

Fulton County Public Library Personnel Policy Manual

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Welcome!

On behalf of myself, the Library Board of Trustees, and your new colleagues, I welcome you to the Fulton County Public Library and wish you every success during your tenure on staff.

I believe that each employee contributes directly to the library's success or failure, and to our commitment to public service. I know you will take pride in being a member of our staff.

This manual is designed to acquaint staff members with the Fulton County Public Library (FCPL) and to provide information about working conditions, employee benefits, and policies affecting employment. It describes many employee responsibilities and outlines the programs developed by FCPL to benefit employees. It is designed to provide a general understanding of our personnel policies, as well as to describe some of the library's rules, regulations, expectations, programs, and benefits available to eligible employees. Our objective is to provide a work environment that is conducive to both personal and professional growth. Please familiarize yourself with its contents as soon as possible. It will answer many of the inevitable questions you will have about employment with the Library.

It is not an employment contract of any kind, and is not intended to create contractual obligations of any kind. Neither the employee nor FCPL is bound to continue the employment relationship if either choose, at its will, to end the relationship at any time.

In order to retain necessary flexibility in the administration of policies and procedures, FCPL reserves the right to change, amend, revise, or eliminate any of the policies and/or benefits, or portion thereof, described in this manual, except for the policy of employment-at-will. The only recognized deviations from these stated policies will be those authorized by the Board of Trustees of FCPL. The Board is the ultimate authority in questions of policy.

No manual can anticipate every situation or answer every question about employment. If you have any questions about a policy or procedure, contact your supervisor for clarification. After having read this manual, photocopy the final page (Appendix E). Give the photocopy to me with your signature. This must be done within 30 workdays of receiving the manual in order to continue employment.

We all hope your experience here will be challenging, enjoyable, and rewarding.

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1. Personnel Policies: In addition to the specific tasks of each position, all staff members are expected to perform all other duties assigned by the director or a supervisor. All Library employment is deemed to be “At Will” employment, with no promise of permanent employment, unless there is an express, individual, specific, written contract, approved by the Library Board, and signed by both the employee and the Library Board of Trustees President.

Following Library Policy is a pre-requisite for continuing employment with FCPL. Employees will be notified when changes in policy are made. It is the responsibility of each employee to keep as well informed as possible concerning the organization, resources, policies, procedures, and services of the Library as a whole.

2. Records

2.1 Access to Personnel Files: FCPL maintains a personnel file on each employee. This file includes such information as the employee’s job application, resume, records of training, documentation of performance appraisals and salary increases, and other employment records.

These files are the property of FCPL. Access to the information they contain is restricted. Generally, only supervisors and management personnel of FCPL who have a legitimate reason to review information in a file are allowed to do so.

Employees who wish to review their own file should contact the Director. With reasonable advance notice, employees may review their own personnel files in FCPL’s offices and in the presence of an individual appointed by FCPL to maintain the files.

2.2 Employment Reference Checks: It is the policy of FCPL to check the employment references of all prospective employees. The Director (or a designee) will respond to all reference check inquiries from other employers. Responses to such inquiries will be limited to factual information that can be substantiated by FCPL written records. No other employment data will be released without a written authorization and release signed by the subject of the inquiry.

2.3 Data Changes: Each employee is responsible to promptly notify FCPL of any changes in personnel data. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in case of emergency, educational accomplishments, and other such status reports should be accurate and current at all times. If any personnel data has changed, the employee should notify the Business Manager.

2.4 Employment Applications - FCPL relies upon the accuracy of information contained in employment applications, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in exclusion of the individual from further consideration for employment, or if the person has been hired, termination of employment. Employment applications for those not hired will be kept on file for 6 months, after which time they will be properly disposed. Applications of those who are hired become part of the personnel file of the employee.

2.5 Non-Disclosure Statement - Protection of confidential business information is vital to the interests & success of FCPL. Employees who improperly use or disclose confidential business information will be subject to disciplinary action, up to and including termination of employment, and possible legal action, even if they do not actually benefit

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from the disclosure of the information.

Such information includes, but is not limited to: information about the termination of a staff member, patron information including borrowing records, names, addresses, or other information about patrons, except under specific court order.

Only the Director or the Business Manager may acknowledge dates of employment, position, and salary and wage information regarding employees for the purposes of credit checks, etc. Only the Director is authorized to answer requests for personal references and to respond to court orders.

- 3. Introductory Period** - New employees are given a 60-day introductory period which is designed as an opportunity to demonstrate ability to achieve satisfactory performance levels on the job, and to determine if the position meets expectations. FCPL uses this period to assess employee capabilities, work habits, and overall performance. Either the employee or FCPL may end the employment relationship at will at any time during or after the introductory period, with or without cause or advance notice.

All new or re-hired employees work on an introductory basis for the first 60 calendar days after their date of hire. Any significant absence will extend the introductory period for the length of the absence.

Upon completion of the introductory period, an official performance review will be conducted and the written evaluation will become part of the employee's personnel files. The introductory period does not interfere with any benefits for which the employee is eligible. See each type of benefit to determine eligibility. During the introductory period, the employee receives a lower wage, which will be increased upon satisfactory completion of the introductory period.

4. Benefits

4.1 Health Insurance - Medical/Hospital insurance is available for purchase through the library group plan for any employee who desires it. The library follows COBRA guidelines. The business manager has more information. FCPL pays a percentage of the individual's monthly premium for any employee who works 30 or more hours per week and chooses to purchase library health insurance. The remainder will be deducted from the employee's paychecks. This amount is determined by the library board of trustees and is reviewed periodically. A life insurance policy is also available within the same guidelines.

4.2 Worker's Compensation Insurance - is carried by the library for employees. The program covers any injury or illness sustained in the course of employment that requires medical treatment provided the injury or illness occurs on library property or in the course of library business. Subject to applicable legal requirements, this program provides benefits after a short waiting period or, if the employee is hospitalized, immediately. This is at no cost to the employee.

Any such injuries or illness should be reported according to the Worker's Compensation Policy. Neither FCPL, nor the insurance carrier will be liable for payment of worker's compensation benefits that occur during an employee's voluntary participation in any off-duty recreational, social, or athletic activity sponsored by FCPL.

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WORKER'S COMPENSATION POLICY

Adopted: May 2002.

Fulton County Public Library provides worker's compensation insurance for accident or injury on the job in accordance with regulations of the Industrial Board of Indiana. The amount of benefits payable and the duration of payment depend upon the nature of the accident or injury. In general, most medical expenses incurred in connection with an on-the-job accident or injury are paid, and partial salary payments are provided by the Worker's Compensation Insurance Carrier after the seventh consecutive work day of absence.

Section 22-3-4-13 of the Indiana Worker's Compensation Act states that the first report of an injury must be reported as follows: *"Within seven (7) days after the occurrence and knowledge thereof, as provided in IC22-3-3-1, of any injury to an employee causing his death or his absence from work for more than one (1) day, a report thereof shall be made in writing and mailed to the employer's insurance carrier."*

Employees who are involved in an accident, or who become injured while on the job must report such injury to the immediate supervisor as soon as possible. Employees (or the supervisor if the employee cannot do so) should fill out an **INCIDENT FORM** (Appendix E of the Policy Manual) within 48 hours of the accident. Accident Report forms should be submitted to the Business Manager who will be responsible for filing the necessary records and reports to the Worker's Compensation Insurance Carrier. Questions concerning Worker's Compensation should be directed to the Business Manager. In addition to the information requested on the ACCIDENT FORM, the report shall include the following information:

Claim information including:

Date/time of loss	Location of Accident
Description of Loss	Description of Injury
Employee's Name, address, Social Security #, phone, etc.)	

The State of Indiana Worker's Compensation Law (IC-22-3) provides compensation to employees involved in an on-the-job accident or injury in the amount of sixty-six and two-thirds percent (66 2/3%) of the employee's weekly salary with payment to commence after seven consecutive workdays of absence. If an employee remains out of work for a period of 21 workdays or more the employee is paid retroactively to the date of the accident or injury. Bearing these payments in minds, the Library will compensate the injured employee with earned sick and vacation leave in the amount of thirty-three and one-third percent (33 1/3%), one third, of the employee's weekly salary, thereby granting the employee his or her regular rate of pay for the amount of leave time the employee has earned **until such time is exhausted. After sick & vacation time is exhausted, the library will no longer compensate the employee.**

An employee has the responsibility to keep the Library advised of the worker's compensation situation and to contact the Library Administration regarding his or her availability to return to work. Before returning to work, the employee is required to submit to the Library a statement, from the attending physician, indicating that the employee is capable of returning to work. Reinstatement to an employee's previous position cannot always be guaranteed to an employee who is returning from an extended worker's compensation leave. However, the Library endeavors to place employees returning from an extended worker's compensation leave in their former positions or positions

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comparable in status and pay, subject to any physical limitations that the employee may have suffered due to an on-the-job accident or injury.

4.3 Public Employee's Retirement Fund (PERF) - is compulsory upon beginning employment for those who qualify (working over 1,000 hours annually). Employees are eligible for retirement at the age of 65 years with a minimum of ten years of creditable service. With 15 years of service, an employee may take early retirement. The library makes the employee's contributions. In case of resignation, 3% plus interest may be withdrawn at the request of the employee. No PERF is paid for any employee working under 1,000 hours per year, or for temporary employees, even if they are working at a full time position.

4.4 Child Care Benefits – while the library is unable to provide childcare for staff, whenever feasible FCPL provides assistance in several forms, including: *Flex-Time Scheduling*: Employees may request the opportunity to vary work schedules (within employer defined limits) to better accommodate child care responsibilities. *Job Sharing*: Two part-time employees may split what would ordinarily be a single full time position. *Sick Leave Benefits*: Employees may use accrued sick leave in the event of a child's illness.

4.5 Staff Education and Development

4.5.1 Orientation: The orientation of new employees is to be conducted by the supervisor and includes time with the Business Manager to complete required paperwork.

4.5.2 Staff Meetings: All staff except Pages & Custodians are expected to attend staff meetings, held monthly on the 17th (unless the 17th is a Sat. or Sun., when it is held on the Friday before or the Tuesday after, respectively). Staff are paid for this time at their regular hourly rate. Repeated failure to attend staff meetings may result in disciplinary action. Special circumstances must be approved by the Director and Supervisor.

4.5.3 In-Service Training: There are often opportunities for in-service training. Staff members are expected to attend such training unless exempted by the Director. Many times the library will close and the staff will be required to work hours different from that of their "normal" schedules.

4.5.4 Advanced and Continuing Education: The library encourages all employees to further educate themselves. Employees taking college courses or continuing education courses to improve their library skills will be given consideration to try to arrange work schedules to accommodate the class schedule. Pay is granted for *approved* time spent at state, district, and national library meetings or seminars. The Director will approve who may attend such seminars and meetings.

4.5.5 Scholarship Funding: A portion of the Community Foundation funds interest is available for scholarships for those staff members who elect to take job related courses. Such classes must be directly applicable to library work or able to be shown to be useful in the employee's current position. Scholarships of \$100 toward each class taken are available. Only one class per semester per person is applicable. The funds will be paid directly to the employee. A minimum grade of B must be attained in the class to be eligible for any future funds.

The employee should write a short description of the class, how it will benefit him/her on the job, a short list of goals for the course, and why s/he is taking the

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course. This report is to be submitted to the Board of Trustees through the Director, who will advise the board as to whether s/he feels this individual will truly benefit from the course. The Board of Trustees has the final say in this matter. If approved, a check will be issued, if not, the matter is closed but the employee may submit future requests.

4.5.6 Business Travel Expenses: Revised 12-03 FCPL will reimburse employees for reasonable business travel expenses incurred while on assignments away from the normal work location. All business travel must have advance approval from the Director for reimbursement purposes.

When approved, the actual costs of travel, meals, lodging, and the Library will reimburse other expenses directly related to accomplishing business travel objectives when budget allows. **Any business travel expenses not listed below, or higher amounts than those noted in this policy, will be reviewed and decided upon individually by the board.**

Employees are expected to limit expenses to reasonable amounts. In addition, the following ceilings are placed on various aspects of travel expenses.

Mileage: will be paid at a rate equal to that paid by the County to its employees.

Meals: will be reimbursed at up to \$7 for breakfasts; \$10 for lunches; and \$15 for dinners, unless the meal is included with the cost of a meeting/seminar, etc.

