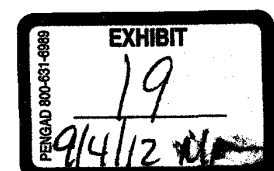


10/28/10 Danielle Berry returned 3 items to the library. One of the items was missing a spine label and barcode. When I asked where the barcode was Danielle replied that she guessed her child had ripped it off. I told her it would be \$1.00 to replace the barcode and she replied she did not have the money at the time. She began to sign up to use the internet and I informed her until her account was taken care of she could not use the internet. She began to make a scene saying she was in the library all the time and that I should let her use the internet. I told her since I had not checked the book in because of the missing barcode she could take it back home, sign on to the internet, and bring the book back when it was due and pay the \$1.00. She seemed to become more irrational and began crying, telling her daughter which was on the childrens literacy station that the mean lady behind the desk was making her get off the computer and they had to leave. I did not say anything about the child leaving the literacy station since it is not internet. At this time Ana Ka Hunter was sitting at a computer and offered to give her a \$1.00 at which time she refused and said she would just leave. After a short time Danielle returned wanting a complaint form. I gave her the name of the President of the Library Board (Ruth Ann Parker) along with her phone number. (She called Ruth Ann Parker the same day) (This all happen when I was trying to wait on another customer Carol Davis, which overheard everything and thought the ordeal was uncalled for). (Ruth Ann Parker confirmed conversations with Carol Davis)

10/29/10 I received a call from the State Library (Barbara Reading) saying that one of our patrons (Ana Ka Hunter) had called with concerns about the incident the day before. She thought we treated our patrons differently. She thought that some patrons that were more upstanding in the community were treated better than the less fortunate. She also had concerns about our internet filtering, and thought the library did not have enough material on Cherokee Native Americans, especially women. The State Library explained about CIPA (childrens internet protection act) and that we had to have filtering to comply. The State e-mailed her information on this topic. The State also explained about interlibrary loans and the Gale Database. I thanked the State for calling and told them I would have a private conversation with Ana Ka Hunter the next time she was in. Shortly after hanging up from the State Library Ana Ka Hunter came into the library. I asked her if she had a few minutes to talk with me and she said she did. We went into the meeting room and I told her it was my understanding that she had some concerns about our internet filtering. She looked at me real funny and ask me why I thought that. I told her I had received a call from the State Library. She informed me she wasn't trying to get me in trouble. I responded by saying she didn't and the State Library did not have control over our facility but was just there if we need help with any problems and for advise. I spent 50 minutes with her explaining our policies on internet filtering and interlibrary loan policies, telling her we had Gale Database, and trying to reassure her we did not play favoritism. I also explained that I could override a website if she would give me address to do so. She thought that was a right of privacy issues. I told her she was welcome to attend our board meetings and if she wanted on the agenda she would have to let me know. (Ana Ka contacted Ruth Ann Parker)

11/1/10 Ana Ka Hunter asked to be put on the Library Board Agenda.

11/6/10 Ana Ka Hunter asked for help navigating our website and asked what our mission statement was. Karen Gordon a staff employee said Ana Ka came and joined a conversation between herself and Janet Petty. Said she seemed in a good mood and was pleasant.



have a list and I could do it permanently instead of daily. I also stated if I would send in these sites to vendor so they could be unblocked from all libraries using this software and she said that we were the only library she found using this software. She asked for the website of our vendor and I gave it to her. She asked me to unblock [www.withcraft.com](http://www.withcraft.com), native American Sundance site which I did. Kate helped Anaka with two websites. Anaka left the computer to use her cell phone in the meeting room from about 12:00 PM - 12:17 PM.

11/13/10 AnaKa Hunter was assisted with internet filter a few times. When patron explained that filter was filtering within websites that had been unlocked Kate explained that Glenda would be glad to "unlock" sites if provided a list. Kate also stressed that she did not mind unlocking sites as needed.

11/13/10 at approx. 11:15 AM, a young patron had an accident (poop on carpet) that needed to be cleaned. This was at the kids' computer. Anaka Hunter as at #1 computer. She was alright with cleaning chemicals/sprays used. We asked before spraying. She stated that she was sensitive to some smells, but to go ahead. She didn't want to switch computers. Paren of child and Carol cleaned up mess.

11/13/10 Anaka Hunter, left library at 12:03 PM. She did not sign out on computer clipboard.

11/15/10 Anaka Hunter came in and brings up websites that are blocked and makes runs copies of these websites. She has not asked to have them unblocked. She is just running copies and taking notes. Anaka made 32 copies and pd.

11/16/10 Anaka called at 10:50 AM asked for Glenda. Carol told her later today she expected back from a 911 meeting. Then she showed up at 12:10 and wanted to know what time Glenda would be back.. Carol told her she was guessing around 3:00 or so. I came in around 2:30 asked her what she needed and she wanted the minutes from the Library Board Meeting of November 8<sup>th</sup>. Anaka started to leave library at 3:45 I asked her to sign out of the computer, she came back to the desk looked at the clipboard but did not sign out. I marked the clipboard 3:45 in the margin.

