inspection).

The names of library patrons and any information about the materials or information associated with their names are confidential and will only be disclosed under the following circumstances: upon the written consent of the library patron, pursuant to the order of a court of competent jurisdiction, or when used to seek reimbursement for or the return of lost, stolen, misplaced or otherwise overdue library materials.

Names and other information associated with patrons' names, including telephone numbers and email addresses, will be protected from public view.

## **Library Support Organizations.**

### **Board of Trustees.**

Though the library is owned by the Town of Tellico Plains, the Board is legally responsible for the operation of the Tellico Plains Public Library and has the power and duty to determine rules and regulations governing library operations and services. Policies are written, approved, and enforced by the Board, not the Library Director.

### **Friends of the Tellico Plains Library.**

The Friends organization was established in 2011. Its responsibility is to support and enhance the operation of the library.

### **Ocoee River Regional Library.**

The Tennessee Department of State has nine multi-county regional library centers across the state to support member public libraries; the Ocoee River Regional Library supports twenty-six

# Tellico Plains Public Library Policies

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public libraries in east Tennessee. The regional library provides leadership and guidance, materials support, technology support, and training

## **Cooperation with Other Organizations.**

The Library works with many public and private organizations to perform its mission, including the governments of Monroe County and the Town of Tellico Plains, businesses and non-profit organizations, and schools in the Tellico Plains area. Whenever possible, these groups exchange information, ideas, and materials to make the best use of scarce resources.

## **Library Schedule.**

**Service Hours.** The library is open six days a week, on a schedule approved by the Board of Trustees. As of May 2014, the library is open 41 hours a week. Changes to the library's hours will be recommended by the library staff and approved by the Board of Trustees.

**Holidays.** Each year, the library will close on ten holidays, including most, but not all, Federal holidays. The holiday closing schedule is provided to the Tennessee State Library and Archives (TSLA) for publication.

**Weather Closing.** The Library may be closed whenever the Tellico Plains schools are closed due to severe weather. When school is not in session, library closing will be decided by the Library Director.

**After-Hours Use.** No one will be allowed in the library after hours except Town of Tellico Plains-approved maintenance personnel, Board of Trustee members, or members of the library staff. Although the library's facilities may be open after regular hours to community groups, a member of the Board or a member of the staff is responsible for opening and closing the library, turning off all light, heat, air conditioning, computers, etc., ensuring that restrooms are clean and closed, and that no appliances are left on in the kitchen area. The Director decides whether to approve any after-hours use.

## **Use of the Library.**

### **Who May Use the Library.**

The library is open to all. Anyone living in or visiting Monroe County may request a library card. See the Library Cards section below for information on applying for a library card.

# Tellico Plains Public Library Policies

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## Children.

Children are welcome in the library. Children 10 years of age or younger must be accompanied by a parent, legal guardian or adult of at least 18 years of age who acknowledges responsibility for the child during the child's entire stay at the library. These custodians assume responsibility for the child's behavior while in the library and for any damage done by the child. The library does not provide baby-sitting services.

**Unattended Children.** If the child is lost or frightened, staff members will attempt to comfort the child and find the responsible adult. If the staff cannot find the responsible adult in the building, law enforcement officials will be contacted and the child will be kept safe until the law enforcement official or Monroe County Department of Children's Services (DCS) representative arrives. If children are still at the library at closing time, the library staff will attempt to locate the responsible adult. If the responsible adult cannot be located, law enforcement personnel will be contacted to pick up the child. The library staff member should stay with the child until law enforcement personnel arrive and should, if necessary leave a note on the door for the adult, telling him/her where the child has been taken. Under no circumstances should a staff member drive the child anywhere.

**Disruptive Children under 10.** The library staff member will inform the responsible adult that the child is disturbing others. If the responsible adult cannot or will not control the child, the staff member should ask the family to leave.

**Disruptive Children Over 10 With No Responsible Adult Present.** The library staff member will talk to the child about his/her behavior. If the misbehavior continues, the staff member will try to contact the parent or guardian to talk with the child and come to pick up the child. If the misbehavior continues and/or the parent cannot be reached, the staff member will contact the Tellico Plains Police Department to take custody of the minor child.

**Child Abuse.** Any library staff person witnessing abuse of a child should immediately call the Monroe County Department of Children's Services, at **1.877.237.0004**.

## People with Disabilities.

The library has acquired equipment for patrons with vision impairments and tries to maintain enough space for people with people mobility challenges to move freely within the library. The library staff will make every effort to provide reasonable accommodation for people with any disability. Any problems should be reported to the Library Director in person or via phone (423-253-7388) or via email ([tplibrary@tds.net](mailto:tplibrary@tds.net)).

## Conduct in the Library.

Patrons are expected to respect the right of others to use the library and its resources without disturbance. The following forms of conduct are not permitted:

## Tellico Plains Public Library Policies

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- Behavior that disturbs other patrons, including loud talking, playing music, running, shoving, throwing things, physical or verbal harassment or threats.
- Unauthorized or unscheduled group meetings or activities.
- Use of food and beverages, except by prior arrangement.
- Use of tobacco, alcohol or illegal substances. No smoking is allowed, including use of e-cigarettes.
- Entering the library without proper attire, including shirts and shoes.
- Damage, theft, or improper use of library property or facilities.
- Sleeping.
- Carrying, displaying, or drawing any dangerous weapon.
- Entering non-public areas.
- Entering with animals, except service or therapy animals, unless authorized.
- Any form of sexual misconduct.
- Selling, advertising, petitioning or soliciting for contributions for support, unless authorized.
- Using a cell phone in a way that disturbs other patrons.
- Any act or conduct in violation of federal, state, or local law, ordinance, or regulation.

