

Chattanooga Public Library All Staff Training Day

October 13, 2014

9:00 a.m.-6:00 p.m.

9:00-4:00 a.m. Sandler Training

12:00-1:00 p.m. Break for Lunch

All Staff Day & Customer Service Training:

The focus will be to rebuild trust, acceptance and belief in each other. To accomplish this Sandler Training will facilitate teambuilding activities and open dialogue.

Accountability and Taking Responsibility – I made this mess and I need to clean it up. If you are unhappy with where you are today and the situation you are in; quit blaming and fix it! Who made the decisions that got you here? You and only you can change your thought processes and decisions to create a different outcome. This starts at the top. Corinne Hill will kick-off the day modeling that behavior for the staff by accepting responsibility and discussing openly what she has learned from the situation being discussed today.

Excellent Communication Skills = Excellent Customer Service - The biggest issue we hear from every company and organization is lack of communication. Accept and appreciate different ways of thinking, behaving and communicating. They are not doing something to tick you off; it is just natural to their behavioral style. Understanding different styles helps us be more patient with each other. Learn how to modify to deliver messages in the manner the other party needs to enhance teamwork and productivity?

Back to Basics – Why did I get into this field, what do we do that matters, and how am I an important part of the team? We all need to feel valued and appreciated. Let's take a look back from where we were a year ago and pat ourselves on the back for the great things that have been accomplished. The Library has seen a boost in positive customer comments, in staff complimenting each other and camaraderie. Behavioral change happens overtime, we all need reinforcement and reminders. Gut check – what do customers want and how we are doing delivering on key performance indicators both internally and externally? Our staff is doing a great job and we know we have come a long way and will continue to provide opportunities like this day for their personal and professional development.

4:00-4:30 p.m. Valerie Malueg, City Attorney's Office discusses the City's
Ethic's Policy

4:30-6:00 p.m. Richard Beeland, Assistant Director of City Human Resources
discusses City Human Resources Policies and Procedures

Travel Report
September-October 2014

Corinne Hill, Library Director

September 28-29th – Panelist on Future of Libraries in the Digital Age, Knight Foundation Miami, FL (Paid by Knight Foundation)

October 15-18th Keynote Speaker at Colorado Library Conference (Paid by Colorado Library Association)

October 19-25th Gates Foundation Santiago, Chile (Paid by Gates Foundation)

October 28-29th Digital Strategies Monterey, CA (Paid by Internet Library)

Nate Hill, Assistant Director

I am scheduled to be away from September 21st to 28th.

September 23-27, 2014: Code for America/Orange Gigastudio (Paid by Code for America)

September 29-30, NIST Global City Teams Challenge (Paid by US Ignite)

October 17-24th Gates Foundation Santiago, Chile (Paid for by the Gates Foundation)

Mary Jane Spehar, Operations Manager

September 24-26, 2014 TennShare board meeting, TennShare Datafest and Fall Conference all in Nashville, TN (Paid by Library)

Lee Hope, Youth Services Manager

October 24, 2014 Tennessee Association of School Librarians Conference. Co-presenting the Volunteer State Book Award winning titles for this year (Paid by the Library).

Mary Helms, Local History & Genealogy Manager

September 19, 2014 Ancestry Librarians Workshop, Nashville, TN (Paid by Library)

September 25, 2014 Digital Public Libraries of America Workshop, Nashville, TN (Paid by Library)

Mary Barnett, Social Media Strategist

September 25, 2014 Digital Public Libraries of America Workshop, Nashville, TN (Paid by Library)

Suzette Raney, Local History & Genealogy Archivist

October 28, 2014 Tennessee Archives Institute, Nashville, TN (Paid by Library)

Jessica Donaldson, Library Assistant II and ILS Specialist

October 7-10, 2014 Polaris Users Group Conference, Syracuse, NY (Paid by Library)

AUDIT ISSUES ACTION ITEMS

Bylaws:

