

PLAINTIFF'S  
EXHIBIT

Z/Blalock

## Barbara's Monthly Report

## Accomplishments:

I made new labels for the financial periodicals. And I mended several books, most of the mended books were returned to the circulating collection. The remaining books were used to fill current hold request. I sent numerous periodicals to be bound. I attended a departmental meeting. And later in the month I attended a paraprofessional meeting. I coordinate three new book displays two for Business, Science & Technology and one for the first floor display.

## Meetings:

A departmental meeting was held in Business, Science and Technology on January 14, 2009. Many topics were discussed. One such topic was the crosswalk; the crosswalk is not ADA compliant. Also if you happen to receive an over quota message, you must respond promptly the first time. Another topic of interest was that if you host a program take a moment to ask if there are any board members or officials presents. If so then acknowledge their presents in the room. Also at this meeting there were some announcement made. One announcement was that starting this year tax help will not be offered at Central Birmingham Public Library. Patrons can however receive tax help at Smithfield and Avondale libraries. The Davis Cup will be held at the BJCC. And also, Jim Baggett from Archives and Ben Petersen from Southern History are offering a course in basic Archives.

Paraprofessional meeting was held at North Birmingham several items were on the agenda.

## Concerns:

The perpetual locker room: on a daily basis there are patron viewing obscene images and video's on the public pc's in our department and others. Some pictures depict a woman licking a banana. And yet some videos depict men and women simulating sex acts. Security and staff members are aware of such activities. Security answer in most case is that "as long as the

person in the video is covering up their private parts that is nothing they can do about it.”

I personally feel uncomfortable when these patrons look at these images. Often than not school age children are around when these images are viewed. Some patron so bold that they will actually print some the obscene materials that they view on the public pc's which I find disgusting.

I think one solution could be that the internet policy and updated or revised to address patron viewing pornography.

Barbara's August 09 Monthly Report's

**PLAINTIFF'S  
EXHIBIT**

22 Blalock

**Meetings:**

Departmental Meetings was held in Business, Science & Technology on August 28, 2009. ReferenceUSA database was discussed. Specifically, ReferenceUSA representative would like to come to the library and conduct employment training. What was also discussed at the meeting is the idea that some databases are being discontinued from AVL. One such database is First Search. It was further discussed that Birmingham Public Library will pickup First Search. Also, World Cat and additional databases will be discontinued as well.

I attended Jefferson County Public Library Association (JCPLA) Staff Development Day on Friday, August 7, 2009 at Homewood Public Library. I took the following classes listed below:

- **Conflict Management for Personnel, Peers and Patrons, Marianne Lennox, Staff Training and Development Coordinator, Huntsville/Madison County Public Library.**
- **Digital Camera Photography, Richard Mansoke, Five Point West Public Library**
- **2.0 and the Internet World(Beginning/Overview), Richard Mansoke, Michael Feagin, Kathy Brewis**
- **Personal Finance in Tough Economic Times, Richard Crew, VP and Senior Financial Advisor, Merrill Lynch**

On August 25, 2009 Captain Rosliand Short conducted Sexual Harassment Training in the Richard Arrington Auditorium. Mrs. Short gave the class invaluable information about how to deal with sexual harassment issues that may occur in the workplace.

**Goals:** I plan to take advance computer classes such as Microsoft Word, Excel, Power Point, Publisher and Access. In addition I plan to pursue volunteer opportunities as they arise at the library. Moreover, I plan to attend some City of Birmingham classes as well.

**Concern:** Continuous sexual harassment by library's patrons. Some patron's egregious behaviors are deplorable.

9/09

23 Blalock

Barbara Wilson's September Monthly Report

I attended the Paraprofessional Training at North Birmingham Public library. There were several items on the agenda. Sandi Lee, spoke about ethics. I assisted David Ryan with the Antique Road Show (Brown Bag Program). Several books were mended to fill hold requests, to be place books back into the circulating, and reference collections. Some magazine names have change Practical Accountant is now Accounting Today and Telephony is now Connected Planet. Gourmet magazine will arrest publication later this year due to lagging sales. I participated in Breast Cancer Awareness Month by donning a pick ribbon. Also I discarded old periodicals from our back issue collection.

