



Riverside Regional Library  
**EMPLOYEE HANDBOOK**

**October 2012**

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**2011 Board of Trustees Personnel Committee**

**Employee Handbook Acknowledgment of Receipt**

# Riverside Regional Library Personnel Policies

## Part 1. Introduction

### Section 1.1 – Personnel Policies *(adopted 5/2010 by RRL Board)*

Riverside Regional Library operates under the governance of the Riverside Regional Library Board of Trustees.

The following policies have been established and approved by that Board and are intended to provide answers to many frequently asked questions. This handbook will acquaint you with policies, rules, and benefits which apply to all employees of Riverside Regional Library.

It is your responsibility to read and be familiar with the contents of this handbook and to keep a copy for future reference. All staff members shall be supplied a copy of this manual and shall sign the Employment Acknowledgment Form at the end of this handbook, then submit it to the Office Manager to be kept in their personnel file.

The statements and policies in this Handbook are intended to provide only general information about the policies and procedures at Riverside Regional Library. Nothing contained herein is intended to create, or shall be construed as creating, an expressed or implied contract or guarantee of employment for a definite or indefinite term. Employees shall retain the right to terminate their employment and Riverside Regional Library retains the right to terminate the employment of any employee for any reason with or without cause or notice.

Riverside Regional Library reserves the right to delete, add to, and amend any policies, information, statements, employee benefits, or terms and conditions of employment contained in this Handbook at its own discretion, at any time, in accordance with state and federal requirements, with or without advance notice to employees. You will be notified of any approved changes by appropriate means and in a timely manner. Amendments or new policies will be effective on dates determined by the Library Board of Trustees, and you may not rely on policies that have been changed or deleted. This personnel manual supercedes all previous personnel policies and management memos which may have been issued on subjects covered herein. If you are uncertain about any policy or procedure, please check with the Library Director.

The Library Director is responsible for administering this policy and may issue directives to ensure compliance, establish additional procedures, and issue interpretations of this Personnel Manual.

## Section 1.2 – Our Mission Statement

“To provide information, education, recreation and inspiration.”



## Section 1.3 – Welcome to Riverside Regional Library

Our employees are well known for their quality customer service. The Library patron is the reason we are here. When an individual needs help finding information or just a good book to read, instruction on using the computer and searching the Internet, an entertaining and educational program for kids, or simply a quiet place to relax and read, Riverside Regional Library offers all this with courtesy and a bright smile from its staff members. If you enjoy helping people, we think you'll like it here. Welcome!

Welcome to the staff of Riverside Regional Library! We are glad to have you here and hope your association with the Library will be interesting, rewarding, and challenging.



# Part 2. Employment

## **Section 2.1 – Equal Employment** *(adopted 5/2010 by RRL Board)*

Riverside Regional Library maintains a policy of nondiscrimination with employees and applicants for employment. No aspect of employment with us will be influenced in any manner by race, color, religion, sex (including pregnancy), age (40 or older), national origin, disability, genetic information, or any other basis prohibited by law.

Nothing in the previous paragraph is meant to limit or expand the Library's obligation pursuant to all state, local, and federal laws, rules and regulations in all phases of employment including, but not limited to, recruitment, hiring, training, job assignments, promotion, layoffs, compensation, benefits, transfers, dismissals, or any other term or condition of employment.

## **Section 2.2 – United States Citizenship** *(adopted 5/2010 by RRL Board)*

Riverside Regional Library intends to hire only citizens of the United States of America or those who have valid permits to work in the United States. All employees are required to provide proof of citizenship as requested or proof of a United States work permit before he/she can receive his/her first paycheck.

## **Section 2.3 – Nature of Employment**

Employment with Riverside Regional Library is not for any set period of time. The Library gives no guarantee or contract, either expressed or implied, on continued employment.

Just as an employee is free to voluntarily terminate his or her employment at any time, the Library may terminate employment at any time, with or without notice or cause. This policy applies to all employees.

Nothing contained in this handbook or any other Library document is to be construed inconsistently with this policy.

This statement of policy may not be modified except in writing and signed by the Board President and the affected employees. *(revised by RRL Board 26 June 2008)*

## **Section 2.4 – Personnel Selection and Appointment**

Authority for the selection and appointment of the Library Director shall rest solely with the Library Board of Trustees. Authority for the selection of the Assistant Director and Office Manager shall be vested in a Board-appointed search committee and the Library Director for

recommendation to the Board. Authority for the selection and appointment of all other Library positions shall be vested in the Library Director.

Selection of employees is based solely on the requirements of the position, with due attention to appropriate educational, technical, and personal qualifications for the position, combined with prior work experience and references. *(revised 5/2010 by RRL Board)*

## **Section 2.45 Background Check**

Riverside Regional Library shall conduct a background check on all full time, part-time employees, seasonal employees and volunteers as part of an offer of employment that is made contingent upon a successful background check. The final decision on the depth of the background check will be made by the Library Director.

Any employee who is arrested for, or convicted of, a misdemeanor or felony shall be responsible for notifying his/her supervisor of such arrest or conviction by the end of the next business day but no later than forty-eight (48) hours after the incident.

An employee's failure to report an arrest or a conviction within the specified time period absent a valid explanation may result in disciplinary action. *(approved 9/2013 by RRL Board)*

## **Section 2.5 – Nepotism**

***Relatives of Employees***--The Library may hire relatives of current employees as long as the new employee works in a different department or branch than the current employee. The Library will consider an application for employment or a transfer request from an employee's relative as long as it does not create a Supervisory relationship between relatives.

The Library recognizes the sensitive nature of having family members employed by the same organization and will take care to avoid difficult situations.

The Library may employ relatives for temporary positions even in the same department or branch, provided a clear understanding exists that the employment relationship is strictly temporary and will not necessarily lead to full- or part-time employment. Of course, any relative hired by the Library must meet all selection standards and fulfill all job qualifications.

For purposes of this policy, "relative of an employee" includes spouse, children, grandchildren, parents, grandparents, aunts, uncles, nieces, nephews, cousins, or other relatives living in the same household, as well as comparable step-family members and in-laws. *(revised 5/2010 by RRL Board)*

***Relatives of Board Members***-- No person shall be employed by the Board of Library Trustees or by the Librarian who is related within the third degree by blood or by marriage to any Trustee

of the Board. (Section 182.050 RSMo 1939 § 14768, A.L. 1955 p. 547, A.L. 1972 S.B. 581, A.L. 1986 H.B. 1372)

An individual is related to a Board member by blood within the third degree, if the Board member is the individual's 1. parent or child (first degree), 2. grandparent, grandchild, sister or brother (second degree), 3. great-grandparent, great-grandchild, aunt, uncle, niece, or nephew (third degree).

Relatives by marriage (affinity) affected by the nepotism prohibition are relatives within the second degree. The marriage prohibition applies if the Board member's husband/wife is the job applicant (first degree), or if the Board member's husband/wife is the job applicant's parent or child (first degree), grandparent, grandchild, sister or brother (second degree). The marriage prohibition also applies if the job applicant's spouse is the Board member's parent or child (first degree) or grandparent, grandchild, sister, or brother (second degree). (revised 5/2010 by RRL Board)

## **Section 2.6 – New Employees** (revised 5/2010 by RRL Board)

New employees are required to fill out state and federal withholding forms, employment eligibility verification form, sign and date a copy of their Job Description, and present two (2) forms of identification before they begin work.

New employees will be given an introduction to the organization and a general orientation prior to and along with training in his/her work area.

## **Section 2.7 – Promotions and Transfers within the Library**

(revised 5/2010 by RRL Board)

**Promotions--** Promotions of current employees of Riverside Regional Library will be based solely on an applicant's qualifications for the vacant position.

- A notice announcing each job vacancy will be posted in the staff area and distributed to the branches.
- Any Library employees who have been in their current positions for at least six months and who meet the minimum qualifications may express their interest in applying for the posted position by stating such in writing to the Library Director and submitting a current job application form.
- In-house applicants will be given first consideration as candidates for job vacancies, however, priority consideration is not a guarantee of a new position.
- The Library reserves the right to also recruit outside candidates who have the skills or experience needed for the job.
- The job candidate deemed to be the best qualified will be offered the job, whether in-house or recruited from outside the Library. In reviewing the qualifications of candidates for an open position, the Library Director or other appointed interviewer will consider each applicant's job-related skills, knowledge, experience, ability, efficiency, initiative and attitude; attendance record; past job performance; and where required, results on tests of job-related skills.

**Transfers**--The Library reserves the right to transfer employees to different positions when it is necessary to maintain efficient operations. Employees who are permanently transferred to a lower-paying job will receive a lower rate of pay.

## **Section 2.8 – Re-hiring former employees**

Employees who terminate voluntarily and are later rehired will be rehired as new employees, no matter how short or long the period of time between termination and rehire. Former Riverside employees who were involuntarily terminated will not be re-hired. *(revised 5/2010 by RRL Board)*

## **Section 2.9 – Performance evaluations**

Employees will participate in annual performance evaluations with their Supervisor and/or Library Director or Assistant Director.

The purposes of the performance evaluation process are:

- To evaluate competence and encourage self-improvement.
- To motivate employees to do their best and reward efforts on the job.
- To provide employees an opportunity to discuss satisfactions and problems of the job.
- To improve the operations and patron services of the Library

Performance evaluation is intended to be a positive experience for the employee and should be approached with that attitude. The Supervisor and employee will review the employee's past accomplishments, analyze his/her current performance, and plan for future activities and improvements in how to do the job.

Performance evaluation is a continual process and is conducted informally by your Supervisor on a regular basis. Formal evaluations/reviews are conducted annually. You are entitled to a copy of your evaluation form after the Supervisor has approved it. The originals are kept in the personnel files at the Main Library. *(revised by RRL Board 23 April 2009)*

## **Section 2.10– Access to Employee Personnel Files**

*(revised 5/2010 by RRL Board)*

Employee records are kept on file in the business office. The employee, as well as his/her immediate Supervisor and the administration, has access to the employee's own records.

The Library tries to balance each individual's right to privacy with the Library's need to obtain, use, and retain employment information.

Employees have the right to access their personnel files, subject to the following limitations:

- Employees are permitted, within a reasonable time after their written request, to inspect their personnel files during business hours and in the presence of the

Library Director or Office Manager when the file is reviewed. Personnel files may not be removed from the Office

- If the employee disagrees with information in his/her personnel file, the employee may submit a written statement explaining his/her position. Such employee documents must remain part of the personnel file.
- The employee is entitled to copy those documents contained within the personnel file that he/she has signed. The employee has no right to review reference notes or Supervisor notes in the file. The employer may charge a reasonable fee for the copies.

Information contained in a personnel file will be released to a party other than the employee, direct Supervisor, or Library Director only under the following circumstances: pursuant to a lawfully issued administrative summons of judicial order including a search warrant or subpoena; in response to a government audit in the investigation or defense of personnel-related complaints against the employer; in response to a request by a law enforcement agency for the employee's address and dates of attendance at work; or to comply with federal, state, or local laws or regulations.

All employee medical information and employee Immigration and Naturalization Service Forms (I-9s) are stored in separate files away from the personnel file and only those with a legitimate "need to know" have access to these records.

## **Section 2.11 – Volunteers**

Library volunteers must be 18 or older. *(approved by RRL Board 4/28/11)* Library volunteers must complete an official "Riverside Regional Library Volunteer Application" form before they begin work (see Appendix A). This form must have the "Emergency Contact" name and telephone number filled out before the volunteer is allowed to begin work. The completed form is to be kept in a place that all employees can access in case of emergency.

A copy of the volunteer application form is to be sent to the Office Manager promptly. *(revised 5/2010 by RRL Board)*

Volunteers are never to be given keys to the Library.

Volunteers are to fill out a volunteer time sheet each month. The volunteer's Supervisor is responsible for seeing that the volunteer timesheet is submitted to the Office Manager no later than 5<sup>th</sup> of the following month. *(revised 5/2010 by RRL Board)*

Volunteers are under no circumstances to be allowed to work in the Library alone for any amount of time for any reason. Volunteers are under no circumstances to be allowed to drive the Library van or their own vehicle on Library business. Employees allowing volunteers to do such are subject to immediate dismissal. *(adopted by the Board of Trustees, May 25, 2006)*

## **Section 2.12 – Outside employment (moonlighting)**

The Library does not object to employees accepting a second job (outside employment) unless it has a negative effect on their ability to satisfy the job-related requirements of their Library position or involves the use of confidential information learned directly or indirectly through employment with the Library.

Employees are requested to discuss the second job with their Supervisor if they are unsure as to the possibility of a conflict of interest or a breach of confidentiality.



## **Part 3. Compensation & Attendance**

### **Section 3.1 – Employee classifications and pay**

The Library Director shall maintain classification of all Library positions. Positions will be classified according to type, difficulty, and responsibility; will state minimum qualifications; and will warrant application of the same rate or range of pay. See Organization Chart, Appendix B.

Classification will provide for a complete job description of each Library position and placement on the salary schedule. See Personnel Job Descriptions, Part 10.

### **Section 3.2 – Exempt and nonexempt employees**

Job responsibilities and the provisions of the Fair Labor Standards Act determine exempt and nonexempt status. *(revised by RRL Board 23 June 2005)*

Exempt means exempt from the time-keeping and overtime requirements of the law. Nonexempt means subject to the time-keeping and overtime requirements of the law. *(revised by RRL Board 26 June 2008)*

### **Section 3.3 – Pay** *(revised 5/2010 by RRL Board)*

The basic beginning pay for all personnel shall be at least the greater of the established Missouri or Federal minimum wage.

**Non-exempt employees**--Each pay period consists of 2 full work weeks. Paydays are every other Friday.

**Exempt employees**—Two pay periods per month, the 1<sup>st</sup> to the 15<sup>th</sup> of the month, and the 16<sup>th</sup> to the last day of the month. Paydays are on the 15<sup>th</sup> and 30<sup>th</sup>. *(revised 5/2010 by RRL Board)*

If payday for either category falls on a holiday, then the pay date is the day before. If exempt payday falls on a weekend, then the pay date is the Friday before. *(revised 5/2010 by RRL Board)*

Pay increases will be reviewed annually by the Board of Trustees' Budget Committee and will be based on years of service, experience, job classification, and performance evaluation grades, in conjunction with the Riverside Regional Library salary schedule.

Any paid hours in a week taken off due to vacation, sick, or other paid leave will be used in computing hours for that week. *(revised by RRL Board 22 May 2008)*

### **Section 3.4 – Work hours**

The average workweek for full-time nonexempt employees is 40 hours. However, the actual hours of work may vary during the month according to the requirements of the department to which an employee is assigned, to meet the needs of scheduling, or for reasons of efficiency.

The “work week” begins at 12:01 A.M. Sunday morning and ends at 12:00 midnight Saturday night.

Supervisors reserve the right to set or change hours of work for people reporting to them.

Unless approved by the Library Director in advance, employees may not work more than the total weekly hours that they have been budgeted. No extra hours per week may be earned without previous authorization by the Library Director. Extra hours cannot be carried over to the next work week. *(revised 5/2010 by RRL Board)*

Failure to secure prior approval to work more than your normal work week or failure to record the extra hours worked could result in disciplinary action, up to and including termination.

### **Section 3.5 – Time Sheets** *(revised 5/2010 by RRL Board)*

All employees must fill out, sign, and submit to their immediate Supervisor a Riverside *Employee Time Sheet* (see Appendix D).

Time sheets must be verified, signed and approved by each employee's Supervisor.

All time sheets must be turned in to the Office Manager no later than 4 business days after the end of the each pay period.

The Office Manager shall verify and submit all time sheets (with approved *Leave Request* forms attached) to the Library Director for approval.

### **Section 3.6 – Attendance policy**

The Library expects all employees to work according to their normal schedules and to arrive at their jobs on time.

If the employee is going to be absent or late to work, the employee must telephone his/her Supervisor no later than 30 minutes after he/she is expected to be at work. *(revised 5/2010 by RRL Board)*

Asking another employee, friend, or relative to give this notification is not considered proper notification except under emergency conditions or as previously approved by the Supervisor.

