1

**Lincoln County Library Staff Survey**
**September 26, 2013**

Employees of the Lincoln County Library are being asked to participate in a survey that will help County Administration by gathering feedback from staff about the leadership and services of the Library. *This survey is intended to be anonymous and while the information gathered will be shared with the Library Director and staff no one at the Library will know who shared specific comments and information.* Please answer the questions below and return your completed survey to Audrey Setzer in Human Resources no later than **Friday, October 4, 2013.**

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1. What do you like about working at the Library?

I enjoy having the opportunity to perform a variety of job tasks daily, which keep me busy and challenged. I never feel pressured to meet deadlines or rushed through my work. I really enjoy the people I work with on a daily basis.

2. Is there anything you dislike about working at the Library?

When excepting donations from patrons, donations should be in relatively good condition. There should be some form of policy stating the library will gladly except donations, however, please do not donate water damaged, moldy materials. This can not be good for staff to go through. Few staff have complained of having to go through boxes containing materials in poor condition, affecting their health because of mold.

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3. How can Library Administration and/or County Administration make improvements that will have a positive impact on the Library, its staff, and the services provided?

Jonas and Shanklin branches need a supervisor to be at each branch. Having a full time supervisor will provide structure and organisation for the staff and patrons. I think the staff feel that regarding certain patron related questions and staffing questions, no one can get straight answers sometimes. Also, the library needs policy guidelines, I believe the policy manual needs to be revised, so staff have some guidelines to follow when needed.

4. Are the current Library facilities adequate for staff and patrons? If not, please explain.

All branches to my knowledge seem adequate for staff and patrons. However, the cleanliness in technical services should be improved. The maintenance personel does the bare minimum to clean this area. Floors have not been swept or mopped in months and dirt has just been swept into corners.

5. Are there any other thoughts or observations would you like to share?

I believe that the library should hire more staff in order to relieve vacations, sick leave and medical appointments, even if this means having on call or casual personnel. A few employees I know are having to split their work days up in order to fill Saturday positions. Personally I don't see this as fair, since they can't have two days off in a row, these employees have to re-organise their personnel schedules as well plan well in advance who is working when.

2

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1. What do you like about working at the Library?

I like my association with the people.
IT is a privilege to help and converse WITH OUR PATRONS.
And likewise to be a part of our staff's team effort of brain STORMING creativity.
I enjoy being in the midst of a learning AND SHARING ENVIRONMENT.
There is that sense of being connected to the community at large.
For the most part, the WORK has a good balance of ROUTINE AND VARIETY
I have an appreciation for all the items AND SERVICES that are AVAILABLE : at the library. especially the core item - Books

2. Is there anything you dislike about working at the Library?

There has been a continual shortage of STAFF.
In consequence, There has been a juggling of schedules, duties, keys, Locations etc. ALL The while, there have been major projects, programs, EVENTS, AND DEADLINES - (some SIMULTANEOUSLY). WITH THE SHORTAGE, DEMANDS, BEING responsible to open the library for more days, WORKING a night or 2, IT MAKES TAKING PERSONAL LEAVE CHALLENGING,

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3. How can Library Administration and/or County Administration make improvements that will have a positive impact on the Library, its staff, and the services provided? THIS SURVEY WAS A GOOD START

To have supervisors ACCESSIBLE TO PATRONS AND STAFF, WITH DUE CONSIDERATION TO QUALIFICATIONS, EXPEDITE The refilling of vacant posititions.

VOLUNTEERS AND OR A FUTURE FRIENDS OF THE LIBRARY WOULD BE AN ASSET WHEN IT COMES TO BOOK SALES, SUMMER READING AND PROGRAMS,

4. Are the current Library facilities adequate for staff and patrons? If not, please explain.

I can't speak for all locations, but the ergonomics AND THE RESOURCES SEEM fine. The Administration is open to suggestions from staff and patrons for replacement AND ADDITIONS TO THE COLLECTION.

MORE STORAGE SPACE WOULD BE USEFUL or have LESS TO STORE, IT WILL ALSO SATISFY our patrons to have the MUCH REQUESTED WI-FI AVAILABLE AGAIN.

5. Are there any other thoughts or observations would you like to share?

I have noticed more patrons of questionable character SINCE the addition of computers, Especially during the winter when the homeless are dropped off at the library in the morning.

The staff take turns getting the bookdrop OVER HOLIDAYS. WE USUALLY have a family member go WITH US for safety. For this responsibility we are alotted 15 MINUTES of time OFF.

THANK you for your CONSIDERATION.

3

Lincoln County Library Staff Survey

1. What do you like about working at the library?

I like having the opportunity to serve the citizens of Lincoln County and help them with any needs they may have that pertains to the Lincoln County Public Library. I have held many classes to show patrons how to use the electronic services that are offered at the library and intend to keep doing this as it seems to help them understand what is offered by the library and make them more comfortable using technology.

I also like working with the majority of the staff. They are fun to work with and enjoy helping the citizens of Lincoln County.

2. Is there anything you dislike about working at the library?

There seems to be a distinct lack of leadership and disorganization when it comes to the library. [redacted] Jennifer [redacted] Jennifer, [redacted]

[redacted] Jennifer [redacted]

[redacted] Jennifer [redacted]

[redacted] Jennifer [redacted] Jennifer. Jennifer [redacted]

3. How can Library Administration and/or County Administration make improvements that will have a positive impact on the Library, its staff, and the services provided?

[redacted] Jennifer [redacted]

4. Are the current Library facilities adequate for staff and patrons? If not, please explain.

All of the library facilities look nice, but there are some areas that are too cluttered and are dangerous for employees to work in. The upstairs and downstairs at Jonas are packed full of stuff, and some of it could be thrown away.

5. Are there any other thoughts or observations you would like to share?

I have been asked by other departments what it is like to work for the library, and then that person will just laugh. Everyone in this county knows what it is like to work at the library, because they see how dysfunctional it can be at times.

Just like going into combat, if leadership isn't up to standards, nothing else will be.

LIINCOLN COUNTY LIBRARY STAFF SURVEY

- What do you like about working at the Library?

I like working at the Library because I have a good relationship with my coworkers, patrons, people from others departments, bookmobile patrons, visiting nursing homes, assisted living, adult community, and the Spanish-speaking community. I enjoy establishing a conversation with the customers; help to find items or information through the internet.

- Is there anything you dislike about working at the Library?

[redacted] Jacque Reynolds [redacted] Jacque's [redacted] Stephanie Osborne [redacted] Jacque's [redacted] Stephanie [redacted] Stephanie [redacted] Stephanie [redacted] Jacque Shaw, [redacted]

Jacque Shaw

Jacque Shaw

Jacque

Jacque Shaw Jennifer

Jacque Shaw

Peggy's

On the last day of the summer reading program, we had the party at the Betty Ross Park in the gym. I'm a Diabetic, and I told Helena that I felt a little bit dizzy and asked if I could have some snacks. She responded saying that Jennifer stated employees are not able to have snacks, drink or food, only children and parents. I told her thank you, but before I left the gym, I saw Jennifer's sister take some trays full of food and took them to her car. That food was bought with county money and she didn't want to share it with her employees. Every time we have an event at the library, her family comes to the library and takes the leftover food to their house.

- How can Library Administration and /or County Administration make improvements that will have a positive impact on the Library, its staff, and the services provided?

We have a good impact with our renovations at the library. Patrons have made nice compliments about the updates in the building. For example: increase more internet computer, the self-checkout machine, new movies and books, and the new microfilm. With the improvements we've had like the new technology, it has improved the services we provide to the visitors at the library and also has improved the relationship with our visitors. Sometimes patrons bring some flowers, gifts or desserts to every staff member at the library. With these improvements, I would still like to see a shift in attitude from our library leadership.

Our Director forces us to make every patron use the Self-Checkout machine. Children, teenagers and some adults like to use that machine, but some of the older people don't like to use it. They are afraid to make a mistake so they prefer to use the services desk. Also the Security Gate, people state it makes them uncomfortable because almost ninety percent of the time, the alarm turns on when patrons go in or go out the library, even if they have been checked out properly.

Bethany [redacted] Jennifer [redacted]
[redacted] Bethany, [redacted]
Bethany [redacted]
[redacted] Mollie [redacted] Emily [redacted] Jennifer [redacted]
[redacted]
[redacted]
[redacted]
[redacted] Jennifer [redacted]
[redacted] Jennifer's [redacted]
[redacted] Bethany
[redacted] Bethany, [redacted]
[redacted]
[redacted]

- Are the current Library facilities adequate for staff and patrons? If not, please explain.

[redacted]
[redacted]
[redacted]
[redacted]
Jane Guyer [redacted]
[redacted]
Jennifer [redacted]
[redacted]
[redacted]
[redacted]
[redacted]

[redacted] Jacque Shawn [redacted]
[redacted] Jennifer [redacted]
[redacted]
[redacted]

[redacted]

[redacted] Jennifer [redacted]

- Are the any other thoughts or observations would you like to share?

I would like Human Resources and the County Managers' office to help us resolve these problems. We need our library to have a good atmosphere and be a pleasant place to work. We have a short staff in the main library and the branches, but we still do the best at the library. There are thirty-two employees in the last four years that have left the Library, some because they have been fired, forced to resign, retired or had a medical problem because of the negative atmosphere we work in. [redacted]

We have a Saturday schedule; two persons work that Saturday and they get the next Friday off, but my case is different. Jennifer desires I take Wednesday off because there is no one to do the courier that day, which is not true. On Mondays, Roxane from technical services does courier in the morning to Denver and I do West in the afternoon, also Mollie or Crystal do the courier if I have an appointment or vacation. [redacted]

[redacted]

[redacted] Katie Cox; [redacted] Katie's [redacted]

Jennifer [redacted]

Under a previous director, Mr. Hoyle, and previous County Manager, Mr. Stan Kiser, it was agreed upon by County Commissioners that the library shall not be open on Saturday following a holiday at the end of the week, or immediately before a holiday at the beginning of the week. For example, when the county is closed for Thanksgiving on Thursday and Friday, the library shall not be open Saturday. This decision was based on statistics provided that showed the cost of running the library for those Saturdays the number of patrons who actually came in to be served during those times. Without formally announcing to library staff that we are going to begin opening on those Saturdays of holiday weekends again, the current library director has sent out a schedule showing employees working this November 30th, the Saturday after Thanksgiving. (The attached is the most current schedule).

Mr. Jackson, I have been so honest and trust you with what I have disclosed; I hope after you read our surveys, you have a positive resolution in our next meeting.

Sincerely,

Staff Member

WORK SCHEDULE FOR JONAS/WL
Effective Week of October 7th

**Monday**

| | | |
|---|---|---|
| Elaine | | 9-6 |
| Alice | (open) | 8:45-6 |
| Mollie | | 9-6 |
| Tes | | 12-9 |
| Thomas | | 11:00-9 |
| Jane | | 2-6 |
| Emily | | 1-8 **(WL – 30 min lunch)** |

**Tuesday**

| | | |
|---|---|---|
| Tes | (open) | 8:45-5:45 |
| Thomas | | 9-6 |
| Alice | | 10-6 **(WL – 30 min lunch)** |
| Elaine | | 12-9 |
| Mollie | | 12-9 |
| Jane | | 2-6 |
| Emily | | 10-2 |

**Wednesday**

| | |
|---|---|
| Tes | 9-6 |
| Mollie | 9-6 |
| Thomas | 9-6 |
| Elaine | 9-6 |
| Roxy | 10-6 **(WL – 30 min lunch)** |
| Jane | 2-6 |
| Emily | 10-2 |

**Thursday**

| | | |
|---|---|---|
| Mollie | (open) | 8:45-5:45 |
| Tes | | 9-6 |
| Thomas | | 9-6 |
| Elaine | | 12-9 |
| Alice | | 12-9 |
| Jane | | 2-6 |
| Emily | | 10-2 |
| Katie Cox | | 10-6 **(WL – 30 min lunch)** |

**Friday**

| | | |
|---|---|---|
| Thomas | (open) | 8:45-5:45 |
| Alice | | 9-6 |
| Mollie | | 9-6 |
| Tes | | 9-6 |
| Elaine | | 9-6 |
| Jane | | 2-6 |
| Emily | | 10-6 **(WL – 30 min lunch)** |

**Saturday**

| | |
|---|---|
| 1st: | Mollie & Elaine |
| 2nd: | Tes & Thomas |
| 3rd: | Alice & Jane |
| 4th: | **Sept. 28:** Mollie & Elaine |
| | **Oct. 26:** Alice & Jane |
| | ~~Nov. 30: Tes & Thomas~~ |

Thanksgiving Week.

# 2013 November 2013

| SUNDAY | MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY |
|---|---|---|---|---|---|---|
| OCTOBER 2013<br>S M T W T F S<br>1 2 3 4 5<br>6 7 8 9 10 11 12<br>13 14 15 16 17 18 19<br>20 21 22 23 24 25 26<br>27 28 29 30 31 | DECEMBER 2013<br>S M T W T F S<br>1 2 3 4 5 6 7<br>8 9 10 11 12 13 14<br>15 16 17 18 19 20 21<br>22 23 24 25 26 27 28<br>29 30 31 | Please Recycle | | | 1 305 | 2 306 cuept 10-12 |
| | | | | | gone Alice off | |
| 3 307 Daylight Saving Time Ends | 4 308 Board of Elections in meeting room | 5 309 Election Day<br>Board of Elections in meeting room | 6 310 | 7 311<br>Nathan Kotecki @ 10:30 - meeting room booked all day | 8 312 | 9 313<br>Closed |
| 10 314 | 11 315 Veterans' Day Remembrance Day (Canada)<br>Closed | 12 316 | 13 317<br>11:45-12:00 Reviews Book Club | 14 318 | 15 319 | 16 320 ACA help session meeting room booked 10-12 |
| 17 321 | 18 322 Nichols Farley 7-9 | 19 323 | 20 324 | 21 325 | 22 326 | 23 327 |
| 24 328 | 25 329 | 26 330 | 27 331<br>Hanukkah Begins at Sundown | 28 332 Thanksgiving Hanukkah<br>Closed | 29 333<br>Closed | 30 334<br>Closed<br>November |

S3-1314 Academic Wall Calendar – 17 Months /MP-1114 All Purpose Wall Calendar – 12 Months

PAYNE PUBLISHING, INC.
MANASSAS, VA 20110 MADE IN U.S.A.