Lodging: for overnight accommodations will be reimbursed on those occasions when necessary. Lodging must be approved in advance.

What is "work" time? While on Library business meetings, the time that is considered work time (and therefore paid) begins when the trip to the meeting begins, and ends when the employee returns to the Library (or home if after hours). All time spent traveling to/from the meeting, all time spent at the meeting, and all other time spent on library purposes is "work" time, and should be noted on the employee's time sheet.

If the employee is required to stay overnight, then the time spent on personal business is not to be counted.

Other Expenses: Any other expenses (parking fees, etc.,) incurred while on library business must be approved individually first by the Director, & then the Library Board, and are limited to those for which a receipt is presented.

Employees who are involved in an accident while traveling on business must promptly report the incident to their supervisor or the director.

When travel is completed, employees should submit completed travel expense reports within 30 days. (See Appendix A.) Receipts should accompany all individual expenses for which reimbursement is requested. Reimbursement will occur after the library board approves the claim.

Employees should contact their supervisor for guidance & assistance on procedures related to travel arrangements, expense reports, reimbursement for specific expenses, or any other travel questions.

Abuse of business travel expenses policies, including falsifying expense reports, can be grounds for disciplinary action, and possible prosecution.

4.5.7 Professional Activities: Staff Members are encouraged to join professional organizations such as the Indiana Library Federation (ILF) and the American Library Association (ALA). The library is prohibited by law from paying dues for individuals to be members of such organizations.

The library will pay seminar, workshop, etc. costs only to the amount of cost for a

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member to that organization, additional costs must be borne by the employee if s/he is not a member of the sponsoring organization.

If a staff member wishes to participate on a committee, study group, etc. for such an organization, they are to check with the Director for approval before making any commitment which will require work time spent at meetings, doing committee work, etc., or which will result in direct costs to the Library.

5. Staff Privileges: Members of the staff of the Library (and Library Board Members) have certain privileges to which they are entitled while employed. Any or all such privileges may be revoked by the Director or Board if abused. These include the privilege to:

- 5.1** Purchase books and other materials for personal use through the library;
- 5.2** Pay no processing fees for damaged or lost materials, only the replacement cost.
- 5.3** Pay no fee to borrow library materials or equipment;
- 5.4** Borrow reference materials overnight;
- 5.5** Make up to 10 photocopies per week for personal use at no charge;
- 5.6** Borrow materials without their library card, although encouraged to use cards;
- 5.7** Pay no fines for overdue materials when returned in good condition.

6. Employee Appointment and Categories- Staff appointments are made by the Director or his/her designee with final approval by the Library Board of Trustees.

“Full Time” designates employees working no less than 35 hours/week.

“Part Time” designates employees working less than 35 hours/week.

“Substitutes” are Part Time employees who work on an “on call” basis to fill in.

Employees working less than 1,000 hours per year are ineligible for benefits.

“Temporary” employees (those hired as interim replacements or for a specific project) receive sick and holiday pay as they qualify for them, but receive no insurance benefits, vacation, or personal days even if they work “full time” for the library for a temporary period.

Each employee is designated as either **“Exempt”** or **“Nonexempt”**. Exempt employees are excluded from specific provisions of federal and state wage & hour laws.

Nonexempt employees are entitled to overtime pay under specific provisions of federal and state wage & hour laws. This designation may be changed only through written notification by the Board of Trustees. All employees are **NONEXEMPT** unless otherwise notified.

6.1 Staff Classification - is based on the duties of the job being performed, not the education level of the individual. Minimum levels of education are necessary for certain positions.

6.2 Promotions - Preferential treatment will be accorded to current staff members when there are positions available, over the general public. Any staff member interested in a promotional position must fill out an application and possibly submit to an interview as any other applicant. Staff members must show the experience and ability to accomplish any position for which they apply, and must have the minimum levels of skills and education specified on the job description to be considered for the opening.

6.3 Transfers - Any staff member may be called upon to change his/her hours and place of employment within the library system, if a need is determined. Except in the case of emergency, the employee will be given two weeks notice before any such change.

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6.4 Evaluations - Performance evaluations provide the opportunity to discuss job strengths, job tasks, identify and correct weaknesses, encourage and recognize achievements, and to determine goals, and the best approaches for meeting those goals. Such evaluations are held periodically (to be completed annually if possible) by the Director and supervisors. Supervisors and employees are encouraged to discuss job performance and goals on an informal, day-to-day basis. Performance evaluations are considered as a factor when the budget is being configured and raises for the following year are being determined.

6.5 Staff Positions - (Individual Job Descriptions may be found in Appendix B)

All staff are expected to maintain certain standards of performance. These standards are consistent for all staff members. They include:

- Maintaining a positive mental attitude and displaying such toward public and staff.

- Encouraging, promoting, and modeling teamwork behaviors.

- Attending work regularly and arriving on time.

- Observing Library Rules, Policies, and Procedures.

- Completing the duties & responsibilities of the job in a quick, efficient manner.

- Presenting a professional, friendly attitude and demeanor while at work.

6.5.1 Professional Staff - Professional positions are those positions which require professional training/skills in the theoretical or scientific aspects of library science, as distinct from its mechanical or clerical aspects. Those positions considered to be professional positions include: Director, Adult Services Librarian, Children's Services Librarian, Technical Services Librarian, Literacy Coordinator, Business Manager, & Computer System Administrator. Professional staff are expected to train and complete evaluations annually of all staff under their direct supervision.

6.5.2 Support Staff – Support staff are often termed paraprofessionals. The normal education requirement for these positions is a high school diploma or GED, with the exception of Library Pages, who are usually high school students still in school.

Those positions considered Support Staff are: Library Assistants, Administrative Assistant, Custodian/Maintenance, Branch Librarians, & Library Pages.

6.6 Volunteers: The Library welcomes volunteers of any age but accepts no liability for the health or safety for actions that are the volunteer's own doing. Volunteers help perform routine tasks and special projects tailored to talents the volunteer may possess. They may be asked to assist a staff member in his/her duties or to help supervise at library programs. There are not always tasks waiting for volunteers but every attempt will be made to find a task when there is a person willing to give of his or her time and knowledge to help the library. Literacy Coalition tutors are considered library volunteers. These specialized volunteers receive training before being paired with a learner.

6.7 Community Service Workers: The library attempts to provide duties for community service workers whenever there are persons who need to work such hours, but also reserves the right to turn away such workers when there is no suitable work, or if there is any question as to the suitability of the worker for the library. In order to be allowed to work at the library such workers must gain approval in advance, show up on time, carry out the work assigned in an efficient and courteous manner, and let the library know how many hours they are required to work. Specific information must be supplied on a library form, almost like a job application, before FCPL will accept such workers.

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7. Employee Relations - FCPL will try to respond effectively to all staff concerns. Any employee with a concern about work conditions or compensation is encouraged to voice those concerns openly and directly to their supervisors. Experience has shown that such open communication results in better work environs, better communications, and more positive attitudes. Regularly scheduled staff meetings are held for this purpose. Attendance is mandatory at these meetings. Agendas of such meetings are made available to all staff.

7.1 Nepotism - In compliance with Indiana Law, dependents of the Director and/or Library Board of Trustee members are ineligible for employment with the library. In addition, no immediate family member of a current staff member will be considered for a position wherein one member would have supervisory duties over the other. Each case of a second family member applying for a position that is not covered above will be judged individually.

Employing relatives in the same area of an organization may cause conflicts and/or problems with favoritism and employee morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environ can be carried into working relationships.

If a relative relationship is established after employment, a supervisor will work with the individuals concerned to decide if there is a problem and who is to be transferred. If no decision can be made within 30 calendar days, management will decide.

For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with an employee is similar to that of persons who are related by blood or marriage.

7.2 Whistle Blower Policy: Any employee who reports a problem or grievance will not be retaliated against, harassed or made to stand out in a negative manner because of the act of reporting. Knowingly making false reports, though, are grounds for disciplinary action, up to and including dismissal.

7.3 Conflicts of Interest - Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. Such a conflict occurs when an employee is in a position to influence a decision that may result in a personal gain for the employee or for a relative as a result of FCPL business dealings. For purposes of this policy, a relative is any person related by blood or marriage, or whose relationship is similar to such.

No "presumption of guilt" is created by the mere existence of a relationship with outside firms, however, if such employees have any influence on transactions involving purchases, contracts, or leases, it is imperative that such is disclosed to a supervisor or the director immediately, so that safeguards can be established to protect all parties.

Personal gain may result not only in cases where an employee or relative has a significant ownership in a firm with which FCPL does business, but also when an employee or relative receives any kickback, bribe, substantial gift, or special consideration as a result of any transaction or business dealings involving the library.

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7.4 Staff Grievance/Problem Resolution Policy

Adopted: 1/2/97

Misunderstandings and problems arise from time to time in any situation. Work situations are more stressful than most. To provide the best possible working conditions for employees, an honest and open atmosphere in which any problem, complaint, suggestion, or question receives a timely, respectful response is required. Employees and management should have and display mutual respect for each other at all times.

A **grievance** is defined as any feeling of dissatisfaction or injustice in connection with one's employment situation that is brought to the attention of a supervisor. If an employee disagrees with the established rules of conduct, policies, procedures, or practices, s/he can express this concern through the problem resolution procedure outlined herein. No employee will be penalized, formally or informally, for voicing a complaint in a reasonable, business-like manner, or for using the problem resolution procedure.

The grievance policy serves to provide an employee who believes s/he has a justifiable complaint with a procedure to follow to have the complaint heard by the Director and/or the Library Board.

This procedure is an open means of upward communication, so no forms or statements involved will be placed in the employee's personnel file. The grievance procedure is an important tool in maintaining staff morale. The library Director is the official representative between the library staff and Board of Trustees. S/He must remain accessible and ready to hear suggestions and complaints. The Director cannot act on any problem unless s/he is aware of it, so grievances must be aired as soon as possible.

Not every problem can be resolved to all parties' satisfaction, but only through understanding and discussion of mutual problems can employees and management develop confidence in each other. This confidence is important to the effective operation of the library.

FCPL supervisors and management will strive to provide such an atmosphere at all times. Employees are encouraged to offer positive and constructive criticism, and to take the following steps if they believe that a condition of employment or a decision affecting them is unjust or inequitable.

1. When a problem comes up, the grievant should discuss the matter with the Director or a supervisor. This should be done within 5 working days of the discovery of the problem.
2. The Director or supervisor will review the problem and any relating policies. If possible s/he will respond through discussion. If not, s/he will respond within 2 working days, after consulting with appropriate management. (This response may be no more than a promise to take the matter up with the next level of authority). The supervisor/Director should document this discussion, including any steps that are to be taken.
3. If no satisfactory solutions can be arrived at through this discussion, the grievant is to approach the Director with the problem a second time. This time the problem should be written out in duplicate, along with what the grievant sees as a satisfactory solution. Both copies will be signed by the Director and grievant, and each will keep a copy.
4. The Director will re-assess the problem and will meet with the grievant again, in a timely manner, to further discuss the options for solutions.
5. If no satisfactory agreement (for all parties involved) can be reached, the grievant may petition for a private consultation with a committee of three Board members and Director.
6. The request for this meeting will be written and will include documentation of the previous discussions held between the employee and Director, and the solutions proposed

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by each. It is to be delivered to the Board of Trustees President before the next scheduled Board meeting by the Director, so that the committee may be chosen to hear the grievance.

7. The committee will set a date and time to examine the evidence presented, hear the testimony of both the Director and grievant, and make a decision on a solution to the problem. The decision of the committee will provide the solution taken to the problem.

Problems, disputes, or claims that cannot be resolved through this procedure are subject to mediation. Mediation will be conducted under the Employment Mediation Rules or the American Arbitration Association. Employees who choose to use mediation to resolve a problem will be expected to share the cost of mediation equally with the library.

7.5 Progressive Discipline Policy

Adopted: 1/2/97

In order to administer equitable and consistent discipline in the event of unsatisfactory conduct or performance in the workplace, this policy has been put into place. FCPL's best interests lie in ensuring the fair treatment of all employees, making certain that disciplinary actions are prompt, uniform, and impartial. The purpose of any disciplinary action is not to punish, but to correct a problem, prevent recurrence, and prepare the employee for satisfactory service in the future.

FCPL may use progressive discipline at its discretion. Disciplinary action may call for any of four steps: Verbal Warning, Written Warning, Suspension with or without pay, or Termination of Employment. Each incidence, depending on its severity and number of occurrences, will dictate which steps are taken. Some circumstances will require one or more steps to be bypassed.

