

Louise Adelia Read Memorial Library

Personnel Policy Handbook

2026

I. PREFACE

Welcome to the Louise Adelia Read Memorial Library
We are delighted you have decided to become part of our library family.

This handbook outlines the personnel policies currently in effect at the Louise Adelia Read Memorial Library. Policies are revised or added periodically and are effective as of the date adopted.

II. SALARIES AND HOURS

A. WORK WEEK

The Library Director's work week is Tuesday-Friday.

The Substitute's work week is

a. Saturday.
b. Director's vacation.
c. Other hours to be determined by the director.

Temporary Employees work week is to be determined by the Director.

B. SALARY PAYMENT

1. Policy
   a. Staff is paid every 2 weeks on Friday.
   b. Salary may be withheld for the first two weeks of employment.

2. Method of salary payment
   a. Time sheets are completed and signed on the Thursday of the week before paychecks are issued.
   b. Time sheets are emailed to Jenn Gill in the school business office.
   Checks are mailed to the employee's home or are direct deposited.

3. Deductions

a. All employees have the following deductions withheld from each pay check: U.S. Income Tax, New York State Income Tax and Social Security.
b. Retirement: The Director has the option to participate in the New York State System through the school district.
c. Health Insurance: The Director may participate in a health insurance policy determined by the board of trustees.

C. OVERTIME

1. The director's position is a salaried position. There is no overtime payment.

D. WORK SCHEDULES

1. The Library Director (and Substitute) is expected to be on duty at the start of the scheduled work period. If for some reason the Library Director will be late, he/she should make arrangements for the substitute (or approved sub) to cover the opening of the library.
2. Habitual tardiness or unexplained absences will cause disciplinary action by the board.

E. BREAKS

1. Since a one-person library usually has only one librarian on duty when the library is open the Director or substitute is to use his/her own discretion when to take a break.

III. LEAVE POLICY

A. HOLIDAYS

1. The library will be closed on the following holidays if they occur on a day that the library is open:

New Year's Day	Good Friday
Memorial Day	Holy Saturday
Independence Day	New Year's Eve
Christmas Eve	Christmas Day

B. SICK LEAVE

1. If the Library Director will be absent for any reason, he/she must contact the Library Substitute or a volunteer as soon as possible.
2. The Library Director will receive five sick days per year to an accumulation of up to 21 days.
3. Sick leave may be taken in hourly units.
4. Sick leave may be taken for the following purposes:
   a. Personal illness.
   b. Doctor or Dentist appointments.
   c. Illness in family (family to be understood as parents, children or spouse.)
   (Since the Library Director in a one-person library does not usually work a 37-40 hour work week, he/she is encouraged to make appointments during other than working hours).
5. The Library Director may return to work after an extended illness, if he/she has a doctor's permission.
6. The library substitute receives sick leave in the amount of 1 hour per every 30 hours worked. This sick time will be tallied by the Library Director.
   a. A library substitute leaving the Louise Adelia Read Memorial Library through resignation, workforce reduction (layoffs), or retirement after completing five years of employment will be paid in full their accumulated sick leave to a maximum of 35 hours' pay at the final rate of pay.
7. All library employees are covered by Worker's Compensation but not by unemployment insurance.

C. ANNUAL LEAVES

1. Annual leave may be taken beginning three months after employment.
2. Annual leave is granted as follows:
   a. The Library Director receives 2 week's paid vacation (8 days).
   b. The Library Substitute does not receive annual leave.
3. Annual leave may be taken in 1 day increments.
4. The Library Director must notify the Board President when he/she is going to take annual leave and must make arrangements with the Library Substitute to cover the library in his/her absence.
5. At the discretion of the library board, the Library Director may carry over into the ensuing year unused leave in the amount of 4 days the regular vacation leave.

