
Thomas B. Norton Library Policy Manual



Mission Statement

The mission of the Thomas B. Norton Public Library is to acquire, organize, and provide access to a carefully selected collection of materials and services for the people of Gulf Shores and its visitors. The library service will aid the community in fulfilling educational, social, cultural, and recreational needs. The library staff will provide courteous and helpful service to all people.

Objectives

1. To provide outstanding library services for children and students.
2. To provide exceptional library services to adults.
3. To deliver excellent service to the public through a well-trained staff.
4. To offer library patrons with improved access to information technology.
5. To participate with Baldwin County Public Library Service and the other libraries in the county to provide materials for all patrons.
6. To operate and maintain library facilities that meet the community needs.

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I. Patron Requirements

Any person may apply for a library card. There are several levels/types of cards a patron may receive. These cards each have different privileges and restrictions based on age, location of residence, proof of residency, or length of stay. All adult persons who desire a library card must present a valid government photo ID (driver's license, military ID, etc.). Residency may be established by driver's license, utility bill, voter registration, personalized check, mail, or rental agreement.

A. Card Types

- **Resident**--Full time residents of Gulf Shores, eighteen years of age or older, will be issued a Resident library card after providing proper identification (current ID showing a Baldwin County address) and verification that there are no outstanding charges due at any of the libraries in the county.
- **Juvenile**-Individuals under the age of eighteen will be issued a Juvenile library card as long as a parent or guardian approves and is present during issuance of said card. Parent and child cannot have any outstanding charges at any Baldwin County library. The Parent/Guardian of minor children will be held responsible for any damaged, lost or overdue materials checked out on the child's card. This card provides the young person access to all materials in the library and a waiver confirming the parents' permission must be filled out.
- **Juvenile Restricted**-all parameters of the Juvenile card will be required for this card type, however, this card type will not have access to any materials that are from the library's adult sections.
- **Non-Resident**-Baldwin County property owners that do not live in Gulf Shores will be issued a Non-Resident library card after providing proof of ownership and current ID.
- **Visitor**-travelers may be issued a visitor card after providing a current ID and home mailing address.

B. It is the policy of the Thomas B. Norton Public Library that parents and guardians, not the library staff or trustees, are responsible for monitoring and approving the selection of materials made by minor children. The parents are able to select levels of access for their children through their child's card type. It is still possible that even through staff's best intentions and efforts that material may be deemed offensive in any particular level by an individual, but be completely inconsequential to another. Every household and individual will have different opinions on what is considered appropriate. It is the parents or guardians – and only these – who may restrict their children – and only their children – from borrowing specific library materials in a category they have given their children access to. Parents or guardians who wish their children not to have access to certain materials should accompany or otherwise advise their children. The Library staff and trustees cannot and do not act in loco parentis

C. Library privileges will be extended to applicants without regard for educational, social, racial or cultural status.

D. Owners of Thomas B. Norton Public Library borrower cards assume responsibility for the care and safekeeping of all materials borrowed on their cards. The person in whose name the card is issued assumes responsibility for settling any and all fines, damages, losses, or other assessments incurred by the use of their cards.

E. Card owners are asked to report changes in names, addresses, and telephone numbers to the Library as soon as possible, so that the Library's borrower records can be kept up to date. Card owners should also report lost, stolen, or damaged cards to the Library as soon as possible.

F. Stolen, or damaged library cards may be replaced for no fee.

G. Borrowing privileges may be permanently suspended when a patron has unpaid fines for overdue, lost or damaged materials. Borrowing privileges may also be suspended for continued abuse of library rules, falsification of eligibility requirements, persistent damage to items beyond normal wear and tear expected during a circulation, or abusive and/or destructive behavior in the library.

H. The Library encourages borrowers to use their own library cards exclusively and not to lend them for use by other persons. However, when a patron wishes to borrow materials using a card that belongs to another person, the Library staff is authorized to use its judgment in assessing the safety of the transaction, and to permit such a transaction when circumstances warrant. Under no circumstances should a person use another person's library card to avoid paying any fines or fees assessed against his/her own card. The person in whose name the card is issued is responsible and liable for any and all fines, damages, losses, or assessments against said card. Children's cards may be restricted from borrowing children's materials due to unpaid charges on a responsible party's card at staff discretion. Children are only allowed to use the card that is assigned to them. They may not use a parents'/guardians' card without their parents/guardian being present at the desk at time of checkout.

I. Special consideration may be extended to special groups, such as the blind, developmentally challenged, physically disabled, and homebound patrons. Confer with staff for options, including special library cards and services offered by the library through the Alabama Regional Library for the Blind and Physically Handicapped.

J. All library patron information is confidential. Employees must, therefore, treat all patron matters accordingly as stated by the Privacy Act (Code of Alabama 41-8-10). No patron information, including home address, phone number, and materials checked out, may be revealed to anyone, except by the patron him or herself, with proper identification. The content of patron records may not be disclosed to anyone except under subpoena. Employees will be subject to appropriate disciplinary action, up to and including dismissal, for improperly revealing information of a confidential nature.

II. Code of Conduct

A. Trespassers

Any person violating any of the following rules shall be deemed a "trespasser." Persons violating *Thomas B. Norton Public Library Rules* are subject to having their library privileges revoked.

B. Imminent Danger

Any person may, without prior notice or warning, be immediately removed from any facility of the Thomas B. Norton Public Library if their presence or conduct poses an immediate and imminent danger to any person or property. Weapons, including firearms, knives and other objects that might be used to harm a person or damage property are prohibited.

C. Major Offenses

Persons in apparent violation of Federal, State or local law are to be reported to the Gulf Shores Police Department by the highest ranking Thomas B. Norton Public Library staff member present. The following examples of prohibited, illegal behavior are cited by way of illustration and not limitation.

- a. Obscene acts, sex offenses and indecent exposure.
- b. Physical assault.
- c. Robbery or theft.
- d. Public intoxication.
- e. Narcotics (sale, use or possession).
- f. Damaging any library property or materials.
- g. Disorderly conduct, unreasonable noise, fighting, harassment or threatening behavior.
- h. Littering.
- i. Smoking.

D. Minor Offenses

Persons engaging in any of the prohibited activities listed below shall be warned. If this fails, the person shall be asked to leave the premises by a Library staff member. In the event that this fails, the Gulf Shores Police Department will be contacted in order to remove the "trespasser" from the Library.

- a. Eating and drinking in the public areas of the Library. Exceptions may be made by the Library Director when the activity will benefit the Library.
- b. Soliciting, petitioning, interviewing, campaigning, survey-taking, canvassing or selling in the public areas of the Library. Exceptions may be made by the Library Director when the activity will benefit the Library.
- c. Loud, distracting and/or abusive talking.

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- d. Entering the Library accompanied by an animal, other than a lead dog for the disabled.
 - e. Sleeping (except in short dozing or napping for rest while studying).
 - f. Wandering through the non-public areas of the Library.
 - g. Entering the Library bare-footed, without a shirt, with offensive body odor or hygiene, filthy clothing, or otherwise attired so as to disrupt the quiet and studious atmosphere or regular service provided by the Library.
 - h. Carrying duffel bags, suitcases or other luggage onto Library property. Book bags, briefcases, and handbags are allowed. Any baggage may be prohibited based on hygiene or sanitation concerns.

E. Children in the Library

The library encourages children of all ages to visit the library with their parent/caregiver to take advantage of the resources available to them.