Progressive discipline means that, with respect to most disciplinary problems, these steps will normally be followed:

First offense - verbal warning

Repeated offense(s) - written warning

Repeated offense(s) - suspension (with or without pay, to be between 1 day-2 weeks)

Repeated offense(s) - termination of employment

If necessary and possible, written steps or instructions to improve will be given. An evaluation will then be conducted to determine if progress is being made. If little or no progress has been made, the next step will be additional disciplinary action. If no significant change in behavior or attitude becomes apparent, the next step will be additional disciplinary action. Eventually the Director must make a decision whether to continue employment for the individual or to dismiss. Dismissal at that time will be immediate.

The employee has the option to appeal his/her case before the Library Board through the use of the Staff Grievance Procedure.

If more than 6 months have elapsed since the last disciplinary action, the process will normally begin again. Certain types of employee problems are serious enough to justify immediate suspension or termination of employment, without going through the usual progressive steps. Examples of such behaviors are found in the staff conduct areas of this manual.

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7.6 Employment termination - Termination of employment is an inevitable part of personnel activity within any organization. Below are examples of some of the most common circumstances of termination of employment.

Since employment with FCPL is based on mutual consent, both the employee and FCPL have the right to terminate employment at will, with or without cause, at any time. Employees will receive their final pay in accordance with applicable state law.

Employee benefits will be affected by termination in the following manner. All accrued, vested benefits that are due and payable at termination will be paid. Some benefits may be continued at the employee's expense if the employee so chooses. The employee will be notified in writing of the benefits that may be continued and of the terms, conditions, and limitations of such continuance.

7.6.1 Resignation - *voluntary termination of employment initiated by employee.* An employee resignation may be submitted in writing to the Director two weeks prior to the final working date. Earned but un-used vacation time (pro-rated to the last day of employ) will be paid. Sick time and personal time left unused will not be paid. If an employee misses 3 days of scheduled work without notifying the library, then the library will assume that the employee has voluntarily resigned his/her position.

7.6.2 Retirement - *voluntary termination of employment initiated by employee by meeting age, length of service, and/or any other criteria for retirement from the organization.* Retirement at age 65 is not compulsory. An employee who wishes may retire (or take semi-retirement, when it is in the best interest of the library or the employee.). S/He may work part time to equal what Social Security will allow. S/He may draw PERF and Social Security at the same time (see PERF instructional guidelines). All other taxes, including social security will be deducted from salary according to federal and state tax laws. Persons who retire from employ with FCPL will receive all earned but un-used vacation time (pro-rated to the last day of employ). Sick time and personal time left unused will not be paid.

Any employee who retires and later wants to return to work is not guaranteed their position, or a salary at the same rate at which they left to retire. Each individual will have to meet with the Director to determine how this will be handled.

7.6.3 Dismissal - *involuntary termination of employment initiated by employer.* An employee whose performance, attitude, or personal philosophy of library service does not meet the standards, requirements, and philosophy of the library will be warned of the inadequacies of his or her performance verbally and/or in written form by his/her supervisor or the Director. The Progressive Disciplinary policy will be followed whenever possible.

Grounds for *immediate dismissal* include fighting, public intoxication, substance abuse, employee theft, harassment, insubordination, or vandalism; on Library time or Library property.

Insubordination is defined as: any action or inaction in direct violation of the policy manual, or a supervisor's orders. Staff members may question any instruction, but, upon being directed to take a certain action after the question has been addressed, the staff member is to do so; with the following exceptions: 1) any action or inaction which might cause harm to befall the staff member or another person; 2) any action or inaction which violates the staff member's religion; or 3) any action or inaction which is immoral or illegal. It also includes being disrespectful to a supervisor, in word or

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deed; or challenging the supervisor's authority.

7.6.4 Layoff - involuntary termination of employment initiated by employer for non-disciplinary reasons. In the event FCPL must release an individual from service for non-disciplinary reasons, every opportunity will be made to help the individual find continued employment. Earned but un-used vacation time (pro-rated to the last day of employ) will be paid. Sick time and personal time left unused will not be paid. Records of such time will be kept and re-instated upon rehire of the individual (if such rehiring takes place within 1 calendar year of layoff). Employees who are laid off will be given preference for any openings which become available during the layoff period (providing the employee fulfills the requirements of the job) on a seniority basis. **Reasons for involuntary terminations are privileged information.**

Termination information on individual employees is treated confidentially. FCPL will take reasonable precautions to protect such information from inappropriate disclosure. Managers and other employees have a responsibility to respect and maintain the confidentiality of employee termination information. Anyone inappropriately disclosing such information is subject to disciplinary action, up to and including termination of employment.

No one without a managerial "need to know" is to discuss reasons for termination. Personnel who engage in such discussions, or who share privileged information are hereby notified that they are liable for anything they say, and are violating Library policy by so doing. If asked about the status of such a person, the answer is: "_____ is no longer with the Library." Further inquiries should be sent to the Director.

8. Compliance with Various Laws

8.1 Immigration Law Compliance - Only citizens of the United States and those aliens legally authorized to work within the United States are eligible for employment. FCPL does not discriminate on the basis of citizenship or national origin. In compliance with the Immigration Reform and Control act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity & employment eligibility. Former employees who are re-hired must also complete the form if they have not done so within the past three years, or if their previous I-9 is no longer retained or valid.

8.2 Drug Free Workplace Statement: The Library complies with all Federal and State regulations regarding drug use while on the job. The unlawful manufacture, distribution, dispensing, possession, or use of any controlled substance, including alcohol, while on the job, is grounds for immediate dismissal. Over the counter medications when taken as directed are permissible.

Being under the influence of any unlawful or controlled substance without a doctor's prescription and work release is also grounds for immediate dismissal. Employees convicted of a criminal drug statute must notify FCPL within 5 days of such conviction, and may be required (at his/her own expense) to complete an approved drug abuse or rehabilitation program. For help or additional information, contact the director.

8.3 American Disabilities Act (ADA) Compliance Statement - The Library will make every economically feasible effort to comply with the Americans with Disabilities Act; both in the area of employee and patron concerns. As concerns are discovered, the Library Board will address each issue; attempting to find a way to accommodate the

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physically challenged without overtaxing the library's resources.

8.4 Equal Opportunity Employer (EOE) Discrimination Statement: The Library is an equal opportunity employer and does not discriminate on the basis of race, ethnicity, sex, color, age, creed, or religious affiliation. Any employee who feels that s/he has been the object of discrimination should contact his/her supervisor and should begin the staff grievance procedure as described in this manual.

8.5 The Right to Privacy: Employees should be aware that lockers, desks, and other personal spaces provided by the library are still library property, and are subject to search if necessary. If a staff member desires a lock for a locker, a copy of the key must be given to the director (or designee). The library reserves the right to institute drug testing if warranted.

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8.6 Sexual or other Harassment Policy

Adopted: 1/2/97

It is the policy of FCPL that our work place is for work. It is our goal to provide a work place free of tensions involving matters that do not relate to Library business. An atmosphere of tension created by ethnic, sexual or religious remarks, conduct, or animosity shall not be permitted in our work place. Ethnicity, age, race, religious, or sexual consideration shall not be used as the basis for employment decisions affecting any employees. If any verbal or physical conduct takes place, the offended individual is asked to notify the Director or a Board member so that FCPL can deal with the problem in a confidential manner, and so that appropriate action, including disciplinary actions, can be taken.

Library policy prohibits harassment of any employee or patron by anyone. We do not seek to regulate anyone's personal morality, but we must assure that no one is harassed in the workplace.

While it is impossible to list all types of harassment, they include:

- unwelcome sexual advances
- requests for sexual favors
- other verbal or physical contact of a sexual nature
- offensive sexual remarks
- offensive sexual flirtations
- display of sexually suggestive objects or pictures
- verbal comments about an individual's body
- sexually suggestive or offensive dress
- any actions, words, jokes, or comments based on a person's sex, race, ethnicity, age, religion, or any other legally protected characteristic
- any actions, words, jokes, or comments meant to demean another individual
- any other actions, words, jokes, or comments which interferes with a person's ability to perform his/her job; or adversely affects the workplace environment

The prohibitions on harassment apply not only to male/female, but also female/male, male/male, and female/female situations.

Any employee or patron who feels that s/he is a victim of harassment, or who observes any type of harassment, should report the matter immediately to a supervisor. In the event the offended person is, for any reason, uncomfortable in approaching a supervisor about harassment, the employee should contact the Director or a Library Board member.

The Library strongly disapproves of sexually or any other harassing conduct related to the workplace and will take appropriate corrective action against those who violate this policy.

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9. Time Off Leaves – the library recognizes that it is important to provide leave time for various reasons. Leave time allows the employee to conduct needed family and personal business in the least disruptive way for library work to continue unimpeded.

9.1 Sick Leave Policy

Adopted: 1/2/97 Amended:12/2/02

Whenever possible, employees shall notify the library that s/he will be unable to report to work before the time that s/he normally begins work. Notification of the library allows the staff time to adapt and possibly call in additional help.

Employees who have worked more than one (1) year shall be entitled to annual paid sick leave time when they are incapacitated by illness or injury; or for medical, dental, and optical examinations or treatment.

Sick leave time may be used for the care of immediate family. Immediate family consists of spouse/significant other, parent, children, siblings, grandparents, grand-children, and spousal in-laws.

Sick leave accrues at the rate of 1 hour of sick leave earned for every 26 hours of time paid in the previous year. No more than 80 hours of sick leave may be accumulated annually.

Example: *If an employee is paid for 1,560 hours in the previous year, the following year that number (1,560) is divided by 26 to determine that the employee will receive 60 hours of paid sick leave for the current year.*

A maximum of 300 hours may be carried forward until used or the employee leaves the employ of the library. If the employee terminates his/her employment due to the employee's terminal illness, compensation will continue as long as accumulative sick leave lasts. Otherwise there is no payment for unused sick leave upon termination.

Sick time may be borrowed if necessary but no more than 80 hours may be borrowed. If the employee leaves library employ before working enough time to repay the borrowed time, it will be deducted from the final paycheck.

Any sick leave time in excess of three (3) days must be substantiated by a doctor's certificate. The library reserves the right to require any employee bring in a physician's statement of illness prior to the payment of sick leave time at any time. Failure to comply may result in disciplinary action.

For work related injury/illness, see Workmen's Compensation Policy.

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9.2 Vacation Leave Policy

Adopted: 1/2/97 Amended 5/3/99; 2-3-03

Vacation requests are approved at the discretion of the supervisor & Director. Vacation time is not cumulative and may not be carried over to a new year. Unused vacation time is converted into sick time, up to 300 hours, after which such time is lost.

Until the first anniversary is past, vacation pay is accrued based upon the anniversary date of employment. After that, vacation pay is accrued by calendar year.

After the staff member has passed the anniversary date, vacation time is accrued and payable in the next year. Vacation time may NOT be borrowed before it is earned.

The Director receives 160 hours of vacation time annually, beginning at hire date.

Department Heads receive up to 2 weeks after the first year of employment, up to 3 weeks after five years, and up to 4 weeks after ten years of employment

All other employees qualify to receive up to 1 week after one year of employment, up to 2 weeks after two years, up to 3 weeks after 7 years, and up to 4 weeks after 20 years employment.

To determine how many hours will be paid, take the total number of hours paid in the previous year and divide that figure by the number of weeks worked. Then multiply that figure times the number of weeks of vacation allowed.

Vacation time is printed on each pay stub. In the event that there is a discrepancy between a staff member's figures and the stub, the employee should make an appointment to see the Business Manager.

When a staff member leaves the employ of the library after working for a minimum of one year, vacation time shall be pro-rated up to the final work day, and pay for this time shall be added to the final paycheck. Leaving library employ prior to the first anniversary date will result in no vacation time paid.

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9.3 Medical Leave Policy

Adopted: 1/2/97

FCPL provides medical leaves of absence *without pay* to employees who are temporarily unable to work due to a serious health condition or disability. For purposes of this policy, serious health conditions or disabilities include inpatient care in a hospital, hospice, or residential medical facility; continuing treatment by a health care provider, and temporary disabilities associated with pregnancy, childbirth, and related medical conditions.

Requests for medical leave should be made to a supervisor at least 30 days prior to foreseeable events, and as soon as possible for unforeseeable events.