### **Circulation of Materials.**

Library staff members will not restrict the circulation of materials based on age or any other criteria. Parents of minors (those under 18) are responsible for returning materials borrowed by their children to the library in good condition and are responsible for payment of costs for materials that are lost, damaged or overdue. Parents are wholly responsible for monitoring the appropriateness of materials used by their children or the internet sites visited by their children.

### **Use of the Eagle Room.**

The Eagle Room may be used for library-oriented events or by individuals or non-profit organizations, as well as by local government organizations. Priority of use will be given to library-oriented events. Requests for use of the Eagle Room will be considered on a space-available basis. Organizations using the Eagle Room must follow these rules:

- Programs and meetings must be open to the public.
- No admission fees, collections, or donations are permitted.
- No fundraising activities, except those benefiting the Library, are permitted.
- No products or services may be displayed, advertised or sold on library premises, except when the library is benefited. Books written by local authors may be sold at the library at the discretion of the Library Director.

# Tellico Plains Public Library Policies

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- Noise, music and other activities that interfere with the library's operation are not permitted.
- Food and drink are permitted only with the permission of the Director.
- The library assumes no responsibility for security.
- Events must take place during the library's normal hours, except when permitted by the Library Director.
- The library may cancel or re-schedule reservations and has the right to review and reject applications that do not comply with library policies.

## **Special Use of the Library.**

Groups wishing to use the Eagle Room for meetings should schedule meetings with library staff members. No meetings may be held in the main room while the library is open.

## **Proctoring of Examinations.**

Students may request that library staff members proctor examinations required by their college or university classes. The student is responsible for making arrangements for proctoring. There is no charge for proctoring.

## **Use of Computers.**

### **Access to the Internet.**

The internet is a tool that provides access to materials and information beyond the confines of the library's collection. However, not all sources on the internet provide information that is accurate, complete, current, legal or philosophically acceptable to all patrons. Wireless access to the library's unsecured internet account is available 24 hours a day, 7 days a week, to owners of electronic devices. It is not possible to print to the library's network printer from personally owned devices. The library assumes no responsibility for the appropriateness of information found on the internet.

### **Use of Library-Owned Computers.**

All patrons who want to use a library-owned computer **MUST** sign in at the front desk before using a library computer. Patrons sign in by giving their library cards to the staff member on duty. One computer is provided for use by guests (those who do not have cards). Anyone who does not provide his/her card to the library staff member must use the guest computer if it is available. If a patron does not have his card with him, he may need to wait for the guest

# Tellico Plains Public Library Policies

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computer, especially if the other computers are being used by patrons who have remembered their cards.

On the guest computer only, guests have priority over library card holders. Users are limited to 20 minutes. Time may be extended by permission of the staff member on duty.

Time Allowed. Patrons may use the computer for one hour, requesting additional time if needed, as long as other people are not waiting to use the computer.

**Debts to the Library. No person who owes any debt to the library will be allowed to use a library-owned computer.**

Staff Help. Library staff will help patrons when time permits and if the staff member on duty has the necessary knowledge. The library may offer classes for computer users, but assumes no responsibility for teaching patrons how to use the computers.

Hardware and Software Allowed. Only library-supplied hardware and software may be used on library computers. Patrons may not load their own software or connect their own equipment to the computers.

Catalog Computer. The computer containing the “card catalog” will not be used for other purposes by library patrons. It is not connected to the network printer.

Printers. The black-and-white network printer is connected to most of the public computers (see above). Patrons may print to this computer or may request that the staff print documents on the library’s color printer. See Attachment 3 for cost information.

## Use of Library-Owned Computers by Children.

No child under 10 years old may use a library computer connected to the internet unless he/she is under the direct supervision of a responsible adult. Parents or the legal guardians of minors (those under 18) are completely responsible for their children’s use of the internet. The library does not restrict access to its computers for patrons over 10 years old, so parents or guardians are encouraged to monitor use.

Before a minor (under 18 years old) can receive a library card, a parent or guardian must sign the application. At that time, the responsible adult will receive a letter of notification from the library stating the parent’s complete responsibility for the child’s use of the internet.

The library uses a filter which restricts the information that flows to computers linked to the library’s modem-router, no matter whether it is owned by the library or by a patron. This filter prevents much of the sexually explicit information available on the web from being shown on library computers. It is not perfect, and responsible adults should monitor the use of the internet by minors.

Updated  
Feb 2016

# Tellico Plains Public Library Policies

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The internet can pose dangers to minors, including access to inappropriate material via the web and contact with inappropriate people via electronic mail, chat rooms, and other forms of electronic communication. Minors sometimes disclose personal information without realizing how dangerous this can be to themselves and their families now and in the future.

Minors can also be tempted to break the law by attempting to “hack” or gain unauthorized access to the library’s network or other computer assets or to perform other illegal activities online.

Responsible family members must be aware that they are responsible for the welfare of their minor children and for the activities they pursue while using the library’s computers or network.

Children’s Computers. Two computers have been configured for use by children under 10. They contain educational and entertaining games, but are not connected to the internet or to the network printer.

## **Unacceptable Use.**

Patrons who do not use the computer in accordance with library policy may be restricted from use. Examples of unacceptable use include:

- Violating computer system security
- Damaging or altering hardware and/or software components
- Unauthorized use of computer accounts, access codes, etc.
- Violation of software licensing agreements
- Violation of local, state or federal laws
- Violation of library usage policies
- Attempting to modify or gain access to files, passwords or data belonging to others
- Any activity that disrupts other library patrons and/or staff.

## **Restricting Use.**

Library staff members may restrict use of computers as needed. Patrons may appeal to the Library Director, whose decision is final.

## **Fax Machine.**

The library’s fax machine is available to send or receive documents for patrons. See Attachment 3 for cost information.