Meetings: Paraprofessional Meeting

Goals:

One of my professional goals to attend computer classes offered by the City of Birmingham Supervisory Certificate "provides a foundation of supervisory knowledge." In addition this certification provides an individual with both basic and advanced computer skills. Supervisory Certificate offer classes that are designed for aspiring or current supervisors. One such class it tilted the Supervisor's Job. Also Computer Skills Certificate provides basic computer skills such as introduction to word, excel, power point and et cetera.

Concerns:

October 8, 2009 around 3:45 I noticed black male patron peering from the side of the Reference Book Table looking at me. At first I tried to ignore him. Then around 4:30, I began to feel extremely uncomfortable by his presences. Around 4:45, I mention to a member of security that that guy sitting at the table is leering at me and his leering makes me feel uncomfortable. The security staff stated "ok where is he at?" I pointed to the patron at the Reference Book Table. But the security staff member said that he needed to go downstairs. When he came back, he stated as long is the guy not bothering you. Clearly part time staff members and security were the main ones who should have gone to the Sexually Harassment Workshop all could have benefited.

October 9, 2008 (12:48 pm)

While trying to finish typing my September Monthly Report, I spotted a black male patron leering at me from Reference Book Table. I tried to ignore him but I was unsuccessful. By the ninth time I looked up and saw him starring at me again I asked him from my desk "Did you find what you were looking for?" The patron said "I wasn't looking for anything." He further stated that "he was sorry and that he was just looking." I said "ok because you look like you were looking at me." Then the patron got up from the Reference Book Table. He came and stood in front of my desk and said "I am sorry that I am starring at you but I just got back from a trip and you look so visually pleasing." He continued "if I make you feel uncomfortable then I will leave the library." I told him that his "starring at me did make me feel uncomfortable that he didn't necessarily have to leave the library. But I wanted him to stop starring at me!" He said "ok." The patron

icked up his belonging and moved to the far back corner near the Financial Periodicals which I was agreeable with. About 1:28 the patron came to my desk and stated "again I am sorry for starring at you but you should be use to people starring at you by now." To which I stated yes I am use to people starring at me but that doesn't make it right and starring at me was inappropriate in my work space." The patron left my desk and I went to lunch.

Miscellaneous:

1/1/76

## Barbara's October's Monthly Report

I attended Paraprofessional meeting at North Birmingham Public Library. I also attended a Departmental meeting in Business, Science & Technology. I assisted a patron with a reference question and I addressed a patron's inappropriate behavior.

There were several things discussed at the Paraprofessional meeting. One item was the United Way Campaign. We were encouraged to support the United Way. Some staff changes were announced. It was announced that Karl Dunning is going to be in charge of the page room. In affect, Karl will be the new Page Room Supervisor. Also Irene Harvey is going to work in the Business Office.

In the Departmental meeting we talked about the Local Author Expo. This event will be held at the Downtown Library on December 4 & 5 from 11am to 3pm. The Ghouls Ball will be held on October 29, 2009 from 7-9pm. The Online Database Tutorial is now available.

A patron with a reference question walked up to my desk. She said that she needed something on Earth Science. Standing behind her was a young man, Later I found out the young man was her son. The parent stated that she had previous checked out a book on Earth Science and didn't remember the title or the author. She only remembered that the book had to do something with Earth Science and it was blue. I told her that I could help her but we needed to go to the catalog in order to locate the Dewey Decimal area. She stated "usually someone just go get what I need." I told the patron that I did not know the area and that the only way that I could find what she needed was by looking the catalog. So we reached the catalog, the patron stated "what are we doing here I don't know how to use this thing." I said maybe your son can help us. She said "well he don't know anything either; he doesn't know what to do." The patron son sat down at the Catalog and typed in Earth Science. I told him to depress the Enter button or click on submit once he finished typing in the subject. Several books came up under Earth Science; the patron selected the one he had previous checked out and others. We got a call number and went to the shelves. After looking through the Earth Science books area, the patron recognized the book that he had previously had checked out. Both he and his mother were ecstatic to find numerous books on Earth Science in 550 areas. The mother chimed in and said, since you were able to help us locate these books, help me find something on psychology. I told the patron we have some books on Psychology in our area however Social Science Department has a significant selection. After conducting a reference interview, the patron wanted a book that would help define different personality traits. I inform the patron again that in order narrow down the exact section that Psychology books were located in Social Sciences that we would need to go back to the Catalog. At this point the patron was happy and more agreeable. This time the mother sat down at the pc and type in Psychology in the "word" search box. We found out the general Psychology was located in 150 section. I walked the patron over to the Social Science Department and we located Psychology books by Jung, Freud and Psychology 101 on the shelves. The patron selected ten books that interested her. Initially, she asked me how many books she was allowed to check out at one time. I replied one hundred. With books