A health care provider's statement should be submitted verifying the need for medical leave, and should include expected beginning and ending dates. Any changes in this info. should be promptly reported to the Library. Employees returning to work should submit a health care provider's verification of their fitness to return to work.

Leave time is normally granted for the period of the disability, up to a maximum of 12 weeks. Any combination of medical and family leave may not exceed this maximum. Employees are first required to use any accrued paid leave time before taking unpaid medical leave time.

Employees who sustain work-related injuries are eligible for a medical leave of absence for the period of the disability in accordance with all applicable laws covering occupational disabilities.

Subject to the terms, conditions, and limitations of the applicable plans, FCPL will continue to provide health insurance benefits for the full period of the approved medical leave.

Benefits, such as vacation, sick leave, and holiday benefits will not continue during the approved medical leave period.

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9.4 Family Leave Policy

Adopted: 1/2/97

FCPL subscribes to the federal Family and Medical leave act of 1993 (29 USC 2601). Family leaves of absence *without pay* are available to employees who wish to take time off from work duties to fulfill family obligations relating directly to childbirth, adoption, or placement of a foster child; or to care for a child, spouse, companion, or parent with a serious health condition.

Serious Health Condition means an illness, injury, impairment, or physical or mental condition that involves inpatient care in a hospital, hospice, residence, or residential medical care facility; or continuing treatment by a health care provider.

Requests for family leave should be made to a supervisor at least 30 days prior to foreseeable events, and as soon as possible for unforeseeable events.

Employees requesting family leave related to the serious health condition of a child, spouse, companion, or parent may be required to submit a health care provider's statement verifying the need for medical leave, and should include expected beginning and ending dates. Any changes in this info. should be promptly reported to the Library.

Leave time is normally granted for the period of the disability, up to a maximum of 12 weeks. Any combination of medical and family leave may not exceed this maximum.

If this initial period of absence proves insufficient, consideration will be given to a written request for a single extension of no more than 30 calendar days. Employees are first required to use any accrued paid leave time before taking unpaid family leave time. Married employee couples may be restricted to a combined total of 16 weeks leave for childbirth, adoption, or placement of a foster child; or to care for a parent with a serious health condition.

As long as the above policy is followed, and it is permissible through the federal Family & Medical Leave Act, the employee's position and pay will be held for him/her upon return to work.

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9.5 Personal Business Time Policy

Adopted: 1/2/97

Fourteen hours paid personal time will be granted to all Full time employees. Part time employees working more than 1000 hours per year will be granted seven personal hours. These must be taken within the year (4/1-3/31). Personal business time is to be taken at the employee's discretion. It can be used as additional vacation or sick time. Advance notice is desired, but is not required. It is necessary to notify the Director as soon as possible when using personal time. Any Personal Business time that is not used during the year will convert to sick leave time at the end of the year.

Vacation, sick, and holiday leave benefits will continue to accrue during the approved personal leave period.

9.6 Bereavement/Death in the Family Policy

Adopted: 1/2/97

Each employee will be entitled to be absent following a death in the immediate family without loss of pay for a period extending up to but not more than 24 consecutive working hours (up to three days), depending on the person's normal work day. The immediate family for such purposes shall include the husband, wife, child, parent, brother, sister, or any other person living in the employee's home as a part of the family.

The same period shall be granted for death of ex-spouses, grandparents, grandchildren, fathers-in-law, mothers-in-law, brothers-in-law, sisters-in-law, **sons-in-law, or daughters-in-law**; not living in the same house as part of the employee's family. Should said leave be exhausted prior to the funeral, the employee shall be entitled to be absent the day of the funeral without loss of pay.

Upon the death of a grandparent-in law, uncle, aunt, uncle-in-law, aunt-in-law, niece or nephew, not living in the same home as part of the employee's family, an employee shall be entitled to be absent without loss of pay for one (1) work day for the funeral if the funeral is on a workday. The judgment of the Director is to be relied upon in approving requests for paid time off for the funeral of others not specifically covered by this policy.

9.7 Leave of Absence without pay - Up to six months leave of absence, without pay, may be requested in writing by an employee if the employee so desires. If approved by the Library Board, the position will be held open for the employee. The employee will pay for his/her health insurance benefits during the leave period. PERF and Social Security will be on hold. No sick time or vacation days will accumulate during that time.

9.8 Military Leave - Any employee who is in the Army Reserve or a similar government military operation may take the time required to maintain membership in such an operation at no pay. Advance notice is required to maintain such a leave status. Available time off may be used for this absence.

Subject to the terms, conditions, and limitations of the applicable plans for which the employee is otherwise eligible, health insurance benefits will be provided by the FCPL for the full term of the military leave of absence.

Vacation, sick leave, and holiday benefits will continue to accrue during a military leave.

Employees on two-week active duty training assignments or inactive duty training drills are required to return to work as soon as possible after the end of training, with a

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reasonable time allotted for travel. Employees on longer military leave must apply for reinstatement in accordance with all applicable state and federal laws.

Every reasonable effort will be made to return eligible employees to their previous position or a comparable one. They will be treated as though they were continuously employed for purposes of determining benefits based on length of service, such as the rate of vacation accrual and job seniority rights.

9.9 Educational Leave: FCPL provides educational leaves of absence without pay to eligible employees who wish to take time off from work duties to pursue educational goals. Such leave may be requested for a period of up to 4 months every 4 years. Requests will be evaluated based on a number of factors, including anticipated work load requirements and staffing considerations during the proposed period of absence.

Subject to the terms, conditions, and limitations of the applicable plans, health insurance benefits will be provided by the library for the first 30 calendar days after the approved educational leave begins. At that time, employees will become responsible for the full costs of these benefits if they wish coverage to continue. When the employee returns to work, benefits will again be provided by FCPL according to the applicable plans.

Benefit accruals, such as vacation, sick leave, or holiday benefits, will be suspended during the leave and will resume upon return to active employment.

When an educational leave ends, every reasonable effort will be made to return the employee to the same position, if it is available, or to a similar available position for which the employee is qualified. However, FCPL cannot guarantee reinstatement in all cases.

9.10 Pregnancy Related Absences - FCPL will not discriminate against any employee who requests an excused absence for medical disabilities associated with a pregnancy. Such leave requests will be made and evaluated in accordance with the medical leave policy provisions outlined above, and in accordance with all applicable state and federal laws.

Requests for time off associated with pregnancy and/or childbirth (apart from medical disabilities associated with these conditions) will be considered in the same manner as any other request for an unpaid personal or family leave.

9.11 Life Threatening Illnesses in the Workplace - Employees with illnesses such as cancer, AIDS, heart disease, etc., often wish to continue their normal pursuits to the extent their condition allows. FCPL supports these endeavors as long as employees are able to meet acceptable performance standards. As in the case of other disabilities, FCPL will make reasonable accommodations in accordance with all legal requirements to allow qualified employees with life threatening illnesses to continue to perform the essential functions of their jobs.

Medical information on individual employees is treated confidentially. FCPL will take reasonable precautions to protect such information from inappropriate disclosure. Managers and other employees have a responsibility to respect and maintain the confidentiality of employee medical information. Anyone inappropriately disclosing such information is subject to disciplinary action, up to and including termination of employment.

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9.12 Civic Responsibilities - Employees called for Jury Duty or as a witness in court will be granted leave with pay proportioned to the hours worked, less the amount of jury pay received. (The library will pay the difference between jury pay and the normal pay received by the employee during the time s/he was off work for jury duty).

If an employee cannot find time to vote during nonworking hours, FCPL will grant up to 1 hour of unpaid time off to vote. This time should be requested two days prior to Election Day so that scheduling can be adjusted.

9.13 Holiday Closings - The library is closed on the following holidays: New Year's Eve, New Year's Day, President's Day, Memorial Day, July 4th, Labor Day, Veteran's Day, Thanksgiving Day, Christmas Eve and Christmas Day. Holiday pay is determined as follows:

Full Time workers: If the holiday falls on a day that the employee normally does not work, the employee may take a different day off within the same pay period. Full time employees are paid for holidays their normal number of hours worked on that day.

Part time workers: If the worker does not normally work on that day of the week, s/he is not paid or otherwise compensated for the holiday. If s/he usually works the day upon which the holiday falls, s/he is paid his/her normal number of hours for that day of the week.

Weekend Holidays: If a holiday upon which the Library closes falls on a Sunday, then FCPL will close the following Monday. If such occurs on a Saturday, then the Library will close, but all staff who qualify to receive holiday pay will receive 7 hours (or a percentage thereof based on the number of hours worked) of paid time off within the pay period if they are not scheduled to work on Saturdays.

Sunday Closings: The Library is closed on the following Sundays: Easter, Memorial Day, Father's Day, Mother's Day, and Labor Day. No one is scheduled to work these days, so there is no pay for those Sundays.

9.14 Emergency Closings - If the library is closed due to emergency, those employees scheduled to work that day will be paid. Notice of such closings will be made to WROI fm 92.1 radio. If the building must be closed for an undetermined amount of time until repairs can be affected, employees will not be paid during that time unless they use vacation time or are called in to help with the cleanup or repair. For more information, see the Board Policy Manual.

10. Staff Conduct: Certain standards of behavior are required for continued employment.

10.1 Work Rules - Following is a general list of work rules:

Personal Appearance: The personal appearance of employees shall be one that emanates pride and professionalism to correspond with the position held. Extremes of any sort should be avoided. Jeans, shorts, tank tops, and any clothing that bares the shoulders or midriff are examples of clothing to avoid, except student pages that are able to wear jeans & modest shorts. Culottes, dress shorts, business suits with shorts, and other businesslike shorts are permitted. During business hours, staff is expected to present a clean, neat appearance. Clothing should be clean and cared-for. Nothing should be worn that has sexual innuendos, political messages, obscene language, etc. It is impossible to cover all contingencies of dress in a manual, so questionable attire should be cleared in advance with a supervisor or Director.

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Tidiness: Each employee is responsible for cleaning up after him/her self at all times in the library (both in the work space and in the lounge).

Staff Meetings: will be held monthly or at the discretion of the Director. If there is a need for a special meeting, a group of three or more staff members may petition the Director for an emergency meeting. Attendance is mandatory.

Reading: Personal reading is not to be done on library time. Professional reading must never be allowed to interfere with helping patrons, and should be kept to a minimum when at a public service desk.

Phone Calls: Telephones are provided for business purposes. Personal calls should be placed during break times or meal times. Incoming personal calls should be avoided unless there is an immediate family concern, and should be kept as short as possible (3 minutes or less). Please take any personal calls on phones that are away from the public's view.

Patrons at the desk take precedence over patrons on the telephone. When busy, take the person's name and number and call them back later. Phones should be answered as quickly as possible. When desk personnel are busy, those not on desk duty but near the phones must answer the calls. The Children's desk also must help out at these times.

When patrons ask to use our phones, explain to them that our phones are for library business and tell them where the public phone is located. If they have no money (a child especially), you can use your own judgment and allow them to use our phones for brief, local, emergency calls. Be sure to explain that you will not always allow them to use our phones, but they can do so this one time. If a parent is picking up a child, gently remind them to send change for a phone call home with the child next time.

Punctuality: Each staff member is expected to be at his/her post and working at the assigned time. If a staff member is going to be late, his/her supervisor must be notified as soon as possible. Repeated instances of tardiness will result in lowered performance evaluations and/or possible disciplinary action.

Conversations: Any conversation that is not concerned with library business is to be kept to a minimum. This includes conversation with other staff members and/or patrons. At NO TIME is a patron to be kept waiting while an employee finishes a personal conversation. It is also rude to continue to hold a separate conversation with someone while helping a patron. We must pay attention to the patron on whom we are waiting, not our friends.

Eating, Drinking and Smoking: Any eating or drinking done by staff members in public areas of the building must be done in a discreet manner. This includes chewing gum or eating candy. Patrons are not to eat or drink in the building. Patrons found to be eating, drinking, or smoking should be asked to go outside until they are finished. Smoking shall not be allowed inside the library after May 1, 1990.

Breaks: Breaks are an employee privilege, not a right of employment, and should not be abused. One 15-minute break is allowed for each 4-hour work period. Breaks may not be "saved" or combined to allow more time for lunch or dinner hours, or to come in early or late. They are designed to allow staff to get away from the eye of the public to relax.