1. What do you like about working at the Library?

A good percentage of the patrons are nice and I enjoy helping them. Most of the other staff members are good people who work hard and are willing to help you in any way they can.

2. Is there anything you dislike about working at the Library?

At the Library drama, backstabbing and disrespect run rampant, especially coming from administration. A patron was told that the reason a set of books was not in the book sale was because the staff was lazy. Some staff members have been treated unequally in respect to applying for higher paying jobs. At least two staff members applied for the last full time job opening but only one of them got an interview. Staff members get ignored for months at a time but when something happens to make people start paying attention to the library we suddenly become best friends.

3. How can Library Administration and/or County administration make improvements that will have a positive impact on the library, its staff, and the services provided?

Make sure all staff have their schedules and changes to those schedules in advance. It doesn't seem very professional to have a staff member waiting at the last minute for their schedule for the week.

4. Are the current Library facilities adequate for staff and patrons? If not, please explain.

I believe that too much emphasis is placed on children's and young adult books. I understand that they need to be taught to love books and we need a variety of books for them but I think the ball is being dropped in regards to the adult and elderly readers. We get the basics like the New York Times Bestsellers but have been getting less and less Large Print and paperback books and while it may not seem like the paperback books are necessary some books only come out in paperback form.

5. Are there any other thoughts or observations you would like to share?

Thirty-two staff members have come and gone in the last four years; some left to move on with their lives, some were fired, some got so wore down with the worry, responsibilities and constant micromanagement that their health declined. One even retired mere months away from 20 years working at the library. It is a very high turnover rate for a county library, to me it almost seems as though we are Kleenexes after you use it, throw it away

6

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---

1. What do you like about working at the Library? I enjoy the interaction with most patrons and believe we are a valuable source of many services to the community. We are more than books & computers. Sometimes we are a "shoulder to cry on", an ear to listen & someone to share joys & sorrows. I hope we never loose "that personal touch" among all the technology.
We are challanged to keep up with an ever changing world. This can be very stressful but also very rewarding. We serve people in all walks of life.

2. Is there anything you dislike about working at the Library?
Being on the "Front Lines" when patrons are unhappy with services or staff.
Concern about safety.
I also know these are a fact of life for many places.

*Thank you for your consideration and time in this matter

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3. How can Library Administration and/or County Administration make improvements that will have a positive impact on the Library, its staff, and the services provided?

1. Guidelines in how to help new staff. What is expected from the present staff so as not to give new staff the impression they are being "bossed" by someone other than the director or supervisor.
2. Be as consistant as possible with policies.
3. No double standards (Reality is there are always some exceptions in everything!)
4. Positions need to be filled in a timely manor.
5. More consideration of staff & their time.
6. Too strict about sick leave & vacation time.

4. Are the current Library facilities adequate for staff and patrons? If not, please explain.

With our current struggles with the economy, I don't see improvements that could be made. Of course we would love a large, modern building & equipment. We need more small spaces for teachers to work with students and quiet places to study. Also spaces for small groups to meet.

5. Are there any other thoughts or observations would you like to share?

I know there is a lot of dissatisfaction & stress among the staff. I know you will be reading a lot of these. As with most things, it is not totally one sided. There are very high expectations & demands on a staff that has been working with not enough staff to carry out what has been required of them (To the satisfaction of the director.) The Library as a whole has suffered because of too many "over the top" expectations in activities that have been presented, all this during a time of transition, remodeling and added new technology. There is more & I'm sure you are going to be made aware of it.

**Lincoln County Library Staff Survey**

1. **What do you like about working at the Library?**
I really enjoy the people I work with at the circulation desk. We are a well-balanced combination of people from the experienced to the new, the creative, the level-headed, etc. We each have our own duties we took possession of and *for the most part* we are willing to help each other and care for one another; like a family. I also enjoy the patrons that come in for the books. They are a regular crowd and are invested in getting to know those who serve them.

2. **Is there anything you dislike about working at the Library?**
I am going to try and answer this as concisely as possible. Like most people, there are a many things that I wish I could change and discrepancies that confuse the employees.
    - I dislike the lack of organization inside of the branches, not just the main one. We have a great facility with walk-in closets, a break room, a kitchenette, a "basement" and an "attic." That being said, you cannot safely walk around these locations, nor can you locate anything that you were sent to find. There is no semblance of organization at all. Christmas decorations are upstairs, downstairs and in several closets. The board room is nonfunctional and has been for several months. There is a way that this could be remedied; in fact it is an easy fix. We do not have that much stuff to store – it's all just packed terribly. And because it starts off bad, whatever comes in new that needs to be put away just gets tossed into whatever crevice we can find. There have been some steps to make it slightly safer for the employees to go on the treasure hunt for whatever they need, but not enough. It's still in shambles despite the efforts to make it more presentable after Martha Lide visited. Also, library money is going into purchasing new things each year when we still have leftovers from previous years, we just can't find those items. It would be helpful fiscally to have an inventory that makes sense to each employee and that is structured.
    - I dislike the turnover rate here and the lack of new employees being hired. Short staffing does nothing for workplace moral. We are burnt out from nearly 8 months of being "Band-Aids" for those empty positions instead of being proactive in the hiring of new staff. There is only one page at the main branch and she does not have enough hours on her time sheet to be able to shelf everything that is circulated in a day's time. It is a never-ending heap of books and audio visual materials. We are all willing to do this; unfortunately we do not have time to dedicate ourselves to the shelves because there aren't enough employees anymore to cover the desk. We get side tracked or are in such a hurry we don't have time to check if we put the book in the right spot. And we don't have time to follow behind patrons and insure they are shelving items back into their correct spot instead of laying the items down in a sporadic method. The shelves are

ridiculously out of order and we often have trouble finding books that patrons request, and are therefore unable to satisfy their requests.

- I dislike the lack of supervisors. I will say that the current supervisors have tried to be available and willing to work with the employees, but it is just too much work for two people. Especially since one of the supervisors is basically in charge of her own department so she barely has time to sit down, let alone get lunch or answer our questions. Unfortunately, we have also had so many mixed signals it is nearly impossible to succeed because there is no consistency. It seems as if everyone has to check with someone else and then those of us at the desk get no answers. Also, the lack of supervisors is not helping with the training of the staff we do hire. There have been complaints from other county departments about a 9/30/13 new employee and that person's lack of knowledge and general disposition. Now, the experienced employees try and tell the person how we operate – but there needs to be an authority person for this particular case when that new person does not have respect nor does that person believe the credibility of the other staff members. There are issues that are being ignored and brushed over and the behavior is only going to get worse. It is hurting the Library's image as well as making the work environment even more stressful.
- I spoke of disliking the turn-over rate but I would also like to add that I dislike the rotation of people to cover those empty spots. There are several employees who now have to travel way beyond their usual daily commute, around 30 miles for some. There are employees that are filling in at West Lincoln that work there alone all day. They don't get a break at all because someone has to continually be at the desk, yet they have to write a 30 minute lunch or dinner break on their time sheet – regardless if they got one or not. And there are employees working alone at West Lincoln until the evening hours, 8 o'clock on Mondays. This is NOT safe. It is dark and there is little light. When you check the sex-offender registry for the location of library it is frightening. Patrons have expressed concern for these young employees that have been sent out west, some even staying behind after closing in order to make sure the employee made it safely out of the parking lot. It is not fair to ask someone to be in those conditions without the support of another employee with them.

**3. How can Library Administration and/or County Administration make improvements that will have a positive impact on the Library, its staff, and the services provided?**

I don't know what a good solution would be. I would love to be part of those improvements because I truly do enjoy working at the Library. I don't know if any one person is to blame but there has to be a common factor for all of these hiccups in how the Library operates.

- I absolutely believe that there needs to be more training for employees. We have very specialized positions available for hire. The current employees could be trained to do the job of those who left and therefore we wouldn't have to wait so long for the person with the specialized skills to come in for an interview. Instead we could get less experienced people in the Library Assistant position that the long-time employee left for the one they trained in and then begin training the new person. That way we aren't searching for that person who fits the mold of the position but instead we are molding ourselves into it. We need to invest more into the development of the staff that is already there and have expressed a desire to continue to invest themselves into those roles.
- The second improvement I would make is the organization of the library. We need to provide a united front, but with the lack of supervisors and consistency, there has been a serious decline in following procedure or even knowledge of procedure. There have been so many improvements to the library with no improvements as to how the staff is supposed to address the issues that are presented because of the advancements. It is frustrating for both the patrons and the staff members when we can't do the new programs or have answers for the questions the patrons ask.
- I think the next thing that should be addressed is the lack of Wi-Fi for the public. That is a CONSTANT complaint. I understand that because of the new RFID system we are working on upgrading the Wi-Fi as well, unfortunately the patrons do not understand that. Many of them are extremely frustrated because the Library is where they came to conduct their business. Now they are angry because that has not been fixed. Again, I understand the reason it is taking so long, but what I think we need is a buffer to explain that to the public. It's like the staff was thrown to the sharks because we don't have a supervisor to come out and address these problems that we have no control over.
- Speaking of supervisors, they are employees we desperately need. If a patron has fines over $10 that need to be waived, but we can't find a supervisor because they are spread out all over Lincoln County, then that patron isn't able to check anything out. And that patron will leave very upset and are less likely to return to the library.
- We absolutely need pages, supervisors and staff. This is a 22 man team – 4 Supervisors, 3 employees at Shanklin, 1 at WL, 1 at Tech Services, 3 pages, 1 Director, 1 Administrative assistant, 1 IT, 5 Full-Time and 2 Part-time employees at Jonas. We currently have 6 positions open. There should be 4 people working at shanklin; there are only two. There should be 2 people working at WL; there is only one set to work there – but she's a supervisor so she is being put elsewhere most of the time. There should be 7 people to cover the desk at Jonas and there are 7 but 3 are travelers to WL and two of the 7 are only part-time. And there is

only 1 page to shelf the books that used to be shelved by 3 people. We need these positions to take care of this work load. It's not possible to be able to do all of the work on top of new projects like RFID tagging, Summer Reading programs, Book Sale and the holiday programs coming up. We are doing more work now with less staff than we have done before when we were fully staffed.

4. **Are the current Library facilities adequate for staff and patrons? If not, please explain.**

Something I've already mentioned is the lack of Wi-Fi. This is one of the serious issues for the patrons. As for the staff, there are several areas that lack safety. WL, again, is nowhere near safe for someone – a female no less – to be working there alone. Jonas has the issue of getting book drop during the holidays. The person signed up to get the book drop has to come alone, often at night because that is the only time they are available during their vacations, and get the book drop which usually runs between 3 to 7 boxes a night. Most women have enlisted their husbands to accompany them. It is not safe for these women to be there at night getting the book drop alone.

5. **Are there any other thoughts or observations you would like to share?**

[redacted] It was suggested that employees will no longer be allowed to take time off during the summer months because it interferes with summer reading. This is a serious negative to working at the library as the summer months are when you can take vacations with your kids or grandkids.

[redacted]

7

[redacted]

I hope this is what you were looking for when you requested this survey. I wanted to be as truthful and neutral to my own feelings as possible and just deliver the facts. Thank you and I look forward to our review/discussion later this month.

Sincerely,
Library staff member

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---

1. What do you like about working at the Library?

I like my job. I enjoy working with the public.
I like that we do programs for the community.
I like the creativity of our programs.
There's not much I don't like about my job.

2. Is there anything you dislike about working at the Library?

I don't like when staff don't follow through on their part of projects. They leave others hanging and having to do their part as well as there own. I sometimes don't like the long hours but sometimes long hours are unavoidable and I'm willing to do whatever it takes to get the job done.
I don't care for all the drama that goes on. People need to understand that when you have a job you must do work. It's not a place to come and gossip and do as you please they need to realize they work for the public and everything is not just about them (staff).

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3. How can Library Administration and/or County Administration make improvements that will have a positive impact on the Library, its staff, and the services provided?

If you can make people stop their drama and focus on doing their job that would be a great help. But I'm afraid that's not going to happen.

4. Are the current Library facilities adequate for staff and patrons? If not, please explain.

Yes

5. Are there any other thoughts or observations would you like to share?

No

## Lincoln County Library Staff Survey

9

*Don't confuse education with intelligence*

**1. What do you like about working at the Library?**

My employment at Jonas Library started 4 ½ years ago. My position is a part-time one and it satisfies my desire to continue working post retirement without having large demands on my time. Along the way, I have been given an opportunity to meet, work and befriend some of the nicest people I've ever known. Because my time is pretty much my own, I am in a position to be able to fill in for others who experience health, family or scheduling conflicts. Developing friendships with our patrons is another positive side of this job. Afforded just a few words of encouragement, people are more than eager to share their views on books, authors and subjects not even connected with the written word.

When I started working at Jonas, we would celebrate birthdays on a monthly basis - cakes, goodies, singing and birthday cards. Steve Ford, the gentleman who hired me, would ALWAYS make sure everyone had an opportunity to enjoy the camaraderie. He would also ensure that everyone had their 15 minute break. If we were short on people at the desk, he would stay and work the desk while others could take a break. During those times you knew you were appreciated and you were treated with respect. I felt so very fortunate to have been chosen to be a part of the library staff as people (at that time) seemed to stay at the library forever!