- a. It is the responsibility of the parent/caregiver to ensure the proper behavior of the children in the library.
 - b. Children under the age of 12* may not be left in the library unaccompanied by a parent or other adult (age fifteen or older).
 - c. The Library assumes no responsibility for children left unattended on the premises.
 - d. Library staff are not responsible for the supervision of children left unattended by their parent/caregiver.
 - e. Disruptive children will be required to leave if necessary.
 - f. Library staff may be required by law to notify the appropriate authorities if they observe that there is significant evidence of abuse or neglect.
 - g. If a child is left unattended at the library at closing time, two members of the staff will stay with the child for up to 15 minutes, after that the police will be called and requested to supervise the child until the child's parent/ caregiver can be located.
 - h. If a child under the age of 12* is left at the library during regular hours unattended by a parent or other adult (age 15 or older) a note stating that the library's policy on unattended children will be sent with the child to the parent/caregiver. If the child is left unattended a second time, police or other appropriate child welfare authorities will be notified.
- ***Exceptions are made if the child is attending a library program (ages 9+). However, if the child leaves the program area the parent/caregiver must be present.

F. Internet Use in the Library

- a. Internet workstations may not be used to access obscene or pornographic sites.
- b. Parents and legal guardians of children under the age of 18 are responsible for monitoring their children's use of the Internet and for deciding what Internet resources are appropriate for their children.

G. Notice

The *Thomas B. Norton Public Library Rules* shall be conspicuously posted in all Library facilities.

III. Circulation Policies

- A valid library card is required to check out materials. Your first library card is free.
- A patron is not allowed to check out materials if the fine limit of \$5.00 has been reached.
- Patrons are encouraged to present their library cards at the time of checkout. If a patron forgets to bring their card, they will be required to show valid picture identification or satisfy the staff member of their identity by providing correct answers to questions such as date of birth, address, and phone number. You may use your identification card three times before you will be required to replace your library card.
- Lost cards can be replaced for a fee of \$2.00.
- Corporate cards will be issued with the Managing Librarian's approval.

A. Circulation of Materials

- All books, audiocassettes, videocassettes, DVD's, CD's, and CD-ROMs check out for two weeks.
- All Media items are limited to adult cards. Children may check out audio books.
- AV Equipment may be checked out for three days. A fee of \$5.00 per item will be collected at time of checkout. A list of items currently available is at the circulation desk. A valid library card is required for AV equipment check-out.

B. Item Checkout Limits for Patrons with a Resident or Non-Resident Card

- Books: 25 items per card
- New Books: 5 books per card
- Videocassettes: 5 titles per card
- DVD: 5 titles per card
- Audio: 5 titles per card (CDs and Cassettes)
- CD-ROMs: 2 titles per adult card
- Magazines: 10 per card

C. Item Checkout Limits for Patrons with a Visitor Card. Visitors have a 5 item limit per card.

- Books: 5 books per card or any combination of the below
- New Books: 1 books per card
- Video: 1 titles per card
- Audio: 1 titles per card (CDs and cassettes)
- CD-ROMs: 1 titles per adult card

Limits may be imposed on children's material or non-fiction items needed for specific school assignments.

D. Renewals

- New Books: No Renewals
- Books and paperbacks may be renewed four times.
- Movies on Videocassette and DVD May renew four times.

- Audios: May be renewed four times.
- CD-ROMs: May be renewed four times.
- Items may be renewed by telephone and online.

E. Reserves

- Patrons in good standing (no overdue items or outstanding fees) may reserve a maximum of 5 items at one time.
- Reserve items will be held at the Circulation Desk for pickup for five business days.

F. Overdue Charges

- Books and Music CDs \$.10 per day
- Audios (cassette and CD) \$.50 per day
- Videos and DVDs \$.50 per day
- AV Materials \$.50 per day

G. Lost Item Charges

- | | |
|---------------------------|---------------------|
| • Adult Books | Current retail cost |
| • Children's Books | Current retail cost |
| • Paperback Books | Current retail cost |
| • Audios (cassette or CD) | Current retail cost |
| • CD-Rom | Current retail cost |
| • Video Cassettes | Current retail cost |
| • Audio/Visual equipment | Current retail cost |
| • Kit Bags | \$5.00 |
| • DVD Envelopes | \$2.00 |
- If a previously undamaged item is returned in damaged condition, other charges may apply.

H. Interlibrary Loans (ILL)

- Interlibrary loan service is available for items not in the library collection. (Materials less than one year old, videos, DVDs and audiocassettes are not available for ILL.)
- Patrons in good standing (no overdue items or outstanding fees) may reserve up to three items at one time with payment of \$1.00 per item.
- Patrons will be notified if any fees are required to borrow material from another library prior to incurring the charges.

IV. Collection Development

A. Community-Purposes and Goals

The overall purpose of the Library is to serve the community by offering the services, resources, and facilities to fulfill their informational, educational, and recreational needs and interests.

The City of Gulf Shores is a resort area and has an extremely unusual and varied population. We have approximately 16,193 (Alabama Public Library Service, Montgomery, Alabama, 2023) year-round residents but may have three to five times that population at peak times of the year. Late fall and winter sees an upsurge in population and demand for services, due to the influx of our winter residents. Again, in the summer we have an increased population, made up largely of vacationers and people with summer homes in the area.

The Library also realizes that the community is composed of persons who are diverse in interests, educational backgrounds, and native abilities. In order to meet the variety of needs of these persons, the Library must build a collection, which contains resources suitable to such a diverse group, within the limitations of budget, space, and availability of materials. The Library has a number and variety of outside resources available. A major city library is within 30 minutes of our Library.

Our Library also serves college students who attend classes on local campuses. We have access through a countywide cooperative to other public libraries and their collections in the county, and through Interlibrary Loan access to libraries throughout the state, region, and nation.

The Library shall strive toward the following goals:

- I. To assemble, preserve, and administer books and related educational, informative, and recreational material, within the framework of its budget, in order to promote an enlightened citizenship and enrich personal lives.
- II. To serve the community as a center of reliable information.
- III. To accumulate the best in literature, fiction, thought, and children's books for the best use and benefit of the public.
- IV. To initiate activities that will encourage the most effective use of those selected materials.
- V. To cooperate with education, civic, and cultural groups and organizations whose aims are compatible with those of the library.
- VI. To provide opportunity and encouragement for children, young people, men and women to educate themselves continuously.
- VII. To facilitate universal, lifelong education for the reader.

The Library subscribes to the principles of the Alabama Library Association's "Library Bill of Rights".

Selections will be made on the merits of the work in relation to the building of the collection and the interest of the community.

The presence of materials within the Library should not be construed as a personal endorsement of their contents by any staff, the Managing Librarian, the Library Board of Trustees, or the City Council. The Library has a responsibility to collect resources expressing a variety of views and opinions, many of which the persons responsible for maintaining the Library collection may find personally unacceptable. The Library recognizes that many materials are controversial and that any given item may offend some patrons. The Library believes that individuals have the freedom to accept or reject an item from the library's collection for their personal use. Responsibility for what children read rests with parents and/or legal guardians, not the library. Selection will not be inhibited by the possibility that materials may inadvertently come into the possession of children. Selections will be made on the merits of the work in relation to the developing of the collection and the interests of the community.

This Materials Selection Policy shall serve the following purposes:

- To further the stated goals, objectives, and functions of the Library
- To guide librarians in the selection of materials
- To inform the public about selection principles

The policy will be reviewed by the library staff annually to insure that it remains current and useful.

B. Responsibility and Authority-Selection Aids

The final responsibility and authority for materials selection rests with the Managing Librarian, who operates within a framework of policies adopted by the Library Board of Trustees.

The staff of the Library will be active in materials selection, using their knowledge of the collection and the needs of the community, and their critical judgment of resources available.

All selectors must keep personal biases and interests out of decision-making.