## **Making Copies.**

# Tellico Plains Public Library Policies

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Library staff members may make copies of patron documents. A limit of 20 copies per patron has been set by the Director. See Attachment 3 for cost information.

## **Other Services.**

The library staff will also laminate or scan patron documents as time permits. Attachment 3 provides cost information.

## **Website.**

The library maintains a website, [www.tellicolibrary.org](http://www.tellicolibrary.org), which provides information on the library and its resources to patrons and those who need information about the library.

## **Borrowing Materials.**

All library materials are available for borrowing unless they are restricted for reference use.

**Number of Checkouts.** New library card holders may check out two books and/or one piece of electronic media after receiving a card. After the first set of materials are returned, each person may check out 10 books and/or three pieces of electronic media. However, a family or group of people living together may check out only three pieces of electronic media at one time.

**Checkout Term.** Printed materials and audio books may be checked out for two weeks; electronic media may be checked out for two days.

**Renewals.** Printed materials and audio books may be renewed by phone, in person, or on line for an additional two weeks, providing they are not more than one day overdue. Electronic media may only be renewed in an emergency. Materials may be renewed in person, on the phone or via the internet. They may be renewed more than once at the discretion of library staff members.

**Reserves.** Printed materials and audio books may be reserved by phone, in person, or on line. When the book is received, and the patron has been notified, the material will be held for four business days before being returned to the shelves or given to the next patron on the reserve list.

**Returning Materials.** Materials must be returned to the Tellico Plains Library. There is no arrangement with other county libraries to move books between libraries. If the library is closed, materials should be returned through the correct book or DVD drop to the right of the library door. Items returned to the drop box before the library is open on the day following the due date will not be subject to overdue fines.

**Paperbacks.** Small-format paperbacks that are not barcoded are checked out on the honor system.

# Tellico Plains Public Library Policies

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Inter-Library Loans. Materials not owned by the Tellico Plains Public Library may be requested from other libraries via the Inter-Library Loan (ILL) system. Usually electronic materials and reference books are not eligible for ILL. ILL requests are made to the library staff. Any ILL book lost or damaged must be replaced at a value determined by the loaning library. Patrons who lose ILL books may not be allowed to borrow other ILL books.

## **Fines and Fees.**

Fines and fees are used to manage the use of the library's resources, to safeguard materials in the collection, and to ensure that materials are available for use. Amounts assessed are determined by the Library Director. The schedule of fines and fees will be displayed in the library and on the library website. The Director, after consulting with the Board of Trustees, may use legal resources to retrieve overdue materials or be paid for damage or loss.

## **Overdue materials.**

Fines charged for overdue materials will be published in the library brochure. Each week, a library staff member generates a set of letters addressed to patrons who have overdue materials. The first notice is made to the patron via a phone call; the following week, a second notice is made by US mail or via email. If an item has not been returned after four weeks, a bill is generated, which will include a replacement fee for the overdue material. The patron's use of the library is also blocked until the material is returned or the replacement fee is paid.

## **Damaged or Lost Materials.**

If the item can be repaired by the library staff, the patron will not be charged. The material will continue to be circulated.

If the material must be replaced, the staff will attempt to replace it at minimum cost. That cost will be charged to the library patron. The patron may keep the damaged material.

If the lost or damaged material belongs to the Regional Library, the full price of the item must be charged. The damaged item, record, money and name/address of the person who paid for the damage is sent to the Regional Library. A receipt will be issued by the Regional Library and mailed to the person who paid for the damage.

## **Blocking.**

Patrons owing more than \$5.00 in fines or fees of any type will be blocked from use of the library, including use of computers or checking out any materials until the amount owed is less than \$5.00. **Patrons owing any money will be blocked from use of the computers.** If

# Tellico Plains Public Library Policies

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necessary, a patron may be allowed to “work off” the fine at the discretion of the Library Director. The staff member who blocks the patron will state the reason for the block on the patron’s record.

## **Library Cards.**

Monroe County residents must provide proof of identify and confirm their residence with a driver’s license having a Monroe County street address or other information that shows property taxes are paid to Monroe County. Monroe County residents or property owners receive library cards at no cost. Cards expire yearly so that personal information can be updated at renewal time. Patrons who neither live nor own property in Monroe County may obtain library cards for an annual fee of \$5. Patrons who lose library cards must pay \$3 for replacement cards.

Each card application must include name, mailing address, valid phone number, and the name and phone number of a person not living with the applicant. The application will also include an email address if one is available. Library staff will confirm phone numbers and receive the applicable fee before registering the patron and creating a plastic card. If the applicant is under 18 years old, the child’s parent or guardian must also sign the application. The library may refuse to issue a card for valid reasons, including the following:

- If excessive fines have accumulated and remain unpaid on a previously issued card.
- If books have been lost and have not been paid for on a previously issued card.
- If, in the case of a juvenile applicant, the parent or guardian has unpaid fines or overdue materials causing his/her borrowing privileges to be suspended or terminated.
- If, at the discretion of the Director, another member of the family has accumulated unpaid fines or overdue materials causing his/her borrowing privileges to be suspended or terminated.
- If acceptable proof of current mailing address and identification cannot be supplied.

## **Damage to the Library.**

Any damage will be reported to the Board by the Director. The Board is responsible for assessing damage and for charging and collecting costs from the patron responsible. The Board will request assistance from the Town of Tellico Plains when necessary. Repair of damage caused by a natural event or fire will be managed by a member of the Board of Trustees, with the assistance of the Town of Tellico Plains.

## **Other fees.**

Fees are assessed for other services, including printing, copying, laminating, fax services, etc. See Attachment 3 for detailed information.