in hands, both the patron and her son appeared to be satiated with their book selections. On the way down the escalator the patron commented "miss thanks for challenging my son." I see that I need to challenge my son more and thanks for your help. On this day, the patron learned something new. She learned how to use the library's catalog. But more importantly, she learn that her son's abilities were only as limited as her expectations were for him. For once she saw that not only did her son "know what to do," he performed exceedingly well.

On some days some things do not go exceedingly well. Starting on or about 5:46pm while on my way to Social Science Department, I observed a black male patron looking at scantily clad women that were positioning sexually suggestive poses on the internet. I proceeded to go to Social Sciences. After I returned to my desk, I continued to notice that the patron would pull up thumb print images of women and when he found the one's he was interested in he would enlarge the picture. So I told my immediate supervisor Karen Jackson. I said "Karen look at what this patron is looking at." Around this time it was 5:55. I asked Karen to show me how to send a message via CybraryNet so that I wouldn't have any physical contact with the patron. I used CybraryNet to send the following statement. "The City of Birmingham has zero tolerance sexual harassment policy, the images you are viewing violates this policy." I watched the patron read the message. Then he immediately ignored the message and continued to view the images. The patron only closed out the images briefly when he noticed Freddie and Mr. Lowe of security passing by. Once security had passed the patron, the patron turned around to make sure security was gone. Then the patron maximized the images again and continued to view the images. At this point, I stopped Robert Jones and Ron Carter so that they could see the images that the patron was looking at. I said to my coworkers "can you just believe this guy has the nerve to look at this stuff at the library."

I stopped the security guard Katie and asked her to tell the patron that he could not view these images in the library. Katie went over to the patron and told him that he could not view the images. Then Katie came over to my desk and told me that if the patron viewed anymore similar images that I could ask him to leave. I told Katie that I would do her one better and I called Birmingham Police Department at 205.254.2860. Because as soon as Katie walked away from the patron, the patron continued to look at the images that he was told not to view. I spoke to an officer and gave him my name. And I told him that I was at the library and that a patron was looking at inappropriate images on the internet. I further stated that I sent him a message via computer telling him that he's in violation of The City of Birmingham zero tolerance sexual harassment policy. I continued to tell the police officer that a security guard told the patron that he could not view the images. Yet, the patron continued viewing the images.

About five minutes later the police officer from downstairs came up to the third flood and asked me what was going on. I told Officer Combs that the patron was looking at inappropriate images. I also told Officer Combs all the measures that I took to warn the patron about his viewing the images. And I informed Officer Combs that I called Birmingham Police because I needed an official police report

made. Officer Combs told me to cancel that Police because he would handle it. I called back and canceled my request and told the operator that we had a police officer in the library. Officer Combs spoke with the patron briefly and escorted him downstairs. About ten minutes later I saw security officer Lowe and I asked him could I get a copy of the incident report and what happened with the patron. I was told by Mr. Lowe that I had to get a copy from Sergeant Lewis.

My impression is Sexual Harassment Training should be made mandatory; this should include ALL security personnel part-time, full-time and substitute officers. "My experience in the six plus years while I have been employed at Birmingham Public Library is security act like you are bothering them when you call to complain about patron's behavior; especially when the complaint is about patrons accessing questionable images on the public PCs. Members of security oftentimes complain is about the person making the complaint instead of concentrating on the patron committing the illegal activity in the library. To this end it appears that security's actions and behaviors are not in keeping of the City's Policy. Moreover, I would have never canceled my request for Birmingham Police Department if I had known that I wouldn't receive an official police report from Officer Combs. Maybe in the future BPL can hire some female police officers who will address staff needs more efficiently instead treating staff like they are part of problem.