All selectors must keep in mind two concepts:

- Community needs should drive selection
- Providing a balanced, sustainable collection is our priority

In general, the basic principles listed below will guide the selection of materials. Materials should possess:

- Contemporary significance or permanent value
- Accuracy and objectivity of approach
- Authority of the author in the field
- Clear presence and readability
- Social significance

Selection Aids

The staff will make skilled use of selection aids, such as basic, general lists, special bibliographies for reference books and particular subject materials, book reviewing journals, and websites. While book reviews are a major source of information about new books, they are not followed blindly. No one publication is relied upon exclusively; the critical opinions of reviewers are checked against each other where feasible.

The professional librarian will use the following aids in the selection of materials:

- Public Library Catalog and other Wilson Catalogs
- Booklist
- Publisher's Weekly
- Library Journal
- Common Sense Media
- Baker and Taylor

Works of imagination should possess qualities of:

- Representation of important movements, genre, trends of national culture
- Vitality and originality
- Artistic integrity
- Effective characterization
- Authenticity of historical or social setting
- Sustained interest

Specifically, materials considered for inclusion in the Library's collection must meet one or more of the following standards:

- Importance of subject matter to the collection
- Serious literary, artistic, political, or scientific value
- Permanence
- Timely value
- Purpose or intent of the material
- Accuracy of content
- Historical value
- Readability
- Scarcity of material on the subject
- Reputation and significance of author, illustrator, editor, artist, performer, etc.
- Popularity
- Local interest
- Reputation and professional standing of publisher
- Price
- Format
- Availability of material

In addition to the above standards, periodicals will be evaluated according to the following criteria:

- Indexed in Reader's Guide to Periodical Literature
- Frequency of use
- Interest, as indicated by patron request
- New title on subjects of current interest
- Indexed in other Wilson indexes

C. Video Collection

The Library's collection will emphasize how-to, instructional, educational, documentary, children's and travel themes. Some entertainment films are included. Criteria for selection include:

- General audience appeal
- Availability
- Price
- Usability
- Lasting appeal
- Quality of content
- Limited duplication of subject matter within our collection
- Content: Theme, quality of color, sound and script, quality of print
- The convenience of downloadable video is also available
- Either color or black/white will be acceptable

D. Local and State Community Standards

The Thomas B. Norton Public Library will use community standards, and State guidelines when procuring materials for its Children's Department.

- a. Library sections designated for minors under the age of 18 remain free of material containing obscenity, sexually explicit, or other material deemed inappropriate for children or youth. Age-appropriate materials regarding religion, history, biology, or human anatomy should not be construed to be against this rule. Staff will work to identify problem materials and make sure they are in age appropriate collections and physical spaces in the library. This is an ongoing process that we will continue going forward.
- b. Collection development for these sections should not include any material advertised for consumers under the age of 18 which contain obscenity, sexually explicit, or other material deemed inappropriate for children or youth. Age-appropriate materials regarding religion, history, biology, or human anatomy should not be construed to be against this rule.
- c. Library cards for minors under the age of 18 require parental approval before a minor's card is permitted to check-out materials from the library's adult sections. The level of cards available are as follows:
 - Restricted Juvenile card: (ages: 17 and under). The patron cannot access materials from any of the adult sections of the library.
 - Juvenile library card: (Any ages) that grants the patron access to any collection in the library with parental permission.

E. Patron Request for Purchase

The library welcomes patron interest in the collection and will seriously consider all request that specific materials be acquired. The library is under no obligation to fill any particular request if it is not deemed valuable to the collection.

A patron who has a suggestion for a specific item to be purchased should fill out the [Suggestion for Purchase form](#).

V. Confidentiality of Library Records

1. [Pursuant to the Code of Alabama, 1975, Section 41-8-9 & 41-8-10](#), the circulation and registration records of the Library are not available to the public. However, individuals may inspect their own circulation and registration records and those pertaining to their minor children.
2. Those agencies identified in the [Code of Alabama, 1975, Section 41-8-10](#), may have access upon demonstrated need and approval by the Library Director.
3. Persons, firms, corporations, or agencies other than those mentioned in paragraphs 1 and 2 hereinabove, shall have access only by obtaining an appropriate order or subpoena from a court of competent jurisdiction, as may be authorized by law.
4. Upon receipt of a court order or subpoena, the Library Director shall consult with the City's attorney or designated legal counsel to determine if the court order or subpoena complies with applicable law. If the order or subpoena is not appropriate or does not comply, then relief through a protective order may be sought. Further, such counsel for the Library and the Library Director shall have discretion to seek judicial relief if they deem it appropriate to do so.
5. Any matters relating to release or publication of the circulation and/or registration records not provided hereinabove are to be referred to the Library Director. The Director shall be empowered to decide any issue arising from such matters.
6. Should any portion of this policy conflict with existing State Law ([Code of Alabama, 1975, Section 41-8-9 & 41-8-10](#)) then State Law will have precedence.

**This library does not maintain circulation records (other than the number of items used annually) after the return of item*

VI. Displays and Exhibits

- 1 The library welcomes non-commercial displays and other materials of general interest to the community. However, it is the policy of the library not to advertise commercial endeavors unless specifically related to the goals of the library.
- 2 **The Managing Librarian must provide advance approval of all permanent or semi-permanent exhibits offered for display in the library for any age group.** For scheduling of temporary displays please inquire at the circulation desk.

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- 3 All materials in the library will be given reasonable care and protection within the limits of the general operation of the library. The City of Gulf Shores does not assume responsibility for either damage or loss suffered on the premises, or the costs of insurance coverage. Such costs, losses, damages, etc., are understood to be the responsibility of the organization or individual providing the display or exhibit.
 - 4 Placement of exhibits must be mutually agreeable to both the Librarian and the Exhibitor and should not in any way interfere with the normal operation of the library.

[Loan Agreement form to be filled out by the Exhibitor](#)

VII. Bulletin Boards

1. Display space is provided for the purpose of information and publicity. Primary space is reserved for library news, city ordinances, and announcements. Secondary space, if available, is used for community news pertaining to non-profit organizations.
2. Community material must be left with a staff member or it will be subject to discard. The following types of brochures, posters, and advertising materials will not be accepted, posted, or distributed:
 - Those promoting the sale of a commercial product or service
 - Political campaign posters
 - Petitions for voters' signatures
 - Material of a religious, political, or offensive nature
3. Any material accepted is displayed for a maximum of one month after which time it is discarded. No material is accepted contingent upon its return at the end of the display period. The date the item was posted should be placed in the upper right hand corner of the announcement. In the case of brochures or pamphlets for handout, one, with the date marked at the bottom, is kept at the circulation desk for reference. Announcements of a series of events scheduled over a period of time are accepted and posted as space allows. This is also the rule for bookmarks, flyers, etc., promoting non-profit organizations. No one organization shall be allowed to monopolize the available display space.
4. Display areas are to be kept neat, attractive, and in good taste. Visual clutter is to be avoided.

VIII. Failure to Return Library Property

City of Gulf Shores Ordinance No. 201, 1,3-9-81: It shall be unlawful for any person to willfully detain or fail to return any book, or property of the city public library within (30) days after notice in writing by certified mail to return the same.

IX. Additional Services Policy

A. Print/Copy services

- Printouts from computers are \$.15 per page.

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- Copy machine service is provided as follows: \$.15 per page for black and white 8 ½ X 11 paper; \$.30 per page for black and white premium paper; \$.50 per page for color 8 ½ X 11 paper; \$1.00 per page for color premium paper

B. Notary Services

The Notary witnesses the signing of a document or signing of a sworn statement on a document.

