

Subject: more thoughts
From: Barbara Clotfelter <BEC@bham.lib.al.us>
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To: Pam Lyons <pam@bham.lib.al.us>

**PLAINTIFF'S
EXHIBIT**

// @allock

Pam,
I feel like we ran out of time when we talked the other day and there's more I need to tell you. I started writing this just to organize my thoughts, so that when I came over, I wouldn't forget anything (that's why it sounds like I'm talking to you). But, it's been a long week and rather than ask you for time, I decided I should just send it on...
Thank you.
bec

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There's more I need to say. First I think we have two problems: Security and the computers. The feeling is Security won't do anything and it is a waste of time to call them.

I feel Barbara Ann is completely genuine in her concern. I think she feels she is doing what she was instructed to do in the harassment training by documenting these events. I don't feel she is trying to build a case or involve others.

She is not the only one who has these concerns. I have Karen's self assessment and I don't mean to pull her into this without her permission, but the self assessment comes over to your office to be signed, so I'm going to quote from it. Question 4 on the Self Assessment form asks "What about your job is giving you problems or is difficult to accomplish?" Karen wrote: "This past year has been a real eye opener. It seems as though BPL gives a new meaning to customers come first. Patrons can harass you one day and be back in your face the next day. I've given up complaining about the people who come into the library and make me feel uncomfortable because it is clear nothing will ever be done about their inappropriate behavior. It makes my job difficult when I'm placed in that predicament. I should not be moved away from my desk when harassers come around, they should be asked to leave. When I complain about inappropriate behavior, I should not be made to feel like the guilty party. I guess I can be more forthcoming with the way this affects me, but after banging my head against the wall a couple of times it starts to hurt." She goes on to mention the Sexual Harassment training and asks when BPL will start enforcing the City's rule.

Traditionally our only guidance has been to remove the staff from the area if someone was bothering them and contact Security. To hear Rosalyn Short say you don't have to put up with this was huge. We have never been given any options other than remove yourself from a situation that makes you uncomfortable and call Security.

When Karen and I met to discuss the evaluation, we talked about the harassment training and I even wrote in the plan, as a response, that the sexual harassment training had been enlightening and empowering. I think it made such an impact because the staff hasn't come first for a long time and the emphasis has been on keeping patrons happy and not causing bad publicity. I also said I thought change was coming.

I attended the harassment training with Karen. When we left the harassment training, I said to her "we need more words". Ms. Short encouraged staff to confront patrons and say "I find your behavior offensive, stop it" or "I do not want this to continue" or she said to write a letter. I was thinking uh-oh, I don't think the Library is going to want everyone to go and do their own thing, we're going to need more words. But there wasn't anything after the meeting to say "we want library incidents handled this way or we want you to do this", etc.

And no we haven't been sending messages with CybraryNet, because I thought we would hear something official saying you can say these things...I didn't think just Garry showing how it worked was enough of a go ahead. I remember David being taken

aback when he heard Fiction (I think it was) had sent someone a message. I was thinking somebody needs to get these messages approved first.

Also, I'm disappointed when I hear "if you don't like it leave". To be completely forthcoming, I thought that kind of attitude left with Mrs. Sirmans. Sandi even used the same words and that makes me stop talking. It makes me feel there is no room for discussion and to continue on would be arguing. What Barbara Ann feels is real.

As for the computers, 95% of their use is for games, movies, Facebook, etc. Sometimes we have a patron working on a financial aid form, job application, or school work – but that's if they can get to a computer. A limit of "2 hours and see you tomorrow" would solve a lot of problems. These guys do stay all day and move from PC to PC. I talked about the plan for the computers on third floor with my department to get their input and see if there was stuff I had missed. I asked them what they thought it would be like if our PCs were like Ben's in Southern with no games, no videos, and no music. Their response was it would be professional, less of a shelter, and more like a library.

Finally, let me apologize for how I'm about to say this, but part of yesterday's session with Warren Graham and Mike Lee was like a pissing match. Warren Graham was doing his best to include and acknowledge Mike Lee but it was obvious Security was not interested.

I think Warren Graham makes a lot of sense. He has solid, practical suggestions and the experience to back it up. We need to listen.