- August 26, 2014: Bylaws committee formed (Lilian Bruce, Karen McMahon and Corinne Hill)
- September 17, 2014: Bylaws committee held an open meeting to begin the process of developing Library Board Bylaws
- September 23, 2014: Lilian Bruce, for the Bylaws Committee, to report on the committee's progress. Board needs to approve the scope of this committee at this meeting
- September 30, 2014: Bylaws committee will hold an open meeting to continue the process of developing Library Board Bylaws

Important Deadlines:

- Bylaws Committee to deliver a draft Bylaws to the Library Board no later than November 2014
- Library Board Bylaws must be approved by the end of year 2014

Policies and Procedures:

- September 5, 2014: A Governance Committee was formed (Theresa Liedke, Mai Bell Hurley and Herb Cohn, Chair) at the Special meeting of the Library Board
- The Board's Audit Response requested that Legal provide a list of policies and procedures that needed to be considered within 30 days
 - Prior to the Board's September 22nd meeting, the City's Attorney's office and HR advised that the Library consider incorporating Chapter 2 of the City Code which deals primarily with Personnel and Procedures. A copy of the Table of Contents for Chapter 2 is attached.

- Governance Committee met with City HR Director Todd Dockery and AD Richard Beeland to gather information on city policies
- September 10, 2014: Director, Corinne Hill, met with Valerie Maleug, City Attorney, Todd Dockery, City HR Director and Richard Beeland, AD City HR to compare and contrast how time is earned and used by city employees vs Library employees
- September 16, 2014: Director, Corinne Hill, met with Valerie Maleug, City Attorney, Todd Dockery, City HR Director and Richard Beeland, AD City HR to review how Payouts and pay schedules would be brought into alignment
- September 24, 2014: Corinne Hill met with Herb Cohn to provide him with the information gathered at the meetings on September 10 and September 20
- September 23, 2014: Herb Cohn will report to the Board

Important Deadline:

Bring to Board for action within 45 days (October 22, 2014)

Chief Administrative Officer

Position description has been written, and HR has assigned it a classification for pay purposes. The position is being created and we expect to post shortly.

Public Notice of Meetings

All meetings of the Library Board are now published in the TFP seven days prior to each meeting, a notice of such meeting is posted on the front door of each library, and the notice is also posted to library's web site. Meetings of Board committees are advertised in the same fashion when a meeting of the committee is called.

Oracle

September 18, 2014 I emailed Brent Goldberg in this regard seeking guidance on where is our first stop in this regard. This will be the top project for the new CAO

Donating Books to Library Friends

This Procedure is prepared and ready to be distributed to staff this week. Please see attached.

Employee Manual

The Library will wait for the City to release its Employee Manual, expected in late Winter or early Spring of 2015, and develop the Library Employee Manual accordingly

Board Manual

Once the Bylaws are approved, the Board will address the development of a Board Manual. Perhaps it would be appropriate for the Bylaws Committee to proceed with this task?

Board Training

This Board shall receive training in their October 2014 meeting. Future training will be addressed at an Annual meeting currently included in the draft of the Board Bylaws not yet approved.

Employee Orientation

Once policies and procedures are approved by the Board, the CAO will proceed with developing an employee orientation. This orientation will include delivery to the new employee a clear set of policies relating to salary, benefits, vacation and leave.

Advertising for a Private Auditor

The Director is seeking guidance as to what period of time the audit should cover. If it is this FY, then advertising in late Winter seems appropriate

MOU With Friends

The Board seeks the assistance of the city attorney's office in this regard.

Disbursement of Library Funds

The city attorney's office is researching this issue.

Staff Training

The Library currently has an all staff day scheduled for October 13, 2014. This is the 2nd year for the library to do this on Columbus Day and we will make this date our annual training day.

Disciplinary Actions

Nate Hill has been suspended for three days.

Meg Backus has resigned.

Travel

All library staff follow the Travel Policy approved by the Library Board in February 2014. Additionally, the Director will report to the Board each month on upcoming travel and how that travel is being paid.