The Library's Notary is simply witnessing the signing of a document and is only verifying the following:

- 1) The signer of the document appeared before the Notary.
- 2) The Notary positively identified the signer.
- 3) The signer both acknowledged the signature is his/hers, and the signature was made willingly.

C. Exam Proctoring Services

A. In support of long-distance learning and our commitment to support lifelong learning, the Thomas B. Norton Public Library provides exam proctoring services at the convenience of staff.

B. There is no charge for proctoring services. However, all expenses, including scanning, copying and postage, are the responsibility of the test taker.

C. The Library will meet the proctoring requirements of the testing institution wherever possible; however, the Library cannot guarantee direct in-room supervision of the student during the test. The Library cannot guarantee quiet conditions for test taking. In addition, download of third party software is prohibited due to our IT policies.

D. Proctoring services can only be provided during regular Library hours. Test takers who must use a Library computer for an online test will be referred to the Computer Lab for use of public-access computers. It is the test taker's responsibility to ensure that the Library's computer resources are adequate for their test taking requirements. Test takers may also use their own wireless computer.

E. Test takers will contact the Circulation Desk or Reference Librarian to set up an appointment for proctoring. Arrangements can be made by phone, e-mail or in person. The Library must be provided with the following information: test taker's name, phone number and/or email, and the name of the institution. As a courtesy, the Library will attempt to notify the student whenever a test is received.

F. Exams can be received or returned through the US Postal Service or by e-mail. As previously noted, all expenses are the responsibility of the test taker. Any postage incurred by mailing exams to the test taker's institution will be paid by the test taker or the institution. The Library can also receive tests from delivery services such as FedEx or UPS. Since the Library is not a pickup site for these delivery services, tests cannot be returned in this manner.

G. It is the test taker's responsibility to follow up with the institution, to ascertain that the exam was received there. The Library will not keep copies of test materials unless specifically asked to do so by an institution. The Library will not hold tests beyond their expiration date. If the test has not been taken by the expiration date, the test will be destroyed.

H. If it is determined that the proctoring request is unreasonable or its demands are too burdensome to administer, the Library reserves the right to deny this service.

X. Gifts, Memorials, and other Donations

The Library gratefully accepts gifts of books and other materials that are in good condition and can be of value to the library collection.

Gift materials will become a part of the Library's collection according to its selection policy. Disposition of gift materials not meeting these criteria shall be at the discretion of the Librarian.

If the donated materials cannot be incorporated into the Library's collection, the items will be put into the Friends of the Library Book Sale.

Patrons are advised that their gift materials to the Library are tax deductible as donations to a non-profit organization. The Library does not accept responsibility for assigning a dollar value to such materials. However, it does acknowledge each gift, upon request, at the time it is received. A [Donation Form](#) is provided for the convenience of the donor.

The library will also accept monetary donations, memorials, and honorariums. The Director will send letters of acknowledgement to patrons/friends who give monetary donations, which are tax deductible. The Circulation Supervisor will provide forms for memorials and honorariums. It is helpful if you supply the designee's preferences (i.e., favorite genre, author, collection, etc.)

XI. In Depth Reference Work

1. Specialized inquiries:
 - a. MEDICAL QUESTIONS - Only spelling, brief dictionary definitions, and factual information are provided. Opinions, interpretation, or diagnostic advice is not given.
 - b. LEGAL QUESTIONS - Only spelling, brief dictionary definitions, and factual information are provided.
 - c. CONSUMER QUESTIONS - Brief, factual information will be provided by library staff over the telephone. The patron should come to the library to consult lengthy articles and / or charts. Patrons with consumer complaints against local businesses should be referred to the Better Business Bureau.
 - d. EXAMS, CONTESTS, QUIZZES, PUZZLES AND SCHOOL ASSIGNMENTS - Patrons requesting such information are treated the same as any patron with a question. The length of time

involved and the in-house circumstances, not the type of question, are the governing factor.

2. REFERENCE MATERIALS - The library staff will assist patrons in the use of certain library tools (e.g., the Reader's Guide, biographical dictionaries, atlases, etc.) by explaining the characteristics of the item. Staff members should be able to recognize the difference between a simple information question and an extended bibliographic search or research assignment. Students are given quick, factual information when it is readily available but must expect to use the library in person for most assignments. When students are present in the library, the staff will explain the use of bibliographic aids, catalogs, reference tools, etc., rather than execute the assignment for the student.
3. Genealogical questions will be referred to the Foley Public Library which offers one of the largest genealogy collections in the county. If patrons are performing online genealogical searches in the library every effort will be made to help them with their research.
4. Patrons may not be paged at the library except in case of an emergency. The library's telephone is for official library use only and may not be used by patrons except in case of an emergency.

XII. Internet Access

In addition to the internet computers that you may use in the building, the library also offers Wireless access 24 hours a day. There is outdoor seating on the patio and the side deck, and you may also sit in the parking lot in your car, or on the lawn.

In addition, the Thomas B. Norton Public Library offers access to the Internet on computer(s) available to users of the Library. The terminals, servers and software are the property of the City of Gulf Shores. Library staff is hereby authorized to develop and establish procedures for the use of the Internet access terminal(s). Such procedures may include, but are not limited to: time limits and other scheduling procedures, staff assistance, privacy for users and penalties for misuse.

Access to the Internet is compatible with the Library's adopted mission, and continuing efforts to develop collections and resources that meet the cultural, informational, and recreational and educational needs of Gulf Shores' diverse community.

The Internet is currently an unregulated medium. Unlike other library resources, it is not organized, cataloged or indexed in a uniform manner. The information available on the Internet includes much that is personally, professionally, and culturally enriching. It also provides access to material that may be offensive or disturbing to some individuals, as well as access to information that may be factually incorrect and/or illegal. Information on the internet may be reliable and current or it may be inaccurate, out of date or unavailable.

The Thomas B. Norton Library has no control over the information access on the Internet and cannot be held responsible for its content. Parents, guardians and/or teachers are responsible for supervising their children during internet sessions and may restrict only their children or children in their charge. The exception to our control is the passively used website blocking software that prevents users from accessing material against the library's computer usage policy.

The Thomas B. Norton Library prohibits the use of its Internet services or its equipment for illegal, commercial or political purposes.

- Downloading and installing programs is prohibited
- Personal software programs may not be installed.
- Personal Disks, MP3's, Jump Drives are allowed to save or reference previously saved work.
- Request assistance with available jump drives for email attachment purposes at the circulation desk

The Thomas B. Norton Library computer lab is available to adults 18 and older with a valid picture ID (driver's license, passport, student ID). A log-in and password must be obtained at the circulation desk prior to computer lab use. Computers are available to youth under 18 located on the Children's Services side of the library.

XIII. Meeting Room Use

A meeting room is available for public use at the Library. Seating capacity is approximately 40 persons.

The library has a meeting room that may be used for meetings or programs by organizations or private groups. An adult or adults must be present at all times.

The fee for non-public organizations is computed at \$25.00 per three-hour use with a three-hour minimum. Set-up and clean-up times are included in the three hours.

Reservations are made at the library circulation desk. A reservation form must be filled out and on file at the desk. Those using the meeting room must follow the rules set out in the "Meeting Room Reservation" form.

A. Scheduling the Meeting Room

- The use of the room is scheduled through the library staff.
- A meeting room reservation form will be completed by the librarian.
- The room is available by reservation on a first-come, first-served basis.
- The room is available for private groups or organizations. The fee is \$25.00 per three hour use. Three hours is the minimum time that can be booked and includes set-up and clean-up time. There are no smaller fees or time increments. Fees must be paid in advance of room use.
- The meeting room may be scheduled during regular library hours only.