# Tellico Plains Public Library Policies

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## **Volunteers.**

Because operating funds are scarce, volunteer help is critical to the safe and effective operation of the library. There will always be a member of the paid professional staff on duty when the library is open, but it is the Library Director's goal to always have two people on duty at all times. Volunteers fill the gap. Members of the Board of Directors and the Library Director are responsible for encouraging residents of southern Monroe County to volunteer. The Library Director is responsible for ensuring that they receive appropriate training by the Regional Library or local staff. Paid staff members always have the lead when working with volunteers, who will support the paid staff member's daily needs. Attachment 4 contains a volunteer application. Any issues concerning volunteers will be resolved by the Director, with assistance from the Board at the Director's request.

## **Collection Management.**

### **Collection Development Policy.**

Books and other materials are chosen for the library collection based on the needs of the community and the resources available. The Tellico Plains Public Library cooperates with and seeks to complement the collections in the community's school libraries. The American Library Association provides three general policies which guide the Tellico Plains Library's policy: The Library Bill of Rights, the Freedom to Read statement, and the Freedom to View statement. These statements are provided as Attachments 1 and 2 at the end of this policy document. Censorship of materials by volunteer arbiters of moral or political opinion will be challenged by the library.

### **Requests for Reconsideration of Materials.**

Persons who believe that certain materials are not suitable for the Tellico Plains Library collection may request that the material be reconsidered. The person requesting reconsideration should complete the form found in Attachment 5 at the end of this document, and provide it to the Library Director for review by a committee appointed by the Chairman of the Board of Trustees. The committee will report to the Board and the Board chairperson will send a written response to the person who requested the reconsideration.

## **Acquiring Materials.**

### **Basic Selection Criteria.**

# Tellico Plains Public Library Policies

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Books and other materials are chosen for values of interest, information, and entertainment. Books are never excluded because of the race, nationality, political or religious views of the author. Materials are chosen to represent all points of view concerning problems and issues of our times. Materials will not be forbidden or removed due to partisan or doctrinal disapproval.

Local History Collection. Materials that provide information on local history, but that are ordinarily not publishable in the commercial market may be acquired by the library to expand the collection of materials that are of local interest.

## **Purchases.**

Books and materials are purchased with funds received from the State of Tennessee via the Regional Library System and with funds generated from the library's sale of used and donated materials. Library staff members gather information concerning needs and wants from patrons, from reviewing current events, and from professional sources. They make every effort to use donations to fulfill collection needs.

## **Donations.**

Since gifts by public-spirited citizens help us carry out our mission in an environment of scarce resources, they are always welcome. Gifts of money are welcome, but are not tax-deductible, since the library is a government entity, owned by the Town of Tellico Plains. Gifts of books and other materials are screened according to the same standards as all other materials, therefore not all gifts will be processed into the regular collection and made available to the public. By accepting and using gifts, the library assumes no special obligation to the donor. Gifts that do not meet the library's selection criteria are disposed of in whatever way the library sees fit. Once an item is accepted, it will not be returned. Materials may be sold to benefit the library's book purchase fund or given to organizations that are able to use the materials. Decisions on retaining or discarding books may be made by any knowledgeable staff member, or by the Director, if there is a question as to whether to retain the material.

Recognition Gifts. The library welcomes materials or gifts of money for purchase of library materials given in recognition of individuals or organizations. The names of the donor(s) and the individual or organization recognized by the gift will be listed on a bookplate and affixed to the material.

Gift Collections. Collections will be accepted only by the Director, with the counsel of the Board of Trustees as appropriate, and the understanding that the collection may not be kept intact.

# Tellico Plains Public Library Policies

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## **Withdrawing Materials.**

To maintain a vital, interesting, and usable collection, the Tellico Plains Public Library continually “weeds” and removes from its collection items that are no longer suitable for use or no longer necessary. Books may be discarded, sold, or given away. The following criteria are used:

**Materials of No Use to the Library.** If the material has not been circulated or otherwise used in the past 3-5 years, it is considered for withdrawal.

**Materials of Poor Content.** Information that is outdated, poorly written, containing incorrect information, is superseded by more up-to-date information, or is unneeded will be removed.

**Materials with Very Poor Appearance.** Badly bound materials, worn out books or other materials that are dirty or in poor condition will be removed.

## **Book Sales.**

Books, magazines, movies, and other materials are sold by the library to earn money for new materials. Book sale prices are set by the Library Director.

## **Financial Management.**

The library operates on a very small budget that includes yearly allocations from the Town of Tellico Plains and Monroe County, allocations for the purchase of materials from the State of Tennessee and the Federal Government, technology grants and grants to pay telephone and internet access costs from the federal government, donations from businesses, charitable groups and private individuals, and funds earned as fines and fees during daily operations.

### **Budgeting.**

Each year, the Board of Trustees and Director will develop a budget to be presented to the Monroe County Library Board. It will include three elements for each budget line: amount required, amount received in the prior year, and impact of not receiving the required amount.

### **Receiving Funds.**

**Government Allocations.** Funds from Monroe County and the Town of Tellico Plains are provided to the Treasurer of the Board of Trustees, who uses the funds to pay staff salaries and the library’s telephone and internet access bill. The library receives an allocation for books from

## Tellico Plains Public Library Policies

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the state and the federal government, but does not receive funds; buying is done by the Ocoee River Regional Library.

**Grants.** Grants are requested for specific purposes, and funds are received according to the conditions of the grant. In some cases, funds are received by the library to pay bills; in others, the library pays bills and submits receipts for reimbursement.

**Donations.** Donations of money, real property, stock, personal property and other substantial offerings will be handled by the director, who, with the Board of Trustees, will work out terms of acceptance that are compatible with library policies, the donor's intent, and applicable laws. If requested, the library will provide a written acknowledgement of the receipt of gifts, but will not provide any estimate of value.