**2. Is there anything you dislike about working at the Library?**

- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

- I dislike that new employees never had the chance to experience how much fun and fulfilling it once was to walk into Jonas, Shanklin or West Lincoln libraries to do your job.
- I dislike that staff has gone from a 15 minute break to a 10 minute break to a "maybe take a couple of minutes" break to no breaks at all. This occurring while we are operating with more staff members than 4 years ago when we were allowed a 15 minute break in the afternoon. [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

*EXAMPLES:*

- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

- [redacted]
- [redacted]
- [redacted] Jackie Shaw) [redacted]
- [redacted]
- [redacted]
- True, some are using computers for those reasons. Most of the others however are interested in shopping for their next tattoo, looking at sights for a new girlfriend/boyfriend or just playing games. Social media is a large portion of our computers' usage. [redacted]

- [redacted]
- [redacted]
- I dislike being in attendance at library sponsored functions where there is food and drink provided by the library and any leftovers are carted off by members of the Director's family **NEVER** offering any leftovers to library staff. (**EXAMPLE**: a seminar in early 2013 held at Cultural Center with lunch provided by library to attendees. Director's family walked out with the leftover lunches. No mention of offering staff at library these lunches.) This includes soft drinks that are stored in the refrigerator adjacent to our meeting room. These drinks have been designated "off limits" to library personnel yet I have witnessed the Director's family attending functions in our meeting room and go directly to that same refrigerator and help themselves to soft drinks while staff is forbidden to do so.
- [redacted]
- I dislike that our Technical Services Department is so inundated with new books that require processing but staff members are pulled away from these duties and tasked with: meetings re special events, filling in at library locations as temporary assistants or the staggering task of sorting donated books. Patrons are constantly inquiring about new books that have been "in-process" but are in limbo while Tech Services staff is assigned to working on other projects. Patrons are not impressed with timeline Lincoln County has with getting new books on the shelves. This is not the fault of staff members.
- [redacted] The downstairs was so overrun with stuff you could hardly walk through without bumping into some stack on the right or left side of the aisle. Do you know we saved (at the Director's insistence) the yellow plastic leg protectors that were on the new chairs for the computers? That was around December of 2011. To my knowledge, we have not used them.
- I dislike every time someone calls and asks if we are accepting book donations knowing that I have to answer "yes." Is there no end? We have become a public dumping station for books people don't want. Many books are mildewed, smell or have bugs in them.
- [redacted]
- [redacted]

- I dislike that our fire extinguisher in the entry hall has been AWOL for many months. Any thoughts?
- I dislike that we advertised wireless was coming to Jonas. The library had it for a brief time then it was gone. We were told we would be getting a new system and any patron queries should be answered as such. It has been months and still no wireless system. [redacted] It is embarrassing to keep answering patrons queries with "it's coming."
- I dislike that someone furnished the library with beautiful cabinets which were installed in a closet and the staff has been told WE ARE NOT to store anything in these cabinets.
- I dislike seeing how hard younger staff members work to provide creative and innovative (yet cheap) signs, themes, games and crafts only to get shot down upon presentation by the Director who never gives them any guidelines or suggestions as to what she wants or expects.
- I dislike hearing that the Director told these same young staff members that the next time she hires staff, she was going to hire people who are creative.
- I dislike that the Director – to date - had the sense to **NOT CONFRONT ME.** Without having the ammunition to say "this has happened to me" I have not been in a position to file a complaint about the Director.
- I dislike that the Director chooses to demean and demoralize the younger and foreign-born staff members.
- I dislike the non-communication - many staff members become aware of upcoming events only upon being quizzed about it by a patron.

**3. How can Library Administration and/or County Administration make improvements that will have a positive impact on the Library, its staff, and the services provided?**

- Hire a Director who is interested in a library that "speaks to its patrons" and does not serve as a stage providing the Director a stage from which to showcase his/her achievements on his/her next Curriculum Vitae.
- Ensure that County Administration maintains some future checks and balances system wherein library staff will not have to endure another 4+ years of morale erosion, health debilitating stress and a feeling of dread upon entering the workplace. The type of environment that has managed to thrive and escalate during the tenure of our current Director serves as a lesson to management that **everyone** needs a "watchdog" in place to prohibit future damaged careers and livelihoods such as we have experienced in the past 4+ years.

**4. Are the current Library facilities adequate for staff and patrons? If not, please explain.**

- Without any discussion with staff members about day to day operations of the library and/or areas in need of upgrading, we ended up with an expensive check-out/in system. While we were experiencing instances of materials "walking out" of the library, there were cost effective alternatives to remedy this. Many of our patrons are not comfortable

using the self-checkout available with this system and prefer to be checked by an employee. We are consistently urged to promote use of self-checkout even though some patrons definitely don't want to use it.

- Many of our bookshelves do not have backs to them making it easy for books to fall behind the shelves – this is especially true for paperbacks which have a homemade "bungee cord system" in place to provide containment. This does not work.
- Our books on tape are located in an area where the lighting is abysmal making it impossible to read the titles on any shelf other than the top one. This lighting deficiency is apparent again in many others aisles where the lighting is sparse making it difficult for patrons to successfully read titles. Both adult and children areas suffer from this.
- As our patrons advance in age, it is difficult for them to read the bottom shelf for materials. Suggestions as to how to better position materials so they can be more easily read went no where.
- Patrons are confused about the location of a certain genre of books. Signs would go a long way to inform patrons as to location of materials. Signs are a no-no in our library. Needs of the patrons seem to be a non-issue.

**5. Are there any other thoughts or observations you would like to share?**

Library staff previously had been told by the Director that the old definition of a library has forever changed. People are now expecting electronic services. Staff now needs to be on top of internet demands, social media, Microsoft Word etc. This morning (Oct. 3) we were told by the Director that the library's major purpose does not lie in books but now in serving the community as a conduit for the numerous outreach programs available. In the meantime, employees are spread thin trying to:

- maintain the library
- plan and execute special functions
- order and process books in a timely manner
- educate patrons on computer/internet/word processing techniques
- prepare for an influx of patrons attempting to obtain info re Obamacare
- serve knowledgeably as a conduit for outreach sources
- substitute at various branches due to lack of staff who have been scrutinized to the point of quitting

[redacted] We hope to find in you strength and courage for implementation of proper management and associated guidelines to steer the library away from its former negative morale issues and show us there is a better and just way.

## BOOKSALE POINTS

**Staff is never provided back supports, rubber gloves, masks or any other type of safety devices to handle, separate or load these materials.** [redacted] **Needless number of materials stored at old hospital. Most are leftovers from previous years that did not sell. Are proceeds from sale tracked? 2 years ago I was told by Director money was going toward an electronic sign to post our upcoming events. Never happened. Director informed staff @ meeting (Oct. 2) that proceeds totaled $6400 this year. Where will this money go? I've never seen Director present anything**

and describe it as purchased thanks to the proceeds from book sale. Lot of staff time and labor goes into maintenance, preparation and execution of book sale. [redacted]

9

1. What do you like about working at the Library?

I enjoy working at the library very much. I enjoy the patrons that come in for our help. I enjoy leaving work feeling like I have helped people. I really enjoy working with the children and the children's programming. I enjoy the people that I work with at the circulation desk, I really like that we are a team and work well together.

2. Is there anything you dislike about working at the Library?

- I dislike the health problems that come from being stressed because I work for a director that I can never please. I try as hard as I can but I leave work crying most nights because she has not been satisfied. [redacted]

- I dislike that we have lost so many really good coworkers.

- I dislike that people get punished by our director when they go to Human Resources because that makes me feel trapped.

- [redacted]

- I dislike that I have heard her family talk badly about staff at library events. On 3/2/13, we had children's event at the library. It was very crowded and we had a lot more people show up than we had anticipated. When our director turned to her family member and asked her if she had seen one of our staff members, her family member said "I don't know, Bethany is an idiot." Everyone was stressed out and trying their best to adapt the program to the increased number of patrons.

- I dislike the disorganization. I dislike even more that the staff get blamed for it.

- I dislike that I feel that by answering these survey questions honestly, I have put myself in the position to be punished by my director. I feel as though I have put the nail in my coffin so to speak and I will not be able to continue to work for the library because conditions will be even worse.

- I dislike the inconsistencies we get from supervisors.

- I dislike the holiday book drop duty, not because I mind doing it but many times I have had to come in on a days like Christmas Day or Thanksgiving Day to get the book drop and never compensated for my time. I am allowed to write that it took my fifteen minutes on my time sheet and then I have to take that fifteen minutes off somewhere else.. Getting the book drop on a Holiday has never just taken fifteen minutes; it usually takes at least 30 minutes. Anopther thing about the book drop is that when I come in to get the book during a holiday when we are closed, [redacted] because I am scared to go alone but I feel that because the parking lot is so poorly lit and there tend to be many people of questionable character hanging out around the library, especially during the holiday season, I am putting my family in danger.

- I dislike that we cannot take vacation. [redacted]

- [redacted]

- [redacted]

[redacted]

- I dislike that if I drive to another location during the work day, I do not get to submit my mileage. None of the three branches are located close to each other and it can get really costly.

- [redacted]

- [redacted]

- I dislike that we are often unable to reach our director and supervisors. We often do not know where they are or how to get in contact with them. Even when we know where they are we often cannot get a hold of them. It makes me incredibly nervous that something will happen and we won't be able to get a hold of them. We are frequently told to call the director if we have a problem during the hours that the library is open but as long as I have worked here I have never been able to get a hold of her on her cell phone.

- [redacted]

- [redacted] do not know how to respectfully respond to those types of comments besides to laugh them off which is how I handled it.

(10)

3. How can Library Administration and/or County Administration make improvments that will have a positive impact on the Library, its staff, and the services provided?

I am honestly not sure. I think that this survey was a good start to remedying the problems that are affecting our Library, our staff and our services that we provide to the community. I believe that the community can feel the change that has taken place in the library. When they walk in the doors, it is not the same place that it used to be. Many are put off by the machines that they are convinced will one day replace the staff and for that reason, will not use them and others are put off by the atmosphere there.

4. Are the current library facilities adequate for staff and patrons? If not, please explain.

I think that for the most part the patrons and the staff are pleased with the facilities. We do often get complaints from patrons about the WI-Fi being down. We used to offer Wi-Fi at the Jonas Library but it has been down for several months. There are many patrons who use the library to study or to do business and they are unable to do so right now.

5. Are there any other thoughts or observations you would like to share?

I really hope that you can help us. I love my job but I have seen so many people that loved this job leave for reasons that had nothing to do with the actual job at all. I really hope that this survey does not get us all in trouble. [redacted] I was shocked and honestly it made me rethink being so honest on this survey because I am SO worried about how I will be treated afterwards. I feel that much of the behavior displayed by my superiors is a liability and I have stayed quiet about it until now but I refuse to let comments like the ones concerning myself and expanding my family continue. Please help me.

# Lincoln County Library Staff Survey

**1. What do you like about working at the Library?**

- The interaction with the community
- Co-workers
- The dedication and hard work of our library volunteers, to help shelve our books, participate in the programs the library puts on, and their overall friendliness and reliability.
- Helping to run the library's book club and getting to discuss with patrons, through outreach, of the fun and enjoyment of reading.
- Getting to work in a nice facility to conduct my work.
- The fact that I am buffered by distance from the main library of Jonas in Lincolnton and am not included in all the drama that goes on there.

**2. Is there anything you dislike about working at the library?**

- The fact that at my branch, we have been without a supervisor for over 7 months, with no end in sight of a replacement. [redacted] Running a branch with only two people is ridiculous and has created an unnecessary burden for us.
- The library, since separating from the Gaston County Public Library, **STILL** has no policy manual to provide clear cut policies and procedures for the day to day operation of the library system.
- The branch I work for is under-staffed even when fully staffed. My branch consistently matches or comes close to matching the circulation statistics of the main library, yet is staffed with a third of the staff at Jonas.
- We have no brochures or pamphlets to give to patrons, with our hours of operation, circulation guidelines for renting out materials, fees charged for late items, or even locations of the different branches in the system. Most library systems I have worked for have at least provided some kind of brochure to let citizens know what the rules are for checking out items and basic information about the branches. [redacted] Jennifer [redacted]
- [redacted] Jennifer [redacted] Jennifer [redacted] Jennifer [redacted]

[redacted] Jennifer [redacted]

[redacted] Jennifer [redacted]

- I was hired right before the Christmas holidays and had been training at Jonas for two weeks, when the annual Christmas party came up. Since I had yet to be introduced to my branch co-workers, this seemed to be the opportune time for Jennifer to make a formal introduction to the whole staff to welcome aboard the latest hire. No such introduction occurred. If it hadn't been for one of the other employees to point out to me the coworkers I would be working with, I wouldn't have known who my future colleagues were. I know this sounds trivial, but I have worked at other library systems and new hires were always formally introduced to every other member of the staff.
- When my co-worker and I answer the phone, we formally introduce ourselves to whomever is calling. This apparently is a custom lacking with the head of our department. Whenever she calls to inquire about any numerous things on her mind, she will not introduce herself on the phone. As the head of the department, and to set an example for her fellow employees, wouldn't it make sense to introduce herself, formally, each time she calls her employees? This also manifests itself whenever she chooses to appear at our branch on one of her visits. She will never say hi or greet you when she arrives.
- The utter contempt and disdain from our director to the community in which I serve. I currently work in the Westport community, which is just south of Denver, NC. While it is true that this area, since it is so close to Lake Norman, has a higher percentage of affluent people; it has been my experience over the course of a 15 year library career that **EVERY** person wants to be treated the same **<u>no matter what their income level</u>**. [redacted] Jennifer [redacted]

[redacted] Jennifer [redacted]

[redacted] Jennifer [redacted]

[redacted]

- [redacted] we have many excellent volunteers who routinely shelve our materials, when they are returned. If it weren't for them my coworker and myself would not be fully able to do our jobs in an efficient manner. During my last evaluation with Jennifer, she spoke of the need to have greater control over every aspect of what our volunteers do for us, essentially turning them into employees and us as their superiors; that is not how volunteering works. These people devote their time and effort to help us out, they should not be punished for doing so. Even when we were fully staffed, we had ABSOULETLY NO PROBLEMS out of our volunteers. Items were put away correctly and shelves were straightened. One gets the impression that she doesn't like the fact that Shanklin attracts so many talented people who come in and make our jobs easier. These people should be commended for what they do, especially since we are SO short staffed, not held to a standard that is impossible to achieve.
- [redacted] Debra, [redacted] Katie, [redacted] Katie [redacted] Debra [redacted] Jennifer [redacted] Katie [redacted] Debra [redacted] Katie [redacted] Debra [redacted] Debra [redacted]
- Our library system has new books that have been sitting over at Technical Services for over 6 months. Patrons see that books are "in-processing" and inquire as to when we can expect them to be shipped out to branches. I really can't give them an accurate answer, because it is common knowledge that the staff at Technical Services is constantly being asked to do tasks that fall outside of their main job responsibilities. This is county tax dollars being spent on books that the public may not see for up to six months, because the Technical Services department is stretched too thin.