6. Upon retirement or other separation from service, the library does not compensate employees for unused vacation days.

III. LEAVE POLICY cont'd

D. OTHER LEAVE WITH PAY

1. Personal Business: Since the Library Director does not usually work a full 37-40 hour work week, he/she is encouraged to do personal business when he/she is not working.
2. Conferences, Workshops, Meetings: The Library Director will be paid for the time involved in attending these job related functions if it is during his/her regular working hours. Compensatory time will be granted if the time involved in attending is during off duty hours.
3. Death in the Family: An absence due to death in the family is charged to leave with pay, up to three days. The family is understood to include spouse, children, parents, grandparents, siblings, and grandchildren.
4. Jury Duty: Leave is granted with pay for the purpose of serving on city or county juries when subpoenaed to serve in court during regular working hours.
5. Occupational Disease or Injury: Leave with pay will be considered subject to a time limit, agreed upon by conference with the Library Director and the Board of Trustees.
6. Quarantine: The Library Director will be paid for his/her normal working hours or given compensatory time for the time of the quarantine.
7. Civil Defense Drills: The Library Director will be paid for the time involved in Civil Defense drills if it is held during regular working hours.
8. Civil Service Examinations: If it becomes necessary for the Library Director to take a Civil Service Examination during working hours, leave is granted with pay.
9. Serving with Reserve Units: Public libraries must grant up to 30 days leave with pay per year not deducible from other leave credits to members of the National Guard or Armed Forces Reserve units for ordered military duty.

E. LEAVE WITHOUT PAY

1. Family and Medical Leave: In accordance with the Federal Family and Medical Leave Act (FMLA) Library employees are entitled to FMLA protections which provide up to 12 weeks of unpaid, job-protected leave per year for qualifying events.
   Qualifying events:
   a. Birth of a child and care for the child
   b. Adoption or foster care placement of a child
   c. Caring for a spouse, child, or parent with a serious health condition
   d. The employee's own serious health condition

   An employee must continue to pay his/her share of the health insurance premium while on leave to maintain coverage. The employer must continue to pay its portion of the premium as well, and the group health plan benefits must be maintained on the same terms as if the employee had not taken leave. Since payroll deductions are unavailable, the employee will need to arrange for direct payment.

2. Educational Leave: If the Library Director returns to school full-time to complete his/her education, leave without pay may be granted.

III. LEAVE POLICY cont'd

3. Military Leave:
    a. Persons joining the armed forces of the United States will be granted leave without pay for the tenure of the enlistment.
    b. Persons on military leave retain their privilege of rejoining the Library at their former status immediately upon conclusion of the enlistment.

IV. BENEFITS

A. HEALTH INSURANCE

1. The Library may pay health insurance through the New York State System for the director, negotiable at the time of employment.
2. The Library does not pay health insurance for the Library Substitute.

B. DISABILITY INSURANCE

1.The library does not carry disability insurance.

C. UNEMPLOYMENT INSURANCE

1. The Library does not carry unemployment insurance.

D. RETIREMENT AND SOCIAL SECURITY

1. Participation in the New York State Retirement Plan is mandatory for public employees if they work more than 30 hours per week. Employees working under 30 hours per week have the option to join.
2. In addition, 403b retirement plans are also available if employees wish to participate. All contributions to this plan are elective and contribution amounts are determined by the employee. The library does not match employee contributions.
3. Retirement age varies according to the retirement plan. There is no mandatory retirement age.
4. Information on retirement may be obtained from the Board of Trustees.
5. All library employees are covered by Social Security.

V. RECRUITMENT, TRAINING, AND DEVELOPMENT

A. APPOINTMENT OF LIBRARY DIRECTOR

1. The Library Director is appointed by the Board of Trustees in accordance with the Regulations of the Commissioner of education's Regulations 90.8 Appointment of Library Personnel. Please refer to Part One: Laws "Excerpts from New York State Education Laws, Rules of the Board of Regents, and Regulations of the Commissioner of Education pertaining to Public and Free Association Libraries, Library Systems, Trustees and Librarians".
2. Recruitment
    a. Ads may be places in the local newspapers, neighboring newspapers, and library related sources.
    b. A job description of the position should be in writing.
    c. Resumes of prospective candidates are solicited and at least three references from previous employers or teachers are required. The Personnel Committee of the Board of Trustees should have this information before interviewing.
    d. Interviews may be set up by the Board President or the Chairperson of the Personnel Committee. The Library does not pay any of the travel expenses of the interviewee.
    e. If a candidate if to be seriously considered, the Board President of the Chairperson of the Personnel Committee will arrange a further interview between the candidate and the Board of Trustees (either as a group or as a Personnel Committee).
3. Appointments
    a. A provisional appointment is made for six months for all employees.
    b. Appointment to a permanent position by the Board of Trustees is made at the end of the provisional time, and after a satisfactory review of the employee's performance and capabilities.
    c. Employment may be terminated without a Board of Review by mutual consent within the six-month provisional period.
4. Tenure of Services

    a. Tenure means that with the satisfactory completion of a probationary period an employee is assured of continuous and permanent employ as long as he/she performs his/her duties competently and in accordance with the policies of the Library. SEE PERSONNEL ACTION FOR DETAILS ON TENURE.