**Money Received From Patrons.** Funds received from patrons paying fines and other fees are placed in the cash register and tracked by categories established by the Director.

### **Execution.**

**Paying Bills.** The Town of Tellico Plains pays the library's electricity, water/sewer, maintenance, insurance, and Terminix bills directly. Other bills are paid by the Tellico Plains Library Board, after receiving requests and information from the Tellico Plains Library Director.

**Managing Cash Register Receipts.** All money received from patrons and deposited in the cash register is transferred to the Board of Trustees treasurer. Of those funds, all money from sales of used books, magazines and other materials is spent on buying new materials. The balance of funds collected from library patrons are used to meet other ongoing library needs. Each month \$100 are placed in a capital planning fund.

**Buying Library Materials.** Materials are ordered through the Regional Library, through sources like Amazon.com and from other suppliers.

**Buying Cleaning and Office Supplies.** Maintenance items (furnace filters, fluorescent light tubes, etc.) are provided by the Town. Supplies like paper products are procured at the Tellico Plains Dollar General store and charged to the Town's account. Other supplies are purchased as needed by members of the library staff, as approved by the Director.

**Capital Projects.** Funding and management of capital projects for the benefit of the library are the responsibility of the Town of Tellico Plains. The Board of Trustees will make the town aware of needs.

# Tellico Plains Public Library Policies

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## Personnel Management.

**General.** Although the Tellico Plains Library building is owned by the Town of Tellico Plains, library staff members are employees of the Library Board of Trustees. Any questions concerning library policy should be directed to the Chair of the Board if they cannot be resolved by the Library Director.

**Policy Review.** The Board of Trustees will adopt and annually review personnel policies, including job descriptions, salaries and conditions of employment. Conditions include hours of service, personal leave, academic or professional meetings, and retirement.

**Employment.** The Board of Trustees is responsible for employing and dismissing the Library Director. The Library Director is responsible for employing and dismissing staff members after consulting with the Board of Trustees.

**Staff Size.** In spring 2016, The Tellico Plains library staff includes two volunteer directors and four library assistants. All library assistant positions are part-time.

**Salaries.** Salaries levels are approved by the Board, and are paid with funds received from Monroe County and the Town of Tellico Plains. Additional hours charged to training are paid by funds earned by the library staff.

**In-Service Training.** Staff members are encouraged to attend regular training sessions. They will be paid their regular salary for any hours spent in training that are in addition to their regular schedule.

**Position Descriptions.** Copies of staff position descriptions will be attached to this document. See attachment 6. Qualifications for employment are contained in the descriptions.

**Dress Code.** Staff members and volunteers must dress appropriately for working with the public. Casual clothing is appropriate, as approved by the Library Director. Any issues about the library's dress code will be resolved by the Library Director.

**Worker's Compensation Insurance.** All paid library staff are covered by the Town of Tellico Plains Worker's Compensation insurance policy. Any employee injured on the job should report the injury to the Library Director within 24 hours of the injury. The Director must report to the Town insurance agent and the Town within a second 24 hour period and ensure that the employee receives treatment and paid leave within the Town's insurance policy.

Updated  
Feb 2016

## Tellico Plains Public Library Policies

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The Director should report the injury to the Chair of the Board of Trustees via email within an additional 24 hours. If the injury is serious, the Chair of the Board should be informed immediately. The Chair should support the Director with any issues with the Town.

**Personal Leave.** Leave includes vacation time, sick leave, and leave for jury duty, funerals, bereavement, pregnancy/maternity leave, family and medical leave and special leave without pay. Leave will be granted by the Library Director, who will consult with the Library Board as needed.

**Discrimination or Harassment.** The Tellico Plains Library will not tolerate any discrimination or harassment of staff or patrons based on race, religion, gender, color, national or ethnic origin, age, disability, or military service. The Library Director will document any incident and refer the issue to the Board of Trustees. Any employee accused of harassment will be suspended with pay until the issue is resolved by the Board. The board would meet within one week to discuss and resolve the issue.

**Unacceptable Behavior or Substance Abuse.** The Tellico Plains Public Library has a zero tolerance policy. The Library Director will document any incident and refer the issue to the Board of Trustees. The employee may be sent home if his/her behavior is unacceptable. Any employee accused will be suspended with pay until the issue is resolved by the Board. The board would meet within one week to discuss and resolve the issue.

**Grievances.** Any member of the paid staff may bring a grievance to the Library Director for resolution. Grievances against the Library Director may be brought to any member of the Board of Trustees.

### **Facility Management.**

The library is owned by the Town of Tellico Plains, and the Town is responsible for routine maintenance and repair of the library building and its contents, and for capital projects to maintain and improve the facility.

**Capital Planning Fund.** The Board of Trustees develops long-range plans and maintains a capital planning fund. The purpose of this fund is to assist the town in performing capital projects.

**Cleaning.** The library is cleaned regularly, either by volunteers or by a person who is paid from the fines and fees fund. When major cleaning is necessary, cleaning is ordered by the Director and paid with either Town or Board of Trustees funds. The Director will receive Board approval before beginning any major cleaning effort.

# Tellico Plains Public Library Policies

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**Repairs.** Although the town is responsible for performing all repairs, often the resources are not available to perform the repairs in a timely manner. The Board may provide funds and/or volunteers are asked to help with labor and donors provide materials.

**Computer Repair.** Library-owned computers and network assets are installed and maintained by Ocoee River Regional Library and Tennessee State Library personnel. The Director will request assistance as needed.

## **Emergency Response.**

Detailed information is contained in the Tellico Plains Public Library Emergency Response Plan.

**Emergency within Tellico Plains.** The Library is part of the government of Tellico Plains and a major supporter of the community. If a disaster takes place within the town and the resources of the library are required, town officials will notify the Board chair and the Director as soon as possible. All staff members and board members will in turn be notified so that they may respond to assist with the emergency. The library space and resources may be used by other town organizations and residents of the community during an emergency, depending on the requirements of the town's Disaster Recovery Plan.