### **Section 3.7 – Inclement Conditions**

Inclement conditions that prevent you from reporting to work are conditions over which the Library has no control (example: heavy snow, ice, flooding, etc.). Therefore:

- (a) If the Library is open--In fairness to all, only those who report to work during those inclement conditions will be paid. The pay will be equal to the actual hours worked. Anyone who does not report to work will not be paid. You may, however, elect to take vacation time to prevent loss of earnings or make up the time, with your Supervisor's approval, during the calendar week in which the inclement weather occurred. If you are allowed to go home early during inclement conditions while the Library is still open, you will be paid only for the hours worked.
- (b) If the Library opens late, closes early, or is closed all day due to inclement conditions or unforeseen emergency situations--Only those employees who were scheduled to work that day will be paid. Pay will equal the number of hours they were scheduled to work. Maximum of three consecutive days.  
If an employee had previously scheduled sick leave or vacation time for that day, then they are not considered "scheduled to work" and must use their sick leave or vacation time as planned.

***Emergency Closings***--It shall be the responsibility of the Library Director to determine if the Library shall be open in cases of severe road or weather conditions or other emergency situations. In the event of severe conditions extending over several days, the Library Director will decide on a day-by-day basis if the Library shall be open. *(revised 5/2010 by RRL Board)*

Branch Library closings shall be decided by Branch Managers on the basis of local conditions. Branch Managers must notify the Library Director by phone or email if they have closed or intend to close. Before a Branch Manager decides to close their Library because they themselves are unable to travel to the branch, they should call a substitute or part-time staff member who lives closer to the Library who can travel there safely to open the branch that day.  
*(revised 5/2010 by RRL Board)*

### **Section 3.8 – Reimbursement for expenses**



Expenses incurred by an employee on behalf of the Library will be reimbursed to the employee if he/she has obtained prior approval of the Library Director to make the expenditure and has submitted a receipt for the expenditure to the Office Manager. *(revised 5/2010 by RRL Board)*

### **Section 3.9 – Travel Expenses**

Expenses of the Library Director, Assistant Director, and delegated Trustees to national, state, and regional meetings shall be paid by the Library. When possible, and upon approval, expenses of other staff members shall be paid for meetings and workshops.

Approved out-of-pocket travel expenses will be reimbursed after receipts are submitted to the Office Manager.

When using their personal automobiles while on approved Library business and the van is not available, employees may be paid mileage. This includes mileage to and from Board meetings, staff meetings, or committee meetings, only if they are required to attend such meetings. *(revised by RRL Board 26 June 2008, 23 April 2009, 27 May 2010)*

Travel expenses include, but are not limited to, transportation (air, train, or bus), mileage, meals, motel room, and workshop registration fees for approved professional development events or Library business. All incidental expenses are the responsibility of the employee

## **Part 4. Leave & Benefits**

### **Section 4.1 – Leave Request Forms** *(adopted 5/2010 by RRL Board)*

All employees must fill out a *Leave Request* form (see Appendix D) and have it approved by their immediate Supervisor before taking time off (with the exception of Holidays, unless they are floating holidays).

All requests for leave time by the Branch Managers must be submitted to and approved by the Library Director prior to taking time off, (with the exception of Holidays, unless they are floating holidays).

Sick leave—a *Leave Request* form must be filled out immediately upon return to work if it was not completed before taking sick leave.

Supervisors will give the employee a copy of the signed approved or unapproved form and send the original to the Office Manager.

The Office Manager will attach all approved original *Leave Request* forms to the employees' time sheets to verify hours before time sheets are submitted to the Library Director for final approval.

All new Branch Managers hired after January 1, 2011, who work less than 40 hours per week will NOT be eligible for health, dental, vision, and life insurance as a benefit. If Branch Managers hired after January 1, 2011 work less than 1,500 hours per year, they will not get LAGERS retirement through Riverside. Branch Managers working 40 hours or less per week and hired after January 1, 2011 will receive paid vacation time, paid sick time, and paid holidays. This change does not affect current (as of Dec. 31, 2010) Branch Managers or Assistant Branch Manager. *(approved by RRL Board 11/18/2010)*

### **Section 4.1.1 – Leave Without Pay** *(adopted 10/2012 by RRL Board)*

An employee may take "Leave Without Pay" only after all vacation and sick leave available to that employee has been used first.

### **Section 4.2 – Vacation**

Vacation time is not cumulative and must be taken by December 31 of each year (or by the anniversary date of those employees eligible for vacation who began after August 1, 2009) or it will be lost to the employee. *(revised 5/2010 by RRL Board)*

The Library Director and Assistant Director shall be given four weeks of vacation each year, following their one-year anniversary date. They are eligible for 5 weeks of vacation after 10 years of service. *(revised 5/2010 by RRL Board)*

Full-time staff members' vacation shall be determined by length of service, following their one-year anniversary date:

- 1-5 years – 2 weeks of vacation per year
- 6-10 years – 3 weeks vacation per year
- 11-15 years – 4 weeks vacation per year
- 16 years and over – 5 weeks vacation per year

Branch managers' vacations shall be the same as full-time personnel, but based on workdays per an average week. *(revised 4/28/2011 by RRL Board)*

Vacation allotment may be taken in increments of up to two weeks upon the approval of the employee's immediate Supervisor and Library Director. Employees must fill out a *Leave Request Form* and have it approved before taking vacation time (See Appendix E).

A new full-time employee will accrue vacation and sick leave retroactive to the first of the month, if he/she begins by the 15<sup>th</sup> of that month. An employee who begins work from the 16<sup>th</sup> to the end of the month, shall begin the accrual of time on the first day of the next month.

Upon approval, new employees may take up to 5 days of vacation after their first 6 months and prior to their one-year anniversary date. These vacation days shall be borrowed against the second year's total vacation time. *(revised 5/2010 by RRL Board)*

Earned vacation time will be added on the anniversary dates of all employees eligible for vacation time and hired into that eligible position after August 1, 2009. For all other eligible employees, vacation time will be added on January 1. *(revised 5/2010 by RRL Board)*

The Library Director and Assistant Director should time their vacations of one or more weeks in length to be taken at separate intervals, so that one administrator is available during that time.

One paid personal day per calendar year shall be given to part-time employees who do not have fringe benefits--this does not include substitutes. This benefit goes into effect one year after the employee's start date and is not cumulative. *(added by Board 8/2012)*

### **Section 4.3 – Sick leave**

Sick leave can only be used for personal illness; illness of a spouse, children, or parents; and personal medical appointments. *(revised by RRL Board 22 June 2006)*

Sick leave must be earned before it can be taken (i.e. a month of employment must have elapsed before a day of sick leave can be claimed). Full-time staff may accumulate one average workday per month of sick leave, up to forty (40) workdays. Hours are figured on normal workweek. For Branch Managers, see formula under "Vacation" above. *(revised 5/2010 by RRL Board)*

Sick leave is not to be considered as vacation pay. *(revised 5/2010 by RRL Board)*

Employees may not take sick leave in increments of less than 30 minutes.

Employees shall notify their immediate Supervisor in advance (when possible) of any leave requests and submit a *Leave Request Form* to Library Director for approval.

In the case of absence due to illness, employees are to call their Supervisor, giving them as much advance notice as possible in order for Supervisor to rearrange the work schedule as needed. Asking another employee, friend, or relative to give this notification is not considered proper notification except under emergency conditions. This is to be done each day the employee will be absent. *(revised 5/2010 by RRL Board)*

Branch staff are to make arrangements with a substitute to cover for them during their absence for all types of leave. *(revised 5/2010 by RRL Board)*

If an employee needs additional sick leave, vacation time will be used.

Holidays occurring during an extended sick leave will be paid.

Employees may donate part of their accumulated sick time to a fellow employee who has used up all of his/her sick time and vacation time due to a major family or personal illness or injury as determined by the Library Director. This donation is purely voluntary, will not be repaid, and remains strictly anonymous. Only those employees who have accumulated between 120 and 320 hours of sick leave may donate sick hours to a fellow employee and only under the

circumstances mentioned above. Employees wishing to donate sick hours should contact the Office Manager and sign/date a waiver (see Appendix E) stating that the hours are being given anonymously, freely and of your own accord to a fellow employee and that you expect nothing in return from either the fellow employee or the Library. Donating employees are not to let their own sick time fall below 120 hours because of their donation. *(approved by RRL Board 23 April 2009, revised 27 May 2010)*

Employees under a doctor's care for extended illness or injury are required to provide a doctor's release before returning to work.

Doctor or dental appointments that require you to be away from work can be taken as either sick time or vacation.

## **Section 4.4 – Holidays**

The following are paid holidays for full-time employees:

New Year's Day	Labor Day
Martin Luther King, Jr. Day	Veterans' Day
Presidents' Day	Thanksgiving Day
Good Friday (all day)	Christmas Eve
Memorial Day	Christmas Day
Independence Day	New Year's Eve

When a paid holiday falls on a Saturday, full-time employees will be given a paid holiday, known as a "floating holiday," to be taken at their discretion during the same work week. Branch managers at branches already closed on a paid holiday will be given a floating holiday to be taken at their discretion during the same work week. *(revised and approved by RRL Board 23 April 2009)* When a paid holiday falls on a Sunday, the Library will be closed on Monday.

## **Section 4.5 – Funeral leave** *(revised 8/2012 by RRL Board)*

In case of death in the immediate family, employees may be granted funeral leave. Immediate family includes spouse, parents, grandparents, children, grandchildren, siblings, and parents of spouse.

This leave shall be with pay and in addition to sick leave and vacation. Funeral leave will not exceed two (2) consecutive working days, not to exceed a total of six (6) days per year. Funeral leave is non-cumulative from one year to the next and may only be used for funeral leave.

## **Section 4.6 – Maternity/Paternity Leave** *(revised 5/2010 by RRL Board)*

Full-time employees and Branch Managers shall be given six (6) weeks maternity leave and three (3) weeks paternity leave without pay, the approximate dates of which to be determined

with immediate Supervisor. The employee must submit a *Leave Request Form* to the Supervisor and Library Director to obtain approval. Maternity/paternity leave will not affect the employee's status, tenure, benefits, vacation and sick leave accrual, pay cycle, or credit toward retirement.

## **Section 4.7 – Citizenship leave** *(revised 5/2010 by RRL Board)*

Employees shall be granted leave with pay for jury duty, voting, when subpoenaed as a witness, and other citizenship obligations.

**Jury Duty**—Employees shall be granted leave with pay when required to be absent to serve on jury duty. Any employee on a jury panel must return to work for the balance of his/her regular work day when excused by the court from further attendance.

**Court witness duty**—In the event you are subpoenaed to appear in court as a witness in a legal proceeding, you will be released from normal duties with pay for a period of time not to exceed your normal working hours for that day. Paid time off will be granted only for the time that it takes to present testimony and not merely to act as an observer to legal proceedings. Any employee serving as a court witness shall return to work for the balance of the day when excused by the court from further attendance. No allowance of pay will be made if you are summoned to court as a result of your personal involvement as a litigant.

**Elections**—If an employee is eligible to vote in any general election, he/she may request time off for voting. Time off must be for the sole purpose of voting and will be given without loss of pay. However, such voter leave is not available to employees if there are three successive hours when the polls are open when the employee is not working at his/her job.

Mileage to and from jury duty, witness duty or voting is the employee's responsibility.

## **Section 4.8 – Military leave** *(revised 5/2010 by RRL Board)*

Any employee who is a member of a military organization may be granted one 15-day leave with pay per fiscal year for the purpose of training. Leave with pay shall be interpreted that the Library will pay the difference between his/her Library salary and the compensation received for military duty.

Those who enter military service extended active duty shall be granted a leave of absence without pay and are entitled to reinstatement to his/her job upon discharge from service if a request is made within ninety (90) days after the date of discharge. (*See Revised Statutes, State of Missouri, Chapter 105.270*). The Library will grant all military leaves of absence in accordance with the laws of the State of Missouri.

Employees should notify their Supervisor as far in advance as possible of the dates he/she will be gone so that arrangements can be made to cover his/her work during that time.

Current Missouri State Law states: (as of 3/21/10)

105.270. 1. All officers and employees of this state, or of any department or agency thereof, or of any county, municipality, school district, or other political subdivision, and all other public

employees of this state who are or may become members of the national guard or of any reserve component of the armed forces of the United States, shall be entitled to leave of absence from their respective duties, without loss of time, pay, regular leave, impairment of efficiency rating, or of any other rights or benefits, to which otherwise entitled, for all periods of military services during which they are engaged in the performance of duty or training in the service of this state at the call of the governor and as ordered by the adjutant general without regard to length of time, and for all periods of military services during which they are engaged in the performance of duty in the service of the United States under competent orders for a period not to exceed a total of one hundred twenty hours in any federal fiscal year.

2. Before any payment of salary is made covering the period of the leave the officer or the employee shall file with the appointing authority or supervising agency an official order from the appropriate military authority as evidence of such duty for which military leave pay is granted which order shall contain the certification of the officer or employee's commanding officer of performance of duty in accordance with the terms of such order.

3. No member of the organized militia shall be discharged from employment by any of the aforementioned agencies because of being a member of the organized militia, nor shall he be hindered or prevented from performing any militia service he may be called upon to perform by proper authority nor otherwise be discriminated against or dissuaded from enlisting or continuing his service in the militia by threat or injury to him in respect to his employment. Any officer or agent of the aforementioned agencies violating any of the provisions of this section is guilty of a misdemeanor.

4. Notwithstanding the provisions of any other administrative rule or law to the contrary, any person entitled to military leave pursuant to the provisions of subsection 1 of this section shall only be charged military leave for any hours which that person would otherwise have been required to work had it not been for such military leave. The minimum charge for military leave shall be one hour and additional charges for military leave shall be in multiples of the minimum charge.

(L. 1955 p. 737 §§ 1, 2, A.L. 1975 H.B. 103, A.L. 1977 H.B. 384, A.L. 1982 S.B. 715, A.L. 2002 H.B. 1822)
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## **Section 4.9 – Professional Development**

The Library encourages its employees to take advantage of continuing education opportunities. Employees may be granted leave with pay to attend seminars, workshops, conferences or classes that are directly related to his/her job.

Professional development leave may be granted at the discretion of the Library Director and must be approved by the Library Director prior to attending the CE program. The Library Director will decide if the course is appropriate and the cost is justified in regard to the budget available.

For an approved one- to five-day course, payment of registration fees will be made by the Library in advance, if possible. Reasonable travel and accommodation expenses will also be paid for (see "Travel Expenses"). Employees are encouraged to apply for available grants to help defray the expense of attending such training sessions.

No more than 8 hours per day will be paid to employees who choose to attend CE events, regardless of the amount of time spent traveling to and from the event.

## **Section 4.10 – Extended Leave of Absence**

Employees may be granted up to three months leave of absence without pay, retaining rights to current position, seniority, and earned credit toward retirement, upon approval of the Library Director. *(revised 5/2010 by RRL Board)*

An extended leave of absence may be granted in response to unusual circumstances and is not a benefit to which employees are entitled. Circumstances under which an extended leave of absence may be granted include, but are not limited to, extended illness of employee or immediate family member, extended travel, or education. *(revised 10/2012 by RRL Board)*

The request for a leave of absence must be submitted in writing to the employee's immediate Supervisor and Library Director for approval and must be supported by valid reasons. Leaves of absence without pay may be granted for a maximum of three months.

The Library will provide group insurance benefits for employees under the same conditions that existed before the leave was taken for up to one month. Leaves beyond one month will require that the employee pay the full premium for any insurance benefits. Time-off benefits (vacation and sick leave) will continue to accrue during a leave of absence (less than three months), provided that the employee does return to work after the leave period has ended.

These periods will not affect the timing of performance evaluations, nor will they affect anniversary dates. Performance evaluations that may occur during a leave of any kind will not be conducted until the employee returns to work.

All vacation and sick leave available to the employee must be used first, depending on the circumstances of the employee's request. Holidays occurring during a leave of absence will be unpaid. *(revised by RRL Board 23 April 2009)*

## **Section 4.11 – Health Insurance** *(revised 5/2010 by RRL Board)*

Optional health insurance is available to full-time staff. July 1-31 is to be the only "open enrollment" period that a current employee may add self and/or family to insurance policy unless there is a qualifying event (i.e., covered on spouse's insurance and spouse loses coverage; newborn baby, etc.). Coverage will go into effect August 1.

An employee can delete self and/or family members any time during the year.

For new full-time employees who opt to take the health insurance, coverage will go into effect after 60 days.