V. RECRUITMENT, TRAINING, AND DEVELOPMENT

B. APPOINTMENT OF LIBRARY SUBSTITUTE

1. The Library Substitute is hired by the Library Director with the approval of the Board of Trustees. If the Library Substitute is hired with the intentions of eventually replacing the Library Director upon her retirement, then the Regulations of the Commissioner of Education's: Regulations 90.8 Appointment of Library Personnel should be adhered to. Otherwise, the Library Substitute should be hired as a part-time employee.

2. Recruitment

a. The Library Director should recruit in this order:

1. Most part-time positions, if under 17 hours per week, are not Civil Service; therefore, this should not affect the hiring of a substitute.

2. A notice may be placed on the Library Facebook page advertising this position.

3. Ads may be placed in the local newspaper and neighboring newspapers.

b. A job descriptions of the position should be in writing.

3. Appointments

a. A provisional appointment is made for six months for all employees.

b. Appointment to a permanent part time position is made at the end of the provisional time, and after a satisfactory review of the employee's performance and capabilities.

c. If adhering to the Commissioner's Regulations, the same procedures for hiring the Library Director should be followed.

d. If the Substitute is going to be a part time employee, then he/she should complete an application and the interviewing and hiring is done by the Library Director with the Board's approval.

4. Tenure of Services

a. Tenure means that with the satisfactory competition of a probationary period, an employee is assured of continuous and permanent employ as long as he/she performs his/her duties competently and in accordance with the policies of the Library. SEE PERSONELL ACTION FOR DEATIALS ON TENURE.

V. RECRUITMENT, TRAINING, AND DEVELOPMENT

Louise Adelia Read Memorial Library
Hancock, NY

C. JOB DESCRIPTION- DIRECTOR

Administrative

1. Manage day-to-day operations of the library.
2. Schedule and supervise staff and volunteers.
3. Interview prospective staff and make hiring recommendations to the Board.
4. Prepare and submit annual reports to the New York State Library and Four County Library System (4CLS).
5. Remain informed about new library regulations and compliance requirements.
6. Maintain and update the library's policies and procedures manual.
7. Attend 4CLS system meetings and professional development opportunities.
8. Provide regular updates to the Library Board regarding library activities and needs.

Financial

1. Prepare monthly documentation of bills, receipts, and staff hours for the library treasurer.
2. Draft and present the annual budget for Board approval.
3. Identify and apply for grant opportunities.
4. Organize and oversee fundraising initiatives to support library programs and services.

Collection Management

1. Select, order, and catalog books, DVDs, magazines, and other materials.
2. Process circulation and interlibrary loans for patrons.
3. Request special materials through the library system when needed.
4. Conduct regular weeding of outdated or underused items.

Programming

1. Develop, schedule, and lead programs for children and adults.
2. Collaborate with staff, volunteers, and local organizations to enhance programming offerings.

Facility Management

1. Coordinate building maintenance and repairs with the Hancock Central School District.
2. Perform light custodial tasks as needed (e.g., mopping, plunging, minor upkeep).

Museum & Archives

1. Oversee and support museum volunteers.
2. Update the museum's policies and procedures as needed.

Technology

1. Troubleshoot technology issues related to computers, printers, projectors, and other devices.
2. Coordinate with 4CLS for technology purchases, updates, and repairs.
3. Maintain and support public access to library technology.

Public & Community Relations

1. Assist patrons with locating materials, using library resources, and solving problems.
2. Provide basic support for technology use (e.g., e-readers, applications, online forms).
3. Partner with schools, the local education foundation, and community organizations to develop joint programming.
4. Represent the library online and at community events and foster positive public relations.

