

# BOOKCELLAR COMMITTEE POLICIES

Adopted by the Friends of the San Antonio Public Library BookCellar Committee - April 21, 2009

Approved by the Friends of the San Antonio Public Library Board of Directors - July 19, 2009;

Amended & Approved - September 20, 2012; Amended & Approved - Jan. 10, 2016

## 1. Mission Statement

The BookCellar, operated by Friends of the San Antonio Public Library volunteers, sells donated materials to the public at affordable prices and donates excessive inventory to library branches and nonprofits promoting literacy. Generated monies are reinvested in BookCellar operating expenses, library programs and services system wide.

## 2. The BookCellar Committee

The BookCellar Committee is a Standing Committee of the Friends of the San Antonio Public Library (FOSAPL), delegated by the Friends' Board of Directors to supervise and manage the Friends BookCellar bookstore. The Committee is directly responsible to the Friends' Board President and Board of Directors for operation of the store.

## 3. Committee Responsibilities

a) Recruiting, training, mentoring and supervising workers to staff the store. The BookCellar Committee will decide on qualifications necessary to be an effective volunteer. The Committee will also determine perquisites awarded to volunteers and the terms and restrictions placed on perquisites. The Committee will also provide appropriate recognition of volunteer service.

Note: The scheduling and assignment of tasks (outside of routine tasks) should be done by the manager. In the case of the manager's absence, the BookCellar Chair should monitor the 'work schedule calendar' to ensure an adequate work force and the assignment of routine tasks will be left to the daily leaders.

b) Hiring (with FOSAPL Board confirmation) a bookstore manager to be responsible for the daily operations of the BookCellar. The Committee Chair will oversee and evaluate the manager. The manager will be an employee of FOSAPL and will be paid by the Friends. The manager, at the discretion of the FOSAPL Board of Directors, may be bonded at the expense of the Friends.

c) Establishing procedures (along with the manager) for financial accountability and for keeping records of bookstore receipts and expenditures. If the manager is absent for more than a week, a Committee member appointed by the Committee Chair will be responsible for making weekly bank deposits until the manager returns. Any and all monies must be processed in house and no funds should ever leave the BookCellar except to be taken directly to a financial institution for deposit.

d) Accounting for and maintaining the bookstore's property. This would include being responsible for such items as book inventory, carts, shelving, stools, chairs, tables, computers, BookCellar tools, office supplies etc.

1) If store inventory is missing, report missing items to the manager.

2) Boxes of inventory, received by the BookCellar or donated to branches or nonprofits, must be recorded in the Donation notebook.

3) More valuable inventory should be 'protected' with proper care, safe storage and reporting/dealing with insect infestations and/or dampness.

4) Maintenance should include safety and stability checks to insure that shelving or tables are secure and that inventory items are stored in a manner safe for volunteers and patrons. Items should be kept out

of aisles and, as often as possible, off the floor to prevent tripping. Avoid placing boxes under tables because this interferes with cleaning.

5) Assessments should be done periodically for handicap accessibility.

6) Volunteers should be familiar with the Library's Patron Code of Conduct and Emergency Evacuation Procedures. (Both items are posted on the bulletin board in the back office.)

e) Determining store operating procedures (including business hours) while taking into consideration the manager's input and the number of available volunteers to carry out tasks. Developing procedures and consistent rules regarding handling of inventory, including criteria for markups, length of time these materials remain in the markup areas, criteria for reducing items and for determining freebies. The manager should make the day to day decisions regarding flash sales, displays and monthly specials, letting knowledge of inventory guide these decisions.

f) Publicizing the bookstore and its special events.

g) Communicating with fellow volunteers regarding new policies and procedures, reviewing what should be freebied or sent to the back office as potential markups, asking volunteers for feedback and suggestions to be shared at Committee meetings, encouraging volunteers to learn new tasks and thanking them for their service.

h) In addition to serving as store volunteers, Committee members are expected to assume additional tasks to maintain, improve, and promote the BookCellar. One such task includes serving as a daily leader. In the absence of the manager, daily leaders are expected to see that routine tasks are completed, to access the safe when necessary, to make timely decisions guided by policies and procedures adopted by the BookCellar Committee, and to lead and account for staff during a building evacuation.