**Meetings:**

- Paraprofessional Training
- Business, Science & Technology meeting



Barbara's December 2009 Monthly Report

PLAINTIFF'S  
EXHIBIT

ZJ Blalock

Accomplishments:

I complete five grueling hours of Birmingham Public Library's Inventory Day. During Inventory Day, our department shelf-shifted books from Art, Literature and Sport Stacks to the Fourth Floor Stacks. Some emotions were high and some tempers were short but for the most part we were able to complete the task in a civil manner. Sandi and I hosted a quarterly Birthday Club Party in the Board Room. I mended several books from the circulating and non-circulating area. Some circulating books were requested materials. Other books just needed regular maintenance. I answered reference questions and I redirected phone calls to the proper department. I trained Carl Dunn (new Page Room Supervisor) on hold procedures. I assisted Carl on how to create list and slips, how to send list and slips, and how to clear the hold shelf.

Meetings:

- Departmental meeting was held in Business, Science & Technology
- Paraprofessional meeting was canceled for the December

Goals:

My plan for 2010 is complete professional, personal development and computer classes. In addition, I plan to complete my PhD in Developmental Psychology. For that reason I will resume taking classes Spring 2010.

Concerns:

One of my concerns has consistently been employee safety. Sexually aggressive male and female patrons are unabashed in their approach to staff member and other patrons. Some male patrons will sit and stare at you. Others will make inappropriate comments and still others will out right stalk you. I think what Birmingham Public Library need is a Code of Conduct for patrons. These rules could be place in an area where it's can easily seen by patron. Even some restaurants do not allow patrons in restaurants without proper attire (a shirt). Healthy enforceable boundaries will help protect both patrons and staff.

Z. Bates

## Barbara's January 2010 Monthly Report

## Accomplishments:

An email was sent out to those interested in joining the Birmingham Public Library Central location birthday club. I attended two departmental meetings and a Paraprofessional Meeting. On January 14, 2010, a meeting was held in Business, Science & Technology. During this meeting we discuss several items on the agenda. The Big Read literacy campaign for libraries starts on March 20, 2010. The Museum of Art is facilitating spoken word. Collaboration between myself and the department head Barbara Clotfelter was discussed. For Black History Month and in conjunction with Black Economic Empowerment, we discussed setting up a corresponding book display. Mike Lee went to Chicago to learn more about security. Kelsey Bates is leaving; Wylam's Librarian is leaving. North Avondale was robbed. The page room will undergo some updates. There will be some new page procedures. The page room staff will execute and e-mail the paging list. Each department is responsible for pulling the books on the list from the shelves. During the cold winter days The Boutwell Auditorium had a warming station. The station provided shelter for those who requested it. In fact over 200 people took advantage of the warming station. Some people were not homeless they wanted to keep warm for other reasons. For that reason, there will be a clothing drive. Pants, coats are the items that are needed. Also inclement weather was discussed. In case of bad weather employee are to call ext. 3610 to whether or not to report to work. Patron on the other hand should call 205.226.3694 to see if the library will open. There will be a Security Manual that describe situation when use CybraryNet to shut down computers.

On 1.28.10 department meeting we discussed the Event Keeper. More meeting and events will be added to the Event Keeper. Bridging the Gap will start in February. Every Monday in February 6-7:30 speakers will be in the Richard Arrington Auditorium. February through March there will be many BPL @ Night Programs. Brats & Bullies is one program that will be featured at BPL @ Night.

Norma Wallace Blount will be honored with a plaque on Monday, February 1, 2010. Linda Wilson along with Edith Major will put together an interview module for staff. Becky from Gov. Doc stated that she do not have the Alabama State short form. Also there will be a Free Fine Friday. In order to take advantage of this program one must bring in hand in person.

If a patron complains that their laptop is not working, we should try the following:

- Ctr, At & Del
- Log in and password
- Bottom left corner of net book
- Firefox
- BPLSPOT

At the Paraprofessional meeting Debbie Dahlin discussed additional new page list procedures. She stated everything will remain the same except for now interlibrary loan material will be added to the page list.

Caleb demonstrated how to create supply orders. Elizabeth Swift explained the important of clearing the hold shelf for the umpteenth time. She said that the hold shelf should be clear daily.