B. Refreshments

- Refreshments may be served.
- There are no facilities or equipment for cooking, preparing, serving or storing food and drinks.
- A double coffee pot is available in the meeting room.
- No alcoholic beverages are permitted.
- Please clean up any spills promptly to avoid staining the carpet, tables, or chairs.
- Supplies in the cabinets belong to the library.

C. Setting up the Meeting Room

- The tables and chairs may be arranged to fit the group's needs. Seating capacity is approximately 40 people.
- If room temperature needs to be adjusted, please seek assistance at the Circulation Desk.
- A motorized screen is recessed in the ceiling and is controlled by a switch at the rear of the room. If you require a slide projector, overhead projector, TV, or VCR, you will need to schedule the equipment at the circulation desk prior to your meeting.

D. Cleaning up and Closing up

- Please return the room to its original condition.
- Please return any borrowed equipment to the circulation desk.
- Please empty coffee pots and turn coffee machine off.
- Place all trash in the trashcans.
- Chairs should be folded and returned to the rack.
- Notify the library staff on duty when you are finished.

XIV. Request for Reconsideration of Materials

The Thomas B. Norton Public Library supports the principles of intellectual freedom inherent in the First Amendment of the Constitution of the United States. Materials available in the library present a diversity of viewpoints and opinions that satisfy the broad interests of our community. The library upholds the right of the individual to access these resources, even though the content may be controversial, unorthodox, or unacceptable to some. The library believes that individuals have the freedom to accept or reject an item from the library's collection for their personal use. Responsibility for the materials that a child uses in the library is the responsibility of the parents and/or legal guardians, not the library.

While a patron may personally object to certain materials in the library collection, they may not exercise censorship to restrict access to those materials by other library users. An item in the collection will not be removed at the request of anyone who disagrees with the content or format; however, if a patron objects to material held by the library, he or she may complete a Patron's Request for Reconsideration of Materials Form where the below procedures will be followed to determine if an item will remain in its current location, be relocated to a different location in the library, or be removed from the library.

In order to have a request considered, the patron must:

- Be an active registered borrower of the Thomas B. Norton Public Library. The cardholder's account must be active for at least six months and the Patron must have activity on their account within the last three months.
- Complete the Patron's Request for Reconsideration of Material Form
- Supply his or her full name and address. Anonymous forms will not be considered.
- Have submitted no more than 3 requests in the last 12 months. (Each request will be limited to a single title. Multiple requests may be submitted by the same patron; however, a maximum limit of 3 reconsideration requests are allowed per household per 12 months.) If a complaint is made, the following procedures shall be followed:
 - Challenged materials will remain in circulation during the reconsideration process.
 - The Library Director will request a review of the challenged material by a Review Committee within 15 business days.
 - The Review Committee, which will remain anonymous to the public, will meet once all members have been able to review the material in its entirety.
 - The Library Director will inform the patron of the decision made by the Review Committee within 5 business days of the decision.
- Upon completion of a request for reconsideration, an item may not be challenged again for a period of five years.

After the completed complaint form is received, the Managing Librarian will review the reasons for the complaint and the material in question. An attempt to answer the complaint to the patron's satisfaction will be made. If the patron is not satisfied with the Managing Librarian's action, a request may be made that a Materials Review Committee review the material in question. This committee will be composed of the Managing Librarian, two other city employees, and three members of the Library Advisory Board. The chairman of the Library Advisory Board will appoint all members of the committee, except the Managing Librarian.

The decision of the Materials Board shall be final.

XV. Services to the Handicapped or Disabled

The goal of the Thomas B. Norton Public Library is to assist anyone needing help locating material or information. The library building meets the ADA guidelines and aisles within the building will easily accommodate people with assistance devices, such as walkers or wheelchairs.

Library staff members are available to help in reaching shelves, carrying materials, and assisting patrons in or out of the building. Limited devices are available for those with reading disabilities, i.e., magnifying glass and large print on a computer. The staff can provide information on the [Alabama Regional Library for the Blind and Physically Handicapped \(BPH\)](#), available through the [Alabama Public Library Services in Montgomery](#).

XVI. Personnel

One of our stated objectives is the provision of excellent customer service through a well-trained staff. All employees are hired through an open application process, background checks, and upon addition to staff are provided opportunities for training and education, as well as, chances to excel through goal setting and a program of consistent performance evaluation. As employees of the City of Gulf Shores, we offer access to benefits, training, and support. For more details on job descriptions, procedures, and the City of Gulf Shores Employee Handbook, access the city website at gulfshoresal.gov.

XVII. Baldwin County Public Library Service

In an effort to provide quality public library service to all residents of Baldwin County, Alabama, Thomas B. Norton Public Library is a participating member in the Baldwin County Public Library Service. This service has been developed to facilitate the efficient and effective sharing of resources, to achieve cooperation when it is in the best interest of the library user. And, to provide professional library support as needed by its members. Membership in the service is voluntary and implies no abdication of local autonomy. Through participation we are able to provide a shared integrated library system which enables patrons county-wide to take advantage of resources at all participating libraries, as well as, a courier to deliver holds to member libraries on a regular basis, and an exchange of professional services between libraries as needed.

XVIII. Public Relations Policy

It is important that the public receives consistent and accurate information about and from the Library. The Public Relations Policy of the Thomas B. Norton Library is to promote community awareness and active participation in library services and programs, and develop public understanding and support of the Library and its role in the community through multiple platforms including social media, local news outlets, websites, and printed materials. The Library and the City of Gulf Shores strive to present a professional and polished image in every interaction with the public and monitor all news regarding the Library.

The library recognizes that public relations involves every person who has a connection within the Library and urges every staff member to realize that they represent the library in every public contact.

All public relations materials must adhere to the policies and procedures as described in the City of Gulf Shores handbook, and must be reviewed and approved by the Managing Librarian. Information

regarding the city as a whole will be disseminated by the City of Gulf Shores Public Information Officer or the city's Marketing Department.

It is the policy of the Thomas B. Norton Library that petitioning, solicitation, or distribution of literature or leaflets, canvassing, or similar types of appeals by members of the public are not allowed in the Library, unless approved by the Managing Librarian.

XVIV. Emergency Procedures

In the event of an emergency situation, inclement weather, or other library closure, official statements to the public and media will be provided to appropriate outlets by either the Managing Librarian, the designee placed in charge of the Library, or the City of Gulf Shores Public Information Officer.

In general, the Emergency Procedures of the Thomas B. Norton Public Library shall be as those dictated by the **Emergency Incident Action Outline of the City of Gulf Shores** and the **City of Gulf Shores Library and Museum Continuity of Operations Plan** provided in Appendices B and C

XIX. Forms



Loan Agreement To Thomas B. Norton Public Library

- I. The library welcomes non-commercial displays and other materials of general interest to the community. However, it is the policy of the library not to advertise commercial endeavors unless specifically related to the goals of the library.
- II. The Library Staff must approve all permanent or semi-permanent exhibits offered for display in the library. Temporary displays (up to two months duration) should be scheduled through the Friends of the Library.
- III. All materials in the library will be given reasonable care and protection within the limits of the general operation of the library. The City of Gulf Shores does not assume responsibility for either damage or loss suffered on the premises, or the costs of insurance coverage. Such costs, losses, damages, etc., are understood to be the responsibility of the organization or individual providing the display or exhibit.
- IV. Placement of exhibits must be mutually agreeable to both the Librarian and the Exhibitor and should not in any way interfere with the normal operation of the library.

The items listed below have been offered to the **Thomas B. Norton Public Library** as a loan for display purposes by:

Name _____

Address _____

Telephone (Day) _____ (Evening) _____

And have been accepted by the **Thomas B. Norton Library** subject to the conditions listed above. Description:
(Inventory of loaned items and photographs, if possible)

Signature of Owner _____

Date _____



Gift/Donation Acknowledgement Form

The **Thomas B. Norton Library** gratefully accepts gift books and other materials that are in good condition and can be of a value to the library collection.