Miscellaneous Duties

1. All other tasks, duties, and responsibilities which may be necessary or desirable.

V. RECRUITMENT, TRAINING, AND DEVELOPMENT

D. TRAINING AND DEVELOPMENT

1. Orientation

a. The new Library Director and/or Library Substitute should receive, read, and sign the job description with a copy given to the new employee and one filed in the administration file.

b. The new Library Director and/or the Library Substitute receives and orientation for the current Library Director in library usage and routing procedures.

c. The current Library Director should notify the system of the appointment and effective date of the new Library Director.

d. After the new Library Director becomes familiar with the Library's procedures, a consultant for the System will make a visit to orient the new Library Director in the procedures of the system.

2. Training

a. In-service Training- It is the policy of the Library to pursue and develop a continuous course of in-service training.

1. This is accomplished by the new employee becoming familiar with the Library's Policy Manuals.

2. The new employee should become familiar with the Library's Procedures Manual. If the Library does not have a procedures manual, then the new employee will either have to become completely familiar with them before the current Library Director leaves or take notes as a basis for a procedures manual.

3. At stated intervals, the Library Director should meet with the Library Substitute and acquaint her with the new plans, ideas, procedures, and to review current practices.

4. The Board of Trustees encourages both the Library Director and the Library Substitute to attend the workshops sponsored by the Library System. They should be paid for these hours or given compensation time.

b. Outside Training/Continuing Education

1. The Board of Trustees encourages both the Library Director and the Library Substitute to attend other workshops offered by local educational institutions and agencies.

2. Training, cont.

    2. The Board of Trustees also encourages such outside training as night school, extension, or regular college courses.

    3. If the current Library Director wishes to become a certified librarian, a leave of absence may be granted to do so. (Most library schools require one year and one summer to complete the degree).

c. Professional Meetings

    1. The Board of Trustees encourages membership in the New York Library Association (NYLA) and if possible in the America Library Association (ALA).

    2. The Board of Trustees encourages attendance at the NYLA Conference, and will allow the time to attend. The Board will also attempt to help the Library Director with some or all of the expenses incurred.

    3. Membership forms for NYLA and ALA are available online.

V. RECRUITMENT, TRAINING, AND DEVELOPMENT

E. PERFORMANCE EVALUATION

1. Purpose of Evaluation

a. Individual employee evaluation serves several useful purposes. A yearly evaluation points out to the employer and the employee the employee's strengths and weaknesses and his/her progress in mastering his/her position.

b. An evaluation of this type serves to point up any improvement or failing on the part of the employee and gives the employer and employee a chance to discuss progress and plans for the future.

c. As the employer reviews the record of the past year, the employer is able to evaluate the employees' position and determine whether the individual is the right person for the position.

d. The employer, at this review, may also evaluate the leadership abilities of the employee.

2. Process of Evaluation

a. The evaluation of the Library Substitute and any other employees and volunteers is the responsibility of the Library Director.

b. A special committee, appointed by the Board of Trustees from its own membership, has the responsibility of evaluating the Library Director.

3. Time of Evaluation

a. There should be an annual evaluation of each employee during the month of March.

4. Type of Evaluation

a. At the discretion of the Board of Trustees, evaluations may be either written or verbal: however, written evaluations are preferred.

b. The evaluation must follow the form and content for each employee and coincide with the respective job description.

c. If it is a written evaluation, the employee and the employer each receive a copy.

d. The employee may also evaluate his/herself and give a copy to the individual(s) doing the evaluating. Then both evaluations can be compared with each other.

5. Evaluation Interview

a. There should be ample notice to the individual being evaluated, as to the time, date, and place of meeting. The meeting should NOT take place during the hours that the Library is open and should not be scheduled as the last thing on a Friday afternoon nor prior to a holiday or immediately after a holiday.

V. RECRUITMENT, TRAINING, AND DEVELOPMENT

E. PERFORMANCE EVALUATION, cont.

b. Prior to the interview, both parties should have had the time to read over the evaluation enabling both to gather their thoughts.

c. If there are any discrepancies between the two evaluations in any one category they should be discussed but not necessarily changed.

d. Both evaluations should be signed by both parties with a statement on the evaluations saying that the signatures only indicate that the evaluations have been read and discussed but does not necessarily indicate concurrence with the evaluations.