Meetings:

Departmental Meetings

- January 14, 2010
- January 28, 2010

Paraprofessional Meeting

- January 27, 2010

Concerns:

I am quite concern about my safety at work. For over five months one black patron sits across from my desk and stares at me. This patron has been reported to my immediate supervisor, department head, associate director, members of security and head of security at Birmingham Public Library. I have also kept a log of this patron as well as alerted my co-workers of his actions. This patron has been escorted out of the library not because he was sexually harassing me but because he gave the police officer a difficult time when the patron was approached about starring at me. The following day the patron was allowed back in the library. He walked by my desk as if to say I am back. Then he sat down directly across from my desk. As I gather books to be put on the new display shelf. I noticed that this patron would follow me from the third floor to the second floor and back. The patron starring and following me from floor to floor makes me feel uncomfortable. When I voice my concerns to security I usually receive a flippant response "the ole it's you again response." Moreover to add insult to injury, the exact same patron who has violated the City of Birmingham zero tolerance for sexually harassment policy for months is allow back in to the library.

I feel that there is a double standard on patron behavior for BPL staff and security. One standard for staff if patron harass you and you feel threaten just deal with it. But if patron curse member of security then they are ban from the library. What is wrong with this picture? Example: One day a patron was leering at me from across the room and I call security. I was told by a member of security "well if he not really bothering you there nothing I can do." Then a week later a member of security asked a patron if he could check his bag, the patron replied no and proceed and told the security member "F" you. The patron made to third floor Social Science area where he was questioned by security. The patron was told he had to leave and that he was ban from the library.

Miscellaneous:

## Barbara Ann Wilson's May 2010 Monthly Report

### Accomplishments:

I crossed trained in the Art, Literature and Art department. I assisted patron with reference questions. I organized work room materials. I am attended the Fiction Inventory meeting. I organized and coordinated the new book displays in Business, Science & Technology and for the first floor displays. I mended several books for both the reference and the circulating collection. Assisted in Page duties, I put books in order, and shelved books.

### Meetings:

- Departmental meeting
- Due to the Summer Reading Program, Paraprofessional meeting for the month of May was canceled

### Concerns:

- Problem patrons
- At the end of May 2010, I had a regular patron make false allegations about me in verbally and written forms. He disseminated a letter to my coworkers and employers. As a result, this patron made my work environment intolerable. Some patrons are aware of the Birmingham Public Library rules and some patrons exploit those rules. For example: some patrons are aware that if they don't have their library card they can just say they are from out of town in order to be logged on to the pc. Other times, if a patron request more time on the computer and his or her request is decline for more time. Usually the patron will manually turn off the computer. Then in an attempt to get more time the patron will come to the desk and tell a staff member that the computer just shut off by itself. And if the patron gets another unsuspecting staff member, the staff member will add more time. Patrons are aware that if she or he complains about a situation more often that not. His or her request will be granted.

My observation is that we teach people and patrons how to treat us. Oftentimes if a patron is not too threatening we ignore their behaviors. Whether we realize it or not the Birmingham Public Library is place of business as well as a public place. I would like to work in a safe intolerant of ANY antisocial behavior workplace. I have been put on notice to stop living the past as far as security issues are concerned. For that reason, I have decided to shut down the computer when I see

patron viewing porn, and I will call security or the Birmingham Police Department when I feel threaten.

**Goals:**

One of my main goals is to complete the Fiction Inventory Lists and to complete the Financial Periodical Project. Next, I would like to tackle the periodical back issue. Most of the periodicals in this area need to be weeded. Weeding would make the back issues section more aesthetically appealing and organized.

## Barbara's June 2010 Monthly Report

I assisted my supervisor in a Financial Periodical Restructuring Project on the fourth floor stacks. We organized and restructured Business, Science & Technology Department's fourth floor stacks. Our reconstruction of the financial periodical consisted of sorting, moving, labeling & re-labeling, and interfiling all financial periodicals. Specifically, Value Line Ratings & Reports and Value Line Expanded Edition, and Morning Star, Mergents, Standard & Poor's were sorted by year. In keeping with our retention schedule, some financial periodicals and newspapers were discarded. This project was extended to provide collection management continuity between Birmingham Public library's collection and Millennium. The Paraprofessional meeting was canceled for the month of June. I assisted patron with both complex and general reference questions. On one complex question, a patron wanted to know where a property was located. Specifically, the patron wanted to know the physical address of an unknown house address in his neighborhood. I used Realquest database. This database allows users to locate an address using the owner's name, address, or APN. APN is the physical address legal description of a residential or commercial property. We first put in the patron's own address. Then we clicked on comparables in order to narrow down the addresses within his neighborhood. Once we narrowed down the address we were able to locate the homeowner's address and contact information. The patron was ecstatic to find the information. I was equally ecstatic to find information on a less complex question. A patron wanted the phone number to Birmingham Water Works Board. Using Business Science and Technology database ReferenceUSA, I was able to local the Birmingham Water Work Board phone at 205.251.3261.