- Gift material will become a part of the library's collection
- Disposition of gift material not meeting these criteria shall be at the discretion of the Managing Librarian.
- Patrons are advised that their gift material to the library are tax deductible as donations to a non-profit organization and may be declared on their income tax forms. The library does not accept responsibility for assigning a dollar value to such material, as it is not in the retail market. However, it does acknowledge each gift upon request at the time it is received.

The form below is provided for the convenience of the donor.

This form is to be provided upon request at the time of each donation of gift materials.

The Thomas B. Norton Library hereby gratefully acknowledges the receipt of:

_____ total items

NEW and/or USED

Paperbacks _____

Hard Cover _____

Soft Cover _____

Audiobooks _____

DVDS _____

FROM _____ on this DATE _____ .

These materials shall be accepted according to the Library's selection policy.

Library Staff



Purchase Suggestion Form

Fill out as much of the information below as you can provide:

Title _____

Author _____

Publisher _____

Year Published _____

Where did you hear about this title? _____

If you would like to be notified when this item is purchased, please provide the following information:

Name _____

Phone Number _____

Card Number _____



Request For Reconsideration Of Materials

The **Thomas B. Norton Public Library** has established a materials selection policy, as well as, a procedure for gathering input regarding collection items. Completion of this form is the first step in that procedure. If you wish to request reconsideration of a resource, please return the completed form to the Managing Librarian.

In order to have a request considered, the patron **must**:

- Be an active, registered borrower of the **Thomas B. Norton Public Library**. Account must be active for at least 6 months and the patron must have activity on their account within the last 3 months.
- Complete the **Request for Reconsideration of Material Form**.
- Supply his or her full name and address. Anonymous forms will not be considered.
- Have submitted no more than 3 requests in the last 12 months. (Each request will be limited to a single title. Multiple requests may be submitted by the same patron; however, a maximum limit of 3 reconsideration requests are allowed per household per 12 months.)
- Upon completion of a **Request for Reconsideration of Material**, an item may not be challenged again for a period of 5 years.

Date _____

Material In Question _____

Author/Producer _____

Title _____

Media Type _____

Request Initiated By _____

Address _____

Phone Number _____

Are you a registered patron of this library? _____

Library Card Number _____

Have you read or seen this material in its entirety? (Check One) Yes No

If no, what parts have you read or seen? _____

To what do you object? Please be specific, cite pages or sections. Use back of form if necessary.

What do you believe is the main ideas of this material?

Why?



Request For Reconsideration Of Materials cont.

In your judgement, does this material have any value? _____

What reviews of this material have you read? _____

What material, of equal literary value, would you recommend as a replacement that would convey as valuable a picture and/or perspective on the subject? _____

What action are you requesting the committee to consider? _____

Signature _____ (Sign) _____ (Print)

Received By _____ (Sign) _____ (Print)



Thomas B. Norton Library Meeting Room Rental Agreement

All information must be read and signed by responsible party and all fees/deposit paid to confirm reservation of the Thomas B. Norton Library meeting room with the City of Gulf Shores Recreation and Cultural Affairs Department. **Photo identification is required upon request, when booking any City of Gulf Shores facility, regardless of residency.**

Rental Party Information

I, _____, a representative of _____, have received and read a copy of the Thomas B. Norton Library and Rental Rules and Guidelines and agree to adhere to all requirements/restrictions therein. Failure to comply may warrant immediate cancellation of the event and possible denial of future reservations.

Signature _____
Date

Organization Name: _____

Contact Person: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Email: _____

Work Phone: _____ Cell Phone: _____

Date(S) of Rental _____ Hour (S) of Rental _____

Type of Function: _____

Anticipated number of guests _____

- Your function MUST end 15 minutes prior to your departure time listed on the contract. You must be OUT of the meeting room at or before the departure time, utilizing the prior 15 minutes for clean-up. Initial _____
- The selling of alcohol is not permitted in any City of Gulf Shores rental facilities, the renter must comply with all ABC Board regulations.

Initial _____



Acknowledgement and Consent Form For Full Collection Access/No Restrictions

Acknowledgement and Consent for Full Collection Access/No Restrictions

We appreciate your engagement with the Thomas B. Norton Public Library and your child’s interest in exploring our collection. Before granting access to this collection, please read and sign the following acknowledgement and consent form.

Acknowledgement and Consent Form for Full Collection Access/No Restrictions

I, _____ acknowledge that my child, _____ (Print) (Print)

is interested in accessing the full collection at the Thomas B. Norton Public Library. I understand that the collection as a whole contains a wide array of material that can include mature content.

I further understand that Thomas B. Norton Library shares and receives materials through the Baldwin County Public Library System network. Materials borrowed from other libraries in this system may include content of a more mature nature than what my child has previously encountered.

I understand that individual sensitivities and preferences may vary, and that it is an individual’s responsibility to decide what material is appropriate for their own personal consumption. With this stated, I give permission to my youth to have full access to all of the library’s holdings.

I release the Thomas B. Norton Public Library, its staff, and affiliates from any liability or responsibility for my child’s choice of materials. I recognize that the library aims to promote learning literacy, and a love for reading, and that my child’s exploration of more mature themes may be part of this educational experience.

I agree to engage in open communication with the library regarding any concerns or questions I may have. I understand that if there are specific guidelines or recommendations for parents, the library will provide them upon request.

I have read and understand the terms of this acknowledgement and consent form. By signing below, I grant permission for my child to access the full collection at the Thomas B. Norton Public Library with no restrictions.

Signature (Parent/Guardian) _____

Date _____

I DO NOT acknowledge and consent for full access/no restrictions and I would like for my child’s card to remain restricted at this time.

Signature (Parent/Guardian) _____

Date _____

Appendix A:



Alabama Library Bill of Rights

The Alabama Library Association (ALLA) represents library professionals serving diverse communities throughout Alabama.

ALLA firmly supports the freedom to read and free speech as inalienable rights protected by the First Amendment.

ALLA firmly supports the freedom of free expression and free access to ideas.

ALLA affirms that upholding intellectual freedom is a fundamental responsibility of the library and information profession.

ALLA affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services:

- I. Books and other library resources must be offered to support literacy, inspire, and inform all members of the community served by the library. No material should be excluded based on the origin, background, or views contributing to their creation.
- II. No individual should be denied access to or restricted from using a library based on their origin, age, background, or viewpoints.
- III. Everyone, regardless of their origin, age, background, or views, has the right to privacy and confidentiality in their use of the library. Libraries should actively promote, educate

about, and safeguard people's privacy, protecting all library use data, including personally identifiable information.

- IV. Libraries should offer materials and information that present diverse viewpoints on both current and historical issues. No materials should be banned or withdrawn due to partisan or doctrinal objections. Libraries must ensure that the selection and availability of materials and services are guided by professional judgement and/or professional subject expertise on subject matters during considerations rather than political, moral, or religious views. 1 | Page ALLA: Alabama Library Bill of Rights
- V. Libraries should offer services and programming that present diverse viewpoints on both current and historical issues, regardless of the personal views of the library employees.
- VI. Libraries should support the caregivers' rights to monitor their child/children's use of the library and decide which materials are suitable or beneficial for them. While acknowledging that not every book suits every reader, no individual or group should infringe upon others' right to intellectual freedom regarding what is appropriate for someone else's child. Access to a diverse range of reading materials enhances children's opportunities to develop into lifelong learners.
- VII. Libraries have a responsibility to advocate for all people, regardless of race, sex, or religious preference, when it comes to challenging censorship. Libraries should collaborate with individuals and organizations dedicated to defending against the abridgment of free expression and free access to ideas.
- VIII. Libraries that offer exhibit spaces and meeting rooms to the public should ensure equitable access to these facilities, regardless of the beliefs or affiliations of individuals or groups making requests.