6. Right to Review and Appeal

   a. Each employee has the right to review his/her evaluation and to appeal its contents if he/she does not agree with it.

   b. Appeal is made to a special committee of the Board of Trustees.

   c. The appeal should be in writing.

   d. A meeting is held between the employee and the special committee to try and resolve the matter. Ample notice of the meeting should be given to both parties. The meeting should not be held during hours when the library is open, nor, should it be held last thing on a Friday, nor prior to a holiday nor immediately after a holiday.

7. Unsatisfactory or Low rating.

   a. A First Unsatisfactory or Low Rating.

      1. A sample of the evaluation form is attached.

      2. An employee meeting should be held to determine the cause of the poor rating.

      3. After three months, there should be a supplementary evaluation and conference.

   b. A Second Unsatisfactory or Low Rating

      1. If the rating remains unsatisfactory after the three month supplementary evaluation, the employee is given a written statemen of unsatisfactory performance and placed on three months probation.

E. PERFORMANCE EVALUATION, cont.

2. At the end of this period, there should be an employee-employer review of service.

3. If performance is still unsatisfactory the employee must be notified in writing again.

c. Penalties for Unsatisfactory or Low Rating

1. Employees having an unsatisfactory performance evaluation may disciplinary action or dismissal depending upon the cause of the poor rating.

2. If the position is a Civil Service position, disciplinary action or dismissal must comply with the local Civil Service Procedure.

3. SEE PERSONNEL ACTON: TERMINAITON OF SERVICES for dismissal procedure.

d. Satisfactory Rating Following an Unsatisfactory Rating

1. If the rating is satisfactory at the end of the three months, the employee is reviewed again at six months as a precautionary check.

8. Performance Evaluation of Library Director and/or Library Substitute

Name:_____ Date:_____

Evaluated by_____

Leadership (ability to stimulate):

1—Exceptional and inspiring leadership.
2—A good leader. Thoroughly respected.
3—Able to lead but does not inspire.
4—Has little influence on others.
5—Ineffective.

Comment: _____

Judgement of Personnel (analyzing and estimating abilities of staff):

1— Has extraordinary ability to see merits and deficiencies in people.
2— Makes sound decisions and is read to correct misjudgments.
3— Fairly good judge.
4— Likely to misjudge obvious characteristics.
5—Judgement not to be trusted.

Comment: _____

Fairness of Subordinates:
1— Exceptionally fair. Sympathetic, understating.
2— Deals justly, impartially, and firmly.
3— Deals fairly in most cases.
4— Sometimes unjust or impartial.
5— Plays favorites. Easily Prejudiced.

Comment: _____

Ability to Direct (formulating and issuing communications):

1— Visualizes a line of procedure and gives explicit direction.
2— Gives careful instructions with clear explanation.
3— Usually gives adequate instructions.
4— Directions often vague.
5— Command wholly inadequate.

Comment: _____

Ability to Train:

1— Develops staff members to a high degree of efficiency.
2— Achieves definite progress with each member.
3— Occasionally develops good workers.
4— Rarely develops staff.
5— No training ability.

Comment: _____

Supervisory Ability

1— Unusual ability to guide work of others and to detect and eliminate obstacles.
2— Good supervisor, keeps work running smoothly.
3— Obtains adequate results from staff.
4— Lack of perception and foresight, hampers accomplishment.
5— Hesitant and vague. Unable to see things through.

Comment: _____

Professional Activities:

1— Participated in professional activities, attends workshops and conferences related to library profession.
2— Exbibits an interest in profession, limited involvement.
3— Has in interest in activities related to the field.
4— Shows a limited interest in library profession.
5— Has no interest in professional activities.

Comment: _____

Job Knowledge:

1— Has complete mastery of all phases of job.
2— Understands all phases of work.
3— Moderately informed, can answer most questions.
4— Lacks knowledge of some phases of job.
5—Poorly informed about duties.

Comment: _____

Motivation:

1— Sets goals and tries incessantly to reach these.
2— Strives hard, has high desires to achieve.
3— Has average goals and usually puts forth effort to reach them.
4— Sets goals too low; puts forth little effort to achieve.
5— Poorly defined goals, puts forth no effort.

Comment: _____

Major strengths in job performance:

Major opportunities for job improvement:

Goals to be obtained by next evaluation:

For the employee:

What do you like best about your job?

What do you like least about your job?

How could this be corrected:

Do you have any talents and abilities which are not being used in your job that you would like to have the opportunity to use?