I sorted the oversized periodicals. I resized copy paper from 11X 17 to 8 ½ by 11 paper. This paper reduction measure will help to ensure the 11 X 17 paper inventory will even out while the 8 ½ X 11 paper supply will increase to meet both staff and patron usage. I created a new book list. I also made extra copies of the employment website handouts for patron usage. I coordinate and designed four new book displays. Three new book displays were coordinated and arranged according the each category. The category includes Business, Science & Technology.

I mended the several circulating and non-circulating books. I demonstrated to other staff members how to tip in a page when mending a book. I assist Social Sciences librarian on the proper placement of the local and national newspapers in the newspaper holder.

### Meetings:

- Departmental
- Mandatory System-wide meeting

### Concerns:

- Children and Staff safety in the library

## Barbara's July Monthly Report

### **Business, Science & Technology Departmental Meetings:**

Several meetings were held in Business, Science & Technology Departmental. One departmental meeting was held on July 07, 2010. The other departmental meeting was held on July 12, 2010 and July 30, 2010.

July 07, 2010 departmental meeting was held in Business, Science & Technology. There were several items on the agenda. One topic of discussion was the current status of the library's budget or lack there of a budget. In short no news on the library's budget. Next, it was announced by my Department Head that Slossfield Library will close at the end of July 2010. We also discussed that a hiring freeze was still being enforced. One must get approval from City Hall in order to hire staff. We were further informed that if a staff member left their position that that position would not be filled. Birmingham Public Library must have same policy through out the library system for booking rooms. BPL hotspot is now known as BPL Guest Test. Member Day is coming soon. Different cultural institutions have events.

On July 12, 2010 a meeting was held in Business, Science & Technology. We discussed that the large decorative heads that will be displayed at Birmingham Public Library central location. Some heads will be displayed next to the new book displays. We talked about limited supplies at the library. It was mentioned that staff and working areas maybe restructured. Beyond the budget time is here. This means that staff members and departments can submit a structured wish list of requested materials to the Friends of the Library. Also it's time for self assessment. A gentle reminder was given to send all training reports to Linda Wilson.

On July 30, 2010 our Department Head discussed the realignment of Eastern and Western Regions. Also the announcement was made that Powderly and Ensley libraries will only be open part time from 2:30-6pm. Powderly has problems with their air condition but staff is hopeful that it will be up and running soon.

### **Paraprofessional Meeting:**

Paraprofessional meeting was held on July 28, 2010 at North Birmingham Public Library. The facilitator of the morning was Jennifer J. Keating, Professional Development Specialist from Encyclopedia Britannica. Jennifer demonstrated several databases within Encyclopedia. Britannica Learning Zone is a database geared toward young learners. There are many different areas where children can explore and be creative. For example a child can have a little brown dog read them a story or the child can chose to read a book of their choice. Also if the child chooses he or she can draw or learn about geography. Britannica Online Academic Edition database features Biography of the day, Spotlight/Feature Spotlight, This Day in History, and Timeline.

Timeline was one of my favorite features in this database. Some teachers assigned their students projects where the students have to research events that occurred on their birthdates. The only minus with this database is most of the time the research

requires that the student uses the day, month and year. Timeline only allows the users to use the day and the month.

The other feature within this database that I found useful was the Biography section. During the February (Black History Month) is Business, Science & Technology busiest time of the year for request of African American Biographies. African American Biographies allows easy access to this information from home or office. The other databases that are included in Encyclopedia Britannica are Britannica Online Reference Center Public Library Edition, and Britannica Online School Edition.