Attitude: Attitudes are the most important facet of each employee's presentation of library service to the public. As such, personal problems and feelings must be kept out of the library. We must be courteous, tactful, and pleasant at all times; treating the most

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unpleasant patrons as well as we treat our most pleasant ones. That said, no staff member is expected to take abuse from patrons or other staff. Refer upset patrons to the Director or a supervisor.

Other Work Rules: While not inclusive, some other infractions of rules of conduct include:

- Theft or inappropriate removal or possession of FCPL property
- Falsification of timekeeping records
- Working under the influence of illegal drugs or alcohol
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating FCPL owned vehicles or equipment
- Disruptive activity, fighting, or threatening violence in the workplace
- Negligence or improper conduct leading to damage of FCPL or patron owned property
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Smoking in Library buildings
- Sexual or other unlawful or unwelcome harassment
- Possession of dangerous or unauthorized materials, such as firearms, in the workplace
- Excessive absenteeism or absence without notice
- Unauthorized use of telephones, mail system, or other FCPL owned equipment
- Unauthorized disclosure of business or confidential information
- Violation of personnel policies
- Unsatisfactory performance or conduct

10.2 Solicitation: Persons not associated with FCPL may not solicit or distribute literature in the workplace at any time for any purpose, other than the single bulletin board provided. Employees may have interests in events and organizations outside the workplace, but should not solicit or distribute literature concerning these activities during work time. (Work time doesn't include lunch periods, breaks, or other off duty time).

Non-profit, charitable causes may be eligible for greater solicitation than "for profit" ventures. The Director should be consulted for guidance.

Employees who wish to post information should place it in the staff lounge, or consult with the director for a broader distribution approval. The Director should also be consulted for any material that is questionable.

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10.3 Guest Visitation Policy:

Adopted 1/2/97

To provide for the safety and security of employees and the facilities at FCPL, only authorized visitors are allowed in the work areas of the buildings. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances. Employees are responsible for the safety and conduct of their guests. Any unauthorized guests should be reported to a supervisor immediately.

1. Guests may not interfere with a staff member's job responsibilities. It is the employee's duty to determine when s/he has spent too much time with a friend or relative, and to disengage from the person.
2. Guests should behave within the same rules of conduct as any other patron visiting the library. It is the employee's responsibility to maintain the standards of the library, even if they must correct or chasten a co-worker's guest.
3. Guests should not be in non-public areas unless attended by their host. If that host is working, the guest should not continually be with their host. Guests may accompany a host to the lounge when on break, but it is the host's responsibility to chaperone and watch over his/her guest's behavior.
4. Guests should not eat any food that does not belong to them, unless invited to do so.
5. Volunteers who give of their time, talents, and energies to the betterment of the library are not to be considered as guests, but as part of the staff. They may enter the lounge, etc. as would any other staff member.
6. Any guest you bring into the library is your responsibility. Whatever they do reflects on your work performance. Staff members who violate the guidelines, have been notified of a problem, and do not correct that problem, are subject to disciplinary action, and will have their evaluations marked accordingly. The Staff member must have notification, and opportunity to correct problems before their evaluation becomes "at risk".
7. Any staff member who has a complaint with another staff member's guest should talk with the other employee before going to a supervisor or the director. If an agreement cannot be worked out, the supervisor should contact the director to arrange a meeting with both parties. If either staff member is not amenable to the conclusion worked out by the director, s/he may then file a grievance and begin that process.
- *8. Children of staff members are NOT allowed to come to work with their parent. They are allowed to use the library as would any other patrons, but should not disturb their parent's work, nor should their presence become habitual. They should not stay overlong while a parent is on duty. Their behavior must be within the guidelines for all patrons. **Amendment added August 1996*

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10.4 Technology Use Policy

Adopted: 2001

1. Staff should communicate at all times with email or voice mail as they would in a public forum. Good judgment and ethical conduct is essential. Commonsense use of tools must be the guiding force in the use of any technology.
2. Staff may not use library computers to conduct personal business or for personal economic gain on library time. Email shall not be used for soliciting personal business ventures, advertising for personal enterprises, soliciting for non-library purposes, or for communicating with destructive or malicious intent.
3. Mass emails are not permitted except with the express permission of management.
4. No one is to access, upload, download, transmit, or otherwise distribute defamatory, abusive, obscene, profane, sexually oriented, threatening, harassing, racially offensive, illegally discriminatory, or other illegal materials, files, etc.
5. No one shall violate any local, state, or federal statute, rule, regulation, code, or ordinance.
6. Staff should not load private files for storage on library computers. *All information stored within any FCPL electronic or telephonic communication system is subject to review by administration at any time, and no such information can be considered private.*
7. No one shall violate copyright, or otherwise use another's intellectual property without his or her prior written approval or proper citation.
8. Staff may not commit the library to any unauthorized financial obligation online.
9. Staff may not download or install any files, programs, plug-ins, etc, to library computers. All software and hardware installation must be installed by computer department personnel. This includes, but is not limited to, shareware and freeware. Such software may not only contain embedded viruses, but is also untested and may interfere with the functioning of the library's network and library application software.
10. Attachments to messages sent from the library shall not knowingly contain viruses or other harmful components, nor shall stored files be of such size or nature as to affect the performance of the library's systems.
11. Staff should check their email each day they work. Staff with increased responsibility levels should check more frequently or as directed by their supervisor. This includes both internal and external email. Staff are responsible for reading all information in official communications distributed electronically.
12. When responding to patron email, these guidelines should be followed:
 - Reference request:** should be forwarded to the Adult Services Head and treated as a telephone/paper mail informational request.
 - Compliment/Complaint:** forward to the Director
 - Policy question/challenge:** forward to the Director
 - Harassing/offensive message:** forward to the Director
 - Commercial notice from vendor:** forward to appropriate department
 - Request for web site change:** forward to System Administrator
13. Listserves – Listserves are tools for the exchange of professional information. Subscribing to and reading library related listserves is similar to reading professional journals or attending professional meetings. It is important for staff to maintain an appropriate balance with respect to job responsibilities and to join/cancel listserve subscriptions as appropriate. Staff should be careful to distinguish personal responses/opinions as separate from FCPL positions.

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14. Staff should delete email and voice mail messages as soon as possible from their accounts in order to reduce the storage demands on the system.
15. Staff should periodically review files stored on library computers and delete unnecessary and/or obsolete files.
16. All passwords, access codes, and/or security levels are the property of the library. Staff members may not use a password, access code, or security level that has not been issued to that person, nor shall staff reveal passwords, access codes, or security levels to others.
17. Staff must not misrepresent themselves – by name, age, gender, or job responsibility, nor should FCPL policies, programs or procedures be misrepresented.
18. No games are to be played on FCPL computers during work hours, unless directly related to the employee's job responsibility.
19. Staff may not use their access to perform tasks outside their dept. duties; patron and bibliographic records may not be altered except by those so authorized. Staff are not to attempt to access and/or change other person's information without their knowledge and permission.
20. Internet sites are increasingly monitoring visitors. Therefore, staff should avoid participation in Web or email based surveys or interviews without prior authorization.
21. Signature files on Internet email that have been set up by the computer department shall not be altered or deleted.
22. Staff should always log off properly from the Internet and the library's network when finished using the system.

Violations of this policy will result in disciplinary action as outlined in the Personnel Policy Manual, section AA, and possible prosecution, if the offense so warrants.

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11. Payroll Information - Library employees are paid on the 3rd and 17th day of each month. Pay periods end on the 15th and last day of each month. Paychecks are to be distributed to staff members before 5 PM on the 3rd and 17th, barring emergencies or equipment failures, when they shall be distributed as soon as possible after the correction of the problem.

11.1 Withholding - State & federal law requires that FCPL make certain deductions from every employee's compensation. Among these are applicable federal, state, and local income taxes. Social Security taxes are also withheld according to law. Medical/Life insurance is also deducted from those who participate in those programs. If required by a court, garnishments will also be deducted.

11.2 Pay Advances - FCPL does not provide advances on wages.

11.3 Salary Increases - Each year the Director will put together as part of the budget, the proposed salary increases for the following year. These increases will be reviewed by the library board annually and affect the salaries of all employees. Economic circumstances, budget figures projected for the coming year, and evaluation information will be used to determine these increases. The library board approves all such increases before they are final and inserted in the final budget.

11.4 Outside Employment - Staff may work at other employment outside the library as long as the other work does not interfere with the ability of the employee to perform his/her library duties and presents no conflict of interest with the goals of the Library. If such interference does occur, then the employee will be asked to change some aspect of his/her schedule to be able to complete the library duties. If performance does not improve, the employee is subject to disciplinary action. Employees may not receive any income or material gain from individuals outside FCPL for materials produced or services rendered while performing their duties as staff members of FCPL.

11.5 Overtime - Any change involving regular working hours of any employee should be cleared in advance with the Director. Any time that an employee is scheduled to work more than his/her regular number of hours in a week, s/he must take another time period off to avoid working over 40 hours. This time period must be worked out with the Director's knowledge and consent.

The library Board of Trustees must vote on any proposed "Overtime" before it is undertaken. At no time may an employee work more than 40 hours per week without approval in advance, except as noted for salaried individuals, who may amass compensatory time.

Overtime compensation, when approved, is paid to all non-exempt employees in accordance with federal and state wage and hour restrictions, based on actual time worked. Time off on sick leave, vacation leave, or any leave of absence will not be considered hours worked for purposes of performing overtime calculations.

11.6 Pay Corrections - While all reasonable precautions are taken to ensure that the correct amount of pay is received by each employee, errors can and do occur. In this unlikely event, the discrepancy should be brought to the attention of the Business Manager as soon as possible so that the situation can be reviewed and corrections can be made in a timely manner.

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11.7 Time Clock - Accurately recording time worked is the responsibility of each employee. Federal and state laws require FCPL to keep an accurate account of time worked in order to calculate employee pay and benefits. Time worked is defined as the time actually spent on the job performing assigned duties.

Employees must clock themselves in when their shift begins and out when they have their lunch break, then back in again when they return from lunch, and clock themselves out at the end of their shift. The Business Manager will only pay for actual time worked as noted on the Time cards. Employees are expected to use the time clock itself to clock in and out whenever possible, not write in times. As written times are unavoidable at times, any times written in should be approved by the Business Manager or the Director and initialed on the time card.

Opening on time with sufficient employees on duty to attend to patrons is essential to maintaining the library as a premier institution. Employees who repeatedly clock in late will be warned the first 2 times their timesheets are reviewed and found to have “tardies” on them. Upon the third instance a timesheet has late times recorded, the employee will have their time officially entered in library records rounded to the nearest quarter hour in the library’s favor.

If the behavior continues without improvement, Progressive Discipline procedures will begin in addition to the deductions of time.

In special cases, previous approval for lateness can be received from the Director or his/her designee (the Business Manager, and in his/her absence, your supervisor).

Employees who are not scheduled to be at a public area have leeway in this area, as long as their supervisor approves the arrangements made. (This includes cataloging and some administrative personnel.)

Altering, falsifying, tampering with time records, or recording time on another person’s time record may result in disciplinary action, up to and including termination of employment.

11.8 Lost/Stolen Checks: If an employee loses his/her library issued paycheck, s/he is to notify the business manager ASAP so that payment can be stopped. All library issued checks should be cashed or deposited within 60 days of receipt. Checks not cashed within that time period are subject to a stop payment. The staff member is responsible for any bank fees incurred by the library to stop payment on a check. A new check will be issued within 3 days of notification (when business manager can get to it).

12. Recycling: FCPL supports environmental awareness by encouraging recycling and waste management in its business practices and operating procedures. This includes a commitment to purchase, use, and disposal of products & materials in a manner that best uses natural resources, minimizing any negative impacts on the environment.

This is a voluntary program for all staff, but its success depends on the participation of all. Employees are encouraged to make a commitment to recycle. Any questions or ideas on recycling should be brought to the Director. The custodial staff carries much of the burden of the FCPL recycling effort, and depends on the rest of the staff to help as best they can.

13. Safety and Health

13.1 Safety - Each employee is expected to obey safety rules and to exercise caution in all work activities. Employees who notice a dangerous, or potentially dangerous, situation

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should report it to the Director or the person in charge that day. The library will look into and correct safety problems whenever possible. Steps will be taken to eliminate the danger as soon as possible. If a patron is engaging in unsafe behavior, they are to be asked to cease immediately, and to be asked to leave if necessary. Safety of patrons & staff is of utmost priority.