Drafted June 2024 by the ALLA Bill of Rights subcommittee. Adopted July 5, 2024, by the ALLA Executive Council.

Appendix B:

Continuity of Operations (COOP)

City of Gulf Shores Library and Museum



221 West 19th Avenue
Gulf Shores, Alabama 36542

June 2020 Version

OVERVIEW

This Continuity of Operations Plan (COOP) has been developed according to *Department of Homeland Security (DHS) Headquarters Continuity of Operations (COOP) Guidance document*, dated April 2004.

Questions concerning this plan can be directed to:

City of Gulf Shores
Grant Brown, Director
Recreation and Cultural Affairs Department
P. O. Box 299
Gulf Shores, AL 36547
(251) 968-1848
gbrown@gulfshoresal.gov

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XX. EXECUTIVE SUMMARY

This plan establishes policy and guidance to ensure the execution of the essential functions for the City of Gulf Shores Library and Museum in the event that an emergency threatens or incapacitates operations, and the relocation of selected personnel and functions is required.

Specifically, the plan is designed to:

- Ensure that the City of Gulf Shores Library and Museum are prepared to respond to emergencies, recover from them, and mitigate against their impacts.
- Ensure the well being of the public by providing necessary reference and support.
- Ensure Library and Museum's materials and collections are safeguarded and made available to the public at the earliest possible opportunity following the emergency.
- Ensure the City's assets are protected.

XXI. INTRODUCTION

The City of Gulf Shores has developed plans to protect citizens in the event of a disaster, civil disturbance, or unusual occurrence. Preparation to manage an event of this nature requires a realistic combination of the efforts of different agencies.

XXII. PURPOSE

The following plan will establish leadership guidelines for managing unusual occurrences and continuity of essential Library and Museum functions. This plan is designed to prioritize the continuation, mitigation and restoration of the Library and Museum's operations that may be interrupted due to unusual occurrences. The objectives of the plan include:

- Ensure the continuous performance of the Library and Museum's essential functions/operations during an emergency;
- Protect essential equipment, records and other assets;
- Reduce or mitigate disruption of operations;
- Identify and designate principals and support staff to be relocated;
- Facilitate decision-making for execution of the plan and the subsequent conduct of operations;
- Achieve a timely and orderly recovery from the emergency and resumption of full service to all citizens.

XXIII. APPLICABILITY AND SCOPE

This document is applicable to the City of Gulf Shores Library and Museum. The plan includes the real time replication of critical transactions to a remote computer processing location at the Gulf Shores Cultural Center located at 19470 Oak Road West, Gulf Shores, AL. In addition to housing the required technology and infrastructure components, this remote location will also provide key personnel with systems access.

XXIV. ESSENTIAL FUNCTIONS

It is important to establish priorities before an emergency to ensure that the relocated staff can complete the essential functions during an emergency. All designated persons shall ensure that the essential functions can continue or resume as rapidly and efficiently as possible during an emergency relocation. Any task not deemed essential must be deferred until additional personnel and resources become available.

Priority	Essential Functions
1	Safeguard Materials
2	Coordinate with Baldwin County Library Cooperative for records backup
3	Provide resources to the public as soon as possible when safe. With the building and its contents in tact, services can be provided to the public with systems as simple as pencil and paper.
4	

XXV. AUTHORITIES AND REFERENCES

The Managing Librarian is responsible for ensuring the essential Library and Museum functions are carried out during an emergency. The Reference Librarian, Museum Coordinator and Library Assistants are supporting personnel. Additional personnel may be requested to assist. The Supporting Personnel with oversight from the Managing Librarian will be responsible for the implementation of the COOP.

XXVI. CONCEPT OF OPERATIONS

Library and Museum operations would be suspended during an Emergency with the resumption of operations Post Emergency circumstances

A. PHASE I: ACTIVATION AND RELOCATION

In the event of a disaster which precludes access to 221 and 244 West 1st Street, personnel can work at the remote location of the Gulf Shores Cultural Center located at 19470 Oak Road West. All INCODE software applications are replicated in real time at this location.

1. Decision Process

The Mayor and the City Administrator will order the activation of the City of Gulf Shores COOP.

2. Alert, Notification, and Implementation Process

The Managing Librarian will contact the remaining departmental staff and inform of the emergency and possible relocation. Employees are directed to continually check the City of Gulf Shores website and the Managing Librarian for updates.

3. Leadership

Orders of Succession

Successors
Managing Librarian (Wendy Congiardo, work-251-968-1177; cell - 251-923-8555; evacuation 731-646-1655) backup is Youth Service Librarian
Youth Services Librarian (Deanne Fincher, work-251-968-4209; cell-251-747-0607; evacuation-251.747-4802) backup is Museum Coordinator
Museum Coordinator (Christie Shannon, work-251-968-1473 cell-251-978-1823; evacuation-251-271-4071)

Delegations of Authority

Devolution

B. PHASE II: ALTERNATE FACILITY OPERATIONS

In the event of a disaster which precludes access to 221 and 244 West 1st Street, personnel can work at the remote location of the Gulf Shores Cultural Center located at 19470 Oak Road West. All INCODE software applications are replicated in real time at this location.

1. Mission Critical Systems

System Name	Current Location	Other Locations
City of Gulf Shores Emergency Incident Action Outline	Cloud Based	

2. Vital Files, Records, and Databases

Vital File, Record, or Database	Form of Record (e.g., hardcopy, electronic)	Pre-positioned at Alternate Facility	Hand Carried to Alternate Facility	Backed up at Third Location
TLC (The Library Corporation- Circulation and Patron Records)	Electronic	Yes (Robertsdale)	N/A	Yes

C. PHASE III: RECONSTITUTION

The Administrative staff will develop reconstitution plans and schedules to ensure an orderly transition of all City of Gulf Shores functions, personnel, equipment and records from the temporary alternate location to a new restored Library and Museum.

XXVII. COOP PLANNING RESPONSIBILITIES

Responsibility	Position
Replication of INCODE	Information Systems
Review status of vital files, records, and databases	Managing Librarian – Library Museum Coordinator - Museum
Secure all money	Managing Librarian - Library Museum Coordinator - Museum
Ensure COOP plan and Medical Protocol documents are updated	Managing Librarian

XXVIII. LOGISTICS

A. ALTERNATE LOCATION

The alternate location of City Hall personnel will be the Gulf Shores Cultural Center at 19470 Oak Road West.

B. INTEROPERABLE COMMUNICATIONS

Employees are expected to provide current telephone numbers where they can be reached when the emergency has passed. If you do not receive a call asking you to return to work, call City Hall, 251-968-2425 or the Police Department, 251-968-2431 prior to leaving your home or evacuation shelter to see if and when you should report for work. Employees are directed to continually check the City of Gulf Shores website, www.gulfshoresal.gov, radio and TV broadcasts for updates.

XXIX. TEST, TRAINING, AND EXERCISES

Training exercises will be conducted annually. The purpose of this plan is to promote safety. Elements of this plan may be adjusted to provide a smoother or safer operation.

XXX. MULTI-YEAR STRATEGY AND PROGRAM MANAGEMENT PLAN

Year 1: Development, implementation and training of Continuity of Operations Plan.

Year 2: Evaluation of plan for effectiveness and training to ensure that staff is aware of the procedures set forth by the COOP.

Year 3: Review Plan. Evaluate and revise if necessary.