## Barbara's August 2010 Monthly Report

### Accomplishments:

First I completed my self assessment. Then my supervisor went over my evaluation. Next we discussed goals for the upcoming year. Finally we addressed concerns and reviewed measures that could potentially enhance my performance. I checked in books, DVDs and audio books into our new BPL USE database. I created a new booklist. I created a new first floor book display in which I honored the citizens of Alabama, Louisiana and Mississippi who endured the ravages of Hurricane Katrina.

I mended some books and other library materials. I register for Excel Basic class on August 26, 2010. This class will begin on October 5 and 7, 2010 (8:30 -12). I felt that an increased knowledge of basic Excel will allow me to accomplish my tasks in a more efficient manner.

I successfully completed all departmental quizzes. The quiz allows me to hone my database skills. In some instances I was able to navigate each individual database with ease. Yet others databases required a more experience. The databases that I navigated more successfully were ReferenceUSA, Ferguson Guide, Learning Express, Alabama Inventors Databases etc. The database that I did find somewhat challenging was parts of the Morningstar database. The part of Morningstar that did I find challenging was Morningstar's Custom built screens challenging.

### Meetings:

- Departmental meetings
- Paraprofessional meetings cancel for the month of August

### Goals:

One of my goals is to complete the periodical back issues project. Another one of my goals is to complete the Basic Computer Certificated. Also I plan to register for classes in the fall.

### Concerns:

None.

## Barbara's September Monthly Report

### Accomplishments:

I attended a meeting held at North Birmingham. The ABC's of Selling with Etiquette were discussed. The quest presented by Dale Brakhage. At this time we also discussed how we can sell library patrons on giving money to the library. Presently, the library's budget has been cut by forty-eight percent. The funds we hope to raise will help with our library's budget. Lynn Carpenter spoke about the gift of giving to the United Way. The campaign began September 24, 2010. The deadline for submitting donation to the United Way's campaign is October 29, 2010. Debbie Dahlin mentioned the Digital Book Mobile is coming. Caleb West talked about E-books and E-readers. Currently, the E-books are not configured to run on the Kindle or the IPAD. However, in the near future the hope is that E-book will be able run on both devices.

### Meetings:

- Department meetings were held on September 9 & 23, 2010.
- A Paraprofessional meeting was held at North Birmingham Public Library.

### Goals:

I plan to attend Basic Excel on October 2 & 5, 2010.

## Barbara's October Monthly Report

### Accomplishments:

Paraprofessional meeting was held on October 27, 2010 at North Birmingham Library. Some announcements were made. It was announced that a decision will be made in January as to whether or not BPL has won the Pepsi Refresh Project "One Summer, Endless Destinations." The Birmingham Public Library's Amnesty Program ends October 30, 2010. East Lake Grand Reopening is on November 18, 2010 at noon. So far, the donation campaign for Birmingham Public Library has raised \$16,433.21. West End branch manager Maya Jones talked about Paranormal Romances. Jared Millet will hold a Graphic Novel Webinar on November 2, 2010 at 1 p.m. October 6, 2010, it was announced in our departmental meeting that there will be a week of retirement ceremonies. All retirees retirement is effective on December 3, 2010. The great exodus of retirees is our new reality. Bards and Brews a poetry slam contest, held on the first Friday of every month, is hosted by Art, Literature & Sport. The contract for the third floor computer cluster is in place. It was mentioned that the RLCC staff will staff the third floor computer center. New wi-fi is currently in both buildings. The Ghouls Ball as well as the Mad Men theme Boo Ball appeared to be a success. Local Authors Expo begins on December 4<sup>th</sup> from 11am to 3pm. On Friday December 3, 2010 Dale Brakhage is the guest speaker. Mr. Brakhage talked about the ABC'S of selling at the Paraprofessional meeting in September 2010. He is also the author of the ABCs of selling with etiquette. The IRS will no longer send tax packages. You will have to pick up forms at the library or the post office.

### Goals:

One of my many goals is to attend computer classes offered by the city. Recently, I attended Basic Excel class taught by Josh Gilliam. In this class we learned how to successfully construct, navigate and perform basic spreadsheet functions. My intentions were for taking this class is to improve my computer knowledge which then will allow me to perform my duties more efficiently.

### Meetings:

- Departmental
- Paraprofessional

### Concerns:

None.

Conducted by Tammy  
and Angela Hall.