The employee pays a portion of the monthly health insurance premiums for self and all of the monthly health insurance premiums for family. Check with the Office Manager for the current employee contribution amount and other details.

### **Section 4.11.1 – Group Health Insurance & MEDICARE** *(approved 12/20/2011 by RRL Board)*

Riverside employees who are eligible to receive the library's group health insurance may, at their sole discretion, decide to drop the group policy at the time they become eligible for MEDICARE (currently age 65). In exchange, the library will pay reasonable costs up to \$320 per month for the employee's insurance premiums for Part B, Part D, and Part F of Medicare. The employee will continue to contribute their normal payroll deduction to help cover the costs of their health insurance coverage (currently \$90 per month). If the employee decides to take advantage of this Medicare reimbursement policy, he/she will be required to formally withdraw from the library's group health plan and will be responsible for signing themselves up for Medicare. The library will pay premiums only; it will not pay for prescriptions or other out-of-pocket expenses. By the last day of each month the employee must present copies of receipts to the Office Manager and approved by the Director showing that the premiums have been paid by them for that month in order to get an "employee expense" reimbursement check from the library. This policy covers only the employee, not spouses. This policy does not affect the employee dental-vision insurance which the employee may continue to purchase through the library as usual. But under no circumstances will the library pay for both the group health insurance AND Medicare premiums for the same employee.

### **Section 4.12 – Dental & Vision Insurance** *(revised 5/2010 by RRL Board)*

Optional dental and vision insurance is available to full-time staff and their families. The employee pays a portion of the monthly dental-vision insurance premiums for self and all of the monthly dental-vision insurance premiums for family. Check with the Office Manager for the current employee contribution amounts, open enrollment period, and other details.

### **Section 4.13 – Life insurance**

The Library provides life insurance to full-time staff who are eligible for health insurance.

### **Section 4.14 – Retirement benefits** *(revised 5/2010 by RRL Board)*

All full-time staff shall become members of the Local Government Employees Retirement System (LAGERS). All contributions to the retirement system are paid by the Library.

### **Section 4.15 – Worker's compensation**

All employees are covered by Workman's Compensation, which is a protection in case of injury and loss of time as a result of such injuries sustained at work.

The Library carries worker's compensation insurance. In accordance with the laws of the State of Missouri, the Library will pay benefits arising out of illness or injury incurred in the course of



employment. If an employee has an accident while at work, regardless of how trivial it might seem, the employee must report it to his or her Supervisor and complete an *Incident Report Form*. The Supervisor will submit the completed and signed *Incident Report Form* to the Library Director. This is for our employees' protection and to comply with legal requirements.

*(revised by RRL Board 23 April 2009)*

The cost of workers' compensation insurance is paid entirely by the Library. If you are injured on the job, you must report immediately to the Administrative Assistant, both for treatment and to protect the benefits which may be paid under workers' compensation insurance. Report all accidents and injuries no matter how small. Should you fail to notify the Library of an on-the-job accident and you later suffer complications from the accident, you may lose your benefits.

*(revised 5/2010 by RRL Board)*

## **Section 4.16 – Unemployment compensation**

The Library is required to file a report to the State of Missouri based on its payroll. The Library is set up on a reimbursement account and reimburses the State for any unemployment benefits paid to any unemployed Library personnel who are eligible for such benefits.

# **Part 5. GENERAL INFORMATION**

## **Section 5.1 – Lunch Breaks & Rest Breaks**

**Lunch Breaks**--Employees are to take one hour per day, Monday through Friday and 30 minutes on Saturday, for lunch. Lunchtime is to be scheduled with co-workers, as needed. Employees should confine eating meals to areas out of public view. *(revised by RRL Board 23 April 2009)*

**Rest Breaks**--Employees are entitled to a 15-minute paid rest break for every four (4) hours of work. Employees should inform his/her immediate Supervisor when leaving work area to go on break. Paid breaks may not be used in any way, shape or form in order to take off early at the end of the day. Rest breaks cannot be combined with each other or with a lunch hour. This is paid time and should not be confused with unpaid lunch breaks. You cannot combine the two 15-minute rest breaks to eat your lunch, then say you have skipped your lunch hour to take off an hour early that day. One rest break is for mid-morning and one if for mid- afternoon and cannot be combined or used in any way in order to leave early or come in late. *(revised 5/2010 by RRL Board)*

## **Section 5.2 – Personal Business during Work Hours**

**Phone use**—For all employees, personal phone calls (incoming and outgoing) during work hours are to be kept short and to a minimum.

**Cell phone use**—Employees are not to use their cell phones during work hours to either make or take personal calls or text messages! Cell phones are only to be used away from your work area/desk and only during break times or lunch times. Patrons are not allowed to use their cell phones in the Library; therefore, employees should not use their cell phones in public view.

**Library phone use**—Employees may use the Library telephone for personal business during their break times or lunch time. Local calls only! Personal long-distance calls from the Library telephone are prohibited except under extreme emergency. These personal long-distance calls must be reported to the Business Office with the phone number and reimbursed by the employee upon receipt of the phone bill the following month. Long distance calls between Library branches are not to be used for personal reasons.

**Computer time**—Employees may access personal computer time **ONLY** during break times and lunch times or before/after scheduled working hours. *(revised by RRL Board 23 April 2009)*

### **Section 5.3 – Personal mail**

Personal mail, including magazines, should in most cases be sent to your home address and not to the Library address. Employees may place their personal mail to be sent out of the Library in the mailbox at the Main Library or any of the Branches. Personal outgoing mail must be stamped, since the Library will not pay for mailing employees' personal correspondence.

### **Section 5.4 – Personal property**

The Library assumes no responsibility or liability for employees' personal property that is lost or stolen on Library premises or while the employee is on Library business.

### **Section 5.5 – Smoking**

Smoking is not allowed in the Library by either staff or patrons. Confine smoking to areas outside the buildings. *(revised by RRL Board 26 June 2008)*

### **Section 5.6 – Alcohol on Library premises or business travel**

Employees shall not use alcohol during normal working hours. For the purpose of this policy, "normal working hours" include breaks and meal periods. Employees shall not report for work unable to perform their duties as a result of using alcohol and/or mood-altering chemicals. Employees will not operate any vehicle on Library business while under the influence of alcoholic beverages or mood-altering chemicals. Alcohol is not permitted in or on Library property. *(revised 5/2010 by RRL Board)*

### **Section 5.7 – Drug-free Workplace**

The manufacture, distribution, dispensing, possession or use of an illegal controlled substance is prohibited in or on property used by Riverside Regional Library. Individuals who commit any above mentioned act or acts will be subject to immediate termination of employment. In addition, the Library will pursue all available legal remedies, including criminal prosecution, when appropriate. *(revised by RRL Board 26 June 2008)*

## **Section 5.8 – Maintaining Work Area** *(revised 5/2010 by RRL Board)*

All employees should take responsibility for the appearance of the Library buildings by keeping:

- workstations and public areas neat and free of clutter shelves straighten and dusted,
- public computer areas clean, neat, and supplied with pencils and scratch paper
- grounds cleared of trash
- sidewalks swept
- floor and windows clean
- restrooms clean and replenished with supplies

All needed repairs are to be promptly reported to the Office Manager who will contact the Library Director, landlords or repairmen.

## **Section 5.9 – Updating Personnel Records** *(revised 5/2010 by RRL Board)*

Employees are responsible for notifying the Office Manger in writing of any changes in home address, email address, telephone number, marital status, number of dependents, or other relevant data. Income tax status, group insurance, and other important matters may be affected by these changes. Up-to-date information enables the library to keep accurate personnel records. This responsibility includes employees on leaves of absence. See also: Section 2.11 “Access to Employee Personnel Files.”

## **Section 5.10 – Library property**

It is necessary to obtain approval from the Library Director before removing any Library property from the building for personal use. Unauthorized removal is a very serious matter and will be treated as such.

## **Section 5.11 – Business gifts**

Library employees shall not accept gifts or gratuities from individuals or companies that do business or wish to do business with the Library. Violation of this rule could result in termination. When in doubt whether to accept a gift in a business-related situation, the employee should check with his/her Supervisor immediately. If a company or individual gives an employee something in the capacity of his/her employment, it becomes the property of the Library.

## **Section 5.12 – Contributions for gifts**

Requests for contributions toward the purchase of gifts for fellow employees are restricted to a maximum of \$5. No one is in any way required to contribute money for this purpose.

### **Section 5.13 – Other contributions**

Requests to solicit for contributions to charitable organizations or causes must be approved by the employee's Supervisor. (This includes raffles, benefits, and school sales.) The employee may announce his/her approved contribution solicitation at a staff meeting, but he/she/will not be permitted to disrupt the Library by direct solicitation. Direct solicitation is prohibited during employees' regular work hours.

### **Section 5.14 – Library vehicles**

The Library's van is for Library use only. Drivers must possess a valid Missouri driver's license and be listed as approved drivers on the Library's auto insurance policy. The van is used to make weekly trips to the branches to pick up and deliver Library materials and supplies. Other uses of the van should be scheduled in advance with the Business Office. *(revised by RRL Board 23 April 2009)*

Library employees are to use the Library van whenever possible while on Library business, especially when attending events more than 50 miles from the Library. If two events are happening at the same time, the Library Director shall determine the event for which the Library van will be used. Staff should call the Office Manager to reserve the van in advance. If any employee elects to use their personal vehicle when the van is available, they will not be paid mileage and must receive prior approval by the Library Director. *(revised 5/2010 by RRL Board)*

### **Section 5.15 – Seat belts**

The Library requires that anyone driving or riding in the Library van or performing Library business in a personal vehicle wear a seat belt at any time the vehicle is in motion in accordance with the laws of Missouri.

### **Section 5.16 – Traffic tickets and parking violations**

It is expected that anyone driving on Library business will observe all traffic and parking laws in the area in which they are traveling. Any violations of these laws and any fines that may result are the personal responsibility of the driver. This includes use of the Library van, a personal vehicle, or a rental car.



# Part 6. Employee Conduct

## Section 6.1 – Confidentiality

All employees are to maintain confidentiality of patron and employee information not only in the work place but also when off duty and away from the Library.

## Section 6.2 – Personal Attire and Habits *(revised 5/2010 by RRL Board)*

**DRESS CODE:** The appearance of Library employees and volunteers reflects directly on how the Library is perceived by the public. All employees and volunteers are required to dress in a manner that is normally acceptable and appropriate in a public library, consistent with applicable safety standards, and contribute to a pleasant library atmosphere for co-workers and patrons.

- All attire should be clean and in good repair. Dress, grooming and personal hygiene must be appropriate for the position.
- Clothing must not advertise alcohol, illegal acts or substances, or have any sexual content or innuendo.
- Shoes should be appropriate to the task at hand. Rubber flip-flops are not permitted.
- The following are also not permitted: provocative, revealing or abbreviated clothing; bare midriffs; sweat pants; shorts; excessive amounts of perfume or cologne; clothing that interferes with job performance or endangers the employee or others.

The Library Director will make reasonable religious accommodations that do not violate safety standards.

The Director has the responsibility and the right to send an employee home (without pay) to change his/her clothing if he/she is not creating an acceptable image for the organization due to inappropriate clothing. Violations of the dress code will be documented and placed in the employee's file.

It is expected that employees will:

- ❑ Refrain from chewing gum in public areas.
- ❑ Consume drinks discreetly in public areas.
- ❑ Conduct personal reading away from work areas during off-duty times.
- ❑ Inform co-workers when removing current periodicals and newspapers from public area.
- ❑ Talk quietly. In public areas, keep personal conversations and discussions of patron matters to a quiet tone so as not to be overheard by patrons.
- ❑ Keep personal belongings out of sight in public service areas. The library is not responsible for lost, stolen, or damaged personal property belonging to Riverside employees. *(approved 4/28/2011 by RRL Board)*
- ❑ Keep your work station clean, neat and organized.
- ❑ Family members and other personal visitors are to stay in public areas and abide by all "Patron Conduct" rules. Family members and visitors are not allowed behind the circulation desk.
- ❑ This is not an all-inclusive list.

## **Section 6.3 – Employee Standards of Conduct** *(revised 5/2010 by RRL Board)*

All employees are expected to uphold the following standards of conduct prohibiting:

- ❑ Stealing, or attempting to steal property of the Library, its patrons, or another employee of the Library. The Library will criminally prosecute any such employee to the fullest extent of the law.
- ❑ Intentionally misusing or damaging Library property.
- ❑ Using the Library's postage stamps, fax machine, or photocopier for personal reasons without repaying the Library for such. Using Library stationery to write personal letters.
- ❑ Misusing Library vehicle, including personal use of the Library vehicle without permission of the Library Director.
- ❑ Using your personal vehicle for Library business without prior permission of the Library Director.
- ❑ Making unauthorized purchases for the Library.
- ❑ Unauthorized working of overtime or failure to record overtime worked (non-exempt employees only).
- ❑ Deliberately or willfully violating the Library's equal employment opportunity program.
- ❑ Threatening, intimidating, coercing, harassing, using abusive language, or assaulting another employee or patron at any time. Interfering with the performance of other employees.
- ❑ Unauthorized possession or use of weapons, firearms, or explosives
- ❑ Providing false or misleading information on employment application, timesheet, personnel, statistical, or other library document or record.
- ❑ Missing work without notice or a valid excuse.
- ❑ Breach of confidentiality.
- ❑ Carrying weapons or explosives, or violating criminal laws on library premises.
- ❑ Insubordination or refusal to comply with instructions or failure to perform reasonable duties which are assigned.
- ❑ Obscene or abusive language towards coworkers or patrons.
- ❑ Sexual harassment of any kind.
- ❑ Negligence in observing fire prevention and safety rules.
- ❑ Sleeping during scheduled work hours
- ❑ Accepting gifts or gratuities in return for Library-related favors
- ❑ Violation of the library's policy on alcohol and drugs.
- ❑ Disorderly conduct which may endanger any employee, patron, or property on library premises.
- ❑ Engaging in such other practices as the library administration determines may be inconsistent with the ordinary and reasonable rules of conduct necessary to the welfare of the library, its employees, or patrons.

This list is intended to be representative of the types of activities which may result in disciplinary action. It is not intended to be comprehensive and does not alter the employment-at-will relationship between the employee and the library. Disciplinary action for above violations could range from an informal reprimand through criminal conviction.

## **Section 6.4 – Riverside Regional Library Code of Ethics**

Every citizen has the right as an individual to take part in public debate or to engage in social and political activity. The only restrictions on these activities are those imposed by specific and well-publicized laws and regulations which are generally applicable.

Personal views and activities of staff members may be interpreted as representative of Riverside Regional Library, and thus precaution should be taken to distinguish between private actions and personal opinions, and those one is authorized to take/make in the name of the institution.

All employees have the responsibility to:

- ◆ Maintain as a priority an objective and open attitude of understanding, courtesy and concern for patrons' needs.
- ◆ Learn and execute the policies of Riverside Regional Library and to express in a positive manner any concern or objection with the policies, philosophy or programs of that institution.
- ◆ Protect the essential confidential relationship which exists between the Library user and the Library.
- ◆ Make the resources and services of the Library known and easily accessible to all current and potential users.
- ◆ Carry out those activities assigned under the policies of the Library in a spirit of cooperation.
- ◆ Avoid any possibility of personal financial gain at the expense of Riverside Regional Library.
- ◆ Be cognizant of and practice the obligations of employment and of what constitutes abuse of working conditions and benefits.
- ◆ Recognize and practice those habits and characteristics that make a good employee.
- ◆ Acknowledge the importance of the work done by all staff in all divisions and maintain a sense of loyalty to and cooperation with fellow staff members.
- ◆ Carry out assignments so that co-workers need not assume added responsibilities, except in times of emergency.
- ◆ Share one's knowledge, experience and expertise with others.

See *also*: American Library Association Code of Ethics (Appendix F).

## **Section 6.5 – Non-harassment Policy** *(adopted 5/2010 by RRL Board)*

Riverside Regional Library is committed to providing a work environment that is free of discrimination, intimidation, insult, and harassment based upon race, ethnicity, religion, sex (including pregnancy), age, national origin, disability, genetic information, or any other legally protected characteristic.