13.2 Accident/Injury/Incident Reporting - If an accident or injury occurs on Library property, it should be reported using the Incident report form. This includes patrons, staff, and anyone else who may have an accident on the property. As much information about the exact circumstances of the accident should be gathered as possible, as well as the names, addresses, and phone numbers of all involved. It is important that this be done no matter how insignificant the injury may seem, to comply with worker's compensation laws.

The **INCIDENT REPORT FORM** (found in Appendix C) is to be used by staff to report any unusual or disturbing event, incident, or accident. The purpose of the form is to record important information for the filing of insurance claims, accident reports, and for the maintenance of historical records concerning problem patrons and or unusual events or activity. The form is also to be used if a library employee or patron is injured or directly involved in an incident or accident.

If an injured employee or patron cannot complete the form, the staff member on the scene should complete the form as a witness. Staff and patrons are requested to provide as much information as is reasonable under the circumstances.

This form should be available in every department of the library. Staff members are advised to complete the form immediately after an incident. Staff need not debate the importance of an incident. All incidents (**including all accidents**) are to be reported.

Completed incident report forms should be forwarded immediately to **library administration**.

13.3 Weapons Policy - The Library understands that people may feel a need to protect themselves, but the Library is no place for weapons. In order to provide the most secure environment, no guns are allowed on the premises (including cars) other than those carried by police officers. A staff member who brings a gun to work must inform the director and show a permit to carry the gun. A copy of the permit will be made and kept in the employee's personnel file. At the Director's discretion, co-workers may or may not be advised of the gun on premises. Knives or other bladed weapons with blades over 4 inches are not appropriate in the library. Other types of weapons not specified here but capable of harming others should be brought to the director's attention ahead of time to receive approval. This policy includes patrons as well as staff.

13.4 Use of Equipment and Vehicles - It is sometimes necessary to use various pieces of equipment or vehicles to accomplish a task. When using library property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

If any FCPL equipment, machines, tools, or vehicles appear to be damaged, defective, or in need of maintenance or repair, a supervisor should be notified.

Improper, careless, negligent, destructive, or unsafe use or operation of equipment or vehicles, as well as excessive or avoidable traffic & parking violations, can result in disciplinary action. FCPL vehicles & equipment are intended for library business only.

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Appendix A: Employee Travel Expense Voucher Sheet

***Remember to attach receipts for all items that are to be reimbursed.*

DAILY CLAIM - please include a separate form for each day.

DATE of Trip: _____ TO (Your Name): _____

TRIP DESTINATION: _____ REASON: _____

ITEMIZED CLAIM- Description of expense/Location	AMOUNT:
Breakfast _____	\$ _____
Lunch _____	\$ _____
Dinner _____	\$ _____
TRAVEL - Air Fare _____	\$ _____
Taxi or Car Rental _____	\$ _____
Other (Parking, toll, etc.) _____	\$ _____
Other Travel (not mileage) _____	\$ _____
_____	\$ _____
HOTEL: _____	\$ _____
TELEPHONE - _____	\$ _____
_____	\$ _____
_____	\$ _____
MISCELLANEOUS (explain) _____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____
Total Expenses: _____	\$ _____

I hereby certify that the foregoing account is just and correct, that the amount claimed is legally due after allowing all just credits, and that no part of the same has been paid.

TODAY'S DATE _____ CLAIMANT _____

Signature _____

Appendix B: Duties/Responsibilities by Job Title

Common Requirements of Library Personnel

Certain characteristics are needed in all library positions, unless otherwise specified in the individual job classification. These common characteristics are listed prior to the specific job descriptions.

Common Requirements of Library Personnel:

EDUCATION: Minimum of a GED or high school diploma is required.

HEALTH: Good health background, minor lifting, bending, stretching, & stamina.

DISPOSITION: *Must be self motivated, adaptable, eager & able to learn. Must be able to represent the library in a positive manner. Enthusiasm/creativity; pleasant, professional demeanor; ability to work with the public & co-workers.*

SKILLS: Ability to work with computers, phone system, & common office machines; ability to stay "on task", self-motivated, communications skills all desired.

TRANSPORTATION: Must have reliable transportation to and from work.

Common Responsibilities of Library Personnel:

Become familiar with the library and its materials.

Maintain open lines of communication with other departments & all personnel.

Keep supervisor informed of problems, suggestions, & needs in department.

Attend workshops, meetings, and other continuing education opportunities as approved by the Director and/or Library Board.

Work to improve the services of the Library through thinking about and communicating ideas/suggestions/improvements to supervisors.

Get along with patrons & co-workers.

All are expected to assist in occasional odd duties when the need arises, such as shoveling sidewalks in winter, assisting at the circulation desk, shelving books, reading shelves, restroom cleanup, etc.

Perform other duties as assigned by supervisor or director.

Common Standards of Performance:

Maintain a positive mental attitude and display such toward public and staff.

Encourage, promote, and model teamwork behaviors.

Attend work regularly when scheduled, in a punctual manner.

Perform work with accuracy & efficiency of time & efforts.

Observe & follow Library Rules, Policies, and Procedures.

Complete the duties & responsibilities of the job.

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Administrative Assistant

MINIMUM REQUIREMENTS:

HEALTH: Much sitting required.

SKILLS: The ability to organize, to file, to take direction, to motivate one's self, and to work alone.

EQUIPMENT: Common office equipment, including: phone system, typewriters, calculators, facsimile, copiers, shredders, etc. Computer experience needed: Windows; Microsoft based word processor, database, spreadsheet; and accounting programs.

DUTIES/RESPONSIBILITIES:

Mail: Prepare all incoming/outgoing mail; distribute incoming mail. Post mail & packages. Maintain postage machine. Alert business manager when postage machine reads around \$10 left of postage.

Messages: check schedules and note who is out, off, or ill. Post notice if anyone is ill or out for the day).

Schedules: Post overall employee work schedule changes. Create calendars for staff. Update as needed.

Prepare correspondence & other forms of communications relating to the library.

Maintain all assigned paper and computer files accurately.

Act as a receptionist to greet sales people, patrons, or visitors who wish to see the director/business manager.

Help prepare for monthly Library Board Meetings.

Keep the Policy Manual, Memo Book, and Minute Books up to date.

Attend meetings and record notes as assigned, including staff meetings.

Unpack incoming new materials & check against invoice for accuracy.

Search new materials in online catalog to see if already owned.

Maintain inventory lists of supplies; order supplies as needed by staff.

Maintain and weed vendor/library related materials catalogues.

Maintain supplies and records on Library copiers (and other office machines).

Answer all incoming calls and direct to proper departments.

Assist in the ordering of books, etc, by inputting all information on orders into Acquisitions module of the automated system; place orders with director approval.

Assist director/business manager in all functions required by those offices.

Keep sufficient supplies on hand so outages are rare.

Keep paper and computer files up to date, weeding as necessary.

SALARY/HOURS/BENEFITS:

SALARY RANGE: \$6.50-10.75 / hour, depending on qualifications, etc.

HOURS: 35-40 hours per week, some nights & weekends

BENEFITS: As outlined in the policy manual

REPORTS TO: Business manager

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ADULT SERVICES DEPARTMENT HEAD

MINIMUM REQUIREMENTS:

EDUCATION: 4 year accredited College degree required; Indiana Library Certification IV or above with library coursework; MLS desired.

SKILLS: Past supervisory experience; organizational skills; experience with automated library systems & computers desired and must be acquired, as is the acquisition of Online searching skills, but is not a pre-requisite.

RESPONSIBILITIES/DUTIES:

Plan/Select Adult Collections (Reference, Fiction, Non-Fiction) for all libraries.

Develop/Implement Collection Development Procedures (includes weeding)

Maintain/Update Circulation Procedures

Complete & file forms, obtain Inter-Library Loans for patrons.

Answer reference questions patrons may have.

Supervise Reference Assistant, circulation personnel.

Maintain regular Reference Desk hours (be available to help patrons)

Keep up with the literature in Reference materials

Learn and be familiar with online reference sources, including the Internet

SALARY/HOURS/BENEFITS:

SALARY RANGE: \$8.25-12.50 per hour, depending on qualifications, etc.

HOURS: 37.5 hours per week, some nights & weekends

BENEFITS: As outlined in the Policy Manual

REPORTS TO: Library Director

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AUDIO-VISUAL (AV) LIBRARIAN

MINIMUM REQUIREMENTS:

EDUCATION: BS or BA degree. Some post graduate work in Library Science or a related profession. Indiana Library Certification IV or above **or** the willingness and ability to work toward Cert. IV. ALA/MLS desirable, but not required.

SKILLS: Experience with automated library systems & computers desired, but not required. Knowledge of audio & visual materials & equipment, selection as well as repair.

DUTIES/RESPONSIBILITIES:

Select and maintain (including weeding) the AV Collections for all libraries

Provide AV Reference Services

Develop innovative new ideas, services, and programs to expand A-V services

Perform Circulation Maintenance duties (call overdues, etc.)

Prepare AV materials for cataloging

Perform minor repairs on AV materials

Select & maintain AV equipment

SALARY/HOURS/BENEFITS:

SALARY RANGE: \$8.25-12.50 per hour, depending on qualifications, etc.

HOURS: 37.5 hours/week, some nights & weekends

BENEFITS: As outlined in the Policy Manual

REPORTS TO: Director

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Fulton County Public Library Personnel Policy Manual

Branch Librarian

MINIMUM REQUIREMENTS:

HEALTH: Good health background; lifting, bending, much standing required.

EQUIPMENT: Ability to work with PCs, typewriters, an automated library circulation & cataloging system, AV equipment, etc.

SKILLS: Self-motivated, adaptable, able to work alone, able to learn, able to supervise others, able to accept and carry out directions from a remote supervisor, able to reason when to call for help with a problem, organization skills, etc.

DUTIES/RESPONSIBILITIES:

Responsible for all aspects of the workings of the branch, including:

Supervision of all assistants.

Become familiar with the branch library and its materials.

Coordinate/implement transfers of materials from main library in Rochester to the branch on a periodic basis.

Assist patrons in answering questions, borrowing materials, placing reserves, etc.

Shelving returned materials.

Working with Children's Librarian to coordinate programming.

Implementation of programs.

Responsible for cleaning, maintenance of building & grounds (may delegate work).

Answer telephone, file materials, keep statistics on programs, etc.

Open/Close the library at the proper times each day.

Complete ILL requests as needed.

Supervision of patrons in and around the building & grounds.

Responsible for maintaining & reporting problems with equipment.

Other duties as assigned by Director.

STANDARDS OF PERFORMANCE:

Assisting patrons.

Maintaining the materials collections.

Maintaining the upkeep and appearance of the buildings and grounds.

Alerting the Director to possible problems, asking for help when needed.

SALARY/HOURS/BENEFITS:

SALARY RANGE: \$8.25-12.50 per hour, depending on qualifications, etc.

HOURS: 35-40 hours per week, nights & weekends included

BENEFITS: As outlined in Policy Manual

REPORTS TO: Director

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Fulton County Public Library Personnel Policy Manual

Branch Library Assistant

MINIMUM REQUIREMENTS:

HEALTH: Good health background; minor lifting, bending, much standing required.

EQUIPMENT: Ability to work with PCs, typewriters, an automated library circulation & cataloging system, AV equipment, etc.

SKILLS: Self-motivated, able to work alone, able to accept and carry out directions from a remote supervisor, able to reason when to call for help with a problem, etc.

DUTIES/RESPONSIBILITIES:

Assist patrons in answering questions, borrowing materials, placing reserves, etc.
Shelving returned materials.

Assist in transferring materials to & from main library.

Working with Branch Librarian to provide programming.

Responsible for cleaning, maintenance of building and grounds.

Answer telephone, file materials, keep any statistics on programs, etc.

Open/Close the library at the proper times each day.

Complete ILL requests as needed.

SALARY/HOURS/BENEFITS:

SALARY RANGE: \$5.75-11.00 per hour, depending on qualifications, etc.

HOURS: 30-40 hours per week, nights & weekends included

BENEFITS: As outlined in Policy Manual

REPORTS TO: Branch Librarian

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BUILDING MAINTENANCE

MINIMUM REQUIREMENTS:

HEALTH: Good health required. Much physical labor involved, including lifting, standing, stretching, bending, climbing, etc.

SKILLS: Ability to use common maintenance & repair equipment, knowledge of heating/cooling systems, ability to work with tools & hands, organization of work load, ability to work alone.