**Business, Science and Technology  
Interviews  
November 2, 2010**

**PLAINTIFF'S  
EXHIBIT**

Block 27

1. Barbara E. Clotfelter-Librarian II, Department Head

Do you have a specific harassment complaint? No.

- I'm experienced; not young and attractive anymore

Have those you supervise reported to you any harassment issues?

- Harassment word not used. Received complaints of staring, "that guys gives me the creeps". I've responded with the tools we've been given. "Have you told security?" "Remove yourself from the situation."

2. Karen Evans Jackson, Librarian I

Do you have a specific harassment complaint? Yes

- I've reported to security men asking for dates, dropping cards, saying inappropriate things, walking past and touching. Last incident was October, 2010 (Matter investigated by Ms. Hall, Associate Director and resolved by stating "if the patron returns, notify Mike Lee right away and we will have him banned.")

Have those you supervise reported to you any harassment issues?

- Barbara Wilson and Vera Broussard both reported similar occurrences. The last incident was this summer. Made some mention in monthly reports.

3. Vera Broussard, Library Assistant II

Do you have a specific harassment complaint? Yes

- I've witnessed on the computer scantily clad dressed women.
- A mentally ill person brushed up against me about 3 years ago. But incident was dismissed because of his obvious mental state.
- Had a problem with a patron using a laptop but that person was banned from the library.
- [Administration] You do the best you can. Sometimes when I see a patron viewing a YouTube, I'll check with a co-worker. What's inappropriate to me may not be inappropriate to someone else." I.E. The Norbit character (Eddie Murphy plays a very large woman) was wearing a bikini and it made me think of my 400 lb deceased grandmother and it made me cry.

4. Chris Hare, Library Assistant II, part-time

Do you have a specific harassment complaint? No

- Mentally ill patron asked where females live. Didn't document.
- Barbara Wilson is in crossroads of traffic. Male patrons try to strike up conversations. A couple seemed genuinely friendly. With others she appeared neutral, professional, brief, curt. Nothing compelled me to jump in.

5. Hunter Murphy, Library Assistant II

Do you have a specific harassment complaint? No

- A creepy guy kept coming around the department. My coworkers would ask that I leave the area. I finally confronted the guy, notified security and administration and the guy stopped and has not returned.

6. David Ryan, Librarian I

Do you have a specific harassment complaint? No physical harassment

- Patron returned a laptop with porn visible on screen. Have not seen that person anymore.
- Supervised Barbara Wilson about a year ago. She submitted monthly report saying she was harassed. Was not a monthly occurrence. Reported the fact to department head. Told Barbara Wilson to seek security or tell someone the moment it happens. Don't wait to report in monthly report.
- Reported on steps taken to identify patron who used laptop to frequent pornographic sites. Go to history. URL addresses appeared. Track via log-in what patron had used the laptop. Copy images and give to Coordinator and Head of Security. Informed other colleagues in the library of the procedure to identify patron who was inappropriately using the laptop. Once procedure was completed, power down the laptop so other patrons won't be subjected to the sites.
- Some staff felt they were violating patron's privacy by looking at history.
- Images were emotionally draining.
- It took 3-6 months to identify culprit. Once confirmed, the Head of Security confronted patron, he admitted accessing the sites and he was banned from the library.
- Barbara Wilson would bring print out images. He'd contact 8E6, the filtering system to verify if image were pornographic. 8E6 responds within two hours. Site would be automatically blocked. On one occasion it took 24 hours for 8E6 to respond. There was a glitch. IT got them to view manually.

- He demonstrated the process of contacting the filtering system to the department on several occasions and told about the process once in the Collection Development training meeting.
- He's only had to contact 8E6 a couple times per year with good results. They will block just about everything requested.
- Barbara Wilson submitted to him a YouTube (music). It may have been obscene but not pornographic.
- Staff can deter patrons from trying to access inappropriate sites by walking around. Laptops are more problematic.
- Security is more visible after 3 p.m.

7. Ron Carter, Library Assistant II, part-time

Do you have a specific harassment complaint? No

- Nothing I'd call harassment
- Maybe it just didn't happen while I was working
- Only natural that young males will try to talk to young females
- Problems occur with laptops. David Ryan stays on top of it.
- David Ryan does his best to handle it. (Patrons who access porn sites on laptops who return them to the desk.)
- It's not a case of ignoring it. David goes through proper channels to handle issues.