Other comments (positive and negative!) about your job or the library.

We have read and discussed this performance evaluation;

_____ _____

Signature of Person Filling Out Form Signature of Person Being Evaluated

VI. PERSONNEL ACTION

A. TENURE OF SERVICES

1. Definition of Tenure of Services

    a. Tenure means that with the satisfactory completion of a probationary period, an employee is assured of continuous and permanent employ as long as he/she performs his/her duties competently and in accordance with the policies of the Library.

    b. While the Library does not hold itself under obligation to continue the employ of any employee whose services are unsatisfactory, no employee under permanent appointment shall have his/her services terminated without cause, except in the cases of unavoidable financial retrenchment.

2. Definition of Employee Status

    a. Permanent employees are those whose term of employment is indicated as definite and whose primary vocational interest is employment by this library.

    b. Permanent part time applies to the Library Substitute.

    c. A temporary employee applies to pages and/or employees hired for a specific period of time or project.

3. Tenure Guarantees:

    a. Intellectual freedom.

    b. Appointment based solely on merit and not influenced by political, economic, religious, or other groups.

    c. A sufficient degree of economic security to make employment in the Library attractive to persons of ability.

    d. Opportunity for Library employees to work without fear of undue interference or dismissal and freedom from discharge for political, religious, racial or other unjust reasons.

4. The Library is an Equal Opportunity Employer.

VI. PERSONNEL ACTION

B. TERMINATION OF EMPLOYMENT

1. Dismissal

a. The Library Director has the right and the authority to recommend to the Board of Trustees dismissal of any employee whose attitude, professional ethic, conduct, or performance of duties warrant such action.

b. In every case, the employee shall have the right to present his/her case to the Board of Trustees.

c. Disciplinary Action

1. Conduct which may call for disciplinary action:

a. Habitual tardiness or unexcused absenteeism.

b. Failure to perform set tasks after repeated verbal reminders.

c. Insubordination.

d. Misuse of funds.

e. Inability to get along with patrons or other employees after three reminders and counseling.

2. Conduct for which an employee may be suspended pending a hearing for dismissal:

a. Incompetence.

b. Insubordination.

c. Repeated and unexplained absenteeism.

d. Unprofessional or unethical conduct.

3. Conditions for which an employee may be dismissed:

a. After three unsatisfactory or low ratings on their performance evaluations and three written warnings.

b. During probationary period.

VI. PERSONNEL ACTION

B. TERMINATION OF EMPLOYMENT

1. Dismissal cont'd.

   d. Dismissal Procedure

      1. Written notice of action, either disciplinary or dismissal must be given the employee.

      2. If the position is Civil Service, the action must comply with local Civil Service Procedure.

      3. Employee must have at least eight (8) days to reply in writing.

      4. A hearing will be called by the Board of Trustees to hear the charges and allow the employee to refute the charges.

2. Resignation

   a. The Library Director must give four weeks' notice.

   b. All other employees must give two weeks' notice.

3. Retirement

   a. An employee may retire when she has reached the retirement age for his/her pension plan.

   b. When the Library Director is contemplating retirement, she should notify the Board of Trustees at least three months in advance in writing.

   c. At this time the Library Director should confer with the appropriate people on retirement plans, options, and necessary paperwork. In addition, he/she must become aware of all the privileges, regulations, and responsibilities connected with retirement.

VI. PERSONNEL ACTION

B. TERMINATION OF EMPLOYMENT

4. Separation for Financial Exigency or Discontinuance of an Activity

a. In case of necessary financial retrenchment on the part of the Library, the employee with the least amount of service other than the Library Substitute or the Substitute if he/she is the only other employee, will be the first to be released.

b. The Library Director has the obligation to notify the employee affected at the earliest opportunity and to furnish the employee with reference stating clearly that the termination of employment was necessary solely because of lack of funds.

VI. PERSONNEL ACTION

C. GRIEVANCE PROCEDURE

1. All employees will receive a fair hearing for grievances.

2. It is preferable that a serious grievance be filed in writing.

3. The employee should consult with the President of the Board of Trustees.

4. The library Director should consult with the President of the Board of Trustees.

5. If the problem cannot be resolved satisfactorily, the employee and/or the Library Director may request a hearing before the entire Board of Trustees. All hearing requests must be submitted to the Board of Trustees in writing.