- [redacted] Jennifer [redacted] Jennifer [redacted] Helena [redacted] Helena [redacted] Jennifer [redacted] ennifer r [redacted]
- I was assigned to be the main "tagger" of books for the Shankln branch in preparation of us getting the new RFID system put into place. As such, I was promised considerable help to get the tagging done in as quick a time as possible at Shanklin. I received only one co-worker, from another department, to come help me out. The rest of the tagging was basically left up for me to do in as little time possible. This was in spite of the fact that I had been asked and gone over to Jonas for two days to tag as much of their items as possible all day. When I would ask for more help I was told that the Jonas staff were stretched too thin as it was and couldn't be spared, even though I had to make the trip and help them out. I was also responsible for showing my two other coworkers how to work the self-checkout machine, but since all three of us were not always together at the same time, it made it almost impossible to demonstrate it effectively.
- We are constantly asked to push the use of our new self-checkout system, hitting a goal of 50% usage by the end of this year. This is completely unrealistic. Being short staffed we are not always able to come assist someone who attempts to use the machine, since we are already busy helping other patrons out at the main desk. We have been told the self-checkout is supposed to free us up to do other duties around the library. To this day, I have yet been explained what other duties I am to perform, since so many of our patrons would rather have us check them out then use the machine. I have also been instructed by Jennifer to not leave the service desk unattended, and make sure there are two of us at the service desk at all times. See, how these goals don't mesh?
- We are often asked to attend staff meetings at Jonas and then make it back to Shanklin to open up after the meeting concludes. This past Wednesday (October 2nd) the meeting didn't adjourn until 9:20, leaving us roughly 30 minutes to get back to Shanklin and make sure everything is turned on and the doors are ready to be unlocked. My coworker and I didn't make it back until 15-20 minutes after 10. We are never given enough time, as branch people, to leave early enough to make sure the branch is open on time.
- [redacted]

- Jennifer [redacted]
- [redacted]

  Jennifer's [redacted]
- Our library website hasn't been updated since the split from Gaston County. Information and/or links to other websites are old or often don't work.
- While being trained at Jonas, I happened to encounter an odd ritual that would occur right around the 1 o'clock hour. We would have to switch the blue crates that the books were kept in, that were supposed to go to the other branches, then switch them out to liquor boxes, so the blue crates could be "hidden." I have never understood this and was never given an explanation for why this happened.
- We had a book fair that patrons and staff could buy books that would then be put in the collection. Several patrons, [redacted] wrote checks out for the purchase of said books. We were never given a specific date as to when the books would be ordered or when [redacted] checks would be cashed. Two months had elapsed and [redacted] check had still not been cashed. [redacted]

  Crystal [redacted] Jennifer, [redacted] So it came as quite a shock to me that the check was finally cashed at least four months after the book fair had come and gone, [redacted]
- [redacted] Debra [redacted]

[redacted] nnifer [redacted] Jennifer [redacted] Katie Cox [redacted] Jennifer [redacted] Jennifer [redacted]

- The micro-managing of our schedule, with no input from us, that eventually lead to our children's librarian resigning.
- [redacted] Jennifer [redacted] Jennifer [redacted] (Debra [redacted] Jennifer [redacted]
- The slip-shod manner in which materials are ordered. There is no rhyme or reason to it. We provide dvd rentals, at no cost to patrons, as a service to our community. [redacted] stopped buying any new titles for our collection and has yet to provide an answer as to why not. This also applies to music cds as well. If we didn't carry these items or they were going to be withdrawn entirely from our collection, that would be one thing, but these materials provide high circulation stats so they never will be. Also, we provide material request forms for the patrons to fill out to suggest that the library order a particular item to be put in the collection. [redacted] Debra [redacted] Jennifer [redacted] I have seen many a form filled out for the "**Downton Abbey**" series on dvd that has been on PBS. I have yet to see this item purchased for the library's collection.
- I was present when the fire marshal came out to view our location, because our one story-time we held on Tuesdays would always overflow our meeting room and the parking lot, forcing many patrons to park on the side of the road, when it was being held. Our children's librarian had begged for some time to be able to do a second story hour on another day of the week because Tuesday's had become too big for our location. She was repeatedly denied this, even when it was reported about how bad the parking had become. Only after one of our patrons notified the fire department about the unsafe

conditions did the fire marshal come out [redacted] Jennifer [redacted] Shanklin finally got a second story-hour.

- [redacted] Jennifer [redacted]

**3. How can Library Administration and/or County Administration make improvements that will have a positive impact on the Library, its staff, and the services provided?**

- Hire a new Director who is better attuned to the real needs of the community and listens, as well as values staff suggestions.
- Make sure library has better oversight and employee complaints are taken seriously.

**4. Are the current Library Facilities adequate for staff and patrons? If not, please explain.**

- Our main desk needs to be repaired. Desk drawers open of their own accord and have to be taped on the side to stay shut.
- Whenever it rains, our basement becomes a muddy mess which has never been fully addressed (I have pictures on my phone of this)
- The central air unit can't be turned off and/or needs inspecting.
- Our lights are not changed on a regular basis. (Disregarding the "fixes" that seemed to happen all at once when the employee survey went out)
- At least two or three of the lights in the parking lot have burned out and need to be replaced.
- The bushes and shrubbery around the perimeter of the building need to be cut back, it's way overgrown. Jennifer [redacted] (The shrubbery at the front entrance is truly a jungle, it is overgrowing one of the benches for the public to use outside, and harbors snakes that have come out whenever it rains.)
- Boiler needs to be inspected (I have video of an incident where it emitted such a loud sound, and seeped out gas fumes, that the patrons were seriously concerned for their safety. The staff were, also. [redacted] Jennifer [redacted]

- Septic tanks need to be cleaned out on regular basis. Last time the septic tank alarm went off they cleaned out only one of the two tanks. Since then we have heard the other alarm go off.
- Toilets regularly get stopped up and won't flush properly.
- Office chairs at service desk and public computers need to be replaced.

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# Lincoln County Library Staff Survey

1. What do you like about working at the Library?

I absolutely love the community I work in. I have worked for other library systems in many diverse communities, but this community is by far the best! The people here appreciate the library and the staff and want to help, not cause problems or more work. We have many volunteers that come in throughout the week to help with all types of things. Some come in to shelve the materials that are returned, others help with cutting and creating story time crafts and activities. Over the summer even the teenagers are happy to help with the younger children's programs. Now that we are short staffed the volunteers allow us as staff to focus on customers that need extra attention. If staff were concentrating on shelving materials and were in the stacks when customers came, they would not be getting adequate help from staff that should be ready and waiting to serve them. Our volunteers make it possible for staff to concentrate on serving the public and their many needs. Their help makes it possible for us to make enough crafts for the entire library system programs. Some of the programs provided by this system are wonderful and staff receives positive feedback from the community, which is always nice. Also, the building and curb appeal is pleasing to the eye. Plus it doesn't hurt that I am at a branch and buffered by the distance that it provides from all of the unnecessary drama at the Jonas location.

2. Is there anything you dislike about working at the Library?

Personally for me yes there are quite a few things I dislike about working for the Lincoln County Public Library system. I believe there are things everywhere you work that you are not going to like, at least that has been my experience and that of my friends and family. Most of what I dislike about my job should be trivial things but unfortunately it is not. Some are things that are just annoyances or things that I probably should have considered more before I accepted the job; others are things that need to be worked on or even changed. [redacted] (Crystal Edwards) [redacted] Crystal [redacted] Crystal [redacted] Jennifer Sackett. Jennifer [redacted] Jennifer's [redacted]

had some life changing events happen and desperately need to be closer to my home to help out a loved one.

[redacted] Jennifer [redacted]

During my first two weeks I worked with the staff at the Jonas location. Everyone seemed to get along well and I was excited to begin work at my new job. I worked at the Jonas location for a few weeks expecting training, but instead I was asked to help cut and sort things for programs. I had worked for other libraries prior to joining the Lincoln County system, but had not used the same software. Once I received the opportunity to use the software and get training, I found it was much like the others I had used; of course I had a few questions but, for the most part had no problems learning the system quickly. After three days of training on the computer system I was then sent to my new location. The staff greeted me excitedly and was pleased that I had such knowledge and experience of the way a library works. The supervisor asked me how long my training took on the computers. When I told her three days she exclaimed how she wished the director had sent me earlier. There were only two employees working at that time, because one lady was out due to an operation. The supervisor showed me all the things that were not covered in my training and I asked many questions during my next few months. [redacted] Jennifer [redacted] Jennifer [redacted] Jennifer [redacted]

[redacted]. In my previous library there were a table of people that contributed to making choices about the collection, and any one of the staff could put in ideas if we noticed a particular section to be lacking. I understand that every library is different and all community needs vary, but I do believe that a panel of peoples input for reading selection is a good method.

The staff that I worked with that has since left the system was able to inform me of many things before their departure. I learned of a water leak that happened at my location that was so bad many things needed to be replaced. I was told there should be some type of lighting in the walls to keep the mold down, but have never seen it checked on or changed. [redacted] Jennifer [redacted] Jennifer's [redacted] Jennifer's [redacted] Jennifer [redacted] Jennifer's [redacted]

Currently my location operates on a staff of two at full capacity there should be four, really I think there should be more. We check out almost as many items as the Jonas location and most of our programs have a much larger attendance. Our supervisor left sometime in March, that position is still currently vacant. We operated on a staff of three during our busiest time, summer reading. This was difficult but we all worked as a team and did everything we could to help each other out. Very little help was sent out to us and we got through the summer thanks to our many volunteers. After the summer programs were over our children's librarian left. [redacted] she is a planner, an organizer and probably the best children's librarian I have ever known. She loved her job, community, and especially the children in story time. She cried on her last day, leaving the work and the community that she loved, but knew she could not stay. Jennifer's [redacted]. Now we are a staff of two, we were stressed and over work during the summer and now even more so. We are constantly told we cannot take time off for vacation, and we need to plan our appointments around days we are off. I have not had a real vacation (full week off) during the time I have worked for Lincoln County. I am not a person that uses much vacation or sick time, but it would have been nice to know I could. Currently my co-worker and I try to swap weekends, but when we have other plans sometimes we pull two or more weekends back-to-back to accommodate each other or Jennifer. During the Apple Festival my co-worker worked three Saturdays in a row. This current month

I am working the first two weekends and my co-worker the last two because I have prior arrangements for events that I will be attending. I know the staff at Jonas also swap weekends the way we do, but there are more of them so the rotation is every third weekend. Being a staff of two also limits our ability to help the community. We try very hard to stay positive and keep a smile on our faces even though we are both very tired. One person is responsible for opening the location, which we are given fifteen minutes to complete. During that time we are expected to turn on all computers and have any software that needs to be running up. We also must check the book drop, print out and do the pull list, print out the receipt from the self-checkout and scan it into a folder on the computer, turn on copier, put out newspapers, and any other odds and ends left over from the day before. Then be prepared to open the doors to the public after that hurried fifteen minutes. We have requested more time and during the summer it was granted for Monday only, but has since been taken away. Having thirty minutes to open especially on a Monday was beneficial and helped to relieve the stress of the morning a little. As for closing, the library hours vary but for this example I will use six o'clock as my closing. The person opening arrives at 8:45 and works until 6:00. None of the employees walk out of the doors at 6:00. We must close the doors to the public at that time but we have closing duties. Shut down the computers, count money, check the bathrooms, shut down the self-checkout machine, lock and secure the building. Depending on what time you actually begin closing down the library determines what time you actually get to leave. If it happens to be slow or you are working with someone, you may be able to leave within ten minutes. However, most Friday evenings and Saturdays we work alone. I have been checking out customers at ten minutes after closing because they were standing in a line. Sometimes people walk in while you are finishing up with someone and you have to tell them you are closed, because you could not get to the door to lock up. Most of the time staff will just not get paid for those times because you must have any overtime pre-approved.

The children's librarians' last straw was when our Monday story time was approved. She had requested an additional story time for almost three years but it was never approved. During the summer the story time would have over one hundred people in attendance. We had many complaints about parking and safety. Finally a customer spoke with the fire department and we had a visit during our story time. We were in fact over fire code. Jennifer was called in and the Fire Chief spoke with her. We tallied what times and days people wanted most, she asked what would be best for us and in the end she chose Monday. The children's librarian knew what was going to happen, she would be required to work from 10:00 to 8:00 and take that time off another day during the week. That was just too much, she also drove almost an hour each way to work. We talked to each other about leaving our house at 9:00am and getting home around 9:00pm. Monday is a very hard day when you are gone that long. Once we added another story time it took care of being over code, but we had to turn people away and tell them about the two story times. Jennifer had made suggestions that we only allow the children in the room and the parents could wait in the library. Eventually it was stated that we would have to count as people entered the room and turn them away once we hit the "magic number." All programs had to be done this way. In years past people came to our programs in droves, but when word got around that we could only have so many in our room at one time we saw a dramatic decrease. I now do the work the children's librarian was doing, pulling the 9-9, creating the programs for Monday and putting together the crafts for Monday, Tuesday, and even a Thursday story time. The manager at West comes on Tuesdays and does that story time and she does the same one at West on Thursday. I told her since I was going to have to put together a lot of crafts and I knew she was only one of two managers in the system not to worry about hers. She barely has time to come up with a story time and most of the time completes hers the morning of, our volunteers allow me to help her in this way; most of the time they are the ones that take care of putting our crafts together to hand out.