The following employment practices are a part of our non-harassment policy:

1. **Harassment**--No employee shall engage in actions, comments, jokes, or name calling that is vulgar, offensive, or profane, or that may insult someone's race, color, religion, sex (including pregnancy), national origin, age, disability or genetic information. Harassment can take the form of slurs, graffiti, offensive or derogatory comments, or other verbal or physical conduct. Any employee who violates this policy will be subject to discipline, up to and including termination of employment.
2. **Sexual Harassment**--The Library will not tolerate sexual harassment in any form. No Supervisor or employee shall threaten or imply that an employee's refusal to submit to sexual advances will adversely affect the employee's employment, evaluation, pay, promotion, job assignment, or any other aspect or condition of employment. Any employee who violates this policy will be subject to discipline, up to and including termination of employment.

No employee, whether Supervisory or non-Supervisory, may sexually harass another employee. Sexual harassment includes, but is not limited to:

- Touching or making improper or proposition advances;
- Requests for sexual favors;
- Abusive, vulgar language of a sexual nature;
- Suggestive jokes or comments about an employee's body or wearing apparel; and
- Display of sexually suggestive cartoons, pictures, or photographs.

Although the law does not prohibit simple teasing, offhand comments, or isolated incidents that are not very serious, harassment is illegal if it is so frequent or severe that it creates a hostile or offensive work environment or if it results in an adverse employment decision (such as the victim being fired or demoted).

The harasser can be the victim's Supervisor, a Supervisor in another area, or a co-worker

Harassment outside of the workplace is also forbidden if there is a link with the workplace. For example, if a Supervisor harasses an employee while driving the employee to a meeting.

**Reporting Harassment**-- Any employee who believes the actions or comments of another employee constitute unwelcome harassment should promptly report verbally and in writing the situation to his or her Supervisor who will report it verbally and in writing to the Library Director.

This includes any incident of harassment that they have personally witnessed or experienced, or that has been reported to them. If the Supervisor is unavailable or the employee believes it would be inappropriate to contact that person, the employee should immediately contact the Library Director or another Supervisor or the Library Board President. In its efforts to prevent discrimination or harassment of any kind, the Library will maintain an open-door policy. All complaints will be promptly and confidentially investigated. The complaining employee will be advised of the result of the investigation. Employees can raise concerns and make reports without fear of reprisal. The Library will not tolerate harassing someone because they have complained about discrimination, filed a charge of discrimination, or participated in an



employment discrimination investigation or lawsuit. Any Supervisor who becomes aware of possible harassment should promptly advise the Library Director or Board President.

**Investigation**— All complaints will be promptly and confidentially investigated. The complaining employee will be advised of the result of the investigation. The Personnel Committee of the Library Board of Trustees is responsible for investigating all charges fully and completely, regardless of the manner in which they are made and who is involved. All complaints and the investigation thereof will be kept as confidential as reasonably possible in the course of the investigation. All complaints will be investigated fully without bias and prejudice. Such an investigation may include interviews with both parties to the complaint, and coworkers and former employees who may have knowledge of the situation. An investigator will be appointed by the Personnel Committee, and the investigator will have access to all personnel files and will be granted all necessary access to information.

**Retaliation**-- No employee will be subject to retaliation of any type for reporting an incident of harassment. Any person who retaliates against any employee for reporting harassment will be subject to disciplinary action, up to and including termination of employment.

**Discipline**—Any employee, Supervisory or non-Supervisory, found to have engaged in harassment or discrimination toward another employee will be subject to discipline, up to and including termination of employment. The discipline to be taken is wholly in the discretion of Riverside Regional Library. Nothing in these guidelines should be taken in any way as a limitation on the powers of the Library to decide what discipline is appropriate under given circumstances.

## Part 7. Health and Safety

### Section 7.1 – Buildings and Grounds

It is the responsibility of Riverside Regional Library employees to maintain a safe environment in buildings and on grounds for co-workers and patrons. Employees should:

- ◆ Keep grounds and buildings free of obstructions that could cause injury;
- ◆ Keep snow shoveled and ice melting substance spread on sidewalks during hazardous winter weather conditions;
- ◆ Keep spills wiped up or wet floors dried to avoid falls.

### Section 7.2 – EMPLOYEE: Infectious Disease

It is recognized that an employee with a health-threatening infectious disease desires to lead a normal life including working as long as he/she is able. An employee with this type of condition is encouraged to continue working as long as he/she is able to perform, and the illness presents no threat on the job to the employee, other staff, or patrons.

Employees with highly contagious short-term diseases, such as the flu or a cold, are encouraged to use sick leave and stay home in order to avoid spreading the sickness to other staff members and patrons.

### Section 7.3– EMPLOYEE: Injury or accident *(revised 5/2010 by RRL Board)*

All injuries (regardless of severity) suffered by an employee while on the job must be reported immediately to your Supervisor and documented. You are required to fill out *Incident Report* form (See Appendix G) and submit it to the Library Director within 24 hours of the incident. This is for your own protection under Worker's Compensation regulations and a requirement under the Occupational Safety and Health Act Regulations.

## **Section 7.4 – PATRON: Minor injury or health emergency**

Staff should check situation, call help if necessary and proceed to the following:

- If staff person is trained and has an active Red Cross Certification, she/he may perform CPR and/or First Aid.
- If victim is unconscious, staff may help victim with the protection of "U.S. Good Samaritan Law."

"Good Samaritan Laws were enacted in the United States to give legal protection to people who willingly provide emergency care to ill or injured persons without accepting anything in return. Good Samaritan Laws were enacted to encourage people to help others in emergency situations. They require that the 'good Samaritan' use common sense and a reasonable level of skill, not to exceed the scope of the individual's training in emergency situations. They assume each person would do his/her best to save a life or prevent further injury." *Source: "American Red Cross Workplace Training Standards First Aid Participants Booklet."*

Staff should use protection such as disposable plastic gloves and a bleach solution (1/4 cup liquid chlorine bleach to 1 gallon fresh water) in performing any cleanup duties following an injury.

It should be emphasized that the above is a suggestion for minor injuries only and staff is still expected to follow procedures outlined for more severe emergency situations.

## **Section 7.5– PATRON: Serious injury or health emergency**

Employees should do one or more of the following:

- If the injured party is conscious and able to communicate, ask whether or not there is a responsible party available in the Library, available to be contacted, or if the injured party requires us to call 911 and then contact a responsible party.
- If it is obvious the injured party needs immediate assistance and is unable to make a judgment, call 911 and then contact a responsible party.

# **Part 8. Emergency Procedures**

All staff should have thorough knowledge of procedures for each type of emergency, and be familiar with exit routes from all areas of building. Periodic drills will be conducted both with staff

only and with staff and patrons. Floor plans and emergency/exit procedures should be posted for both public and staff information.

## **Section 8.1 – Tornado** *(revised 5/2010 by RRL Board)*

- When a severe thunderstorm threatens, listen to the radio for updates on weather information.
- If there are high winds, stay away from windows, doors and outside walls. If a tornado is sighted, begin procedure for taking cover:
- **Main Library**--All Jackson staff should make a quick but thorough search for patrons throughout the public areas (including the public restrooms) and ask all patrons to go quickly to the Program Room.
- **Branch Libraries**--Branch staff should follow similar searching procedures and help patrons to designated areas of cover in individual libraries. Use an interior part of structure in lowest part of the building, without windows.
- **At all locations**—if possible, get under something sturdy, such as a heavy table.
- When storm activity has passed, proceed with caution until it has been determined whether or not there has been any damage. Caution those leaving the building to watch for broken glass, downed power lines, and other potential dangers from damage.

## **Section 8.2 – Earthquake**

- Locate safe spots in each area - under sturdy tables or desks, or in strong, supported doorways.
- Identify danger zones in each area: near windows, bookcases and other furniture that can fall over and light fixtures that can fall down.
- *During an earthquake:*
  - Keep calm and stay where you are; do not enter or exit the building nor allow patrons to leave or enter, if possible.
  - Indoors, take cover under or in those spots previously determined to be the safe spots -see (a); move away from areas that have been deemed unsafe - see (b). Move patrons to safe areas.
  - If outdoors, stay there and move away from buildings, streetlights and utility wires.
  - Be prepared for aftershocks, which occur from less than one minute after the initial shock to more than one year later.
- *After an earthquake:*

- ❑ Check for injuries and follow emergency procedures for anyone who has sustained an injury.
- ❑ Evacuate building until it can be checked for damage.
- ❑ Listen to a radio for latest emergency information.
- ❑ Outside, watch for downed electrical wires, fallen objects and other hazards.

## **Section 8.3 – Fire** *(revised 5/2010 by RRL Board)*

- For small, localized fire, call 911 or the Fire Department.
- Use fire extinguisher as instructed; do not try to extinguish a fire that is getting out of control.
- Staff should locate patrons in all public areas and restrooms in building and get them quickly but calmly out of the building by proper fire exits.
- Re-enter building only on authority of fire fighters.

## **Section 8.4 – Bomb Threats** *(adopted 5/2010 by RRL Board)*

1. All employees should note any unusual packages in the library, and usual packages in unusual places, e.g., wastebasket in rest room. If anything is found, do not touch it. Tell your supervisor immediately.
2. If a bomb threat comes by phone, note as much detail concerning the caller as possible: male or female; exact words; accent; young or old; slurred or clear; calm, excited, angry, irrational, laughing, incoherent speech; type of explosive, its location, and its detonation time; time of call; phone line call came in on; stutter, lisp; intoxicated; high pitch, raspy, nasal, soft, low voice; background noises—traffic, airplanes, party, quiet, office machines, factory.
3. Immediately advise your Supervisor.
4. Call 911 and tell the police you've just received a bomb threat. Ask them if there have been any other recent bomb threats or any actual bombs going off. If not, ask them to make a silent run (no lights or sirens) to the library.
5. Above all, be certain that our patrons and employees are safe.
6. Evacuate whenever there is a risk:
  - Refer to fire escape diagram for exits.
  - Calmly notify all patrons to leave the premises. If appropriate, have someone approach them to calmly announce the following: "There is a possible danger to you on the premises and as a precautionary measure, will everyone please leave immediately." This will avoid panic and a surge at the exits. Do not mention "bomb threat," as you

may prompt someone to pull a prank. Instead state: "There exists a possible danger of an explosion."

- Provide any assistance required to elderly people, people with small children, disabled people, etc.
  - Check rest rooms to make sure everyone is out.
  - Once outside, watch the exits to make sure no one re-enters. Keep doors closed.
  - Obtain medical assistance if needed.
  - Assemble at a specific pre-determined safe location outside.
  - Check to see if every employee is present and accounted for.
  - All employees are to stand by outside in a safe area and be available to provide assistance where needed.
  - Shut down main gas valve only if it is safe to do so.
  - If there are propane tanks and no main gas shutoff valve is available, shut down valves on all tanks only if it safe to do so.
  - Use your judgment concerning apologies to patrons.
7. Arrange for future phone calls to be traced by telephone company by calling its office as soon as possible.



## **Part 9. Termination of Employment**

### **Section 9.1 – Reduction in staff (Layoffs)**

Should conditions necessitate a reduction in the Library's work force, the following steps will be taken:

1. We will first ask for employees to voluntarily reduce their work hours. This should be discussed with your Supervisor so that you can determine when would be the best time to take time off without pay.
2. The Library Director may, at any time, decide to only selectively replace vacant positions that exist in the Library. We also reserve the right to re-assign the job duties from a vacant position to other employees in the Library.
3. If the actions above fail to provide a significant enough reduction, the Library Director will then begin to selectively reduce, either permanently or indefinitely, the current work force.
4. If all of the above attempts still do not produce acceptable results, we may then have to do an across-the-board reduction in pay and/or hours for all employees. Once the need for a work force reduction has been determined by the Board, the Library Director, Assistant Director, department Supervisors, and branch managers to be affected by the layoff will review each of their employees' performance appraisals for the past two years. The Library Director, Supervisor, or manager will retain those employees whose appraisals show the best performance. Depending on the extent of the reduction, employees will be retained in descending order according to their performance levels. Employees will be recalled based on a combination of these factors:
  - (a) The needs of the Library.
  - (b) Performance appraisal (the Library aims to bring back the best possible employees).
  - (c) Date of layoff from the Library. The Library Director will make every effort to assist laid-off associates in seeking other employment and in filing for unemployment compensation benefits.

## **Section 9.2 – Voluntary termination (Resignation)**

An employee can terminate his/her employment at any time, for any reason. This is a voluntary termination.

In order to resign in good standing, an employee shall give in writing adequate notice of his/her intent to resign. The letter of resignation should be addressed to the Library Director with a copy to the employee's immediate Supervisor. Adequate notice for the purpose of these provisions shall be construed to mean two (2) weeks notice, although it should be recognized that in certain technical and Supervisory positions, adequate notice would be a minimum of thirty (30) days; those positions include Assistant Director, Office Manager, Circulation Supervisor, AV Supervisor, Technical Services Supervisor, and Branch Managers.

The termination action of an employee who fails to give adequate notice of his/her intent to resign shall bear the following notation: "Resignation accepted with prejudice due to inadequate notice."

The Library Director may terminate his/her agreement of appointment on a 60-day notice. The Library Director shall also be entitled to a 60-day notice of such action by the Board. By mutual agreement of both parties, the Library Director and Board, the 60-day notice may be waived.

Failure to give notice as requested will not jeopardize payments of benefits due the employee, but shall be sufficient reason to deny an applicant consideration for employment at a future date.

The Library Director shall release an employee at the earliest possible date when an employee requests such consideration.

### **Section 9.3 – Involuntary Termination** *(revised 5/2010 by RRL Board)*

Involuntary termination is a separation from employment without request by the employee. These include, but are not limited to, layoffs, firings, or elimination of the position. Employees will be informed in either of two ways of termination of employment: (1) in person by the Library Director, with a last date of employment given at that time; or (2) by certified mail to current home address.

### **Section 9.4 – Problem resolution guidelines** *(revised 5/2010 by RRL Board)*

For solving problems that require more attention than normal exchanges among co-workers and Supervisors, employees shall follow the “chain of command” as noted below:

1. If you have a concern or problem, discuss it with your immediate Supervisor.
2. If not resolved, you can write up the complaint or problem and give it to your immediate Supervisor who will then forward it to the Library Director.
3. The Library Director may, at his/her discretion, contact you for more information and your suggestions for a solution. The Library Director will decide how the problem will be resolved.
4. If you believe the problem still exists or the resolution is not satisfactory, see Section 9.6 below.

### **Section 9.5 – Disciplinary procedures**

Whether or not disciplinary procedures for employees are taken by the Library administration, in no way will the right of the Library to discharge an employee at any time for any or no reason be negated. It is impossible to categorically state when or if disciplinary measures or termination of the employment relationship will be appropriate action. However, if disciplinary action is taken, it is the Library’s intent that the discipline will serve to correct employee behavior rather than to serve solely as a penalty for a past offense.

At the Library’s sole discretion, various types of employee discipline may be imposed including but not limited to, the following: informal warning, counseling, verbal reprimand, written warning, or suspension. None of these disciplinary measures is required to be used before termination from employment occurs, nor are the listed disciplinary actions required to be used in any specific order.

### **Section 9.6 – Disciplinary appeals process (Grievance Procedure)**

A grievance is an unresolved complaint or dispute of an employee relating to his/her employment. To resolve a grievance an employee should:

- (a) Complete a “Grievance Procedure Form” (see Appendix I).
- (b) Submit completed form to President of Board of Trustees, with copies to the Library Director and immediate Supervisor. *(revised by RRL Board 23 April 2009)*

It should be noted that the expectation is the employee has already followed steps to problem solving as suggested above and can produce documentation to that effect.

## **Section 9.7 – Compensation at Termination/Retirement**

*(revised 5/2010 by RRL Board)*

**Unused vacation time**—Employees terminated due to retirement, resignation, layoff, or firing are eligible to receive their regular rate of pay for any vacation earned and accrued but not taken by the last official day of work. Employees may use any vacation time credit before the last day of employment.

**Unused sick leave**—Employees terminated due to resignation, layoff, or firing will receive no monetary compensation for unused sick leave. Upon retirement (as defined by LAGERS), full-time staff and Branch Managers will receive monetary compensation for unused sick leave (up to the maximum of 40 work days with hours figured on a normal work week).