VI. PERSONNEL ACTION

D. LIBRARY EMPLOYEE OBLIGATIONS

1. Conduct
   a. All library employees are expected to conduct themselves in a manner befitting a business institution serving the public.

      1. To this end library employees should read newspapers, keep abreast of current events, and read as many books as possible.

      2. The public has a right to expect library employees to be familiar with the library collection and to keep informed about titles. However, reading on duty is limited to professional periodicals, book review, unless a particular assignment required reading other materials.

      3. Reading materials of a recreational nature etc. is expected to be done at home.

   b. To the extent that library duties allow, library employees are encouraged to belong to and take part in the cultural activities, civic service, education, and social organizations of the community.

   c. Library employees are expected to be punctual in assuming duties so that the patrons are not kept waiting.

   d. A business-like, friendly, and courteous attitude is desirable when dealing with the public.

      1. Conversations with patrons should not degenerate to mere visiting.

      2. Patrons must never be kept waiting while the library employees are talking about non-library business.

      3. Personal phone calls, meeting, business, etc. should be kept at a minimum and not held in public view.

   e. Courteous treatment of patrons cannot be over emphasized. No matter who the patron is, or what his/her request, they deserve consistently courteous treatment.

VI. PERSONNEL ACTION

E. LIBRARY EMPLOYEE OBLIGATIONS

1. Conduct cont'd.

f. Anyone who works the desk is the immediate representative of the Library to the public; it is by that performance and attitude that the Library is judged.

1. Library employees should develop a friendly attitude to encourage a timid or uncertain patron.

2. A patron must always feel that he/she has the Library employee's full attention.

g. Personal differences and antagonisms cannot be exchanged in the Library by library employees and board members. Private problems, moods, difference of opinion, and anxieties should be, as much as possible, put aside during working hours. Self-discipline is expected under all circumstances.

1. At all times the library employee owes his/her co-workers courtesy, good team work, and a willingness to share disagreeable assignments. He/she should maintain a sense of fairness and tolerance toward the point of view of others.

2. Apparent mistakes of others should not be made obvious to library users, but should be corrected as quickly as possible or explained as a matter of misunderstanding.

3. Under no circumstances does a library employee or a board member criticize or berate another library employee in front of the public.

4. Each library employee owes loyalty to the Library and an active interest in its improvement and development. Loyalty should prevent employee's form voicing critical comments regarding the Library, its employees, or patrons in public places. However, progressive ideas and constructive criticism are valuable and welcomed. They should be communicated do the Library Director.

h. Employees should not chew gum while on duty before the public.

i. Voices should be kept at a normal, pleasant pitch when speaking with other library employees or patrons. Whispering should not be the rules; it can be more annoying than regular, modulated voices.

VI. PERSONNEL ACTION

D. LIBRARY EMPLOYEE OBLIGATIONS cont'd.

2. Dress

a. Employees are expected to dress according to their position and duties.

1. Business casual attire is appropriate.

3. Performance

a. Library employees are expected to give daily the best work performance possible in their various duties.

1. The employee is expected to become familiar with all areas of the library collection and all the services and activities of the Library.

2. The employee should have the initiative to continuously review the Library's collection.

3. If the library employee becomes aware of an area which can be improved, it is his/her duty to discuss this with the Library Director.

b. Salary increments are not automatic. They are warranted by a growth in skills, proficiency, and satisfactory performance. It is, therefore, to the employee's advantage to take very opportunity to improve his/her efficiency.

c. No library employee may accept a fee for services during working hours.

d. Special favors are not to be granted to friends as users of the library.

VI. PERSONNEL ACTION

E. STAFF PRIVILEGES

1. Library employees will observe normal habits of cleanliness in the use of any of the library's facilities. All libraries must have a restroom available for library employees and patrons.

2. Library employees may borrow any of the library's circulating material as would any other patron. It is not the Library's policy to charge fines for overdues to employees; however, it is expected that library employees will not abuse the privilege.

3. Any library employee may borrow a new book before it is included in circulation; however, this book should be returned promptly.

4. All professional materials are available to library employees. Material which is not owned by the Library may be obtained from the system through interlibrary loan.

5. All library employees may borrow library equipment overnight and/or over the weekend providing they know how to operate the equipment.