Scheduling is another issue, most of the time my co-worker and I are able to create a schedule

that works for the two of us. Jennifer

. Jennifer

Jennifer

We have found out about things through our customers, such as Forest the Bear missing from the trail in the woods. A woman and her grand-daughter who was visiting from out of town came to see Forest and he was gone. She came in and all I could say was I knew that he had a hurt foot and maybe had been taken to the bear hospital. We are all aware that he has termite damage but no one from maintenance or staff informed us that Forest was being taken out of the woods. I still do not know where he is or if he is coming back.

The library held a Book Fair where customers could come purchase books to be put in the library. It was very confusing for everyone and very difficult to explain. Everyone thought they were purchasing the books to keep, then when we explained they were purchasing them for the library they said isn't that a donation? Jennifer when the books finally arrived there was nothing noted on them to alert us to make a display or do anything special with them. Jennifer. Jennifer Oh and the poor ladies at Technical services where do I start with them. There actual job is to catalog and process the materials that come into the system, but they do so much more. Crystal is stressed to the max; she stays sick most of the time because she never gets a break. If she is not in her department she is being pulled in a thousand different ways. Her assistant has been filling in at different locations and is not able to get her work completed either. So when we have customers that ask about books that have been "in-processing" for months I let them know that we are short staffed and those girls are helping out in other areas and are unable to do their work. They always ask why doesn't the Library Director hire more help. To that question I have no answer!

[redacted] Jennifer [redacted]

[redacted] Jennifer Sackett, [redacted]

3. How can Library Administration and/or County Administration make improvements that will have a positive impact on the Library, its staff, and the service provided?

[redacted]

4. Are the current Library facilities adequate for staff and patrons? If not, please explain.

For the most part yes, however there are a few things that should be looked into. My location operates six days a week yet is only cleaned twice a week. I do many janitorial duties such as pulling trash, unclogging toilets, refilling paper towels and toilet paper, dusting, vacuuming, and cleaning computers. Not that I am above doing these things, but if we had a janitor that came in once a day I would not be doing as much janitorial work and could focus on other things for library customers. Sometimes volunteers will even help with some of these things so staff doesn't have too. My location has issues with locking and unlocking doors. The staff bathroom will only lock sometimes (when the door is not swollen), I have been walked in on and have walked in on a co-worker because I could not lock the door. We need bigger trash cans in all of the bathrooms but especially the public. There was a hole in the floor of the staff bathroom and last year a baby ring-neck snake had to be carried out of the building by a staff member, we also have plenty of lizards that come to read through the hole and then can't seem to find their way out. [redacted] Jennifer a[redacted] The closet doors of our outside book drop also have the locking problem. The drawers at the front desk have to be taped closed in order to insure they don't open and pop you in the leg. There is mud in our basement, so we are unable to store very much stuff there. We would like to store boxes to be used to pack up donations but we were unsuccessful when we tried. The only things we store there are our Christmas trees, but they smell horrible when they are first brought up. The phones on our circulation desk were purchased by a staff member, because our old ones would not hold a charge, nor could you see the screen. I do not believe the staff member was reimbursed for this purchase. The phone in the back near our break room is in desperate need of being replaced. It sounds static and muffled and at times the cord actually comes loose while you are trying to use it. We have almost constant heating and air issues, we currently cannot heat the building and it has been this way since May. The building needs gutters at least on the front and back, so staff and customers can get to the doors without being in a mini-monsoon. During our summer reading programs we saw two copperheads within three feet from our front door. Personally I was afraid that a curious child would pick one up before their parent realized what it was. [redacted] Jennifer [redacted] Freddie [redacted] When animal control was called we had to almost fight with them to come remove the snake from in front of the main doors, simply because it "was not inside the building." Finally a woman came out and took care of the copperhead; after we explained how close it was and that we had children walking near it. Now that we have two story times overcrowding has not been an issue, but for future programs it very well could be.

5. Are there any other thoughts or observations you would like to share?

I have many customer complaints on a daily basis, Wi-Fi being the biggest. On our computers some customers complain they cannot access school and other websites that should not be blocked. We cannot keep headphones for our children's' computers. We have an early literacy station that we cannot always provide a password for the children to use it, when you are the only person at your location it is difficult to keep running to the back to type in a password every thirty minutes. Customers complain daily that books are showing in the system but they can't find them. We do the research and find that some of these are withdrawn, old Gaston records, bookmobile, lost or unavailable, but still showing in the system. New customers always ask for paperwork on hours of operation, phone numbers, addresses and other important information that we cannot provide, because we have no hand-outs. Some customers would like the back issues of the magazines to checkout. Lexiles are not listed on the books and staff has to look up lexiles for customers. They would like to see the hold slips bigger, like they are at Jonas. Some customers like the self-checkout others dislike it. Many people ask if we needed

security because people are stealing books, or make comments such as "its bad when you need a metal detector for the library." Some would like a table or something to lay their paperwork on when making copies. Others tell us we need more staff and we are overworked, or make comments such as "Do ya'll ever take vacation? You're always here." Some say that the staff is the reason they choose the Lincoln County Public Library system, we "are friendlier than the other counties."

In conclusion to the questions asked I would like to say thank you for taking the time to look into what is going on and I wish you the best of luck in handling a very tough situation. I am sure I could write more but due to time constraints and memory of events, this should be sufficient. I hope my fellow co-workers have included things that I may have missed. I look forward to working with you and making Lincoln County Public Libraries a place where everyone feels welcome, listened too, and respected.

13

# Lincoln County Library Staff Survey Responses

*Note: All of the following information and instances described in this survey are examples that I have personally seen, heard, and experienced firsthand.

1. **What do you like about working at the library?**

I have spent several years working in public libraries. I enjoy the one-on-one service interaction with patrons, fostering relationships with our regulars, and feeling that I am working to better the community. I also love to see children excited about books and learning, and enjoy the creative outlet provided by opportunities to plan and facilitate programs for children, teens, and adults. However, my favorite aspect of working at the library is the majority of the people with whom I work. Most of the library staff members are a joy to be around. Their passion for the library is evident in their daily interaction with patrons and the diligence they devote to each task performed. The staff members working the front desk are the faces of the library, and I am proud to work along beside them. They are people from diverse backgrounds, in various stages of life, and not only do most of us work together wonderfully, but we enjoy each other's company outside of the library as well. We are friends. We care about each other. We enjoy spending lunch hours together at local restaurants and in the staff break room, and have even planned evening get-togethers and holiday celebrations. We are also each other's supporters during difficult times in our personal and professional lives. There is a camaraderie and sense of family that exists among this great group of people.

2. **Is there anything you dislike about working at the library?**

[redacted]

- [redacted]

[redacted]

- "Jennifer Jennifer,
-

- I dislike that there is a constant breakdown of communication between the director/supervisors and staff. Library staff are often not aware of upcoming programs or events until asked about them by a patron at the service desk. This is also true of new services, which makes the library staff uncomfortable and appear incompetent to the patrons asking for this information. s. The same is true of scheduling. In our current situation of a staffing shortage, there is no longer a "regular" schedule or rotation. Therefore, staff must rely on the director and supervisors for their schedules, which are often not provided until the last minute, and are still incomplete and full of conflicts, such as failing to schedule a staff member to open at Jonas, which requires reporting to work an extra 15 minutes early to make sure that everything is ready for the patrons. Furthermore, staffing events is also being left to the last minute. A page was recently asked to assist with a Saturday children's program, but not until nearly 5:00pm the evening before the event. Because she was not given any earlier notice, that staff member had already made other commitments for the weekend, and was not available to assist with the program.
- k Mollie Weakland Tesalia Soto

[redacted] Tesalia Soto. [redacted]

- [redacted]
- I dislike that we often cannot reach a supervisor. There have been numerous occasions, lately at least once a week, when staff cannot find or get in touch with our director or supervisors. We don't even know where they are, and cannot reach them on land lines in their departments/offices, nor their cell phones. This is not safe. This is a liability. What are we supposed to do when we need guidance or have a situation that demands a supervisor's attention? What if there is an emergency?
- I dislike that staff are being scheduled to fill in at West Lincoln when a new library assistant has been hired since Wanda Hallman's retirement, and should have taken her place in that branch, which would bring it back to a full staff (one supervisor, one library assistant). It is not that anyone minds helping out. Most of us enjoy the time away from the director and her abuse, however, everyone currently on staff, with the exception of the newest library assistant, Thomas Argent, was hired to work at a specific library location. West Lincoln is not near the Jonas library in Lincolnton. There is quite a drive involved. No consideration is given to the extra time it will take us to get there and home, nor to the extra gas we use. This is a personal expense. [redacted] Emily Burgess, [redacted]
- I dislike that staff are not allowed to fill out mileage reports when they fill in at locations at which they were not hired to work, especially when they have to come to the Jonas library in Lincolnton to get the key for the West Lincoln library in Vale, drive to West Lincoln for the day, then come back to Lincolnton to return the key to Jonas. When traveling to more than one county facility in a day, why are we not allowed to fill out mileage reports?
- [redacted]

Jackie Shaw,

Mollie

Mollie

n Mollie Weakland

Crystal Edwards

Crystal's

Katie

Lawson

Katie

Crystal Edwards

Crystal

[redacted]

- [redacted] Jackie Shaw, offered to help volunteer at Shanklin during Summer Reading, as she lives in that community. She first spoke with the Shanklin staff, offering to volunteer, which they were glad of, and then sent the director an email expressing her intent to volunteer. She was then told that she was not welcome to volunteer, and that she was not needed. The director pulled the West Lincoln supervisor away from her location and sent her to Shanklin to fill in instead. Jackie Shaw had retired and ended her employment with the library on good terms. There was no need for her to be treated so poorly and disrespectfully.
- [redacted] When your staff are happy, they do a better job, show more initiative in their work, and take more pride in what they are doing. While our library staff are dedicated to the community and to each other, many have stopped going the extra mile and offering to do more, because they have been kicked and abused for too long. "Never push a loyal person to the point of apathy."
- [redacted]
- I dislike that staff are assigned more and more tasks, yet are not given the time to complete them. We have been told that we cannot work on things at home, and if we do, we cannot report it on our time sheets. Yet we are not given time on the clock to complete these extra tasks, usually things assigned for programs or duties previously assigned to employees who have left [redacted]

- I dislike that so little instruction is given when tasks are assigned, particularly with programming. [redacted]
- [redacted]. Tesalia Soto [redacted]

Tesalia [redacted] Crystal Edwards, [redacted] Tess. [redacted] Tess [redacted]. Crystal [redacted] Tess [redacted] Tess [redacted] there needs to be lighting at Jonas by the garden and entrance facing Main Street. There are not lights in these areas, and homeless people often congregate there. I have personally walked up on one of them suddenly because I was unable to see them in the dark. I was frightened, and I know other staff members have had similar experiences. [redacted] Mollie Weakland [redacted] Elaine Cook [redacted] Jane Guyer [redacted] Mollie [redacted]

Crystal Edwards

Mollie Weakland's

- Tesalia Soto

- Mollie Weakland, Emily Burgess Katie Cox ethany Deneve

- I feel like that after the disaster

[redacted]

- I dislike that there are so many things that have happened that should be documented in this survey, and that I will inevitably leave something out.
- [redacted] Jennifer Sackett [redacted]
- [redacted] Debra Sharp [redacted] Jackie Shaw, [redacted]
- I dislike that the director's family is always taking home food from programs that was purchased with county funds, or donated to the library for programs by local establishments. This is unethical, and for lack of a better term, not fair to the staff who have worked so hard to plan and facilitate the programs. For example, staff are often asked to bake cupcakes for children's programs. This is a task we must do at home, on our time which we will not be compensated for, and while the director may provide cake mix and frosting (sometimes), the rest of the needed ingredients must come from our own pantries and refrigerators, and we are not

compensated for their use. We are also never allowed to have any leftover cupcakes which we baked, because the director's family takes them home. During our Dr. Seuss birthday party on March 2, 2013, more people attended the program than were expected. We ran out of food, and Mollie Weakland was made to go Bi-Lo and purchase food with her own money for the program (she was later reimbursed). However, after Mollie left for the grocery store, I walked into the staff kitchen to see the director's family setting cupcakes and snacks aside that they wanted, depriving library patrons. Furthermore, at the Summer Reading Kick-off on June 11, 2013 I was instructed by supervisor Crystal Edwards to purchase 10 Hot-n-Ready pizzas from Little Caesar's with my county P-card for the library staff and volunteers, as many of us had been setting up for the event all day, had not gotten a lunch break, nor would there be an opportunity to take a dinner break. [redacted] I told her I was following a supervisor's instructions. Several of the employees were not able to grab a slice of pizza before the event started, due to time constraints. One of these employees was Brent Burch, who had worked a full day at the Shanklin library, unable to take a lunch break, and then arrived at the kick-off to help man an activity station. At the end of the event, he and other staff members went to the kitchen in the citizen center to get pizza, but could not find any. [redacted] Those pizzas were bought with county funds and should have been used to feed county employees, not the Sackett family! Furthermore, during the Summer Reading training workshop on March 14, 2013 the State Library of North Carolina provided funds to be used to purchase lunches for all of the workshop attendees and presenters. [redacted] One of our performers who drove up from Atlanta at their own expense to participate in our performer's showcase at the workshop, asked if she could purchase one of the boxed lunches from us, as she did not know the area, and had not stopped to eat on the way, worried about arriving on time. I knew there were a lot of extra lunches, so I told her I would check. [redacted] I then saw members of the director's family carrying at least 17 left over boxed lunches, that I was able to count, to their personal vehicles. Again, that family is taking home items purchased with county and state funds.

- I dislike that the director's brother David was paid to design the new library logo, and that the director's brother Byron's restaurant is paid to cater library associated

meetings and some programs. This is a conflict of interests, particularly when the director invested in the restaurant.