## **Section 9.8 – Exit interviews**

Every employee who leaves the Library for any reason will have the opportunity for an exit interview with the Library Director. Except under extraordinary circumstances, exit interviews will be conducted on an employee’s last day of work. *(revised by RRL Board 26 June 2008)*

## **Section 9.9 – Final Day of Work** *(adopted 5/2010 by RRL Board)*

On the last day of work, regardless of the reason for termination, the employee is to immediately return their Personnel Manual, any library keys they may have in their possession, any library equipment, manuals, library credit card, current computer and email passwords, and staff telephone directory.

Employee shall turn in final time sheet that day, completed and signed.

Any money owed to Riverside Regional Library (lost or damaged materials, etc.) will be deducted from final paycheck.

Within 24 hours of termination, employee’s status in automation software will be changed from “staff” to “county” and overdue fines will begin to accrue on any library materials checked out and overdue, regardless if the materials were checked out while still an employee of the library.

Employee shall clean out locker and desk in presence of Supervisor, Office Manager, Assistant Director, and/or Library Director.

Computer access and voice mail access will be deleted, if applicable.

Security may be notified, as needed.



## Section 9.10 – References

When a staff member is terminated by resignation, layoff, or end of temporary employment, the Library Director may provide letters of reference, if requested, to help the employee obtain future employment.

All inquiries from prospective employers about a former employee's employment record, performance, or attendance must be referred to the Library Director, who is the only person authorized to release such information. *(revised 5/2010 by RRL Board)*

Any unauthorized releases of information may result in disciplinary action, up to and including discharge, as this may jeopardize the former employee's right to privacy and may subject the Library to legal action.



# Part 10. Personnel Job Descriptions



# Riverside Regional Library

## Library Director

### Classification: 7

### Responsibilities

The Library Director is responsible for the overall operation and promotion of the Riverside Regional Library system. The Library Director will work with the Board of Trustees to develop goals, objectives, and methods to determine attainment of the goals for the Library system and will take the lead in improving the system.

### Education/Work Experience

The Library Director should have a MLS from an accredited program (or advanced degree work in Library Science) and a minimum of three years management or Supervisory experience. The Library Director should have dynamic interpersonal skills required to motivate the staff and market Riverside Regional Library to the public. The Library Director must also have experience in budgeting, staff organization, grant writing, and knowledge of information technology. The Library Director must have and maintain a valid Missouri driver's license or have the ability to obtain the driver's license.

### Specific Duties

1. Serves as a technical advisor to the Board of Trustees:  
The Library Director will keep the staff and Board up to date on current state-of-the-art delivery systems.
2. Makes policy recommendations to the Board of Trustees:  
The Library Director will make policy recommendations to the Board when necessary to provide for an efficient operation of the Library system.
3. Execution of Board policies and decisions:  
The Library Director implements Board policies.
4. Employment and supervision of staff:  
The Library Director is responsible for the employment, training, and supervision of the staff.
5. Extending Library services:  
The Library Director recommends priorities to the Board that are defined in the Library's mission statement and reflect community needs.
6. Short- and long-range planning:  
The Library Director develops a short- and long-range planning document reflecting changing circumstances for Riverside Regional Library and up-dates the document on a regular basis.
7. Public relations:  
The Library Director interacts with community groups to promote the Library and its program by keeping the public informed and strengthen public relations through constant, resourceful, and varied forms of publicity on the work of the Library, its services and materials, policies, and problems.
8. Community involvement:  
The Library Director is active in and markets Riverside Regional Library to the community.
9. Budget and reports:  
The Library Director prepares an annual budget in consultation with the staff and Board and gives a current report of expenditures taking into account unanticipated contingencies on a monthly basis.
10. Collection development:

The Library Director coordinates the collection development and weeding process throughout the entire Library system based on user needs and wants.

11. National and State organization meetings:

The Library Director participates in regional, state, and national professional organizations.

12. General:

The Library Director promotes cooperation and communication among the Branch Managers, the central staff, and the Board. The Library Director recommends and administers the procedures, materials, and services, to enhance and improve the use of the Library system.

13. Maintenance and construction of facilities:

The Library Director maintains an ongoing program to keep the buildings and grounds adequately maintained at all locations so that the facilities function appropriately and are aesthetically pleasing to the patrons and operate within budget allocations.

14. Grant writing:

The Library Director secures additional sources of funding for the Library from local, state, and federal sources.

15. Information technology:

The Library Director maintains an adequate knowledge of the current state-of-the-art as it relates to information technology.

**Miscellaneous rating factors**

The Library Director is objective in making necessary decisions and does not permit personal prejudice to intrude. The Library Director is to set an example for the staff through professional conduct and appearance, as well as high principles.

**Personality and behavior traits**

The Library Director has a cooperative attitude, is well organized, and takes initiative. The Library Director also demonstrates creativity and shows enthusiasm for the Library.

*Approved by the Board of Trustees, January 27, 2000*

## **Riverside Regional Library Assistant Director**

**Classification: 6**

### **Responsibilities**

Responsible for system-wide adult services and programming. Assists Library Director in recruiting, interviewing, hiring, and training new employees, preparation of reports and budget, collection maintenance, publicity and public relations. Assists Children's Librarian in the implementation of teen programs. Responsible for coordination of serial subscriptions. Encourages cooperation and communication among Branch Managers and staff at Main Library. Assistant Library Director is under the supervision of the Library Director.

### **Education/Work Experience**

- Masters degree in Library Science from ALA accredited university required. Will also consider applicant who is currently working on and will obtain their MLS degree within two years. Library Supervisory experience desired.
- Experience/training in computer technology preferred.
- Strong interest in reading
- Possession of a valid Missouri driver's license or ability to obtain necessary license required.

### **Special Requirements**

- Ability to work well with the public, dealing with patrons tactfully and courteously.
- Ability to complete tasks; pay attention to accuracy; work with interruptions; maintain confidentiality; stay abreast on new procedures affecting Library services;
- Ability to effectively supervise staff and volunteers, delegate responsibility, communicate with staff, maintain staff morale, and solve problems. Ability to establish and maintain effective working relationships with fellow employees and Supervisor.
- Ability to adapt to changing job conditions.
- Ability to make decisions and give direction in a timely and positive manner.
- Ability to coordinate multiple tasks simultaneously.
- Ability to use a computer and operate Library machines; ability and willingness to learn how to operate new equipment and learn new software programs.
- Availability to work evenings and weekends, as needed.
- Physical dexterity and the physical ability to lift up to 40 pounds, bend, reach, and spend up to 4 consecutive hours standing and walking.
- Ability to communicate fluently in English, both orally and in writing; type; file; calculate; read written material at a minimum of ¼ inch magnification; maintain records; prepare reports; write correspondence.
- Ability to work without supervision.
- Ability to perform professional duties requiring adherence to standards of accuracy, timeliness, tact, and confidentiality.

### **Specific Duties**

- Plans, promotes, and implements programs for adults and seniors.
- Assists Children's Librarian in planning, promoting, and implementing programs for young adults.

- Assists Library Director in collection development and weeding throughout the library system.
- Assists Library Director in recruiting, screening, interviewing, hiring, and training library personnel.
- Assists Library Director in preparation of the annual budget, monthly Librarian's Report to the Board, Annual Report, Annual Statistical Report, revisions to Technology Plan, monthly statistical reports, evaluation of library services, and other reports as needed.
- Attends and acts as recording secretary at Board meetings.
- Responsible for promotion of the library through publicity, public relations, preparation of informational brochures or other materials, outreach to community groups, and tours of the main library for adults. Submits all press releases to local newspapers and other outlets upon approval of Library Director.
- Prepares monthly library newsletter "*Currents*."
- Maintains and updates library web site.
- Maintains serials subscription renewals, claims, and cancellations.
- Assists in coordination of branch services; promotes cooperation and communication among all library staff.
- Makes weekly branch deposits, as needed.
- Attends Staff Meetings.
- Acting Library Director in absence of Library Director.
- Maintains confidentiality of patron records and sensitive information.
- Attends training workshops and or other continuing education opportunities that relate to job duties and/or the improvement of Supervisory skills.
- Provides circulation, reference and readers' advisory assistance as necessary.
- Learns the accounting software used by Office Manager-Bookkeeper.
- Maintains computer on a regular basis (clean screen & keyboard; use compressed air to dust back and inside of tower monthly; run virus scan at least weekly; delete history, cookies, and temporary files weekly; defrag monthly; install updates as needed—Adobe, Java, Microsoft, Windows).
- Performs other duties as assigned.
- Attend and act as recording secretary at Board meetings.
- Maintains confidentiality of patron records and sensitive information.
- Attends training workshops and or other continuing education opportunities that relate to job duties and/or the improvement of Supervisory skills.
- Perform other duties as assigned.

*Approved by the Board of Trustees May 2010*

# Riverside Regional Library Office Manager/Bookkeeper

**Classification: 6**

## **Responsibilities**

Responsible for all bookkeeping functions for the Library; ordering supplies; directing guests and mail; maintaining records for health and liability insurance; monitoring retirement fund; maintaining personnel files. The Office Manager/Bookkeeper is under the supervision of the Library Director.

*(revised by RRL Board 23 April 2009)*

## **Education/Work Experience**

- Bachelor's degree in Accounting or accounting courses with at least 2 years accounting experience preferred.
- Experience/training in computer technology.
- Possession of a valid Missouri driver's license or ability to obtain necessary license.

*(revised by RRL Board 23 April 2009)*

## **Special Requirements**

- Ability to work well with the public, dealing with patrons tactfully and courteously.
- Ability to complete tasks; pay attention to accuracy; work with interruptions; maintain confidentiality; stay abreast on new procedures affecting Library services.
- Ability to effectively communicate with staff and Library Director. Ability to establish and maintain effective working relationships with fellow employees and Supervisors.
- Ability to adapt to changing job conditions.
- Ability to make decisions and give direction in a timely and positive manner.
- Ability to coordinate multiple tasks simultaneously.
- Ability to use a computer and operate Library machines; ability and willingness to learn how to operate new equipment and learn new software programs.
- Availability to work evenings and weekends, as needed.
- Physical dexterity and the physical ability to lift up to 40 pounds, bend, reach, and spend up to 4 consecutive hours standing and walking.
- Ability to communicate fluently in English, both orally and in writing; type; file; calculate; read written material at a minimum of ¼ inch magnification; maintain records; prepare reports; write correspondence.
- Ability to work without supervision.
- Ability to perform professional duties requiring adherence to standards of accuracy, timeliness, tact, and confidentiality.

## **Specific Duties**

- Perform all payroll duties, verify timesheets, and complete required State and Federal tax reports.
- Pay all bills for the Library system and complete required statements and reports.
- Make appropriate and timely bank deposits.
- Maintain bank accounts for three counties and the Library system's operating account. Balance all bank statements accurately and promptly.
- Order and maintain stock of necessary supplies.

- Assemble necessary documents for semi-annual financial report by accountant.
- Keep the accounting software upgraded.
- Coordinate employee health insurance premiums.
- Maintain employee retirement fund.
- Organize and maintain personnel files.
- Maintains confidentiality of patron and employee records and sensitive information.
- Assist Library Director in preparation of Annual Report, State Aid forms, annual Statistical Report, Annual budget, and other reports.
- Responsible for seeing that daily back-up tape of main computer server is made.
- Attend and act as Recording Secretary at Board meetings, in absence of Assistant Director.
- Coordinates the monthly Book Discussion Group for adults at Main Library.
- Maintain Library van.
- Report needed building repairs to landlords and/or the Library Director.
- Make weekly courier trips to branches, as needed.
- Attends training workshops and or other continuing education opportunities that relate to job.
- Direct visitors and mail to appropriate personnel.
- Maintains computer on a regular basis (clean screen & keyboard; use compressed air to dust back and inside of tower monthly; run virus scan at least weekly; delete history, cookies, and temporary files weekly; defrag monthly; install updates as needed—Adobe, Java, Microsoft, Windows).
- Work the circulation desk, as needed.
- Perform other duties as assigned.

*Approved by the Board of Trustees April 22, 2004; revised 26 June 2008; revised 23 April 2009; revised 27 May 2010.*



# Riverside Regional Library Children's/Youth Librarian

**Classification: 5**

## **Responsibilities:**

Responsible for children/youth programs and services at Central Center, assisting Branch Managers in the area of children/youth services, assisting Library users in obtaining materials, and maintaining the collection and its availability to the public. The Children's/Youth Librarian is under the supervision of the Library Director.

## **Education/Work Experience**

- Bachelor's degree required with major in Library science, education, or other relevant area. Minimum one year's experience working in public service area, preferably in public Library.
- Experience with children's programs, books, authors, and materials.
- Experience and/or training in computer technology.
- Strong interest in reading preferred.
- Possession of a valid Missouri driver's license or ability to obtain necessary license.

## **Special Requirements**

- Ability to work well with the public, dealing with patrons tactfully and courteously.
- Ability to complete tasks; pay attention to accuracy; work with interruptions; maintain confidentiality; stay abreast on new procedures affecting Library services;
- Ability to establish and maintain effective working relationships with fellow employees and Supervisors.
- Ability to adapt to changing job conditions.
- Ability to make decisions and give direction in a timely and positive manner.
- Ability to coordinate multiple tasks simultaneously.
- Ability to use a computer and operate Library machines; ability and willingness to learn how to operate new equipment and learn new software programs.
- Availability to work evenings and weekends, as needed.
- Physical dexterity and the physical ability to lift up to 40 pounds, bend, reach, and spend up to 4 consecutive hours standing and walking.
- Ability to communicate fluently in English, both orally and in writing; type; file; calculate; read written material at a minimum of ¼ inch magnification; maintain records; prepare reports; write correspondence.
- Ability to work without supervision.
- Ability to perform professional duties requiring adherence to standards of accuracy, timeliness, tact, and confidentiality.

## **Specific Duties**

- Plans, promotes, and provides youth activities such as story times, summer reading programs, and other special events at the Main Library that enhance the lives and promote reading to young Library users.
- Assists Branch Managers in the area of children/youth services by planning, coordinating, promoting and/or providing youth activities such as story times, summer reading programs, and other special events throughout the Library system.

- Conducts outreach programs to schools, preschools, and childcare centers throughout the Library service area.
- Assists with maintaining the children's and YA collections at Central and their availability to the public. Selects and orders children's books. Suggests children's AV to purchase.
- Organizes attractive displays in the children's section to attract young Library users and encourage reading.
- Assesses and weeds the youth collections at Main Library on an on-going basis. Assists in assessing and weeding the youth collections at the Branches, as needed.
- Provides reference and reader's advisory assistance to children and youth.
- Assist Library users by answering questions, locating and obtaining materials.
- Organizes and provides tours of the Library and its services to students and other groups of young Library users. This duty is shared with the Circulation Staff when Children's Librarian is not available.
- Enhances the programs of the local schools by providing consultative services and promoting school-Library cooperation throughout the Library system.
- Provides direction to Library staff and volunteers as they shelve and assist in the children's and young adult's sections.
- Maintains statistical records and writes monthly reports as required by the Library Director.
- Attends Staff Meetings.
- Maintains confidentiality of patron records and sensitive information.
- Attends training workshops, conferences, and/or other continuing education opportunities that relate to job duties and/or the improvement of Supervisory skills.
- Inputs statistics into circ computer on or before the last day of each month.
- Submits monthly statistical reports to Director by the 10<sup>th</sup> of each month.
- Submits monthly narrative report to Director by the 10<sup>th</sup> of each month.
- Maintains computer on a regular basis (clean screen & keyboard; use compressed air to dust back and inside of tower monthly; run virus scan at least weekly; delete history, cookies, and temporary files weekly; defrag monthly; install updates as needed—Adobe, Java, Microsoft, Windows).
- Work the circulation desk, as needed.
- Perform other duties as assigned.

*Approved by the Board of Trustees April 22, 2004; revised 27 May 2010.*

## **Riverside Regional Library Branch Manager**

**Classification: 5**

### **Responsibilities**

Responsible for the overall daily maintenance and efficient operation of the branch Library. Assists in collection development. Supervises, or performs as necessary, all aspects of Library branch operation. Responsible for the training, scheduling, delegation of work, and evaluation of all Branch staff and volunteers. The Branch Manager is under the supervision of the Library Director.

### **Education/Work Experience**

- High School degree required. College training in Library science or previous Library experience desired.
- At least three years work experience required.
- Experience/training in computer technology.
- Supervisory experience desirable.
- Strong interest in reading preferred.