Application of Leave Policies

The Director and supervisors will receive quarterly reports from the Personnel Office or CAO for review

Inventory Policies

While the Library follows the City's inventory procedures, the Board needs to officially adopt the city's inventory policies. This Policy is part of Chapter 2 of the City Code which has been recommended to be adopted by the Board in its entirety

CHATTANOOGA CITY CODE

Chapter 2

ADMINISTRATION¹

- Art. I. In General, §§ 2-1 – 2-25**
- Art. II. Officers, §§ 2-26 – 2-135**
 - Div. 1. Generally, §§ 2-26 – 2-40
 - Div. 2. City Attorney, §§ 2-41 – 2-60
 - Div. 3. City Finance Officer, §§ 2-61 – 2-80
 - Div. 4. Engineer, §§ 2-81 – 2-100
 - Div. 5. Treasurer, §§ 2-101 – 2-135
- Art. III. Personnel Ordinance, §§ 2-136 – 2-449**
 - Div. 1. General, §§ 2-136 – 2-141
 - Div. 2. Qualifications, §§ 2-142 – 2-145
 - Div. 3. Evaluation Process, §§ 2-146 – 2-148
 - Div. 4. Benefits, §§ 2-149 – 2-153
 - Div. 5. Administrative Leave and Overtime, §§ 2-154 - 2-155
 - Div. 6. Leave/Absences, §§ 2-156 – 2-170
 - Div. 7. Discipline, §§ 2-171 – 2-176
 - Div. 8. Grievances, §§ 2-177 – 2-179
 - Div. 8.1. Other Post-Employment Benefits Program, §§ 2-179.1 – 2-179.15
 - Div. 9. Termination of Employment Relationship, §§ 2-180 – 2-182
 - Div. 10. Harassment, §§ 2-183 – 2-187
 - Div. 11. Workplace Violence, § 2-188
 - Div. 12. Extracurricular Activities, §§ 2-189 – 2-193
 - Div. 13. Miscellaneous, §§ 2-194 - - 2-230
 - Div. 14. Social Security Generally, §§ 2-231 – 2-250
 - Div. 15. Social Security for Educational Personnel, §§ 2-251 – 2-270
 - Div. 16. Occupational Safety and Health Program, §§ 2-271 – 2-300
 - Div. 17. General Pension Plan, §§ 2-301 - 399
 - Div. 18. Fire and Police Pension Fund, §§2-400 - 2-429

¹ **Cross references**—Air pollution control board, § 4-6; beer board, § 5-16 et seq.; control of airport, Ch. 8; beautification commission, § 9-16 et seq.; city court clerk, § 12-36 et seq.; civil defense, Ch. 13; board of electrical examiners, § 14-46 et seq.; fire department, § 16-26 et seq.; police department, § 16-41 et seq.; bureau of fire prevention, § 17-16 et seq.; board of examiners of gasfitters and installers, § 19-66 et seq.; metropolitan transit authority, Ch. 23; administration of traffic rules and regulations, § 24-61 et seq.; Miller Park board, § 26-71 et seq.; board of examiners of plumbers, § 27-36 et seq.

CHATTANOOGA CITY CODE

- Div. 19. Injury on Duty Program, §§ 2-430 – 2-449
- Art. IV. Finance, §§ 2-501 – 2-540
- Art. V. Purchases, Contracts and Property Disposition, §§ 2-541 – 2-580
- Art. VI. Memorial Auditorium, §§ 2-581 – 2-600
- Art. VII. Municipal Planning Commission, §§ 2-601 – 2-620
- Art. VIII. Inspection Department, §§ 2-621 – 2-640
- Art. IX. Chattanooga Youth and Family Development Department, §§ 2-641 – 2-660
- Art. X. Supplemental Pension Benefits, §§ 2-661 – 2-690
- Art. XI. Suspension and Debarment of Contractors, §§ 2-691 – 2-710
- Art. XII. Office of Multicultural Affairs, §§ 2-711 – 2-716
- Art. XIII. Code of Ethics, §§ 2-750 – 2-774
- Art. XIV. Audit Committee, §§ 2-775 – 2-780
- Art. XV. Whistle Blower Protection, §§ 2-781 – 2-790

ARTICLE I. IN GENERAL

Sec. 2-1. Corporate seal.