- I dislike the way the director's family speaks to and about library staff. The director's sister called Bethany Deneve an idiot during our March 2, 2013 Dr. Seuss birthday party program. On March 13, 2013 Mollie Weakland and I were rehearsing a presentation for the Summer Reading Training workshop at the cultural center. We were nervous about the presentation, and wanted to do a few run-throughs. While we were rehearsing on the stage, the director's family came in and sat down in the audience chairs. Her brother-in-law immediately began heckling us, telling us that we looked like idiots, that we should feel really stupid, and even stating that a spy theme song we'd incorporated into the presentation sounded like "porno music." At that comment, I told him he was being inappropriate. Mollie and I made no other comments to him or the family, and the director never intervened. We stopped rehearsing and went back to the library. [redacted] Mollie [redacted]'s [redacted] Her brother-in-law apologized to me as I walked to my car that evening. I am uncertain if he ever apologized to Mollie.
- [redacted].
- [redacted]s.
- [redacted]
- [redacted]
- [redacted] This is a small, community library, and patrons come here for the one-on-one service. They have relationships with the staff. They want to tell us about the book they just read, or how their grandchildren are doing in school. The self-checkout machines take the personal service out of the library, and limit the opportunities to establish these relationships with our patrons. It also makes some patrons uncomfortable, because they are wary of the technology, concerned the machines will eventually replace the staff, and get nervous when the machines do not work correctly, which is often [redacted] How is that improving service to the community? We were told these machines would free us up to provide better service by being able to come out from behind the desk, but in actuality the

machines have created more work, and less opportunity to leave the desk, as they often do not work properly, and our patrons are unwilling to use them. More than one patron has stated that they pay too much in taxes to check themselves out, and they do not use the self-checkout at the grocery store, and will not use it here.

- I dislike the state of the technical services department and book storage areas there. Rooms full of molded, mildewed, dusty books are piled up there, creating a health hazard. We have become a book dumping ground for the county, as we never turn away donations no matter the condition, volume, or time of year. This should be regulated. While sorting through boxes of books last year for the 2012 library book sale, Debra Sharp found dead bats in a box of donations. That is not sanitary!
- I dislike that books not sold in the library book sale are taken back to technical services and piled up again until they can be put back in the sale the following year. The piles get bigger and bigger. What is the sense in this? These books should be disposed of.
- I dislike that there are no up to date policy manuals available for the staff.
- [redacted]
- [redacted]
- [redacted]
- [redacted]

3. **How can library administration and/or county administration make improvement that will have a positive impact on the library, its staff, and the services provided?**
   - [redacted]
   - [redacted]
   - [redacted]

4. **Are the current library facilities adequate for staff and patrons? If not, please explain.**
   - The Jonas patrons miss having a wireless connection, and we are constantly asked when that will be reinstalled. This is also a need at Shanklin and West.
   - The storage areas at Technical Services, and Jonas (upstairs, downstairs, and closets) are disorganized and stacked and piled haphazardly and dangerously. Staff members have discussed calling OSHA.
   - Get the necessary lighting in place in parking and wooded areas at the library for safety.
5. **Are there any other thoughts or observations you would like to share?**
   - [redacted]

[redacted], Rebecca Powell [redacted] Jennifer Sackett [redacted]. Jennifer [redacted] Jennifer [redacted]

, Crystal Edwards.

Jennifer's

Sam

, Jennifer

Jennifer

. Crystal

Jennifer

Jennifer Sackett

Audrey Setzer Martha Lide, , Mark Knuckles

Jennifer

Jennifer's

Jennifer,

Jennifer

Jennifer

13

[redacted]

[redacted] Jennifer's [redacted]

- Please do not let these things go on any longer. Help us. This survey is a good start, but it is only a start. Please follow through and do what is best for the library and its employees.

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ROANOKE VA 24007-1580

VISA

Name: JENNIFER SACKETT
LINCOLN COUNTY

(13)

Billing Cycle Closing Date: 12/05/12

Account Number: [redacted]

## Account Summary

| | | | |
|---|---|---|---|
| Beginning balance | $0.00 | Number of days in billing cycle | 30 |
| Payments and credits | 0.00 | Credit limit | 5,000.00 |
| Purchase and adjustments less refunds | 1,802.77 | Available credit | 5,000.00 |
| Cash advances | 0.00 | | |
| FINANCE CHARGES | 0.00 | Payment due date | 12/30/12 |
| Balance 12/05/12 | $1,802.77 | NEW MINIMUM PAYMENT DUE | 0.00 |

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| Trans | Post | Reference Number | Description | | Amount |
|---|---|---|---|---|---|
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| 11/07 | 11/08 | 24232002313200558 | GOODWILL IND LINCOLNTO | LINCOLNTON NC | 10.62 |
| 11/10 | 11/11 | 24226382316360781 | WM SUPERCENTER#4594 | CHERRYVILLE NC | 52.44 |
| 11/12 | 11/14 | 24226382318380830 | WM SUPERCENTER#4274 | DENVER NC | 384.60 |
| 11/12 | 11/13 | 24226382317350817 | WM SUPERCENTER#4594 | CHERRYVILLE NC | 3.79 |
| 11/12 | 11/13 | 24226382317350817 | WM SUPERCENTER#4594 | CHERRYVILLE NC | 13.30 |
| 11/14 | 11/15 | 24455012319141006 | WAL-MART #1209 | LINCOLNTON NC | 12.68 |
| 11/14 | 11/16 | 24465002320100165 | BIG LOTS STORES - #1447 | LINCOLNTON NC | 8.97 |
| 11/16 | 11/18 | 24493982322285329 | MIGHTY DOLLAR | GREENVILLE SC | 9.54 |
| 11/17 | 11/19 | 24071052323158195 | SCHOOL SPOT | GREENVILLE SC | 40.96 |
| 11/21 | 11/23 | 24455012326141009 | WAL-MART #1209 | LINCOLNTON NC | 38.34 |
| 11/22 | 11/23 | 24455012327141008 | WAL-MART #1209 | LINCOLNTON NC | 87.24 |
| 11/22 | 11/23 | 24455012327141008 | WAL-MART #1209 | LINCOLNTON NC | 985.90 |
| 11/28 | 11/29 | 24232002334200588 | GOODWILL IND LINCOLNTO | LINCOLNTON NC | 14.87 |
| 12/01 | 12/03 | 24691462337004007 | MICHAELS #7810 | HICKORY NC | 11.28 |
| 12/01 | 12/02 | 24692162337000947 | AC MOORE STR 48 | HICKORY NC | 9.82 |
| 12/02 | 12/04 | 24465002339100167 | BIG LOTS STORES - #1447 | LINCOLNTON NC | 6.02 |
| 12/04 | 12/05 | 24455012339141006 | WAL-MART #1209 | LINCOLNTON NC | 100.05 |

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|---|---|---|---|---|
| 0.00 | 0.00 | 12/30/12 | 0.00 | [redacted] |

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| AE2 LORA DVD 002519217339 | 8.96 T |
| WAS 10.00 YOU SAVED 1.04 | |
| BF HP GD DVD 088392928154 | 1.96 T |
| WAS 5.00 YOU SAVED 3.04 | |
| BF HP GD DVD 088392928154 | 1.96 T |
| WAS 5.00 YOU SAVED 3.04 | |
| BF HP GD DVD 088392928154 | 1.96 T |
| WAS 5.00 YOU SAVED 3.04 | |
| SUBTOTAL | 41.72 |
| BF SHAWS DVD 088392928515 | 1.96 T |
| WAS 5.00 YOU SAVED 3.04 | |
| BF GWTW DVD 088392928127 | 1.96 T |
| WAS 5.00 YOU SAVED 3.04 | |
| BF GWTW DVD 088392928127 | 1.96 T |
| WAS 5.00 YOU SAVED 3.04 | |
| BF SCD P DVD 088392928601 | 1.96 T |
| WAS 5.00 YOU SAVED 3.04 | |
| BF LEGEN DVD 088392928142 | 1.96 T |
| WAS 5.00 YOU SAVED 3.04 | |
| SUBTOTAL | 51.62 |
| BF HP OP DVD 088392928165 | 1.96 T |
| WAS 5.00 YOU SAVED 3.04 | |
| TOOTHFRI DVD 002454384620 | 4.96 T |
| WAS 5.00 YOU SAVED 0.04 | |
| TOOTHFRI DVD 002454384620 | 4.96 T |
| WAS 5.00 YOU SAVED 0.04 | |
| MRPOPPER DVD 002454384614 | 4.96 T |
| WAS 10.00 YOU SAVED 5.04 | |
| MRPOPPER DVD 002454384614 | 4.96 T |
| WAS 10.00 YOU SAVED 5.04 | |
| MRPOPPER DVD 002454384614 | 4.96 T |
| WAS 10.00 YOU SAVED 5.04 | |
| MRPOPPER DVD 002454384614 | 4.96 T |
| WAS 10.00 YOU SAVED 5.04 | |
| MRPOPPER DVD 002454384614 | 4.96 T |
| WAS 10.00 YOU SAVED 5.04 | |
| SUBTOTAL | 88.20 |
| BF BLIND DVD 088392928092 | 1.96 T |
| WAS 5.00 YOU SAVED 3.04 | |
| BF SHRKH DVD 088392928158 | 4.96 T |
| WAS 10.00 YOU SAVED 5.04 | |
| BF WRTH DVD 088392928021 | 4.96 T |
| WAS 10.00 YOU SAVED 5.04 | |
| BF WRTH DVD 088392928021 | 4.96 T |
| WAS 10.00 YOU SAVED 5.04 | |
| BF WRTH DVD 088392928021 | 4.96 T |
| WAS 10.00 YOU SAVED 5.04 | |
| AE2 SNOW DVD 002519217340 | 8.96 T |
| WAS 10.00 YOU SAVED 1.04 | |
| AE2 SNOW DVD 002519217340 | 8.96 T |
| WAS 10.00 YOU SAVED 1.04 | |
| AE2 SNOW DVD 002519217340 | 8.96 T |
| WAS 10.00 YOU SAVED 1.04 | |
| AE2 SNOW DVD 002519217340 | 8.96 T |
| WAS 10.00 YOU SAVED 1.04 | |
| BF JOURN DVD 088392928134 | 4.96 T |
| WAS 10.00 YOU SAVED 5.04 | |
| BF JOURN DVD 088392928134 | 4.96 T |
| WAS 10.00 YOU SAVED 5.04 | |
| DIARYWIM DVD 002454384606 | 4.96 X |
| DIARYWIM DVD 002454384606 | 4.96 X |
| DIARYWIM DVD 002454384606 | 4.96 X |
| SUBTOTAL | 170.64 |
| BF LUCKY DVD 088392928509 | 4.96 T |
| WAS 10.00 YOU SAVED 5.04 | |
| BF LUCKY DVD 088392928509 | 4.96 T |
| WAS 10.00 YOU SAVED 5.04 | |
| ALIE M M DVD 002454384653 | 4.96 T |
| WAS 15.00 YOU SAVED 10.04 | |
| BF JOURN DVD 088392928134 | 4.96 T |
| WAS 10.00 YOU SAVED 5.04 | |
| AE2 HOP DVD 002519217368 | 8.96 T |
| WAS 10.00 YOU SAVED 1.04 | |

## Goodwill

Lincolnton Store #20
510 VAUGHN WAY
704-732-2467

**********

Station # : 3
350401 11/28/2012 18:46:38

Cashier is : Monique C

| Qty | Reg.Price | | Sub.Tot |
|---|---|---|---|
| 7 25N | 1.99 | 0 | 13.93 |
| | TAPES/CD | | |

| | |
|---|---|
| Subtotal | 13.93 |
| TAX | 0.94 |
| Total | 14.87 |
| VISA | 14.87 |

A store credit is eligible within 7 days of original purchase with the original receipt. The following items are eligible to exchange for store credit: clothing, shoes and electronics

There is an exchange limit of $500 per customer per year.

Join us on Facebook and Twitter
www.goodwillsp.org

| | |
|---|---|
| 11/28/2012 | 18:46:54 |
| Merchant ID | 434484815882 |
| Terminal ID | 416061 |

CREDIT CARD
VISA SALE

| | |
|---|---|
| CARD #: | XXXXXXXXXXXXX8234 |
| INVOICE: | 350401 |
| Batch #: | |
| Approval Code: | 097062 |
| Entry Method: | SWIPED |
| Approved: | Online |
| AMOUNT: | $14.87 |

*3350401*

CUSTOMER COPY

(13)

## BIG LOTS

BIG LOTS STORES - #144
LINCOLNTON PLZ
1555 N ASPEN ST
LINCOLNTON NC 28092-72
704-735-2252

| | |
|---|---|
| 12/02/2012 | 8:49: |
| Trans.: 2759 | Sto |
| Reg.: 002 | T |
| Cashier: 1474762 | Sales |

SALE

0144700227592012120 2

TOPAZ $1.88 BF MOVIES 20
810060402 1 @ 1.88
TOPAZ $1.88 BF MOVIES 20
810060402 1 @ 1.88
TOPAZ $1.88 BF MOVIES 20
810060402 1 @ 1.88

| | |
|---|---|
| Sub-Total | |
| NC 6.75% Taxable | 5.64 |
| NC 6.75% Tax | 0.38 |
| Total Sales Tax | |
| Total | |
| Visa (S) | |
| Account: 8234 | |
| Expires: **/**** | |
| Auth: 084018.39604406 (A) | |
| Total Tender | |
| Change Due | |

.....

Tell us what you think about shopping experience today
We appreciate your feedbac
Visit www.biglots.com/feedb

**********
RETURNS WITH THIS RECEIPT W
BE ACCEPTED THROUGH 01/15/2

.....