11/17/10 Anaka came in at 12:55 signed on a computer, research, unblocked website for her, she printed 13 copies and paid for them. Carol asked her to be sure and sign out of computer, she smiled and left without signing out. She left at 3:30. After looking back on computer login sheets Anaka has not signed out numerous times throughout the year.

11/23/10 Anaka came in at 10:55 AM signed on to a computer. Carol overheard her talking on the phone to the Cherokee Nation about their website, she wanted to know if the reason she couldn't get in was the website or the library's faulty equipment. She did not ask for help. When she was getting ready to leave Carol was helping someone else and Anaka left a check for copies with Carol, Carol handed her the clipboard and asked her to sign out, she said we didn't ask anyone else to sign out and she wasn't going to sign out. Carol explained that the reason we didn't ask anyone else to sign out was because they signed out automatically. She said she wasn't signing out and left. Witness to this was Enrichment service personnel and Bill. Enrichment

service personnel made the comment that Anaka was hateful.

12/2/10 Anaka came in at 12:15 and brought the computer clip-board over to Carol and wanted to show her that other people didn't sign out. Carol explained to her that we have asked other people to sign out if we catch them before they leave and they have never refused. Carol repeated herself a couple of times as well she did the same by continuing to state that she has never heard us ask anybody but her. She was the eighth person on computer and only two had left, Cheryl Burns and Mona Moore that hadn't signed. I even asked Bill Terry if we had asked him before to sign out and he said yes we did. She continued to nod her head and state she just wanted to bring that to our attention that others don't sign out. Mr. Terry stated he was guilty of that and he apologizes for it and he will be glad to sign out. Carol wanted to show the previous pages where almost everybody had signed out but she gave Carol the impression that she won't listen to anything that doesn't agree with what she says.

12/8/10 Tommy Joe a tribes member called to asked about our filtering system. He said that someone (Anaka) was complaining about not being able to do research on Native American websites because they were blocked. He was very nice and said he was trying to get it were people could research Native Americans. I gave him the name of our filtering software and MOREnets 800 number. He thanked me.

12/8/10 A man named Jerry Stronghawk called. He told Kate that he is a Mohawk who is in contact with thousands of Native Americans everyday. He went on to explain that news of how we censor Native American info reaches "massive amounts of people." He said that this way of operating is "about to explode on you (library)". He further stated "you block us and you", explaining that we are all the same, we are all "survivors" and "Native Americans". According to Mr. Stronghawk, Native Americans "have never worshiped the earth. We worship with the earth, the same Jesus you do." He said "I suggest strongly that you don't block." He also stated that he is a disabled Air Force veteran. He encourages Glenda to call him at (417)536-9526. At the end of the call, Mr. Stronghawk tried to direct his comments to Kate as "a person". Kate stopped him, explaining that her interaction with him was in a professional capacity, not personal.

12/8/10 Eric from MOREnet called asking for Carol. He said someone from the library called a "Ted Cahill" and wanted them to unblock some websites dealing with Native Americans. MOREnet did not recognize the name from someone at the library and that is why he called. For some reason they had Carol name. I called MOREnet back and left a message with Eric to call me.

12/9/10 Eric from MOREnet returned my call. MOREnet will not unblock anything without my permission. I filled him in on what was going on here at the library and told him there maybe legitimate sites that need unblocked but until I get the addresses I don't know what to unblock. He agreed and I apologized for them calling.

12/9/10 I called Clifford Jadwin to file a report. Marty Farrar came into the library to talk to Kate and myself about the incidents with AnaKa and the Native American tribesman. I gave him all

files collected to date. I asked him if I should call Mr. Stronghawk back and he said no.

12/9/10 Kate found things about the library posted on facebook by Jerry Strongheart to members in the Red Buffalo Rising. Copies were printed off and in file. Kate also found a letter posted to the ACLU Media from the Red Buffalo concerning library. Copies were printed off and in file. These have not been turned over to the police department.

12/9/10 A call came in from Marcie Lane. She received an e-mail detailing the library's "censorship" of Native American web sites. She explained that she is "part of the native culture" and also a "volunteer advocate" for "tackling native issues". She began to tell Kate how wrong this "censorship" is because of how inaccurately Native Americans are portrayed in textbooks. That children need access to these web sites to learn the truth. Kate politely explained that while she understood that she feels passionately about this topic, she was not the one to talk to. Kate informed her that Glenda was out until later this afternoon and suggested she call back between 2:00 & 4:00. Kate then asked her for her number. It is (863)425-5478. Kate told her that the library doesn't generally make long distance calls. Kate concluded by telling her that Kate would give me a message to expect her call. Kate then did a search on whitepages.com the phone number is for Blake B. Lane, 2105 Willow Oak Rd., Mulberry, FL 33860-8734.

12/9/10 Marcie Lane called and I spoke with her about filtering issues. I explained about CIPA, MOREnet, and the need for filters in the library. She seemed very understanding. I explained that I could unblock websites for those that needed to do research. She asked if all staff could do this or just me and I told her all staff could. I also told her that I could unblock all sites for a limited time to adults. She seemed unaware of this. I told her if I had a list of web sites I could give them to the software vendor to reevaluate but I need a list of urls. She said she would try and post something back on the website where she received her information explaining that the internet could be unblocked for a time limit if asked.