### **Special Requirements**

- Ability to work well with the public, dealing with patrons tactfully and courteously.
- Ability to complete tasks; pay attention to accuracy; work with interruptions; maintain confidentiality; stay abreast on new procedures affecting Library services;
- Ability to effectively supervise Branch staff and volunteers, delegate responsibility, communicate with staff, maintain staff morale, and solve problems. Ability to establish and maintain effective working relationships with fellow employees and Supervisors.
- Ability to adapt to changing job conditions.
- Ability to make decisions and give direction in a timely and positive manner.
- Ability to coordinate multiple tasks simultaneously.
- Ability to use a computer and operate Library machines; ability and willingness to learn how to operate new equipment and learn new software programs.
- Availability to work evenings and weekends, as needed.
- Physical dexterity and the physical ability to lift up to 40 pounds, bend, reach, and spend up to 4 consecutive hours standing and walking.
- Ability to communicate fluently in English, both orally and in writing; type; file; calculate; read written material at a minimum of ¼ inch magnification; maintain records; prepare reports; write correspondence.
- Ability to work without supervision.
- Ability to perform professional duties requiring adherence to standards of accuracy, timeliness, tact, and confidentiality.

### **Specific Duties**

- Oversees all responsibilities of the Branch Library.
- Oversees all responsibilities of the circulation desk. Performs or delegates the following daily activities: check Library materials in and out; shelve books correctly and in a timely fashion; contact Library users with overdue materials and materials on hold; issue Library cards to patrons; maintain neat appearance of books on the shelves; keep shelves, workstations, and public access computer areas dusted and clean. Follows routine procedures. Answers the telephone as needed.

- Coordinates Inter-Library Loan requests.
- Serves all Library users by assisting with reference questions and reader's advisory services, as well as locating and obtaining materials.
- Notifies Library Director in a timely manner of needed repairs to building and/or equipment.
- Assists Library Director in screening and interviewing Branch staff and substitutes.
- Coordinates staff scheduling.
- Assists with the Friends of the Library group at their Branch.
- Organize and work with the Teen Advisory Board at their Branch.
- Supervises, trains, and evaluates branch staff and substitutes
- Cooperates and communicates with other Branches.
- Assists with preparation of annual budget proposal.
- Organizes and provides adult programming for Branch patrons.
- Organizes and provides youth programming for Branch patrons and/or assists Children's Librarian with youth programs.
- Maintains condition of materials by repairing or preparing materials to be sent out for repair.
- Maintains accurate and up-to-date patron records.
- Recommends materials, procedures, and services to enhance the use of the Library.
- Inputs statistics into circ computer on or before the last day of each month.
- Submits monthly statistical reports to Director by the 10<sup>th</sup> of each month.
- Submits monthly narrative report ("News from the Branches") to Director by the 10<sup>th</sup> of each month.
- Submits staff book/AV orders to Director at least once a month.
- Submits patron book/AV requests to Director in a timely fashion.
- Submits Weekly Cash Receipts report and money to Office Manager each week.
- Submits Miss Piggy money to Office Manager once a month.
- Keeps running total of substitute and part-time staff hours; does not exceed the total hours budgeted for the year per person.
- Coordinates supply inventory needs with Office Manager.
- Coordinates rotating deposits for other branch libraries.
- Attends Staff Meetings. Regularly and promptly communicates information from staff meetings to Branch staff. Provides staff with copies of agendas and handouts from that meeting that pertain to their work.
- Demonstrates a thorough knowledge of the circulation portion of the Library automation system. Keeps up to date with changes to the system. Trains circulation staff in the changes.
- Sees that the computer maintenance schedule is completed on a regular basis on all staff and public computers at the Branch.
- Maintains confidentiality of patron records and sensitive information.
- Attends training workshops, conferences, and/or other continuing education opportunities that relate to job duties and/or the improvement of Supervisory skills.
- Promotes and publicizes the Library, its services and programs, in the local community.
- Maintains computer on a regular basis (clean screen & keyboard; use compressed air to dust back and inside of tower monthly; run virus scan at least weekly; delete history, cookies, and temporary files weekly; defrag monthly; install updates as needed—Adobe, Java, Microsoft, Windows).
- Scott County—Decorate glass display case at county courthouse.
- Performs other duties as needed or assigned.

*Approved by the Board of Trustees April 22, 2004; revised 26 June 2008; revised 27May 2010.*

# Riverside Regional Library

## Circulation Department Supervisor

### Job Classification: 4

### Responsibilities

Responsible for the efficient operation of the circulation department at Central. Supervises, or performs as necessary, all aspects of circulation of Library materials. Responsible for the training, scheduling, delegation of work, and evaluation of all circulation department staff. Coordinates inter-Library loans. The Circulation Supervisor is under the supervision of the Library Director.

### Education/Work Experience

- High School diploma or GED required. Two years of college, or minimum three years experience in Library service desired.
- Experience/training in computer technology.
- Supervisory experience desirable.
- Strong interest in reading preferred.

### Special Requirements

- Ability to work well with the public, dealing with patrons tactfully and courteously.
- Ability to complete tasks; pay attention to accuracy; work with interruptions; maintain confidentiality; stay abreast on new procedures affecting Library services;
- Ability to effectively supervise department staff and volunteers, delegate responsibility, communicate with staff, maintain staff morale, and solve problems. Ability to establish and maintain effective working relationships with fellow employees and Supervisors.
- Ability to adapt to changing job conditions.
- Ability to make decisions and give direction in a timely and positive manner.
- Ability to coordinate multiple tasks simultaneously.
- Ability to use a computer and operate Library machines; ability and willingness to learn how to operate new equipment and learn new software programs.
- Availability to work evenings and weekends, as needed.
- Physical dexterity and the physical ability to lift up to 40 pounds, bend, reach, and spend up to 4 consecutive hours standing and walking.
- Ability to communicate fluently in English, both orally and in writing; type; file; calculate; read written material at a minimum of ¼ inch magnification; maintain records; prepare reports; write correspondence.
- Ability to work without supervision.
- Ability to perform professional duties requiring adherence to standards of accuracy, timeliness, tact, and confidentiality.

### Specific Duties

- Oversees all responsibilities of the Circulation Department.
- Provides direction, supervision, and training for Circulation Department staff and volunteers.
- Assists in screening and interviewing Circulation Department staff.
- Oversees all responsibilities of the circulation desk. Performs or delegates the following daily activities: check Library materials in and out; shelve books correctly and in a timely fashion;

contact Library users with overdue materials and materials on hold; issue Library cards to patrons; maintain neat appearance of books on the shelves; keep shelves, workstations, and public access computer areas dusted and clean. Follows routine procedures. Answers the telephone as needed.

- Maintains confidentiality of patron records and sensitive information.
- Serves all Library users by assisting with reference questions and reader's advisory services, as well as locating and obtaining materials.
- Recommends to the Library Director or Assistant Director materials, procedures, and services to enhance the use of the Library.
- Coordinates staff scheduling for the Circulation Department. Coordinates staff scheduling for Saturdays.
- Performs ILL (inter-Library and inter-branch loan) services.
- Assists with coordination of branch services.
- Withdraws weeded books from the online catalog.
- Demonstrates a thorough knowledge of the circulation portion of the Library automation system. Keeps up to date with changes to the system. Trains circulation staff in the changes.
- Attends Staff Meetings. Regularly and promptly communicates information from staff meetings to staff. Provides Circulation staff with copies of agendas and handouts from that meeting that pertain to their work.
- Write thank you letters to donors of memorial and honor books and send acknowledgments to family; prepare and attach memorial book plates to inside of books; maintain record of memorial and honor books given to libraries, donors' names and addresses, and other related information.
- Sees that the computer maintenance schedule is completed on a regular basis by circulation staff.
  
- Attends training workshops, conferences, and/or other continuing education opportunities that relate to job duties and/or the improvement of Supervisory skills.
- Maintains accurate and up-to-date patron records.
- Coordinates supply inventory needs with Office Manager
- Sees that newspapers are placed on shelves.
- Checks in all new items received from Tech Services; labels them with "New" stickers; pulls the hold requests from black box for new books just received.
- Inputs statistics into circ computer on or before the last day of each month.
- Submits monthly statistical reports to Director by the 10<sup>th</sup> of each month.
- Submits staff book/AV orders to Director at least once a month.
- Submits patron book/AV requests to Director in a timely fashion.
- Sees that Daily Cash Receipts report and money is put in Office safe nightly.
- Submits Miss Piggy money to Office Manager once a month.
- Keeps running total of substitute and part-time staff hours; does not exceed the total hours budgeted for the year per person.
- Maintains computer on a regular basis (clean screen & keyboard; use compressed air to dust back and inside of tower monthly; run virus scan at least weekly; delete history, cookies, and temporary files weekly; defrag monthly; install updates as needed—Adobe, Java, Microsoft, Windows).
- Perform other duties as assigned.

*Approved by the Board of Trustees April 22, 2004; revised 27 May 2010.*

# Riverside Regional Library

## Audio-Visual Department Supervisor

### Job Classification: 4

### Responsibilities

Responsible for the efficient operation of the audio-visual department at Central. Supervises, or performs as necessary, all aspects of the AV department, including selection, ordering, cataloging, processing all AV materials for Central and the branches system-wide. Responsible for the training, scheduling, delegation of work, and evaluation of all AV department staff. The Audio-Visual Supervisor is under the supervision of the Library Director.

### Education/Work Experience

- Bachelor's Degree or at least three years work experience.
- Experience in Library service **or** other work/volunteer experience requiring public service.
- Experience and/or training in computer technology.
- Supervisory experience desired.

### Special Requirements:

- Ability to work well with the public, dealing with patrons tactfully and courteously.
- Ability to complete tasks; pay attention to accuracy; work with interruptions; maintain confidentiality; stay abreast on new procedures affecting Library services.
- Ability to effectively supervise department staff and volunteers, delegate responsibility, communicate with staff, maintain staff morale, and solve problems. Ability to establish and maintain effective working relationships with fellow employees and Supervisors.
- Ability to make decisions and give direction in a timely and positive manner.
- Ability to adapt to changing job conditions.
- Ability to coordinate multiple tasks simultaneously.
- Ability to use a computer and operate Library machines; ability and willingness to learn how to operate new equipment and learn new software programs.
- Availability to work evenings and weekends, as needed.
- Physical dexterity and the physical ability to lift up to 40 pounds, bend, reach, and spend up to 4 consecutive hours standing and walking.
- Ability to communicate fluently in English, both orally and in writing; type; file; calculate; read written material at a minimum of ¼ inch magnification; maintain records; prepare reports; write correspondence.
- Ability to work without supervision.
- Ability to perform professional duties requiring adherence to standards of accuracy, timeliness, tact, and confidentiality.

### Specific Duties

- Oversees all responsibilities of the Audio-Visual Department.
- Provides direction, supervision, and training for AV department staff and volunteers. Assists in screening and interviewing AV department staff.
- Selects and orders all AV materials for Library system-wide. Keeps abreast of latest AV materials available; considers reviews and recommendations of AV materials before purchasing. Assesses collection on a regular basis to determine current and future needs.

- Responsible for seeing that adequate and accurate records of AV orders are maintained.
- Creates MARC catalog records of AV materials for Library's online catalog, and performs or delegates processing tasks to make AV materials ready for the shelves.
- Weeds AV materials no longer in demand, out of date, or worn/damaged beyond simple repairs.
- Maintains confidentiality of patron records and sensitive information.
- Assists Library users by answering questions, locating and obtaining materials.
- Recommends to the Library Director, Assistant Director, and Children's Librarian materials, procedures, and services to enhance the use of the Library.
- Coordinates staff scheduling for the AV department.
- Demonstrates a thorough knowledge of the circulation and cataloging and reporting portions of the Library automation system. Keeps up to date with changes to the system. Trains AV staff in the changes.
- Attends Staff Meetings. Regularly and promptly communicates information from staff meetings to staff. Provides AV staff with copies of agendas and handouts from that meeting that pertain to their work.
- Provides statistics for Annual Report and other reports according to the needs of the Library Director and staff.
- Keeps AV storage closet organized.
- Coordinates supply inventory needs with Office Manager.
- Attends training workshops, conferences, and/or other continuing education opportunities that relate to job duties and/or the improvement of Supervisory skills.
- Maintains computer on a regular basis (clean screen & keyboard; use compressed air to dust back and inside of tower monthly; run virus scan at least weekly; delete history, cookies, and temporary files weekly; defrag monthly; install updates as needed—Adobe, Java, Microsoft, Windows).
- Performs other duties as assigned.

*Approved by the Board of Trustees April 22, 2004; revised 26 June 2008; revised 27May 2010.*



# Riverside Regional Library

## Technical Services Department Supervisor

### Job Classification: 4

### Responsibilities

Responsible for the cataloging, processing and maintenance of printed materials for the use of Library patrons and staff, and for the maintenance of records of acquisitions by the Library system. The Technical Services Supervisor is under the supervision of the Library Director.

### Education/Work Experience

- Bachelor's degree with major in relevant area (education, business, English).
- At least three years' Library experience; experience in cataloging, processing, or other technical services desirable.
- Experience/training in computer technology.

### Special Requirements

- Knowledge of the Dewey Decimal System, MARC cataloging, research methods, and literature.
- Ability to work well with the public, dealing with patrons tactfully and courteously.
- Ability to complete tasks; pay attention to accuracy; work with interruptions; maintain confidentiality; stay abreast on new procedures affecting Library services.
- Ability to effectively supervise department staff and volunteers, delegate responsibility, communicate with staff, maintain staff morale, and solve problems. Ability to establish and maintain effective working relationships with fellow employees and Supervisors.
- Ability to make decisions and give direction in a timely and positive manner.
- Ability to adapt to changing job conditions.
- Ability to coordinate multiple tasks simultaneously.
- Ability to use a computer and operate Library machines; ability and willingness to learn how to operate new equipment and learn new software programs.
- Availability to work evenings and weekends, as needed.
- Physical dexterity and the physical ability to lift up to 40 pounds, bend, reach, and spend up to 4 consecutive hours standing and walking.
- Ability to communicate fluently in English, both orally and in writing; type; file; calculate; read written material at a minimum of ¼ inch magnification; maintain records; prepare reports.
- Ability to work without supervision.
- Ability to perform professional duties requiring adherence to standards of accuracy, timeliness, tact, and confidentiality.

### Specific Duties:

- Oversees all responsibilities of the Technical Services department.
- Provides direction, supervision, and training for Tech Services department staff and volunteers. Assists in screening and interviewing department staff. Coordinates staff scheduling in the Tech Services department.
- Supervises and performs cataloging of Library's print materials. Creates MARC catalog records for Library's online catalog, and performs or delegates processing tasks to make print materials ready for the shelves. Uses copy cataloging whenever feasible.

- Maintains adequate and accurate records of book orders. Oversees the checking in of shipments as they arrive; resolves problems with orders and notifies Library Director of shipment problems. Checks invoices for accuracy; sends invoices in a timely manner to Office Manager for payment.
- Develops and coordinates technical services activities and procedures with personnel in other departments and branches.
- Oversees the maintenance of necessary records and cataloging statistics requested by the Library Director for the Annual Report or other reports.
- Catalogs, prepares, and coordinates rotating book deposits for branch libraries.
- Maintains confidentiality of patron records and sensitive information.
- Recommends to the Library Director, Assistant Director, and Children's Librarian materials, procedures, and services to enhance the use of the Library.
- Oversees weekly distribution of items to and from the Branches.
- Demonstrates a thorough knowledge of the Library automation system. Keeps up to date with changes to the system. Trains Tech Services staff in the changes. Contacts TLC for information and assistance with the Library automation system.
- Attends Staff Meetings. Regularly and promptly communicates information from staff meetings to Technical Services staff. Provides staff with copies of agendas and handouts from that meeting that pertain to their work.
- Attends training workshops, conferences, and/or other continuing education opportunities that relate to job duties and/or the improvement of Supervisory skills.
- Coordinates supply inventory needs with Office Manager. Notifies Library Director when barcode labels need to be reordered.
- Assists at Circulation Desk as needed.
- Assist Library users by answering questions, locating and obtaining materials.
- Maintains computer on a regular basis (clean screen & keyboard; use compressed air to dust back and inside of tower monthly; run virus scan at least weekly; delete history, cookies, and temporary files weekly; defrag monthly; install updates as needed—Adobe, Java, Microsoft, Windows).
- Performs other duties as assigned.