Customer Copy

Lincoln County 7.0 Files LIVE
DATE 10/04/13
TIME 14:45:42

M

ACCOUNT TYPE: EXPENSE

# F I N A N C I A L  M A N A G E M E N T

## BUDGET PERFORMANCE REPORT

Month End Date: 6/30/2013

| ACCOUNT NUMBER | | ADOPTED BUDGET | BUDGET AMENDMENTS | AMENDED BUDGET | CURRENT MONTH TRANSACTIONS | Y-T-D ENCUMBRANCES | Y-T-D EXPENDITURES | AMENDED BUDGET LESS YTD EXPENSES | % USED | LAST YEARS Y-T-D EXPENDITURES |
|---|---|---|---|---|---|---|---|---|---|---|
| Fund 11 - General Fund | | | | | | | | | | |
| Department 6110 - Library | | | | | | | | | | |
| ACCOUNT CLASSIFICATION EX10 - Personal Services | | | | | | | | | | |
| 5120 0121 | Salaries-R | 508535.00 | 20000.00- | 488535.00 | 48864.05 | .00 | 442971.94 | 45563.06 | 91% | 354609.23 |
| 5120 0122 | Salaries-O | 5103.00 | .00 | 5103.00 | 2256.46 | .00 | 2888.00 | 2215.00 | 57% | 1420.65 |
| 5120 0123 | Regular Pa | .00 | .00 | .00 | .00 | .00 | 47.36 | 47.36- | +++ | .00 |
| 5120 0126 | Temporary/ | 69965.00 | .00 | 69965.00 | 3376.10 | .00 | 37001.53 | 32963.47 | 53% | 51448.08 |
| 5190 0000 | Special Co | 6200.00 | 20000.00 | 26200.00 | 718.84 | .00 | 5282.52 | 20917.48 | 20% | 5966.85 |
| 5194 0000 | Consulting | .00 | .00 | .00 | .00 | .00 | .00 | .00 | 0% | .00 |
| Personal S TOTAL : | | 589803.00 | .00 | 589803.00 | 55215.45 | .00 | 488191.35 | 101611.65 | 83% | 413444.81 |
| ACCOUNT CLASSIFICATION EX15 - Fringe Benefits | | | | | | | | | | |
| 5180 0181 | Social Sec | 44655.00 | .00 | 44655.00 | 4040.71 | .00 | 35855.47 | 8799.53 | 80% | 31619.75 |
| 5180 0182 | Retirement | 34668.00 | .00 | 34668.00 | 3697.11 | .00 | 30992.23 | 3675.77 | 89% | 25854.50 |
| 5180 0183 | Hospitaliz | 128257.00 | .00 | 128257.00 | .00 | .00 | 101896.58 | 26360.42 | 79% | 83018.12 |
| 5180 0185 | Unemployme | 5000.00 | .00 | 5000.00 | .00 | .00 | 1785.00 | 3215.00 | 36% | 5576.00 |
| 5180 0186 | Worker's C | 2345.00 | .00 | 2345.00 | 253.96 | .00 | 2146.69 | 198.31 | 92% | 2166.33 |
| 5180 0190 | Flex. Bene | .00 | .00 | .00 | .00 | .00 | .00 | .00 | 0% | .00 |
| 5180 0191 | Flex. Bene | .00 | .00 | .00 | .00 | .00 | .00 | .00 | 0% | .00 |
| Fringe Ben TOTAL : | | 214925.00 | .00 | 214925.00 | 7991.78 | .00 | 172675.97 | 42249.03 | 80% | 148234.70 |
| ACCOUNT CLASSIFICATION EX20 - Materials & Supplies | | | | | | | | | | |
| 5220 0000 | Food & Pro | 500.00 | .00 | 500.00 | 141.61 | .00 | 623.43 | 123.43- | 125% | 695.75 |
| 5231 0000 | Special Pr | 2000.00 | .00 | 2000.00 | 4688.14 | .00 | 8266.25 | 6266.25- | 413% | 3005.21 |
| 5232 0000 | Audio Vis | 17425.00 | 25.77- | 17399.23 | 2276.81 | .00 | 15966.82 | 1432.41 | 92% | 16832.00 |
| 5232 0001 | Con&StOrdr | 43000.00 | 4700.00- | 38300.00 | 2170.00 | .00 | 22228.77 | 16071.23 | 58% | 29499.47 |
| 5232 0002 | AdultBooks | 30000.00 | 15844.29- | 14155.71 | 14877.85 | .00 | 47672.76 | 33517.05- | 337% | 39212.72 |
| 5232 0003 | ChildBooks | 32125.00 | 3734.60- | 28390.40 | 60129.17 | .00 | 83978.87 | 55588.47- | 296% | 48962.22 |
| 5232 0004 | Serials | 10400.00 | .00 | 10400.00 | .00 | .00 | 9605.81 | 794.19 | 92% | 9926.82 |
| 5232 0005 | Elect. Res | 12050.00 | .00 | 12050.00 | .00 | .00 | 5932.87 | 6117.13 | 49% | .00 |
| 5251 0000 | Motor Fuel | 4200.00 | .00 | 4200.00 | 232.57 | .00 | 2804.40 | 1395.60 | 67% | 765.70 |
| 5252 0000 | Tires & Tu | 400.00 | .00 | 400.00 | .00 | .00 | .00 | 400.00 | 0% | .00 |
| 5260 0000 | Office Sup | 4000.00 | 270.00 | 4270.00 | 7473.40 | .00 | 11635.29 | 7365.29- | 273% | 12922.17 |
| 5260 0001 | Lib. Supp | 14775.00 | 12000.00- | 2775.00 | 2904.77 | .00 | 4825.01 | 2050.01- | 174% | .00 |
| 5280 0000 | MinorTools | 6350.00 | .00 | 6350.00 | 12266.31 | .00 | 14715.30 | 8365.30- | 232% | 2508.53 |
| 5291 0000 | Data Proce | 1400.00 | 12000.00 | 13400.00 | 6981.95 | .00 | 8649.15 | 4750.85 | 65% | 1527.02 |
| Materials TOTALS : | | 178625.00 | 24034.66- | 154590.34 | 114142.58 | .00 | 236904.73 | 82314.39- | 153% | 166017.61 |

13

Lincoln County 7.0 Files LIVE
DATE 10/04/13
TIME 14:45:42

# F I N A N C I A L  M A N A G E M E N T

## BUDGET PERFORMANCE REPORT

ACCOUNT TYPE: EXPENSE

Month End Date: 6/30/2013

11.6110

| ACCOUNT NUMBER | | ADOPTED BUDGET | BUDGET AMENDMENTS | AMENDED BUDGET | CURRENT MONTH TRANSACTIONS | Y-T-D ENCUMBRANCES | Y-T-D EXPENDITURES | AMENDED BUDGET LESS YTD EXPENSES | % USED | LAST YEARS Y-T-D EXPENDITURES |
|---|---|---|---|---|---|---|---|---|---|---|
| ACCOUNT CLASSIFICATION EX30 - Current Obligations & Svc | | | | | | | | | | |
| 5311 0000 | Mileage | 2000.00 | .00 | 2000.00 | 2156.00 | .00 | 2156.08 | 156.08- | 108% | 1806.21 |
| 5312 0000 | Travel Sub | 600.00 | .00 | 600.00 | .00 | .00 | 1561.62 | 961.62- | 260% | 229.76 |
| 5319 0000 | Emp/Trng R | 3600.00 | .00 | 3600.00 | .00 | .00 | 1451.08 | 2148.92 | 40% | 285.00 |
| 5321 0000 | Telephone | 51910.00 | 14500.00- | 37410.00 | 4421.99 | .00 | 31412.62 | 5997.38 | 84% | 36141.83 |
| 5325 0000 | Postage | 6500.00 | .00 | 6500.00 | 365.99 | .00 | 1353.84 | 5146.16 | 21% | 104.71 |
| 5331 0000 | Electricit | 48350.00 | .00 | 48350.00 | 6164.66 | .00 | 40058.78 | 8291.22 | 83% | 39506.49 |
| 5333 0000 | Utilities- | 5525.00 | .00 | 5525.00 | 46.73 | .00 | 3423.48 | 2101.52 | 62% | 1933.01 |
| 5340 0000 | Bindery | 765.00 | .00 | 765.00 | .00 | .00 | .00 | 765.00 | 0% | 85.88 |
| 5341 0000 | Printing | 1200.00 | .00 | 1200.00 | .00 | .00 | .00 | 1200.00 | 0% | 535.21 |
| 5342 0000 | Copier Cha | 5420.00 | .00 | 5420.00 | 2199.41 | .00 | 2737.23 | 2682.77 | 51% | 1351.09 |
| 5351 0000 | Repair/Mai | 10900.00 | .00 | 10900.00 | 9960.39 | .00 | 12011.60 | 1111.60- | 110% | 7236.12 |
| 5352 0000 | Repairs/Ma | 2000.00 | 532.62- | 1467.38 | 10032.62 | .00 | 10818.04 | 9350.66- | 737% | 2045.66 |
| 5353 0000 | Repair/Mai | 1000.00 | .00 | 1000.00 | .00 | .00 | 19.60 | 980.40 | 2% | 262.60 |
| 5359 0000 | Other Repa | .00 | .00 | .00 | .00 | .00 | .00 | .00 | 0% | .00 |
| 5370 0000 | Advertisin | 200.00 | .00 | 200.00 | 48.00 | .00 | 126.00 | 74.00 | 63% | 200.00 |
| 5376 0000 | Credit Car | .00 | .00 | .00 | .00 | .00 | .00 | .00 | 0% | .00 |
| 5396 0000 | Management | .00 | .00 | .00 | .00 | .00 | .00 | .00 | 0% | .00 |
| 5399 0000 | Other Serv | 175.00 | .00 | 175.00 | .00 | .00 | 162.00 | 13.00 | 93% | 162.00 |
| Current Ob TOTAL : | | 140145.00 | 15032.62- | 125112.38 | 35395.87 | .00 | 107291.97 | 17820.41 | 86% | 91885.57 |
| ACCOUNT CLASSIFICATION EX40 - Fixed Charges & Other Svc | | | | | | | | | | |
| 5412 0000 | Rent Of Bu | 15750.00 | .00 | 15750.00 | 1312.50 | .00 | 15750.00 | .00 | 100% | 14437.50 |
| 5440 0000 | Serv & Mai | 32135.00 | .00 | 32135.00 | 18645.25 | .00 | 56083.65 | 23948.65- | 175% | 32396.39 |
| 5452 0000 | I & B - Ve | 900.00 | .00 | 900.00 | .00 | .00 | 531.90 | 368.10 | 59% | 582.52 |
| 5454 0000 | I & B - Pr | 3480.00 | .00 | 3480.00 | .00 | .00 | 2388.62 | 1091.38 | 69% | 3026.00 |
| 5491 0000 | Dues & Sub | 7655.00 | .00 | 7655.00 | 1063.88 | .00 | 2930.47 | 4724.53 | 38% | 630.00 |
| Fixed Char TOTAL : | | 59920.00 | .00 | 59920.00 | 21021.63 | .00 | 77684.64 | 17764.64- | 130% | 51072.41 |
| ACCOUNT CLASSIFICATION EX50 - Capital Outlay | | | | | | | | | | |
| 5510 0000 | Office Fur | .00 | .00 | .00 | .00 | .00 | .00 | .00 | 0% | .00 |
| 5520 0000 | Co-Data Pr | .00 | .00 | .00 | .00 | .00 | .00 | .00 | 0% | .00 |
| 5540 0000 | Co-Motor V | .00 | .00 | .00 | .00 | .00 | .00 | .00 | 0% | .00 |
| 5553 0000 | Co-Library | .00 | .00 | .00 | 135.92 | .00 | 135.92 | 135.92- | +++ | .00 |
| 5556 0000 | Co-E Gardn | .00 | .00 | .00 | .00 | .00 | .00 | .00 | 0% | .00 |
| 5557 0000 | Co-E Gift | .00 | .00 | .00 | 134.79 | .00 | 134.79 | 134.79- | +++ | 34.00 |
| 5558 0000 | Co-W Gift | .00 | .00 | .00 | .00 | .00 | 346.81 | 346.81- | +++ | 416.57 |
| 5560 0000 | Co-Books,A | .00 | .00 | .00 | .00 | .00 | .00 | .00 | 0% | .00 |

Lincoln County 7.0 Files LIVE
DATE 10/04/13
TIME 14:45:42

ACCOUNT TYPE: EXPENSE

# F I N A N C I A L  M A N A G E M E N T

## BUDGET PERFORMANCE REPORT

Month End Date: 6/30/2013

| ACCOUNT NUMBER | ADOPTED BUDGET | BUDGET AMENDMENTS | AMENDED BUDGET | CURRENT MONTH TRANSACTIONS | Y-T-D ENCUMBRANCES | Y-T-D EXPENDITURES | AMENDED BUDGET LESS YTD EXPENSES | % USED | LAST YEARS Y-T-D EXPENDITURES |
|---|---|---|---|---|---|---|---|---|---|
| 11.6110 | | | | | | | | | |
| Capital Ou TOTAL : | .00 | .00 | .00 | 270.71 | .00 | 617.52 | 617.52- | +++ | 450.57 |
| ACCOUNT CLASSIFICATION EX99 - Budgetary Accounting | | | | | | | | | |
| 5999 0000 Special | .00 | .00 | .00 | .00 | .00 | .00 | .00 | 0% | .00 |
| 5999 9999 Balance Bu | .00 | .00 | .00 | .00 | .00 | .00 | .00 | 0% | .00 |
| Budgetary TOTALS : | .00 | .00 | .00 | .00 | .00 | .00 | .00 | 0% | .00 |
| Department TOTALS . : | 1183418.00 | 39067.28- | 1144350.72 | 234038.02 | .00 | 1083366.18 | 60984.54 | 95% | 871105.67 |
| Fund TOTALS . . . . : | 1183418.00 | 39067.28- | 1144350.72 | 234038.02 | .00 | 1083366.18 | 60984.54 | 95% | 871105.67 |
| EXPENSE TOTAL . . . : | 1183418.00 | 39067.28- | 1144350.72 | 234038.02 | .00 | 1083366.18 | 60984.54 | 95% | 871105.67 |

(13)