DUTIES/RESPONSIBILITIES:

Maintain all building heating, cooling, electrical, plumbing, etc. systems

Maintain all grounds and building exteriors at Rochester.

Maintain all Library owned machinery & equipment.

Repair of all equipment & machinery possible in-house.

Act as Backup custodian when s/he is out on vacation, sick, etc., performing his/her duties.

Inform Director of any breakage or building problems.

Supervisor of any/all contract/repair persons hired for repairs/construction/etc.

Keep sufficient supplies on hand so outages are rare.

SALARY/BENEFITS/HOURS:

SALARY RANGE: \$7.50-11.50 per hour depending on qualifications, etc.

HOURS PER WEEK: 27 hours weekly, mostly nights or when library is closed

BENEFITS: As outlined in the Policy Manual.

REPORTS TO: Business manager

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Fulton County Public Library Personnel Policy Manual

Business Manager

MINIMUM REQUIREMENTS:

EDUCATION: Accounting coursework required, degree desirable.

HEALTH: Much sitting required.

SKILLS: Library experience preferred, but not required. Ability to use standard office machines & to be bonded. Familiarity with fund accounting & computer accounting programs desired. Ability to understand, use applicable local, state, & federal laws.

DUTIES/RESPONSIBILITIES:

Prepare/submit monthly, quarterly, & annual reports for director, Library Board, State & Federal agencies.

Assist in compiling statistics for various required reports.

Maintain personnel records, keeping staff apprised of their time/pay situation.

Keep director & supervisors abreast of problems with personnel records.

Calculate wages from time sheets for library personnel.

Prepare bills for board approval and pay bills as approved.

Maintain all ledgers and other financial records.

Perform all banking operations for library, including investments.

Keep director informed as to any problems in the financial area of the library.

Work with Director in preparing budget, preparing for Library Board meetings, etc.

Must be bondable.

SALARY/HOURS/BENEFITS:

SALARY RANGE: \$8.25-12.50 per hour, depending on qualifications, etc.

HOURS: 37.5 hour work week. Some nights and weekends.

BENEFITS: As outlined in the policy manual

REPORTS TO: Library Director

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Fulton County Public Library Personnel Policy Manual

Cataloging Services Dept. Head

MINIMUM REQUIREMENTS:

EDUCATION: Accredited Graduate work in Library Science with courses in Library Automation or related fields. Indiana Library Certification IV or above. ALA/MLS is highly desirable but not required if other applicable experience can be shown.

DISPOSITION: Teaching skills and communication skills will be highly demanded. Problem solving will also be required.

SKILLS: Experience with automated library systems & computers required.

DUTIES/RESPONSIBILITIES:

Constantly evaluate the Library's cataloging needs and requirements.

Keep current with library cataloging changes.

Devise/implement the cataloging and processing of all new materials for use by the public.

Supervise Technical Services staff members.

SALARY/HOURS/BENEFITS:

SALARY RANGE: \$8.25-12.50 per hour, depending on qualifications, etc.

HOURS: 37.5 hours per week, some nights & weekends

BENEFITS: As outlined in the Policy Manual

REPORTS TO: Library Director

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CHILDREN'S LIBRARIAN

MINIMUM REQUIREMENTS:

EDUCATION: BS or BA degree in Education or a related field. Some post graduate work in Library Science or a related profession. Indiana Library Certification IV or above **or** the willingness and ability to work toward Cert. IV. ALA/MLS desirable, but not required.

DISPOSITION: Enthusiasm/creativity with children required, adaptability encouraged, love of children and ability to communicate with them is also required.

SKILLS: Public speaking, puppetry, craft work, storytelling all useful.

DUTIES/RESPONSIBILITIES:

Select/maintain the Children's Collections for all branches.

Develop/Implement Collection Development Procedures (including weeding).

Plan schedules, train, supervise & coordinate children's room staff.

Develop/Implement the Annual Summer Reading Program.

Devise/conduct children's & young adult programs, including Storytimes

Coordinate with Branches on Children's programming, Storyhours, etc.

Provide Reference Services in the Children's Department

Innovate new ideas, services, and programs to expand children's services

Develop/Implement Public Relations for Programs, Library Services:

Visit Schools, Day Care Centers, Pre-schools, etc.

Decorate the children's room, Prepare bulletin boards, posters, flyers, etc.

Write newspaper articles, etc.

Act as liaison for the Partners in Education program, developing/implementing this program

Perform Circulation Maintenance duties (call overdues, etc.)

STANDARDS OF PERFORMANCE:

Evaluation of all staff under direct supervision periodically.

Completion of the duties & responsibilities of the job.

SALARY/HOURS/BENEFITS:

SALARY RANGE: \$8.25-12.50 per hour, depending on qualifications, etc.

HOURS: 37.5 hours per week, some nights & weekends

BENEFITS: as outlined in the Policy Manual

REPORTS TO: Library Director

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Children's Dept. Assistant

MINIMUM REQUIREMENTS:

HEALTH: Much standing, stretching, bending over, sitting, etc. required.

DISPOSITION: Good grammar, ability to say "No" in a firm yet friendly manner, ability to adapt to serve patron needs, especially young children.

EQUIPMENT: Works with automated system constantly, must be able to disengage from talkative patrons politely. Some typing required.

DUTIES/RESPONSIBILITIES:

Assist patrons in borrowing and returning materials (Materials' Circulation).

Assist patrons in reviewing their borrowing file.

Place "reserves" on items requested by patrons.

Answer questions or directing patrons to the proper place for answers.

Answer the telephone, filing materials.

Prepare/call overdues and reserves.

Shelve materials and keep them in order as needed (Reading Shelves).

Opening up/Shutting down the Library at night & in the mornings.

Assist Children's Librarian with Children's Reference & programs.

SALARY/HOURS/BENEFITS:

SALARY RANGE: \$5.75 - 11.00 per hour, depending on qualifications, etc.

HOURS: 20-35 hours per week, some nights & weekends

BENEFITS: As outlined in the Policy Manual

REPORTS TO: Children's Department Head

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Fulton County Public Library Personnel Policy Manual

CIRCULATION CLERK

MINIMUM REQUIREMENTS:

HEALTH: Much standing required.

DISPOSITION: Good grammar, ability to say "No" in a firm yet friendly manner, ability to adapt to serve patron needs.

EQUIPMENT: Works with automated system constantly, must be able to disengage from talkative patrons politely. Some typing required.

DUTIES/RESPONSIBILITIES:

Become familiar with the library and its materials.

Assist patrons in borrowing/returning materials; & in reviewing their borrowing file.

Place "reserves" on items requested by patrons.

Answer questions, or direct patrons to the proper place for answers.

Answer the telephone, file materials.

Prepare/call overdues and reserves.

Shelve materials and keep them in order as needed (Reading Shelves).

Opening up/Shutting down the Library at night &/or in the mornings.

Assuming responsibility for one or more specialized task areas; (Overdues, Periodicals, Patron card creation, displays, etc.)

STANDARDS OF PERFORMANCE:

Keeping up with patron loans and returns.

Maintaining a level of accuracy in work.

Pleasing patrons.

Specific duties are assigned to each person; these must be completed accurately & in a timely manner.

SALARY/HOURS/BENEFITS:

SALARY RANGE: \$5.75 - 11.00 per hour, depending on qualifications, etc.

HOURS: 20-35 hours per week, some nights & weekend hours

BENEFITS: As outlined in the Policy Manual

REPORTS TO: Circulation Supervisor

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Fulton County Public Library Personnel Policy Manual

Circulation Clerk: Assistant

MINIMUM REQUIREMENTS:

HEALTH: Must be able to do some lifting, bending, stretching, pushing, stooping, & standing.

DISPOSITION: Pleasant personality, ability to get along with the public and co-workers, adaptability, friendliness, and the ability to concentrate on the job amid distractions.

EQUIPMENT: Will work with books, videos, cassettes, CDs, and other library materials.

SKILLS: Self motivated, ability to stay on task, communications skills a plus.

DUTIES/RESPONSIBILITIES:

Straightening shelves.

Pushing in chairs, picking up trash, etc.

Maintaining the Friends of the Library book sale books.

Maintaining the non-cataloged paperbacks & paperback racks.

Cleaning audio-video materials & books.

Preparing donation magazines for the hospital program.

Communicating problems, suggestions, etc. with supervisor, and communicating with other staff members is very important.

Help direct patrons to the proper assistance when asked.

Other duties as required and assigned

STANDARDS OF PERFORMANCE:

Getting along with co-workers, and the public.

Following directions and doing what is asked in a pleasant, efficient manner.

Maintaining a positive mental attitude and displaying such toward public and staff.

Encouraging, promoting, and modeling teamwork behaviors.

Attendance/Punctuality tied in with Accuracy/Efficiency of work time & efforts.

Observation of Library Rules, Policies, and Procedures.

Completion of the duties & responsibilities of the job.

Keeping up to date with the policies, rules, and procedures of the Library.

SALARY/HOURS/BENEFITS:

SALARY RANGE: Minimum wage-\$7.00 per hour, depending on qualifications and experience.

HOURS: 10-20 hours per week as decided by employee and Director.

BENEFITS: There are no benefits with this position.

REPORTS TO: Director or his/her designee

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CIRCULATION SUPERVISOR

MINIMUM REQUIREMENTS:

EDUCATION: High School diploma or equivalent (GED); some college requested.

HEALTH: Good health background; minor lifting, bending, much standing required.

DISPOSITION: Pleasant personality, ability to get along with others (both patrons & staff), adaptability, friendly, good grammar, ability to say "No" in a firm yet friendly manner.

EQUIPMENT: Will work with automated system constantly, must be able to answer questions about personal computers from patrons. Some typing, phone system.

SKILLS: Must be self motivated, able to supervise others, adaptable, eager & able to learn, able to disengage from talkative patrons, and to represent the library in a positive manner.

TRANSPORTATION: Must have reliable transportation to and from work.

DUTIES/RESPONSIBILITIES: All duties of Circulation Clerks plus:

Supervision of Circulation Clerks, including:

Scheduling workers (arranging coverage over vac., sick days, personal time, etc.)

Maintaining training levels as new things are learned

Keeping staff busy & on task at all times when on duty

Training new Circulation Desk workers (or assigning a mentor to do so)

Maintaining morale (trying to make work fun)

Distributing tasks equitably so all have enough to do, not too much

Keeping staff aware of policies, procedures, security measures (and changes)

Evaluating Circulation staff (with aid of supervisor) annually

Acting as a liaison for Circ. staff when needs are felt, problems or questions arise, etc.

Seeking ways to improve Lib. services through communicating ideas, suggestions, etc.

Maintaining the lines of communication between all employees.

Other duties as assigned by the Director or Supervisor.

STANDARDS OF PERFORMANCE:

Making sure the Circulation desk is well covered and runs smoothly

Keeping up with patron loans and returns.

Getting along with co-workers.

Maintaining a positive mental attitude and displaying such toward public and staff.

Encouraging, promoting, and modeling teamwork behaviors.

Attendance/Punctuality tied in with Accuracy/Efficiency of work time & efforts.

Observation of Library Rules, Policies, and Procedures.

Completion of the duties & responsibilities of the job.

Keeping up to date with the policies, rules, and procedures of the Library

SALARY/HOURS/BENEFITS:

SALARY RANGE: \$7.00 - 11.00 per hour, Depending on qualifications, etc.

HOURS: 20-35 hours per week, occasional nights, occasional Saturdays

BENEFITS: As outlined in the Policy Manual

REPORTS TO: Director

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Computer Assistant - TECHNOLOGY DEPARTMENT

MINIMUM REQUIREMENTS:

EDUCATION: Minimum of a High School Diploma or equivalent (GED).

HEALTH: Good health background necessary; as there are minor lifting, stretching, & bending requirements. Included will be much reading of computer screens, some repair/installation work.

DISPOSITION: Pleasant personality, ability to get along with others (both patrons & co-workers), teaching skills, and communication skills will be highly demanded. Optimistic outlook and problem solving will also be required.

SKILLS: Experience with personal computers required; experience with automated library systems & computers desired, but not required. Ability to 'multi-task' is required.

RESPONSIBILITIES/DUTIES:

Become familiar with library hardware, software, online catalog.

Be able to use popular computer applications, software, & internet resources.

Ability to communicate solutions to users of all skill levels.

Assist & back up System Administrator.

Assist in training of staff & patrons in using library computers.

Assist patrons with computer related questions.