*Approved by the Board of Trustees April 22, 2004; revised 26 June 2008; revised 27 May 2010.*

# Riverside Regional Library

## Assistant Audio-Visual Supervisor

### Job Classification: 3

### Responsibilities

Responsible for the activities associated with the cataloging and processing of AV materials; assisting patrons in obtaining materials; and maintaining the collection and its availability to the public. The Assistant AV Supervisor works under the direction of the AV Department Supervisor.

### Education/Work Experience

- High School degree or GED with at least two years work experience.
- Also desirable is experience in Library service or other work/volunteer experience requiring public service.
- Experience/training in computer technology.

### Special Requirements

- Ability to work well with the public, dealing with patrons tactfully and courteously.
- Ability to complete tasks; pay attention to accuracy; work with interruptions.
- Ability to maintain confidentiality of patron records and sensitive information.
- Ability to accept direction from and effectively communicate with Department Supervisor.
- Ability to establish and maintain positive and cooperative working relationships with co-workers, Department Supervisor, and Library Director.
- Ability to effectively supervise department staff and volunteers in the absence of the Department Supervisor.
- Ability to adapt to changing job conditions.
- Ability to coordinate multiple tasks simultaneously.
- Ability to use a computer and operate Library machines; ability and willingness to learn how to operate new equipment and learn new software programs.
- Availability to work evenings and weekends, as needed.
- Physical dexterity and the physical ability to lift up to 40 pounds, bend, reach, and spend up to 4 consecutive hours standing and walking.
- Ability to communicate fluently in English, both orally and in writing; type; file; calculate; read written material at a minimum of ¼ inch magnification; maintain records.
- Ability to work with minimum supervision.
- Ability to perform professional duties requiring adherence to standards of accuracy, timeliness, tact, and confidentiality.

### Specific Duties

- Assists with collection development and ordering of AV materials system-wide.
- Assists in keeping abreast of latest AV materials available; considers reviews and recommendations of AV materials before purchasing.
- Assists in assessing collection on a regular basis to determine current and future AV needs.
- Assists with cataloging, data entry, and processing tasks for audio-visual materials.

- Assists with weeding and withdrawing AV materials no longer in demand, out of date, or worn/damaged beyond simple repairs.
- Maintains adequate and accurate records of all AV orders.
- Checks AV shipments and invoices as they arrive; resolves problems with orders.
- Cleans and repairs DVDs, books on CD, and music CDs.
- Maintains clean and orderly condition of materials.
- Assists with keeping AV closet organized.
- Attends training workshops, conferences, and/or other continuing education opportunities that relate to job duties.
- Assists in providing AV statistics needed by Library Director and other staff.
- Assists Library users by answering questions, locating and obtaining materials.
- Assists in Circulation Department as needed.
- Maintains computer on a regular basis (clean screen & keyboard; use compressed air to dust back and inside of tower monthly; run virus scan at least weekly; delete history, cookies, and temporary files weekly; defrag monthly; install updates as needed—Adobe, Java, Microsoft, Windows).
- Performs other duties as assigned.

*Approved by the Board of Trustees April 22, 2004; revised 26 June 2008; revised 27May 2010.*

# Riverside Regional Library

## Assistant Technical Services Supervisor

### Job Classification: 3

### Responsibilities:

Responsible for the cataloging, processing and maintenance of printed materials for the use of Library patrons and staff, and for the maintenance of records of acquisitions by the Library system. The Assistant Technical Services Supervisor is under the supervision of the Technical Services Supervisor.

### Education/Work Experience:

- High School Diploma or GED; Bachelor's degree or college courses in relevant area (education, business, English). desirable, but not required.
- At least three years' Library experience; experience in cataloging, processing, or other technical services desirable.
- Experience/training in computer technology.

### Special Requirements:

- Knowledge of the Dewey Decimal System, research methods, and literature.
- Ability to work well with the public, dealing with patrons tactfully and courteously.
- Ability to complete tasks; pay attention to accuracy; work with interruptions.
- Ability to maintain confidentiality of patron records and sensitive information.
- Ability to accept direction from and effectively communicate with Department Supervisor.
- Ability to establish and maintain positive and cooperative working relationships with co-workers, Department Supervisor, and Library Director.
- Ability to effectively supervise department staff and volunteers in the absence of the Department Supervisor.
- Ability to adapt to changing job conditions.
- Ability to coordinate multiple tasks simultaneously.
- Ability to use a computer and operate Library machines; ability and willingness to learn how to operate new equipment and learn new software programs.
- Availability to work evenings and weekends, as needed.
- Physical dexterity and the physical ability to lift up to 40 pounds, bend, reach, and spend up to 4 consecutive hours standing and walking.
- Ability to communicate fluently in English, both orally and in writing; type; file; calculate; read written material at a minimum of ¼ inch magnification; maintain records.
- Ability to work with minimum supervision.
- Ability to perform professional duties requiring adherence to standards of accuracy, timeliness, tact, and confidentiality.

### Specific Duties:

- Demonstrates a thorough knowledge of the Library automation system. Keeps up to date with changes to the system. Contacts TLC for information and assistance as needed.
- Performs cataloging of Library's print materials. Creates MARC catalog records for Library's online catalog; uses copy cataloging whenever feasible.

- Processes Library print materials and/or trains Library clerks and volunteers how to process materials and oversees their work.
- Maintains Library webpage on the Internet. Keeps webpage up to date at all times. Requires basic knowledge of web design software program.
- Responsible for more difficult book repairs which Circ staff are not trained to do.
- Prepares monthly cataloging statistical reports for both print and nonprint materials; posts reports to Staff Share for use by the Library Director and staff. Runs other TLC reports as required or requested.
- Maintains adequate, accurate records of book purchase orders; checks book shipments and invoices; notifies Supervisor of problems with shipments.
- Assists Library users by answering questions, locating and obtaining materials.
- Attends continuing education opportunities that relate to job duties.
- Assists in developing the collection by suggesting titles or subjects that are needed at any of the Riverside libraries.
- Assists in coordinating the ordering of supplies with Office Manager.
- Assists at the Circulation Desk as needed.
- Maintains computer on a regular basis (clean screen & keyboard; use compressed air to dust back and inside of tower monthly; run virus scan at least weekly; delete history, cookies, and temporary files weekly; defrag monthly; install updates as needed—Adobe, Java, Microsoft, Windows).
- Performs other duties as assigned.

*Approved by the Board of Trustees April 22, 2004; revised 27 May 2010, revised 23 August 2012.*

# Riverside Regional Library

## Assistant Branch Manager

### Job Classification: 3

### Responsibilities

Responsible for activities associated with the daily operation and maintenance of the branch Library and to assist in collection development. The Assistant Branch Librarian is under the supervision of the Branch Librarian.

### Education/Work Experience

- High School degree required. College training in Library science or previous Library experience desired.
- At least three years work experience required.
- Experience/training in computer technology.
- Strong interest in reading preferred.

### Special Requirements

- Ability to work well with the public, dealing with patrons tactfully and courteously.
- Ability to complete tasks; pay attention to accuracy; work with interruptions.
- Ability to maintain confidentiality of patron records and sensitive information.
- Ability to accept direction from and effectively communicate with Department Supervisor.
- Ability to establish and maintain positive and cooperative working relationships with co-workers, Department Supervisor, and Library Director.
- Ability to effectively supervise department staff and volunteers in the absence of the Department Supervisor.
- Ability to adapt to changing job conditions.
- Ability to coordinate multiple tasks simultaneously.
- Ability to use a computer and operate Library machines; ability and willingness to learn how to operate new equipment and learn new software programs.
- Availability to work evenings and weekends, as needed.
- Physical dexterity and the physical ability to lift up to 40 pounds, bend, reach, and spend up to 4 consecutive hours standing and walking.
- Ability to communicate fluently in English, both orally and in writing; type; file; calculate; read written material at a minimum of ¼ inch magnification; maintain records.
- Ability to work with minimum supervision.
- Ability to perform professional duties requiring adherence to standards of accuracy, timeliness, tact, and confidentiality.

### Specific Duties

- Perform required work at the circulation desk for checking in and out Library materials and issuing Library cards to Library users.
- Assist Library users by answering questions, locating and obtaining materials.
- Maintain orderly condition of materials on shelves.
- Provide reader's advisory and routine reference services.
- Maintain condition of materials by repairing or preparing materials to be sent out for repair.
- Maintain patron records.

- Answer telephone.
- Notify patrons when materials are overdue.
- Recommend to Branch Manager materials, procedures, and services to enhance the use of the Library.
- Maintain circulation report and other reports as necessary.
- Coordinate supply inventory needs with Office Manager.
- Attends training workshops, conferences, and/or other continuing education opportunities that relate to job duties.
- Assist in miscellaneous other activities as needed.
- Duties may include ordering and returning Inter-Library Loan materials (Perryville only).
- Maintains computer on a regular basis (clean screen & keyboard; use compressed air to dust back and inside of tower monthly; run virus scan at least weekly; delete history, cookies, and temporary files weekly; defrag monthly; install updates as needed—Adobe, Java, Microsoft, Windows).
- Perform other duties as assigned.

*Approved by the Board of Trustees April 22, 2004; revised 26 June 2008; revised 27 May 2010.*



# Riverside Regional Library

## Full-time Library Clerk

### Job Classification: 2

### Responsibilities:

Responsibilities include activities associated with the circulation of adult and children's Library materials, both print and nonprint; assisting patrons in obtaining materials; preparing materials for use by the public; and maintaining the collection and its availability to the public. May be assigned to one or more departments in the Library. Under the supervision of the Department Supervisor and the Library Director.

### Education/Work Experience:

- High School diploma or GED; additional education or training desirable.
- Experience in Library service or other work/volunteer experience requiring public service desirable.
- Experience and/or training in computer technology.
- Strong interest in reading preferred.

### Special Requirements:

- Ability to work well with the public, dealing with patrons tactfully and courteously.
- Ability to complete tasks; pay attention to accuracy; work with interruptions.
- Ability to maintain confidentiality of patron records and sensitive information.
- Ability to accept direction from and effectively communicate with Supervisor.
- Ability to establish and maintain positive and cooperative working relationships with co-workers, Supervisors, and Library Director.
- Ability to adapt to changing job conditions.
- Ability to coordinate multiple tasks simultaneously.
- Ability to use a computer and operate Library machines; ability and willingness to learn how to operate new equipment and learn new software programs.
- Availability to work evenings and weekends, as needed.
- Physical dexterity and the physical ability to lift up to 40 pounds, bend, reach, and spend up to 4 consecutive hours standing and walking.
- Ability to communicate fluently in English, both orally and in writing; type; file; calculate; read written material at a minimum of ¼ inch magnification; maintain records.
- Ability to work with minimum supervision.

### Specific Duties

- Performs required work at the circulation desks; checks Library materials in and out. Issues Library cards to patrons.
- Shelves books correctly and in a timely fashion.
- Maintains neat appearance of books on the shelves.
- Keeps shelves, workstations, and public access computer areas dusted and clean.
- Follows routine procedures as outlined in Policy Manual and Procedure Manual.
- Answers telephone as needed.
- Assists Library users by answering questions, locating and obtaining materials.

- Assists patrons on the use of the public access Internet computers and online catalogs.
- Assists in notifying patrons with materials on hold.
- Photocopy materials as needed by Supervisor or Library Director.
- Attends training workshops and or other continuing education opportunities that relate to job duties.
- Does on-the-fly cataloging of donated paperback books. Weeds paperback collections as needed.
- Takes care of book sale books; keeps sale shelves replenished and neat.
- Empties book drop and/or video drop box daily.
- Keeps pamphlet displays replenished with free handouts for patrons.
- Assist with children's, teen, and adult programs when needed.
- Maintains computer on a regular basis (clean screen & keyboard; use compressed air to dust back and inside of tower monthly; run virus scan at least weekly; delete history, cookies, and temporary files weekly; defrag monthly; install updates as needed—Adobe, Java, Microsoft, Windows).
- Performs other duties as assigned.

**Alternate Duties which may be assigned to specific individuals by Library Director or Department Supervisor:**

Main Library only:

- Unpacking and checking in shipments of new Library materials.
- Processing new Library materials—apply Library markings, labels, book covers; prepare AV materials with markings, labels, cases.
- Cataloging Library materials—Using TLC program, create catalog records for new Library materials (copy and/or original cataloging); add purchased or donated books to existing catalog records; switch out old books with new and modify catalog record to reflect the change.
- Withdraw weeded books from the catalog records in a timely fashion.

*Approved by the Board of Trustees, May 22, 2008; revised 27 May 2010.*

# Riverside Regional Library Part-Time Library Clerk

## Job Classification: 1

### Responsibilities:

Responsibilities include activities associated with the circulation of adult and children's Library materials, both print and nonprint; assisting patrons in obtaining materials; preparing materials for use by the public; and maintaining the collection and its availability to the public. May be assigned to one or more departments in the Library. Under the supervision of the Department Supervisor and the Library Director.

### Education/Work Experience:

- High School diploma or GED; additional education or training desirable.
- Experience in Library service or other work/volunteer experience requiring public service desirable.
- Experience and/or training in computer technology.

### Special Requirements:

- Ability to work well with the public, dealing with patrons tactfully and courteously.
- Ability to complete tasks; pay attention to accuracy; work with interruptions.
- Ability to maintain confidentiality of patron records and sensitive information.
- Ability to accept direction from and effectively communicate with Department Supervisor.
- Ability to establish and maintain positive and cooperative working relationships with co-workers, Department Supervisor, and Library Director.
- Ability to adapt to changing job conditions.
- Ability to coordinate multiple tasks simultaneously.
- Ability to use a computer and operate Library machines; ability and willingness to learn how to operate new equipment and learn new software programs.
- Availability to work evenings and weekends, as needed.
- Physical dexterity and the physical ability to lift up to 40 pounds, bend, reach, and spend up to 4 consecutive hours standing and walking.
- Ability to communicate fluently in English, both orally and in writing; type; file; calculate; read written material at a minimum of ¼ inch magnification; maintain records.
- Ability to work with minimum supervision.

### Specific Duties

- Performs required work at the circulation desks. Checks Library materials in and out.
- Shelves books correctly and in a timely fashion.
- Issues Library cards to patrons.
- Maintains neat appearance of books on the shelves.
- Keeps shelves, workstations, and public access computer areas dusted and clean.
- Answers telephone as needed. Assists Library users by answering questions, locating and obtaining materials.
- Assists patrons on the use of the public access Internet computers and online catalogs.
- Assists in processing new print and AV materials, as needed. Assists in unpacking and checking in shipments of new Library materials, as needed.

- Keeps pamphlet displays replenished with free handouts for patrons.
- Responsible for simple book repairs that involve glue, book covers, and tape.
- Assist with children's, teen, and adult programs when needed.
- Photocopy materials as needed by staff or Library Director.
- Maintains circ, catalog, and public computers (thin clients excepted) on a regular basis (clean screen & keyboard; use compressed air to dust back and inside of tower monthly; run virus scan at least weekly; delete history, cookies, and temporary files weekly; defrag monthly; install updates as needed—Adobe, Java, Microsoft, Windows).
- Performs other duties as assigned.

*Approved by the Board of Trustees April 22, 2004; revised 27 May 2010.*

## Riverside Regional Library Library Page

### **Job Classification: 1**

#### **Responsibilities in order of priority**

1. To check out materials to patrons;
  2. To process and shelve materials returned by patrons;
  3. To be familiar with the collection and to assist patrons in finding materials;
  4. To read and straighten shelves in the service areas;
  5. To provide telephone assistance;
  6. To assist Supervisors and personnel in all departments with assigned tasks as needed.
- The Library Page is under the supervision of the Circulation Supervisor.

#### **Education**

At least two years of high school.

#### **Special Requirements**

- **People Skills:** Ability to use a friendly helpful manner in dealing with Library users; ability to establish cooperative working relationships with co-workers.
- Availability to work as needed, with an emphasis on evenings and weekends; to work closely with immediate Supervisor in establishing a work schedule that is compatible with class scheduling in the case of an employee who is also a student.
- Physical dexterity and the physical ability to lift up to 40 pounds, bend, reach, and spend up to 75% of work time standing and walking.
- Adaptability to changing job conditions.
- Ability to read English text at a minimum of .25 inch magnification.
- Ability to understand and follow oral and written directions.
- Ability to work without continuous supervision.
- Computer knowledge/experience helpful but not required.