Michaels
Where Creativity Happens™

MICHAELS STORE #5006 (704)854-3191

2904 EAST FRANKLIN BLVD.
GASTONIA, NC 28056

** Return Barcode **

8-9641-7765-2365-4956-1111-1182-1161-9638

151 SALE 4172 5006 040 6/16/13 18:58

| | | | | | |
|---|---|---|---|---|---|
| WOOD LETTER BOLD | 886946172458 | .50 | 1 @ | .50 | |
| WOOD LETTER BOLD | 886946172458 | .50 | 1 @ | .50 | |
| WRK CTN CORD BALL | 16318172384 | 6.99 | 1 @ | 6.99 | |
| (RETURN VALUE 3.49) | | | | | |
| COUPON GET AN ITEM 50% OFF | | 3.50- | | | |
| CS 16OZ ORANGE | 766218048479 | 4.00 | 1 @ | 4.00 | |
| (RETURN VALUE 3.32) | | | | | |
| MASON JAR GLASS | 14400681103 | 3.29 | 1 @ | 3.29 | |
| (RETURN VALUE 2.73) | | | | | |
| MASON JAR GLASS | 14400681103 | 3.29 | 1 @ | 3.29 | |
| (RETURN VALUE 2.73) | | | | | |
| MASON JAR GLASS | 14400681103 | 3.29 | 1 @ | 3.29 | |
| (RETURN VALUE 2.73) | | | | | |
| WRK CTN CORD BALL | 16318172384 | 6.99 | 1 @ | 6.99 | |
| (RETURN VALUE 5.80) | | | | | |
| HEMP#20 WRAPPED | 826768891133 | 4.99 | 1 @ | 4.99 | |
| (RETURN VALUE 4.14) | | | | | |
| WD DOLL HEAD 1-1/ | 754246103277 | 3.99 | 1 @ | 3.99 | |
| (RETURN VALUE 3.31) | | | | | |
| CS 8OZ ORANGE | 766218048522 | 2.29 | 1 @ | 2.29 | |
| (RETURN VALUE 1.90) | | | | | |
| CS 8OZ SILVER | 766218048547 | 2.29 | 1 @ | 2.29 | |
| (RETURN VALUE 1.90) | | | | | |
| CS 16OZ APPLE TA | 766218048493 | 4.00 | 1 @ | 4.00 | |
| (RETURN VALUE 3.31) | | | | | |
| CS 16OZ POOL BLU | 766218048509 | 4.00 | 1 @ | 4.00 | |
| (RETURN VALUE 3.32) | | | | | |
| CS 8OZ BRIGHT BL | 766218048738 | 2.29 | 1 @ | 2.29 | |
| (RETURN VALUE 1.90) | | | | | |
| CS 16OZ BRIGHT R | 766218048462 | 4.00 | 1 @ | 4.00 | |
| (RETURN VALUE 3.32) | | | | | |
| CS 16OZ BROWN | 766218048516 | 4.00 | 1 @ | 4.00 | |
| (RETURN VALUE 3.32) | | | | | |
| CS 16OZ BRIGHT Y | 766218048485 | 4.00 | 1 @ | 4.00 | |
| (RETURN VALUE 3.32) | | | | | |
| CS 8OZ BROWN | 766218048805 | 2.29 | 1 @ | 2.29 | |
| (RETURN VALUE 1.90) | | | | | |
| CS 8OZ GOLDEN BR | 766218048790 | 2.29 | 1 @ | 2.29 | |
| (RETURN VALUE 1.89) | | | | | |
| CS 16OZ BLACK | 766218048523 | 4.00 | 1 @ | 4.00 | |
| (RETURN VALUE 3.32) | | | | | |
| CS 8OZ GOLD | 766218048530 | 2.29 | 1 @ | 2.29 | |
| (RETURN VALUE 1.90) | | | | | |
| CS 8OZ BRIGHT MA | 766218048585 | 2.29 | 1 @ | 2.29 | |
| (RETURN VALUE 1.90) | | | | | |
| CS 8OZ BRIGHT RE | 766218048615 | 2.29 | 1 @ | 2.29 | |
| (RETURN VALUE 1.90) | | | | | |
| CS 8OZ TAN | 766218048783 | 2.29 | 1 @ | 2.29 | |
| (RETURN VALUE 1.90) | | | | | |
| WD DOLL HEAD 1-1/ | 754246103277 | 3.99 | 1 @ | 3.99 | |
| (RETURN VALUE 3.31) | | | | | |
| CS 8OZ TURQUOISE | 766218048721 | 2.29 | 1 @ | 2.29 | |
| (RETURN VALUE 1.90) | | | | | |
| EMERY BOARD 2PK W | 84C341581680 | 1.00 | 1 @ | 1.00 | |
| (RETURN VALUE .83) | | | | | |
| PONY BEADS OPQ.6 | 40C140226871 | 3.99 | 1 @ | 3.99 | |
| (RETURN VALUE 3.31) | | | | | |
| CS 8OZ BLACK | 766218048813 | 2.29 | 1 @ | 2.29 | |
| (RETURN VALUE 1.90) | | | | | |

red & black wooden block letters purchased for personal purposes, not library use or decor. All items charged to county credit card. Misuse of county card/funds.

receipt continued on next page

(13)

| | | | | |
|---|---|---|---|---|
| MAK CTN CORD BALL | 1E3181723B4 | 6.99 | 1 @ | 6.99 |
| (RETURN VALUE | 5.80) | | | |
| HEMP#20 WRAPPED | 8267689913 | 4.99 | 1 @ | 4.99 |
| (RETURN VALUE | 4.14) | | | |
| WD DOLL HEAD 1-1/ | 754246103277 | 3.99 | 1 @ | 3.99 |
| (RETURN VALUE | 3.31) | | | |
| CS 8OZ ORANGE | 766218048622 | 2.29 | 1 @ | 2.29 |
| (RETURN VALUE | 1.90) | | | |
| CS 8OZ SILVER | 766218048547 | 2.29 | 1 @ | 2.29 |
| (RETURN VALUE | 1.90) | | | |
| CS 16OZ APPLE TA | 766218048493 | 4.00 | 1 @ | 4.00 |
| (RETURN VALUE | 3.31) | | | |
| CS 16OZ POOL BLU | 766218048509 | 4.00 | 1 @ | 4.00 |
| (RETURN VALUE | 3.32) | | | |
| CS 8OZ BRIGHT BL | 766218048738 | 2.29 | 1 @ | 2.29 |
| (RETURN VALUE | 1.90) | | | |
| CS 16OZ BRIGHT R | 766218048462 | 4.00 | 1 @ | 4.00 |
| (RETURN VALUE | 3.32) | | | |
| CS 16OZ BROWN | 766218048516 | 4.00 | 1 @ | 4.00 |
| (RETURN VALUE | 3.32) | | | |
| CS 16OZ BRIGHT Y | 766218048486 | 4.00 | 1 @ | 4.00 |
| (RETURN VALUE | 3.32) | | | |
| CS 8OZ BROWN | 766218048806 | 2.29 | 1 @ | 2.29 |
| (RETURN VALUE | 1.90) | | | |
| CS 8OZ GOLDEN BR | 766218048790 | 2.29 | 1 @ | 2.29 |
| (RETURN VALUE | 1.89) | | | |
| CS 16OZ BLACK | 766218048523 | 4.00 | 1 @ | 4.00 |
| (RETURN VALUE | 3.32) | | | |
| CS 8OZ GOLD | 766218048530 | 2.29 | 1 @ | 2.29 |
| (RETURN VALUE | 1.90) | | | |
| CS 8OZ BRIGHT MA | 766218048585 | 2.29 | 1 @ | 2.29 |
| (RETURN VALUE | 1.90) | | | |
| CS 8OZ BRIGHT RE | 766218048615 | 2.29 | 1 @ | 2.29 |
| (RETURN VALUE | 1.90) | | | |
| CS 8OZ TAN | 766218048783 | 2.29 | 1 @ | 2.29 |
| (RETURN VALUE | 1.90) | | | |
| WD DOLL HEAD 1-1/ | 754246103277 | 3.99 | 1 @ | 3.99 |
| (RETURN VALUE | 3.31) | | | |
| CS 8OZ TURQUOISE | 766218048721 | 2.29 | 1 @ | 2.29 |
| (RETURN VALUE | 1.90) | | | |
| EMERY BOARD 2PK W | 84C341581680 | 1.00 | 1 @ | 1.00 |
| (RETURN VALUE | .83) | | | |
| PONY BEADS OPQ.6_ | 40C100236871. | 3.99 | 1 @ | 3.99 |
| (RETURN VALUE | 3.31) | | | |
| CS 8OZ BLACK | 766218048813 | 2.29 | 1 @ | 2.29 |
| (RETURN VALUE | 1.90) | | | |

COUPON DISC ON 15.00-

AMOUNT QUALIFIED FOR DISCOUNT: $ 88.01
Coupon(s) Applied:
400100664810 50% FORPI
400100024027 SPEND$25/GET$

| | |
|---|---|
| SUBTOTAL | 77.50 |
| SALES TAX 6.75% | 5.23 |
| TOTAL | 82.73 |

ACCOUNT NUMBER ********8234
VISA/MASTERCARD 82.73
APPROVAL: 046916 SWIPED ONLINE
JENNIFER SACKETT

S-9641-7765-2355-4556-1111-1182-1161-9538

YOU SAVED $ 18.50
0044-9994-0064-4301-3851-6152-1163-958

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michael's receipt continued

TOYS R US

8834/98 4133:1 1946526 063013 05:34PM SALE

Tell us what you think about your store visit today
FOR A CHANCE TO WIN $500!
VISIT
WWW.TOYSRUS.COM/TRUSURVEY
See website for complete rules.
Esta encuesta esta disponible en Espanol.

PLEASE RESPOND BY 07/02/13
TO PARTICIPATE

STORE 8834
ACCESS CODE 0943-9016-3883

1F0110-5200-0000 $129.54

TOYS R US

704-833-0384
Gastonia, NC 28056
A RECEIPT IS REQUIRED FOR ALL RETURNS

8834/98 4133:1 1946526 063013 05:34PM SALE

| | | |
|---|---|---|
| FARMERS HONKYCOLOR SET | | 29.99 T1 |
| 765023030500 | | |
| 005756 8000 50% OFF | 29.99-8.00 | |
| REFUND PRICE 23.98 | | |
| STACK COUNT LAYER CAKE | | 9.99 T1 |
| 765023773125 | | |
| 005756 8000 50% OFF | 19.99-10.00 | |
| PEEK A BOO MUFFINS | | 3.99 T1 |
| 765023773101 | | |
| 005756 8000 50% OFF | 7.99-3.99 | |
| COOKIE SHAPESARC COOKIES | | 9.98 T1 |
| 765023711837 | | |
| 005756 8000 50% OFF | 9.99-0.02 | |
| REFUND PRICE 7.76 | | |
| SNAP N LEARN ELEPHANTS | | 14.99 T1 |
| 765023867039 | | |
| 005756 8000 50% OFF | 14.99-0.00 | |
| REFUND PRICE 11.24 | | |
| COLOR CATERPILLARS | | 7.49 T1 |
| 765023067019 | | |
| 005756 8000 50% OFF | 14.99-7.50 | |
| JUST LIKE HOMEBRED,FRUT,VEG | | 4.99 T1 |
| 601725099139 | | |
| JUST LIKE HOMEBRED,FRUT,VEG | | 4.99 T1 |
| 601725099136 | | |
| JUST LIKE HOMEBRED,FRUT,VEG | | 4.99 T1 |
| 601725098122 | | |
| JUST LIKE HOMEBRED,FRUT,VEG | | 4.99 T1 |
| 601725099146 | | |
| JUST LIKE HOMEBRED,FRUT,VEG | | 4.99 T1 |
| 601725099146 | | |
| DORY'S STORY CUBES | | 8.99 T1 |
| 759751063184 | | |
| AMAZING WORLDOF DINOSAURS | | 4.99 T1 |
| 681804526430 | | |
| BABAR BEST FRIENDS 4EVER | | 4.99 T1 |
| 741952704799 | | |
| SUBTOTAL 32 14 | | 121.35 |
| T1 6.750% TAX | | 8.19 |
| TOTAL | | 129.54 |
| mVISAm | | 129.54 |
| XXXXXXXXXXXX0234 /00026500 | | |

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See Team Member for details on the Video Game Trade-In

Gift receipt was attached to this receipt. All items charged to county credit card. Possible misuse of county card/funds

TOYS R US
BABIES R US

*** GIFT RECEIPT ***

PURCHASE DATE 05/30/13

Returns made using this gift receipt will result in a merchandise credit.
Returns See store or Toysrus.com for complete return policy.
See stor

**Lincoln County Library Staff Survey**
**September 26, 2013**

Employees of the Lincoln County Library are being asked to participate in a survey that will help County Administration by gathering feedback from staff about the leadership and services of the Library. *This survey is intended to be anonymous and while the information gathered will be shared with the Library Director and staff no one at the Library will know who shared specific comments and information.* Please answer the questions below and return your completed survey to Audrey Setzer in Human Resources no later than **Friday, October 4, 2013.**

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1. What do you like about working at the Library?

I enjoy the opportunity it gives me to help the community. Its nice to see kids have fun at the programs and discover the world of reading. Its rewarding to assist patrons find materials or guide them on using the computer.

2. Is there anything you dislike about working at the Library?

I dislike that staff do not feel that they need to work. Too many would rather sit behind the desk than help patrons, or fellow staff members. When holding a program they complain about helping set-up, helping with projects, or cleaning up. They (staff) do not want to shelve books, and would rather have volunteers do that. Filling in for other staff who have left or sick is a major hassle. They run whenever a patron approaches for help and proceeds to

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have attitude problems. I'm tired of the "It's all about me" attitude.

3. How can Library Administration and/or County Administration make improvements that will have a positive impact on the Library, its staff, and the services provided?

Either get staff to understand that their jobs are to provide costumer service to patrons, or fire the staff that are willing work.

4. Are the current Library facilities adequate for staff and patrons? If not, please explain.

Yes the facilities are adequate.

5. Are there any other thoughts or observations would you like to share?

Also staff need to learn to put up materials & supplies properly once a program is done instead of leaving it laying behind the desk, lounge, or just thrown in a closet.