#### 4. BookCellar Committee Structure and Membership

a) The BookCellar Committee will consist of at least ten (10) active members of FOSAPL. New members will be selected by present members based on the interest and enthusiasm shown towards the BookCellar and the indication that these volunteers would like to assume more responsibility. Active volunteers with an interest in becoming a BookCellar Committee member may ask to have their names placed on a list for future consideration.

b) Committee members must be current, experienced BookCellar volunteers. If possible, a volunteer from each day of the week should serve on the Committee, as well as one person from the Board of Directors.

c) The BookCellar Manager shall be a nonvoting member of the Committee, and the FOSAPL President shall be a voting ex-officio member of the Committee.

d) A Recording Secretary will be selected by the Committee Chair and approved by the Committee.

e) The terms of Committee members will not be limited.

f) The Committee will elect its own Chairperson to serve for a term of two years. The Chair can be elected to serve additional terms by Committee action. The election will be held in November of alternate years (even numbered years) and the newly elected Chair will take charge immediately. The FOSAPL Board will be notified of results at its next Board meeting.

g) If a BookCellar Committee member misses two consecutive meetings without an acceptable excuse, the Committee Chair will notify that member in writing that if the next meeting (a third meeting) is

missed without an adequate excuse given in advance, the Committee will assume that the Committee member has resigned.

h) Committee members may be dismissed from the Committee for **repeated** inappropriate behaviors....such as name calling, deliberate repeated rudeness, failure to follow adopted policies and procedures. If a Committee member calls attention to herself/himself through obviously inappropriate behaviors, other Committee members and daily volunteers can bring this behavior to the attention of the Chairperson. The Chair will have a private talk with the Committee member and remind the member that being on the BookCellar Committee carries responsibilities. **Following a second incident**, the Chair and a silent/recording neutral third party ( Committee member) will meet privately with the "offending" individual. The accused party will have an opportunity to explain his/her behaviors and the Chair will suggest possible solutions to the problem. This meeting will result in a written summary of the meeting which will state the complaint, the defender's rationale and possible interventions. The offending party and the Chair will read and sign a summary of the meeting. A copy of the summary will be given to the offending party and the original copy will be kept in BookCellar files for documentation purposes. **If there is a third occurrence**, resulting in complaints from fellow Committee members or volunteers, the Committee Chair will notify the offending Committee member in writing, that she/he has committed a third infraction and this infraction, as well as, previous infractions will be brought before the Committee for discussion. The offending Committee member may defend his/her actions or statements. The Committee will recommend remediation, suggest other interventions or choose to remove the offender from the Committee by majority vote following the discussion.

i) A budget subcommittee should be formed each year at the **July** BookCellar Committee meeting. The subcommittee will consist of the Chairperson, the manager (consulting role), two Committee members and two daily volunteers. The proposed budget should be presented to the BookCellar Committee for review and approval no later than the **September** Committee meeting. The Committee-approved budget should be submitted to the FOSAPL Treasurer no later than **October 1**.

j) When **November** of an election year for the Chair (even numbered year) is approaching, a nominating subcommittee of three members will be formed at least two months in advance of the election (late August or early September).

1. The members of the nominating subcommittee will ask current BookCellar Committee members if any plan to run for Chairperson. If there is no interest among current members, past Committee members should be invited to run for the office. The current Chair can seek reelection (term after term), if the current BookCellar Committee approves this through a vote.

2. The nominating subcommittee will provide information to the BookCellar Committee members about the candidates and/or provide opportunities for the Committee members to question the candidates.

3. The Nominating subcommittee will ensure the scheduled election occurs.

k) In the event that the Chairperson is temporarily unable to serve, the Chair may request a leave of absence and the Committee will elect an interim chair.

l) A Chairperson may be removed from office because of the following charge/s. If the Chairperson publicly disparages the reputation of the BookCellar operation, including the Committee, manager and/or the volunteer staff, and in any way undermines the trust placed in the Chair to be an effective liaison between the Committee and the Friends, the Committee and the manager and/or the Committee and the volunteers, three or more Committee members may call a special meeting to discuss the offense and ask for a vote to retain or remove the chair. (**Requires a 2/3 majority vote by voting members in attendance.**)

## 5. **BookCellar Committee Meetings**

- a) The Committee will meet at least six times annually.
- b) A quorum for doing business will consist of a simple mathematical majority of the number of voting members making up the Committee at any given time. This applies to scheduled meetings and vote by email. ( e.g. 5 of 9, 6 of 10, 6 of 11, 7 of 12)
- c) A special meeting may be called if three or more Committee members request a meeting to deal with a specific issue.

## 6. **Responsibilities of the Committee Chair**

- a) Serve as the liaison between the BookCellar Committee and the FOSAPL Board of Directors by reporting on BookCellar events and Committee activities at Board meetings, requesting action on matters that require Board approval, and by representing Committee consensus when acting as an advisor to the Board on matters related to the BookCellar.
- b) Call Committee meetings, establishing the time and place after consulting with Committee members. Prepare an agenda. Direct the Secretary to type and email the agenda to all involved parties in advance of the meeting, making sure to inform the FOSAPL President, the manager and pertinent library staff of the meeting. Insure that minutes are taken and that a copy of the minutes is sent to the secretary of FOSAPL within two weeks.
- c) Ensure that Committee decisions are carried out and that daily crews are consistently following adopted policies and procedures.
- d) Supervise the manager to assure that he/she is performing duties described in the manager's job description, following adopted Committee policies and procedures and abiding by FOSAPL requirements regarding financial accounting. The Chair will also be responsible for informing the manager of any newly adopted Committee policies and/or procedures through discussion and a review of the Committee meeting minutes.
- e) Be aware of issues between the manager and library staff and the manager and volunteers. Offer to intervene, asking the assistance of the Committee if necessary.