Updated 9/19/24

XXXI. COOP PLAN MAINTENANCE

Reevaluate annually and modify as needed

Annex A: Authorities and References

None

Annex B: Operational Checklists

If evacuation is necessary, the Managing Librarian will be in charge of:

- Posting notice of the discontinuance of operations
- Securing buildings and safeguarding all materials and equipment
- Communicating with staff

Annex C: Alternate Location/Facility Information

TBD

Annex D: Maps and Evacuation Routes

TBD

Annex E: Definitions and Acronyms

None

Appendix C:

Updated 9/19/24

City of Gulf Shores

Emergency Incident Action Outline

The City will utilize a Joint Incident Command System. In lieu of having a planning, operations, logistics, and finance section; the City will have each department head or their designee represent their departments in daily briefings. These daily briefings will include updating the timeline to fill the City's needs. Each department is responsible for providing an organizational chart to fit their needs. Each department will be responsible for ensuring a daily log is kept to track all time and expenses within their department.

I. Incident Commander

- a. **Mayor Craft**- Mayor Craft's role will be to guide the City in the direction in which he sees best for the City. He will have the final decision on all procedures, actions, and policies established by the command group.
 - i. City Administrator- **Jon Walker** will serve as the assistant to the incident commander to aid with the decision making process, the communication with City Council and other high level/priority meetings.
 - ii. City Clerk – **Tobi Waters** will serve as the contact person for all emergency council meetings; emergency resolutions; special record keeping

II. Deputy Incident Commander

- a. **Brandan Franklin**
 - i. This position will serve directly under the Incident Commander. This position will serve as the liaison to the Incident Commander and all other positions in the organizational structure. This position will relay information to the incident commander and ensure the directions issued by the incident commander are promulgated. This position will coordinate with all other positions within the command center to ensure the City's needs are met. Will coordinate with local and State EMA to determine evacuations. Will coordinate FEMA reimbursement process.
- b. **Melvin Shepard**
 - i. Will act as Deputy Incident Commander in the absence of Brandan Franklin. Will provide assistance to the Incident/Deputy Incident Commander as needed.

III. Public Information Officer

- a. **Grant Brown**- This position will be responsible for all information released from the City. This will include press releases, media coverage, and public inquiries. Will also be responsible for information published on website and social media. Will ensure all information is relayed to the call center and front desk prior to releasing to the public.
 - i. Deputy PIO- **Lindsey Hart**- will assist the PIO with any needs and fill the role of PIO in the absence of the PIO

- ii. General Information Organizer- **Wendy Congiardo**- will be responsible for the call center and front desk staffing.
 - i. Call Center- This area will consist of 3-5 phone lines manned by city personnel to answer all calls from the public. The call center should be manned when emergency preparations begin for a storm and immediately following a storm
- iii. Deputy GIO- **Deanne Fincher**- will assist the GIO to ensure the call center and front desk are manned. Will serve as the GIO in the absence of the GIO

IV. Safety Officer

- a. **George Surry**- will be responsible for the general overall safety of the City employees. Will monitor weather situations pre/post storm for determination of work to be performed by employees. Will monitor work being performed and give recommendations to ensure safety

V. Logistics Officer

- a. **Shelby Deblieux**- Is responsible for all logistical needs for the City. Ensure the City's Hurricane Locker is up-to-date. Will act as the liaison between all City departments and Local and State EMA for logistical assistance. Will establish a point of contact with each department for any logistical needs. Will establish a point of contact with Local EMA for making request.

VI. Police

- a. **Ed Delmore**- will oversee the Police Department to ensure the safety and well-being of the public. Duties will also include overseeing:
 - i. Radio Communications- maintain proper equipment and up to date information for radio communication.
 - ii. Assisting with evacuations
 - iii. Identifying areas of concern requiring road blocks
 - iv. Manning road blocks/checkpoints
 - v. National Guard- will be responsible for the request of National Guard and security
 - vi. Providing security at points of distribution

VII. Fire

- a. **Mark Sealy**- will oversee the Fire department to oversee the following:
 - i. Radio Communications- maintain proper equipment and up to date information for radio communication.
 - ii. Assist other departments with preparations for incoming storm
 - iii. Provide assistance with initial road clearing
 - iv. Provide search and rescue operations as needed
 - v. Liaison for City to FEMA search and rescue teams
 - vi. Assist other departments with transportation and safety

VIII. Engineering

- a. **Clint Colvin** –Responsible for City debris management contracts; coordination with State Contractors; managing the City's evacuation traffic control lights; all City contracts; coordination with coastal engineer for engineered beaches, coordination with Federal and State EMA for city facilities and beach assessments.

IX. Public Works

- a. **Noel Hand-** responsible for overseeing the Public Works Department which includes Maintenance, Mechanics, Streets, Landscaping and Custodial. Will coordinate with all utility companies pre/post storm. Maintain current contact information for each entity. This will include receiving daily updates pre/post storm; coordinating the City's highest priorities; coordinating between utility workers and city/state debris contractors; This position will also be responsible for ensuring the city's debris contractors are inspected and on-call. overseeing the City's debris management contractors for work performed;
 - i. **Lee Galbreath-** will supervise the streets department to ensure drainage ditches are maintained; barricades are deployed as needed; roads are identified for road clearing
 - ii. **Roger Groves-** Will provide assessments of City assets prior to storm; will ensure the City structures are secure prior to an event. Will provide damage assessment of all City Facilities. Will coordinate any and all repairs to City facilities.
 - iii. **Todd Tidwell** – will supervise the knuckle boom trucks, oversee the debris removal for City staff.

X. Recreational and Cultural Affairs

- a. **Amber Berndowsky** - responsible for overseeing the various departments within Recreational and Cultural Affairs to ensure City needs are met. This includes managing volunteer groups, the points of distribution; and aiding with the call center. Also will assist with the damage assessment of City facilities within this department.
 - i. **Brigitte Reynolds-** will oversee and manage the pre/post storm coordination with Volunteer Organizations. This will include maintaining up to date contact information with the various groups; maintaining a list of services each group can provide; determining which groups should be utilized post storm
 - ii. **Jeff Hopkins-** will be responsible for managing the FEMA distribution sites, and City facilities to be used by City employees. Duties will include coordination with Baldwin EMA for distribution sites.

XI. Building Department

- a. **Lance Jones-** will manage the Building Department for all permitting activities; this will include pre-storm surveys, coordination with ADEM, Fish and Wildlife and FEMA; post storm surveying of structures; coordination with engineering contractors for structure damage; permitting; coordination with utility companies for post storm reconnections

XII. Finance and Reimbursement

- a. **Anna Franklin-** will manage the Revenue and Accounting divisions and the HR department to ensure proper documentation and reports are provided for FEMA reimbursement. Will serve as the main point of contact with FEMA liaisons for reimbursement procedures.
 - i. **Layla Andrews-** will supervise the Revenue division for issuance of all hurricane decals. Will ensure all contractors are properly licensed. Will manage front desk to receive all walk-up public inquiries
 - ii. **Tonya Wilson-** will oversee the HR department to ensure employee time is maintained and documented as required; provide time card reports for reimbursement; will ensure payroll is dispensed accordingly

XIII. Budget and IT

a. Cindy King- will manage the budget for expenses and amendments created by initial payments and cost; will manage the IT division

i. Mike Hawley- Will supervise the IT department. This will include ensuring all City communications are operable; providing updated maps as needed for road closures, power outages, etc.

XIV. Planning and Zoning

a. Lee Jones – assist other departments as needed for damage assessment; distribution of materials, etc.

XV. Municipal Court

a. Natasha Touchstone

XVI. Airport

Marisa Montgomery