(a) The official seal of the city shall be circular, bearing in circular form around the outer portion thereof the words "Corporation Seal" and a drawing presenting a view of downtown Chattanooga and a part of Moccasin Bend as seen from the vantage of Point Park on Lookout Mountain, such vantage being represented by the drawing of a cannon on a rock within the lower left-hand quadrant of the outer and inner portion of the seal. It shall be unlawful for any person to use any other seal as the corporate seal of the City of Chattanooga, Tennessee; provided, however, that, it shall be lawful for the city finance officer and other officers of the city to use the former seal of the City of Chattanooga, Tennessee, as authorized by Ordinance No. 618, until such time as the seal described in this section is prepared; and the presence, after the effective date of this section [June 15, 1975], of such former seal on any document, correspondence, affidavit, certification, bond, voucher or other instrument on which the seal must be affixed according the law shall not affect the validity of such instrument.

(b) The official seal of the city adopted and described in this section shall be reproduced for all purposes in substantially the same form and appearance as shown on the copy of the artist's rendering of the original made a part hereof by reference.
(Code 1986, §2-1; Ord. No. 9654, §8, 01-06-92)

DE-ACCESSING (WEEDING) LIBRARY MATERIALS
CHATTANOOGA PUBLIC LIBRARY
GUIDELINES AND PROCEDURES

De-accessing or weeding collections is a routine part of library business. Benefits include:

1. Saving space. Discarded materials no longer cost money for cleaning, binding, mending, extra stacks, or database space.
2. The collection is more appealing because "grubby" books are often replaced with new copies. Circulation increases when libraries remove unappealing and unused material
3. The library's reputation for reliable and updated material is enhanced and builds public trust.
4. This method provides a continuous check on the need for replacement of damaged material, identifies lost or stolen items also in need of replacement, and guarantees a more accurate inventory
5. The Library gets constant feedback on the Collection's strengths and weaknesses.

The Library has several tools to assist professional staff with this process:

1. **"The Crew Method: Expanded Guidelines for Collection Evaluation and Weeding for Small and Medium-Sized Public Libraries."** This manual, a library industry standard, describes clearly, practically, and in step-by-step fashion a method of carrying out the process of "reverse selection." Professional judgment is required as modification of the guidelines is often necessary (e.g., you would not remove an item with significant local historical significance even if it falls within the guidelines).
2. **Polaris**, the Library's Integrated Library System, serves as our inventory database as well as our circulation database. Because materials are integrated we are able to identify where items are located and how often they have been used by the public. Once an item has been identified for de-selection, the item's electronic record in Polaris is deleted and the item itself is discarded if it is beyond use (e.g. moldy, bug infested, spine is broken, water damaged). If however, the item is still usable, it is made available to the Friends of the Chattanooga

Public Library (a 501c (3) organization).

3. CollectionHQ is software that that can drill down into Polaris' data and produce individual reports, based on specific criteria (e.g., identifies material that is probably grubby due to high use or has not been used in a designated period of time (usually 3-5 years)). This system also helps us to identify material that is in demand at one location but is unused at another location allowing us to move the item rather than buy a new copy.

Items deleted from the Polaris database that are still usable are made available to the Friends of the Chattanooga Public Library in the following manner:

1. "Discard" is stamped on the title page.
2. A black line is drawn through the item's barcode.
3. The item is delivered to the Friends of the Chattanooga Public Library area in the basement of the Main library.

The Friends identify items that can be sold at their book sales, as well as their online sales program through Amazon and Alibris. Items not wanted by the Friends are given to a vendor (Better World Books) for sale online from which the Friends receive a percentage of the sale. Items that are unable to be sold are recycled.

The Friends of the Chattanooga Public Library also receive all items donated to the Chattanooga Public Library by the public. These donated items are used by the Friends in the same fashion as those materials deleted from the library's collection and are delivered straight to the Friends of the Chattanooga Public Library area in the basement of the Main Library.

The sale of used library books is a primary fundraiser for the Friends. The Library benefits from the sale of the material as the Friends support us in countless ways through the money they earn through their book sales and Better World Books.