**Emergency within the Library.** If a natural or man-made disaster takes place within the library, the Director will advise an officer of the Board of Trustees and the Mayor of Tellico Plains as soon as possible concerning the disaster. Board members will assist with an assessment of damage and with recovery.

## **Technology Management.**

Information is contained in the Tellico Plains Public Library Technology Plan.

# Tellico Plains Public Library Policies

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## Attachment 1. Freedom to Read Statement

The freedom to read is essential to our democracy. It is continuously under attack. Private groups and public authorities in various parts of the country are working to remove or limit access to reading materials, to censor content in schools, to label "controversial" views, to distribute lists of "objectionable" books or authors, and to purge libraries. These actions apparently rise from a view that our national tradition of free expression is no longer valid; that censorship and suppression are needed to counter threats to safety or national security, as well as to avoid the subversion of politics and the corruption of morals. We, as individuals devoted to reading and as librarians and publishers responsible for disseminating ideas, wish to assert the public interest in the preservation of the freedom to read.

Most attempts at suppression rest on a denial of the fundamental premise of democracy: that the ordinary individual, by exercising critical judgment, will select the good and reject the bad. We trust Americans to recognize propaganda and misinformation, and to make their own decisions about what they read and believe. We do not believe they are prepared to sacrifice their heritage of a free press in order to be "protected" against what others think may be bad for them. We believe they still favor free enterprise in ideas and expression.

These efforts at suppression are related to a larger pattern of pressures being brought against education, the press, art and images, films, broadcast media, and the Internet. The problem is not only one of actual censorship. The shadow of fear cast by these pressures leads, we suspect, to an even larger voluntary curtailment of expression by those who seek to avoid controversy or unwelcome scrutiny by government officials.

Such pressure toward conformity is perhaps natural to a time of accelerated change. And yet suppression is never more dangerous than in such a time of social tension. Freedom has given the United States the elasticity to endure strain. Freedom keeps open the path of novel and creative solutions, and enables change to come by choice. Every silencing of a heresy, every enforcement of an orthodoxy, diminishes the toughness and resilience of our society and leaves it the less able to deal with controversy and difference.

Now as always in our history, reading is among our greatest freedoms. The freedom to read and write is almost the only means for making generally available ideas or manners of expression that can initially command only a small audience. The written word is the natural medium for the new idea and the untried voice from which come the original contributions to social growth. It is essential to the extended discussion that serious thought requires, and to the accumulation of knowledge and ideas into organized collections.

We believe that free communication is essential to the preservation of a free society and a creative culture. We believe that these pressures toward conformity present the danger of limiting the range and variety of inquiry and expression on which our democracy and our culture depend. We believe that every American community must jealously guard the freedom to publish and to circulate, in order to preserve its own freedom to read. We believe that publishers and librarians have a profound responsibility to give validity to that freedom to read by making it possible for the readers to choose freely from a variety of offerings.

The freedom to read is guaranteed by the Constitution. Those with faith in free people will stand firm on these constitutional guarantees of essential rights and will exercise the responsibilities that accompany these rights.

# Tellico Plains Public Library Policies

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We therefore affirm these propositions:

1. *It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those that are unorthodox, unpopular, or considered dangerous by the majority.*

Creative thought is by definition new, and what is new is different. The bearer of every new thought is a rebel until that idea is refined and tested. Totalitarian systems attempt to maintain themselves in power by the ruthless suppression of any concept that challenges the established orthodoxy. The power of a democratic system to adapt to change is vastly strengthened by the freedom of its citizens to choose widely from among conflicting opinions offered freely to them. To stifle every nonconformist idea at birth would mark the end of the democratic process. Furthermore, only through the constant activity of weighing and selecting can the democratic mind attain the strength demanded by times like these. We need to know not only what we believe but why we believe it.

2. *Publishers, librarians, and booksellers do not need to endorse every idea or presentation they make available. It would conflict with the public interest for them to establish their own political, moral, or aesthetic views as a standard for determining what should be published or circulated.*

Publishers and librarians serve the educational process by helping to make available knowledge and ideas required for the growth of the mind and the increase of learning. They do not foster education by imposing as mentors the patterns of their own thought. The people should have the freedom to read and consider a broader range of ideas than those that may be held by any single librarian or publisher or government or church. It is wrong that what one can read should be confined to what another thinks proper.

3. *It is contrary to the public interest for publishers or librarians to bar access to writings on the basis of the personal history or political affiliations of the author.*

No art or literature can flourish if it is to be measured by the political views or private lives of its creators. No society of free people can flourish that draws up lists of writers to whom it will not listen, whatever they may have to say.

4. *There is no place in our society for efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expression.*

To some, much of modern expression is shocking. But is not much of life itself shocking? We cut off literature at the source if we prevent writers from dealing with the stuff of life. Parents and teachers have a responsibility to prepare the young to meet the diversity of experiences in life to which they will be exposed, as they have a responsibility to help them learn to think critically for themselves. These are affirmative responsibilities, not to be discharged simply by preventing them from reading works for which they are not yet prepared. In these matters values differ, and values cannot be legislated; nor can machinery be devised that will suit the demands of one group without limiting the freedom of others.

5. *It is not in the public interest to force a reader to accept the prejudgment of a label characterizing any expression or its author as subversive or dangerous.*

The ideal of labeling presupposes the existence of individuals or groups with wisdom to determine by authority what is good or bad for others. It presupposes that individuals must be

## Tellico Plains Public Library Policies

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directed in making up their minds about the ideas they examine. But Americans do not need others to do their thinking for them.