## 7. **BookCellar Volunteers**

- a) A BookCellar volunteer must be a FOSAPL member. New volunteers who are not Friends' members will have a one month volunteer trial period before being asked to make the financial commitment.
- b) BookCellar volunteers must be a minimum of 16 years of age. (The BookCellar can choose to accept younger volunteers, if they are working to complete a specified number of hours to satisfy a school requirement.
- c) BookCellar volunteers must work a continuous four hour shift to get a discount on purchases. The 50% volunteer discount applies to the first \$20 worth of books (meaning that the volunteer will get \$20

worth of books for \$10). Beyond that discounted amount, the volunteer will pay the full price. The discount only applies on the day the **four hour shift is worked**.

d) Two daily workers (one being the cashier) will be accountable for proper handling, recording and securing of daily receipts. Both workers must sign off after completing these tasks.

e) All volunteers deserve protection and the right to air grievances. With this in mind, volunteers are encouraged to bring complaints to the Chairperson or a Committee member regarding inappropriate behaviors, offensive language, and unfair practices perpetrated by BookCellar staff. Complaints will be investigated, substantiated and documented by the Chairperson. **Ongoing complaints**, about or by the same staff member, will be brought before the Committee. The Committee will suggest solutions, give the offender a probation period or approve the dismissal of the offending worker.

## **8. Relationship of the BookCellar to Branch Friends Groups**

a) Persons in charge of a branch book sale may request surplus books for their sales from the BookCellar manager or Committee Chair. The manager or Chair will decide whether requested genres are available. If so, the branch representatives must schedule a pick up time and transport the books to the branch. This is considered a donation from the BookCellar to the branch and no money will exchange hands.

b) Branch groups that have unsold books after a sale may ask the BookCellar manager or the Committee Chair if the BookCellar will accept any of their unsold books. If so, the branch persons can deliver the books or determine if a volunteer from the BookCellar can help transport the books to the BookCellar. This book exchange is considered a donation and no money will pass between the two parties. If the BookCellar is not in need of books, the manager or Chair will inform branch representatives of upcoming sales at other branches.

## **9. Policy Revisions**

a) Except for requirements stated in the Friends Standing Rules, these policies can be revised at any time by a majority vote of the BookCellar Committee.

b) Any changes to policies made by the BookCellar Committee must comply with the most recent provisions of the Memorandum of Understanding (MOU) Regarding the Central Library Bookstore (BookCellar) between SAPL and FOSAPL and with the FOSAPL Standing Rules as amended, which designate the BookCellar Committee as a Standing Committee. As such, the Rules as amended state:

*"The BookCellar Committee is directly responsible to the (Friends) President and the Board of Directors for Committee supervision and management of the Friends BookCellar bookstore. The Committee chooses its own membership and its chair. The Committee will consist of at least ten (10) active Friends selected by the Committee. The Board President and the bookstore manager will be ex-officio members of the Committee. Where possible, Committee members should include a volunteer from each day of the week and one person from the Board of Directors. The Committee will meet at least six (6) times annually, the time and place to be established by the Committee Chair and made known to the Board President."*

*"The BookCellar Committee responsibilities for the bookstore operations include business hours, internal facility security, property accountability and maintenance, publicity, recruiting, training, scheduling and supervising volunteers and determining appropriate worker service recognition. The Committee, with the approval of the Board of Directors, may hire a bookstore manager to be responsible for and oversee*

*those daily bookstore operations designated by the Committee. The Committee will recommend salary and benefits for the manager to the FOSAPL Board. The Committee will at all times practice strict overall property and financial accountability and record keeping. The BookCellar manager, or in the manager's absence, a Committee member appointed by the Committee chair and working in the bookstore will be accountable for proper handling, recording, security and timely deposit of daily receipts and recording of expenditures. The Board of Directors may designate that the Bookstore manager be bonded, the cost of which will be borne by the Friends."*

*In addition, the Standing Rules require the following of all Standing Committees:*

*"Reports of all Committee meetings will be prepared and within fourteen (14) days following each meeting, a copy will be forwarded to the Board Secretary for inclusion with the corporate records. The Committee Chair is the liaison between the Committee and the Board of Directors and acts as advisor to the Board. Each Standing Committee will prepare a budget for inclusion with the Friends' Annual budget for presentation at the annual members meeting. All other Committee expenditures not specified in an approved budget must be presented to the Board of Directors for approval before the expenditure is made.*