Helping patrons find the answers to other questions.

Light clerical duties: filing, answering phone, etc.

Open/Shut down the Library at night & in the mornings as scheduled.

Prepare reports & info needed from/about the automated system or computers (as requested).

Implement the staff/patron training program developed by the System Admin.

Maintain the library's automated system & computers, report all problems.

Install, maintain, troubleshoot computer software/hardware problems.

Repair, or implement repairs to automated system & computer (with approval).

Supervise patron behavior on computers.

Alert supervisor to problems, suggestions, & needs in the computer area.

STANDARDS OF PERFORMANCE

Completion of the duties/responsibilities listed above in a timely manner.

SALARY/HOURS/BENEFITS:

SALARY RANGE: \$6.00-9.00 /hour, depending on qualifications, experience, etc.

HOURS: 20 hours per week, nights & weekends included

BENEFITS: As outlined in Policy Manual

REPORTS TO: SYSTEMS ADMINSTRATOR

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Fulton County Public Library Personnel Policy Manual

CUSTODIAN

MINIMUM REQUIREMENTS:

EDUCATION: High School Diploma or equivalent (GED).

HEALTH: Excellent health required. Much physical labor involved, including lifting, standing, stretching, bending, kneeling, etc.

SKILLS: Ability to use common business cleaning equipment, knowledge of cleaning methods, organization of work load, ability to work alone.

DUTIES/RESPONSIBILITIES:

(Basically, making sure the building is clean and in good working condition; & reporting problems)

Clean/dust all countertops/shelves/cabinets

Mop/polish all linoleum (non-carpeted) floors

Vacuum/wet clean all carpeted floors as necessary

Keep all windows, walls and other surfaces clean

Remove any cobwebs

Replace any burnt out lighting

Clean restrooms and maintain supplies

Order cleaning supplies

Keep building interior, and, to a certain extent, exterior, clean

Inform supervisor & maintenance of any breakage or building problems

STANDARDS OF PERFORMANCE:

Keep sufficient supplies on hand so outages are rare.

Level of building cleanliness.

SALARY/BENEFITS/HOURS:

SALARY RANGE: \$7.50-11.50 per hour depending on qualifications, etc.

HOURS PER WEEK: 40 hours weekly, mostly nights or when library is closed

BENEFITS: As outlined in the Policy Manual

REPORTS TO: Library Director

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Fulton County Public Library Personnel Policy Manual

DIRECTOR

MINIMUM REQUIREMENTS:

EDUCATION: MLS (accredited by ALA)

DISPOSITION: Pleasant, friendly, able to work with both staff & public well.

SKILLS: Communications, planning, delegation, public speaking, public relations, leadership, & other management skills. Must be able to plan, organize, think ahead. Must be open to new ideas, adaptable.

DUTIES/RESPONSIBILITIES:

Oversee day to day operation of Libraries.

Develop policies and procedures for board approval, then implement them.

Keep Library board abreast of what is happening in the libraries.

Supervise Department/Branch heads; all personnel.

Develop/Implement library budget.

Plan for future library needs.

Seek funding for library programs, including grants, programs, etc.

Coordinate training of staff (continuing education programs).

Coordinate efforts with the community (local and state).

Keep the library current with the Library community.

Maintain the physical plant of the library buildings.

Schedule, hire, maintain, train staff, or delegate such.

Evaluate all staff under direct supervision on a periodic basis.

Prepare & Implement a training program for new staff members.

Maintain public relations, and act as a liaison with community.

SALARY/HOURS/BENEFITS:

SALARY RANGE: \$31-50,000 annually

HOURS: 37.5 hours per week (or more if required to complete the job)

BENEFITS: As outlined in the Policy Manual

REPORTS TO: Library Board of Trustees

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Fulton County Public Library Personnel Policy Manual

LIBRARY PAGE

MINIMUM REQUIREMENTS:

EDUCATION: Must be enrolled in High School, working on GED, or have completed same. Grades should be in the top 1/3 of the class.

HEALTH: Good health background; much lifting, bending, stretching, pushing, stooping, and standing is required.

DISPOSITION: Friendliness, good command of the English language, and the ability to concentrate on the job amid distractions.

SKILLS: Self motivated, ability to stay on task, communications skills a plus.

DUTIES/RESPONSIBILITIES:

Shelving books and other materials

Straightening shelves

Picking up books, etc. used by patrons; placing them back where they belong daily.

Some typing and filing may be required

Pushing in chairs, picking up trash, straightening library, etc.

Some grounds keeping may be required in the summers, snow shoveling in winters

Helping direct patrons who approach them for help

Eventually s/he will be assisting in check in/out of materials, answering phones, etc.

STANDARDS OF PERFORMANCE:

All returned books and materials will be shelved each day in their proper places

Following directions and doing what is asked in a pleasant, efficient manner

SALARY/HOURS/BENEFITS:

SALARY RANGE: Minimum wage-\$6.40/hour, depending on qualifications, etc.

HOURS: 10-20 hours per week, nights/weekends required

BENEFITS: There are no benefits with this position.

REPORTS TO: Supervisor.

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Fulton County Public Library Personnel Policy Manual

Literacy Coalition Director

MINIMUM REQUIREMENTS:

EDUCATION: 4 year College degree required; teacher certification desired.

DISPOSITION: Must have the ability to get along with people from various backgrounds.

SKILLS: Must be trained in the instruction of low-level adult readers; minimal typing/filing required; organizational skills a must; experience with personal computers desired; ability to work unsupervised; creativity and enthusiasm a must

RESPONSIBILITIES/DUTIES:

Develop/Implement programs for training tutors and finding students

Coordinate the "match" of tutors and students

Evaluate prospective students for placement

Devise and conduct publicity campaigns for Literacy Coalition

Maintain adequate teaching & supporting materials for tutors/students

Advise tutors of additional training available in the area

Conduct "Tutor Talk" meetings to present new materials & teaching techniques

Train tutors to teach adult learners

Provide reports for tutors & encourage their prompt completion and return

Devise & implement tutor/student appreciation/motivation methods

Work to maintain & expand current funding.

Conduct quarterly Literacy Board meetings (prepare agenda, reports, etc.)

Make recommendations for Literacy Board appointments (3 annually)

Utilize the talents of the Lit. Board to further the coalition's mission

Keep accurate financial records of all funds spent for reporting to Literacy Board, United Way, & the library's business manager.

Keep track of student gains; keep this information on file.

Make speeches to local service organizations and churches

Generate ongoing publicity efforts in various media

Purchase teaching materials and supplies

Participate in state and/or national literacy efforts

SALARY/HOURS/BENEFITS:

SALARY RANGE: \$6.50-\$10.75 per hour, depending on qualifications, etc.

HOURS: up to 25 hours per week, flexible schedule

BENEFITS: As outlined in the Policy Manual

REPORTS TO: Library Director

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Fulton County Public Library Personnel Policy Manual

REFERENCE ASSISTANT

MINIMUM REQUIREMENTS:

EDUCATION: Bachelor's Degree from an accredited college.

SKILLS: Organizational skills; experience with automated library systems & computers desired and must be acquired, as is the acquisition of Online searching skills, but is not a pre-requisite.

DUTIES/RESPONSIBILITIES:

Assist patrons in answering questions, directing them to the proper areas, etc. When needed, assist patrons in borrowing and returning materials (Materials' Circulation).

Place "reserves" on items requested by patrons.

Answer the telephone, filing materials. Prepare/call reserves.

Shelve materials and keeping them in order as needed (Reading Shelves).

Opening up/Shutting down the Library at night & in the mornings.

Learn/keep current with online methods of answering questions (Internet, etc.)

Complete Inter-Library Loan (ILL) requests for patrons.

STANDARDS OF PERFORMANCE:

Answering patron questions.

SALARY/HOURS/BENEFITS:

SALARY RANGE: \$6.50-10.75 per hour, depending on qualifications, etc.

HOURS: 20-35 hours per week, some nights & weekends

BENEFITS: As outlined in the Policy Manual

REPORTS TO: Adult Services Head

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Fulton County Public Library Personnel Policy Manual

TECHNICAL SERVICES CLERK

MINIMUM REQUIREMENTS:

EQUIPMENT: Will work with automated system constantly, must be comfortable with much sitting, able to use a computer all day long.

SKILLS: Must be self motivated, adaptable, able to learn, computer friendly.

DUTIES/RESPONSIBILITIES:

Following the Technical Services procedures for acquisitioning new materials.

Following the Technical Services procedures for processing new materials.

Assisting Tech. Services Head in cataloging new materials.

Inputting data on new materials into computer.

Making database changes as directed by Technical Services head.

STANDARDS OF PERFORMANCE:

Keeping up with the cataloging and processing of incoming materials.

Getting along with patrons & co-workers.

SALARY/HOURS/BENEFITS:

SALARY RANGE: \$5.75-11.00 per hour, depending on qualifications, etc.

HOURS: 20-35 hours per week, some nights & weekends

BENEFITS: As outlined in the Policy Manual

REPORTS TO: Technical Services Head

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Fulton County Public Library Personnel Policy Manual

TECHNOLOGY DEPARTMENT HEAD

Computer Coordinator- System Administrator

MINIMUM REQUIREMENTS:

EDUCATION: 4 year accredited College degree desired; ALA/MLS, or a computer related degree is desired, but not required. Applicable experience in the automation or computer fields; or computer coursework is required.

HEALTH: Included will be much reading of computer screens, some repair work.

DISPOSITION: Teaching skills, and communication skills will be highly demanded.

Optimistic outlook and problem solving will also be required.

SKILLS: Past supervisory experience; organizational skills; experience with automated library systems & computers required, as is the acquisition of Online searching skills.

RESPONSIBILITIES/DUTIES:

Constantly evaluate the Library's automation needs and requirements

Act as liaison with the Library's Automated System Vendor and any computer vendors

Implement the Library's automated system

Preparation of reports and information needed from the automated system.

Development and implement a training program for staff and patrons in using computers & the automated system

Maintain the Library's automated system and computers, report all problems to the proper persons.

Install, maintain & troubleshoot computer software/hardware & problems

Repair, or implement repairs to system & computers as needed (with Director's approval).

SALARY/HOURS/BENEFITS:

SALARY RANGE: \$8.25-12.50 per hour, depending on qualifications, etc.

HOURS: 35-40 hours per week, nights & weekends included

BENEFITS: As outlined in Policy Manual

REPORTS TO: Director

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Fulton County Public Library Personnel Policy Manual

Appendix C: Incident Form - Fulton County Public Library

(Please send to the Business Manager's office within 72 hours of incident)

Library: _____ Location: _____ Date: _____ Time: _____

Description of Incident (what happened/where/how/etc): _____

Injuries: _____

Person(s) involved (Names/Addresses/Descriptions): _____

Actions Taken: Police Called? _____ Responding officer: _____

Case # _____ Ambulance called? _____ Responder name: _____

Family called? _____ Person ejected from bldg? _____

Supervisor Notified? _____ (Name, Date & Time) _____

Other action (please explain): _____

Staff member making report - Signature: _____

Injured party - Signature: _____

Additional Information: _____

(Use reverse side of this sheet if necessary)

Date Received at Business Office: _____ Received by: _____

Appendix D: Agreement to abide by FCPL Policies

I have read and understand the policies of the Fulton County Public Library as outlined in the Policy Manual I received on _____. I agree to follow and uphold these policies as long as I am employed by the Fulton County Public Library.

I have entered into this relationship voluntarily and acknowledge that there is no specified length of employment. Accordingly, either I, or FCPL can terminate the relationship at will, with or without cause, at any time, so long as there is no violation of applicable state or federal laws.

I understand that while I may not agree with every policy it is my job to follow them as long as I am in the Library's employ, as long as such policies do not violate any state, local, or federal laws.

I understand that the policies herein are subject to change, and that I may have input toward changing any policies with which I disagree by presenting alternatives to the Director for use in developing ever better policies. My input does not automatically mean a change will take place, but it will be considered.

I understand that this handbook is neither a contract of employment nor a legal document. It is my responsibility to read and comply with the policies contained within, and any revisions or changes passed by the Board of Trustees and distributed to me.

I understand that if I do not follow these policies, or amended policies as passed by the Library Board of Trustees, which are given to me as addendum's to this manual, I may be summarily terminated from employment with the Library.

Signed: _____ Date: _____
Typed/Printed name: _____

***Return a signed photocopy of this form to the Director within 30 days of receiving policy manual.*