6. *It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large; and by the government whenever it seeks to reduce or deny public access to public information.*

It is inevitable in the give and take of the democratic process that the political, the moral, or the aesthetic concepts of an individual or group will occasionally collide with those of another individual or group. In a free society individuals are free to determine for themselves what they wish to read, and each group is free to determine what it will recommend to its freely associated members. But no group has the right to take the law into its own hands, and to impose its own concept of politics or morality upon other members of a democratic society. Freedom is no freedom if it is accorded only to the accepted and the inoffensive. Further, democratic societies are more safe, free, and creative when the free flow of public information is not restricted by governmental prerogative or self-censorship.

7. *It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression. By the exercise of this affirmative responsibility, they can demonstrate that the answer to a "bad" book is a good one, the answer to a "bad" idea is a good one.*

The freedom to read is of little consequence when the reader cannot obtain matter fit for that reader's purpose. What is needed is not only the absence of restraint, but the positive provision of opportunity for the people to read the best that has been thought and said. Books are the major channel by which the intellectual inheritance is handed down, and the principal means of its testing and growth. The defense of the freedom to read requires of all publishers and librarians the utmost of their faculties, and deserves of all Americans the fullest of their support.

We state these propositions neither lightly nor as easy generalizations. We here stake out a lofty claim for the value of the written word. We do so because we believe that it is possessed of enormous variety and usefulness, worthy of cherishing and keeping free. We realize that the application of these propositions may mean the dissemination of ideas and manners of expression that are repugnant to many persons. We do not state these propositions in the comfortable belief that what people read is unimportant. We believe rather that what people read is deeply important; that ideas can be dangerous; but that the suppression of ideas is fatal to a democratic society. Freedom itself is a dangerous way of life, but it is ours.

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This statement was originally issued in May of 1953 by the Westchester Conference of the American Library Association and the American Book Publishers Council, which in 1970 consolidated with the American Educational Publishers Institute to become the Association of American Publishers.

Adopted June 25, 1953, by the ALA Council and the AAP Freedom to Read Committee; amended January 28, 1972; January 16, 1991; July 12, 2000; June 30, 2004.

*A Joint Statement by:*

[American Library Association](#)  
[Association of American Publishers](#)

# Tellico Plains Public Library Policies

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## Attachment 2. Freedom to View Statement

The FREEDOM TO VIEW, along with the freedom to speak, to hear, and to read, is protected by the First Amendment to the Constitution of the United States. In a free society, there is no place for censorship of any medium of expression. Therefore these principles are affirmed:

1. To provide the broadest access to film, video, and other audiovisual materials because they are a means for the communication of ideas. Liberty of circulation is essential to insure the constitutional guarantees of freedom of expression.
2. To protect the confidentiality of all individuals and institutions using film, video, and other audiovisual materials.
3. To provide film, video, and other audiovisual materials which represent a diversity of views and expression. Selection of a work does not constitute or imply agreement with or approval of the content.
4. To provide a diversity of viewpoints without the constraint of labeling or prejudging film, video, or other audiovisual materials on the basis of the moral, religious, or political beliefs of the producer or filmmaker or on the basis of controversial content.
5. To contest vigorously, by all lawful means, every encroachment upon the public's freedom to view.

This statement was originally drafted by the Freedom to View Committee of the American Film and Video Association (formerly the Educational Film Library Association) and was adopted by the AFVA Board of Directors in February 1979. This statement was updated and approved by the AFVA Board of Directors in 1989.

# Tellico Plains Public Library Policies

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## **Attachment 3. Tellico Plains Public Library Cost Information Updated May 2014**

<b>CATEGORY</b>	<b>COST</b>
Overdue books or audio books	\$.25 per day
Overdue electronic media (DVDs)	\$1.00 per day
New library card, large (Monroe County resident)	NO COST
New library card, small (Monroe County resident)	NO COST
New library card, large+small (Monroe County)	NO COST
New library card (Non-Monroe County resident)	\$5.00
Yearly card renewal	NO COST
Lost library card	\$3.00
Faxing, inside US (sending or receiving)	\$1.00 per page
Faxing, outside US (sending or receiving)	\$5.00 per page
Printing or copying, black and white	\$.20 per page
Printing or copying, color	\$1.00 per page
Laminating	\$1.00 per page
Blank CDs	\$1.00 each
New USB drives	\$10.00 each
Scanning to patron's USB drive	\$.20 per item

# Tellico Plains Public Library Policies

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## Tellico Plains Public Library Volunteer Application

Name \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

Mailing Address \_\_\_\_\_  
\_\_\_\_\_

Have you ever worked in or volunteered in a library?

What kind of work did you do?

Do you have any formal training or education in library work?

What type of work would you be interested in doing for the library?

The necessary questions:

Have you ever been convicted of a crime? \_\_\_\_\_ If so, please give detailed information:

Have you ever used or do you now use recreational drugs? \_\_\_\_\_ If so, please give detailed information:

References:

Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Relationship: \_\_\_\_\_

Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Relationship: \_\_\_\_\_

# Tellico Plains Public Library Policies

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## Attachment 5. Request for Reconsideration of Library Resources

The Board of Trustees of the Tellico Plains Public Library has delegated the responsibility for selection and evaluation of library resources to the Library Director, and has established procedures to address concerns about those resources. Completion of this form is the first step in those procedures. If you wish to request reconsideration of library resources, please return the completed form to the Library Director or any member of the Board of Trustees.

Your Name \_\_\_\_\_

Date \_\_\_\_\_

Your Mailing Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_

Zip \_\_\_\_\_

Phone \_\_\_\_\_

Do you represent yourself?  an Organization?  If so, which organization? \_\_\_\_\_

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1. Resource on which you are commenting:  
 Book  Video  Display  Magazine  Library Program  
 Audio Recording  Newspaper  Electronic information/network (please specify)  
 Other \_\_\_\_\_  
Title \_\_\_\_\_  
Author/Producer \_\_\_\_\_
2. What brought this resource to your attention?
3. Have you examined the entire resource?
4. What concerns you about the resource? (use other side or additional pages if necessary)
5. Are there resource(s) you suggest to provide additional information and/or other viewpoints on this topic?

# Tellico Plains Public Library Policies

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## Attachment 6. Position Descriptions

### LIBRARY DIRECTOR

Updated Feb 2016 Note: As of February 2016, the Library has two unpaid volunteer Directors. This description will be used to guide the efforts of the volunteer Directors and to support the hiring of a paid Director when and if resources are available.

#### Introduction

The Director is responsible for day-to-day management of the library, and for implementing board-adopted policies and long-range plans for the library's programs and facilities. The Director recommends needed policies for Board action, acts as a technical advisor to the board, recommends employment of all personnel, supervises the work of the staff, and suggests and implements plans for extending library service.

#### Needs Assessment and Planning

- Participate in developing and implementing long-range plans.
- Educate Board members regarding local, regional, state and national library issues and trends.

#### Local Governance and Policy

- Collect and maintain required statistical data.
- Develop and provide reports to the Ocoee River Regional Library, including quarterly and annual reports.
- Provide the Board with needed data for reports to local, county and regional officials.
- Attend all Board meetings, unless absence is requested by the Board.
- Implement Board-adopted policies and procedures, and recommend changes as needed.
- Prepare information for new board members and participate in orientation.

#### Finance

- Develop annual written budget requests for Board approval and action.
- Account for funds received across the circulation desk.
- Keep log of all money spent by the library, preparing all bills for payment and providing them to the Board treasurer for payment.
- Manage accounts with Amazon, Walmart, Gaylord, and other suppliers to acquire needed materials with available funds.

# Tellico Plains Public Library Policies

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- Monitor and report expenditures to the Treasurer of the Board.
- If requested by the Board, support the Board Treasurer's responsibility to
  - Prepare financial reports.
  - Maintain financial records in accordance with state statutes and accepted accounting practices. Assemble all records for an annual audit.
  - Prepare annual reports of all income and expenditures.

## Personnel

- Recruit and train paid and volunteer staff.
- Manage staff schedule.
- Manage employee payroll, providing information to the Board Treasurer, who will write and distribute paychecks.
- Conduct weekly staff meetings.
- Maintain documents and notices of changes in laws applicable to employment practices.
- Advise the Board when additional positions are needed, and fill vacancies in accordance with existing library policies.
- Ensure employees understand expectations and, if requested by the Board, conduct yearly performance reviews to define and establish personal performance goals.
- Attend training opportunities as permitted by schedule and funding provided by the Board.

## Collection Management

- Develop and maintain a list of materials to be purchased.
- Order materials with funds allocated by the State of Tennessee and the federal government through the Ocoee River Regional Library.
- Purchase materials funded by sales of used materials.
- Catalog and process new materials.
- Assess donated materials for usefulness and dispose of unneeded items.

## Programs and Services

- As time permits, apply for grants to acquire resources to improve materials, services, and facilities.
- As time permits, discover and implement services and programs to support use of the library by patrons with physical and mental challenges.
- Explore and propose to the Board ways to implement new services.
- As time permits, develop an active marketing and public relations program for the library.

# Tellico Plains Public Library Policies

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## REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Understanding of the role of the public library in the community.
- Skill in communicating orally and in writing.
- Skill in explaining the library's resources and requirements to patrons and benefactors.
- Working knowledge of the Dewey decimal system.
- Ability to work with computers, including use of the Microsoft Office software suite and the library's collection management and circulation software.
- Ability to assist patrons with use of the library's resources.
- Willingness to associate with and assist many types of people, including those who have mental or physical challenges.

# Tellico Plains Public Library Policies

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## **LIBRARY ASSISTANT**

### Manage Circulation Desk

- Check books out to patrons.
- Check in/discharge books.
- Shelf books and read shelves.
- Receive payment from patrons for fines and library fees.
- Operate collection management and circulation software.
- Make photocopies and receive/send faxes.
- Locate books and publications for patrons.
- Create new library cards.
- Produce overdue reports and contact patrons to retrieve materials.
- File application cards and other information.
- Answer inquiries in person and on telephone.

### Manage Collection

- Receive new materials and process according to library procedures.
- Perform cataloging functions when trained by the Librarian.
- Operate the inter-library loan program.
- Receive donations and assess whether the material should be added to the collection or offered for sale to patrons.

### Manage Computer Systems

- Assist patrons with using the catalog, and accessing on-line library systems.
- When trained, perform basic maintenance on public access computers.
- When trained, install software updates.
- Communicate with the Regional Library for assistance.

### Manage Facility

- Buy supplies according to Town of Tellico Plains policies.
- Clean as needed at the end of the business day.
- Request repairs and improvements via the Library Director
- Assess needs and advise the Director.

### Manage Programs

- Attend training opportunities as permitted by schedules and funding provided by Board.
- Train and supervise volunteers.

## Tellico Plains Public Library Policies

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- Pick up mail at post office, receive and mail packages.
- Support programs:
  - Book signing events.
  - Bake sales.
  - Summer reading program.
  - Story hour.
  - Adult literacy programs.
  - Computer lessons.

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Working knowledge of the Dewey decimal system.
- Ability to work with computers, including the basics of the Microsoft Office software suite.
- Ability to learn to operate the library's collection management and circulation software system.
- Ability and willingness to assist patrons with using the library's resources.
- Willingness to associate with and assist many types of people, including those with mental or physical challenges.
- Understanding of the role of the library in the Tellico Plains community.