*Approved by the Board of Trustees April 22, 2004*

## **Riverside Regional Library Substitute Library Clerk**

### **Responsibilities:**

Responsibilities include activities associated with the circulation of adult and children's Library materials, both print and nonprint; assisting patrons in obtaining materials; and maintaining the collection and its availability to the public. May be assigned to one or more departments in the Library. Under the supervision of the Department Supervisor and the Library Director.

### **Education/Work Experience:**

- High School diploma or GED required; additional education or training desirable.
- Library or other work/volunteer experience requiring public service desirable.
- Experience and/or training in computer technology desirable.

### **Special Requirements:**

- Ability to work well with the public, dealing with patrons tactfully and courteously.
- Ability to complete tasks; pay attention to accuracy; work with interruptions.
- Ability to maintain confidentiality of patron records and sensitive information.
- Ability to accept direction from and effectively communicate with Department Supervisor.
- Ability to establish and maintain positive and cooperative working relationships with co-workers, Department Supervisor, and Library Director.
- Ability to adapt to changing job conditions.
- Ability to coordinate multiple tasks simultaneously.
- Ability to use a computer and operate Library machines; ability and willingness to learn how to operate new equipment and learn new software programs.
- Availability to work Saturdays and occasional weekdays as needed.
- Physical dexterity and the physical ability to lift up to 40 pounds, bend, reach, and spend up to 4 consecutive hours standing and walking.
- Ability to communicate fluently in English, both orally and in writing; type; file; calculate; read written material at a minimum of ¼ inch magnification; maintain records.
- Ability to work with minimum supervision.

### **Specific Duties**

1. Performs required work at the circulation desks. Checks Library materials in/out.
2. Shelves books correctly and in a timely fashion.
3. Issues Library cards to patrons.
4. Keeps books straightened and in order on the shelves.
5. Keeps shelves, workstations, and public computer areas dusted and clean.
6. Answers telephone as needed.
7. Assists Library users by answering questions, locating and obtaining materials.
8. Assists patrons on the use of the public access Internet computers and online catalogs.
9. Assist with children's and adult programs when needed.
10. Photocopy materials as needed by staff or Library Director.
11. Performs other duties as assigned.

*Approved by the Board of Trustees 22 May 2008*

# Riverside Regional Library VOLUNTEER APPLICATION

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Are you age 18 or older? \_\_\_\_\_

**In case of emergency, notify :**

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Relationship: \_\_\_\_\_

**Please check interests:**

- |   |  |
|---|--|
| <input type="checkbox"/> Children story time                | <input type="checkbox"/> Children craft class                |
| <input type="checkbox"/> Shelving books & videos            | <input type="checkbox"/> Typing                              |
| <input type="checkbox"/> Preparing new books for cataloging | <input type="checkbox"/> Word processing                     |
| <input type="checkbox"/> Grounds maintenance                | <input type="checkbox"/> Internet/Computer class instruction |
| <input type="checkbox"/> Making photocopies                 | <input type="checkbox"/> Assisting with Summer Reading Club  |
| <input type="checkbox"/> Checking shelves for correct order | <input type="checkbox"/> Special assignments                 |
| <input type="checkbox"/> Do clerical work                   | <input type="checkbox"/> Repair books and magazines          |
| <input type="checkbox"/> Help with Internet use             | <input type="checkbox"/> Dusting and cleaning shelves        |
| <input type="checkbox"/> Straightening books on shelves     |  |
| <input type="checkbox"/> Other: _____                       |  |

**Please check preferred location:**

- Jackson    Perryville    Altenburg    Scott City    Benton    Oran

**Available to volunteer:**

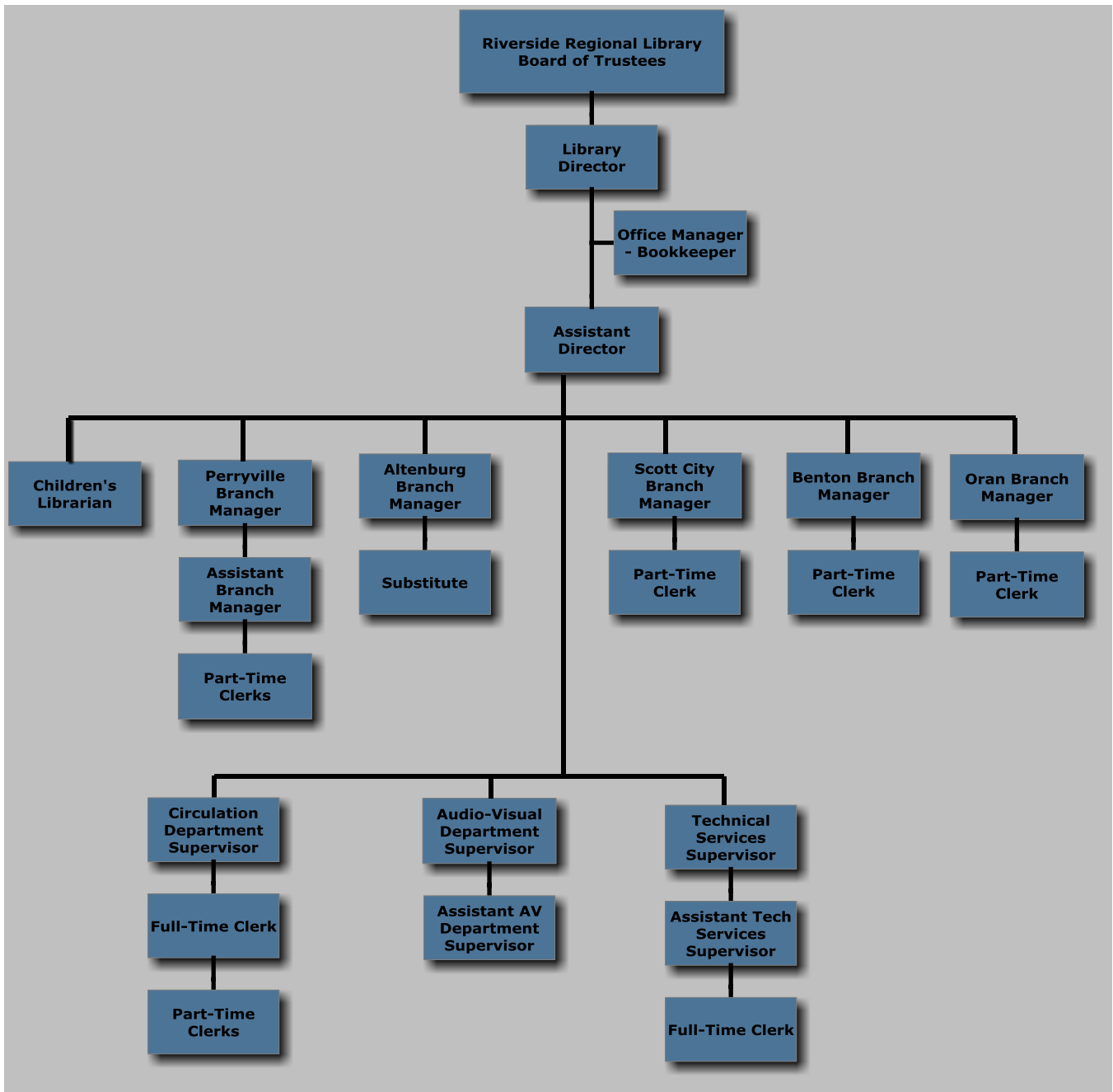
Days available: \_\_\_\_\_

Times available: \_\_\_\_\_

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

# 2012 Organization Chart Riverside Regional Library





# Job Classifications:

5/2010

7	Library Director
6	Assistant Director Office Manager
5	Children's Librarian Branch Managers
4	Department Supervisors
3	Assistant Branch Managers Assistant Department Supervisors
2	Full-time Library Clerks
1	Part-time Library Clerks Library Pages
0	Substitutes

Appendix C:

## **Employee Time Sheet**

## Riverside Regional Library—Employee Timesheet

Name: \_\_\_\_\_

Beginning date: \_\_\_\_\_ Ending date: \_\_\_\_\_

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	TOTAL
<input style="width: 20px; height: 20px; margin-bottom: 5px;" type="text"/>           	<input style="width: 20px; height: 20px; margin-bottom: 5px;" type="text"/>           	<input style="width: 20px; height: 20px; margin-bottom: 5px;" type="text"/>           	<input style="width: 20px; height: 20px; margin-bottom: 5px;" type="text"/>           	<input style="width: 20px; height: 20px; margin-bottom: 5px;" type="text"/>           	<input style="width: 20px; height: 20px; margin-bottom: 5px;" type="text"/>           	<input style="width: 20px; height: 20px; margin-bottom: 5px;" type="text"/>           	
<input style="width: 20px; height: 20px; margin-bottom: 5px;" type="text"/>           	<input style="width: 20px; height: 20px; margin-bottom: 5px;" type="text"/>           	<input style="width: 20px; height: 20px; margin-bottom: 5px;" type="text"/>           	<input style="width: 20px; height: 20px; margin-bottom: 5px;" type="text"/>           	<input style="width: 20px; height: 20px; margin-bottom: 5px;" type="text"/>           	<input style="width: 20px; height: 20px; margin-bottom: 5px;" type="text"/>           	<input style="width: 20px; height: 20px; margin-bottom: 5px;" type="text"/>           	

Fill in the beginning and ending dates and the hours worked per day + code.  
 Code: R—Regular; V—Vacation time taken; S—Sick time taken; H—Holiday; B—Bereavement

TRAVEL EXPENSES (using own vehicle)		
Date	Destination & Purpose	Mileage (R/T)

Attach all motel, gas, and food receipts. Total miles: \_\_\_\_\_

This time was recorded by me and is a true and accurate statement of hours worked.

Employee signature: \_\_\_\_\_ Date: \_\_\_\_\_

**APPROVED BY:**  
 Supervisor's signature: \_\_\_\_\_ Date: \_\_\_\_\_

Director's signature: \_\_\_\_\_ Date: \_\_\_\_\_

# Appendix D: Employee Request for Leave form

5/2010

## Employee Request for Leave

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Type of Leave	Date	Start time	End time	Total hrs.
<b>Vacation</b>				
<b>Sick Time</b>				
<b>Personal Day</b>				
<b>Floating Holiday</b>				
Leave without pay ( <i>explain in Remarks</i> )				
<b>REMARKS:</b>				
Employee signature:				
<b>AUTHORIZATION SECTION:</b>				
Supervisor Approval			Date	
Director			Date	
<input type="checkbox"/> APPROVED <input type="checkbox"/> UNAPPROVED				

10/2012

## Riverside Regional Library Sick Leave Donation to Co-Worker Waiver

“Employees may donate part of their accumulated sick time to a fellow employee who has used up all of his/her sick time and vacation time due to a major family or personal illness or injury as determined by the Library Director. This donation is purely voluntary, will not be repaid, and remains strictly anonymous. Only those employees who have accumulated between 120 and 320 hours of sick leave may donate sick hours to a fellow employee and only under the circumstances mentioned above. Employees wishing to donate sick hours should contact the Office Manager and sign/date a waiver stating that the hours are being given anonymously, freely and of your own accord to a fellow employee and that you expect nothing in return from either the fellow employee or the Library. Donating employees are not to let their own sick time fall below 120 hours because of their donation. “ *(approved by RRL Board 23 April 2009)*

I, \_\_\_\_\_ (your name) do willingly and freely of my own accord anonymously donate \_\_\_\_\_ hours of my own accumulated sick leave to fellow employee \_\_\_\_\_ (name of recipient). My donation of this time will not cause my own accumulated sick leave to fall below 120 hours as of today’s date. I expect nothing in return and give this time with no expectation or future demand for reimbursement. I have read and understand the above policy.

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Print name)

\_\_\_\_\_  
(Date)

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Approved by: \_\_\_\_\_ (Library Director)  
Date: \_\_\_\_\_

## Code of Ethics of the American Library Association

As members of the American Library Association, we recognize the importance of codifying and making known to the profession and to the general public the ethical principles that guide the work of librarians, other professionals providing information services, library trustees and library staffs.

Ethical dilemmas occur when values are in conflict. The American Library Association Code of Ethics states the values to which we are committed, and embodies the ethical responsibilities of the profession in this changing information environment.

We significantly influence or control the selection, organization, preservation, and dissemination of information. In a political system grounded in an informed citizenry, we are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. We have a special obligation to ensure the free flow of information and ideas to present and future generations.

The principles of this Code are expressed in broad statements to guide ethical decision making. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations.

- I. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.
- II. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.
- III. We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.
- IV. We respect intellectual property rights and advocate balance between the interests of information users and rights holders.
- V. We treat co-workers and other colleagues with respect, fairness, and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.
- VI. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.
- VII. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.
- VIII. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of coworkers, and by fostering the aspirations of potential members of the profession.

***Adopted June 28, 1997, by the ALA Council; amended January 22, 2008.***

## Riverside Regional Library Incident Report

Date of incident: \_\_\_\_\_

Time of incident: \_\_\_\_\_

Location of incident: \_\_\_\_\_

Library: (circle one) Central Perryville Altenburg Scott City Benton Oran

<b>TYPE OF PROBLEM</b>	<b>SEVERITY</b>	<b>ACTION TAKEN</b>
<input type="checkbox"/> Accident	<input type="checkbox"/> Minor	<input type="checkbox"/> Called 911
<input type="checkbox"/> Bomb threat	<input type="checkbox"/> Major	<input type="checkbox"/> Cleared Library building
<input type="checkbox"/> Explosion	<input type="checkbox"/> Difficult to access	<input type="checkbox"/> Applied first aid/CPR
<input type="checkbox"/> Fire		<input type="checkbox"/> Called Library Director
<input type="checkbox"/> Illness/Death		<input type="checkbox"/> Called Police
<input type="checkbox"/> Unattended child(ren)		<input type="checkbox"/> Reported to immediate Supervisor: _____
<input type="checkbox"/> Robbery/Theft		<input type="checkbox"/> Called Board member: _____
<input type="checkbox"/> Drug/Alcohol related		
<input type="checkbox"/> Severe patron misconduct		
<input type="checkbox"/> Other		

Give brief but precise description of accident or incident:

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If the incident involved patron(s), please list their name(s) and address(es). If child, please give parents' names and addresses as well.

Name \_\_\_\_\_ Phone \_\_\_\_\_

Address \_\_\_\_\_

Name \_\_\_\_\_ Phone \_\_\_\_\_

Address \_\_\_\_\_

Name \_\_\_\_\_ Phone \_\_\_\_\_

Address \_\_\_\_\_

Name of employee filling out this report: \_\_\_\_\_

Employee's signature: \_\_\_\_\_

Date of report: \_\_\_\_\_

**FILL OUT AND RETURN TO LIBRARY DIRECTOR WITHIN 24 HOURS OF INCIDENT.**



**Riverside Regional Library  
Employee Grievance Form**

*(To be complete by the employee. Attach additional pages, if needed)*

To: President, Riverside Regional Library Board of Trustees (with copies to the Library Director and immediate Supervisor)

From: \_\_\_\_\_

Job Title: \_\_\_\_\_

Library Location: \_\_\_\_\_

1. I understand that prior to filing a formal grievance, an attempt should be made to resolve the matter informally with my immediate Supervisor and/or the Library Director.

- a. \_\_\_\_\_ I did attempt to resolve the matter informally.
- b. \_\_\_\_\_ I did not attempt to resolve the matter informally.

2. As outlined in the Riverside Regional Library Grievance Policy, I am submitting this grievance to the Library Board for resolution based on the following:

a. Action being grieved:

b. Date of adverse action: \_\_\_\_\_

c. Relief I seek:

\_\_\_\_\_  
(Employee's Signature)

\_\_\_\_\_  
(Date)

**Appendix I: (2 pages)**

**Riverside Regional Library  
Background Check Procedures**

**Procedures**

1. Notification

Written notification of the requirement to successfully pass a Background Check will be given during and/or at the time of the interview.

2. Initiation of Check

Background Checks will be initiated only by the Director, or by other personnel to whom that responsibility has been formally delegated by the Director

Authorized Initiators may only initiate Background Checks once they receive a completed and signed Authorization for Pre-Employment Background Check form.

3. Background Checks

Background Checks will include, at a minimum, a multi-state criminal background check including felonies and misdemeanors, a social security trace, and a National Sexual Offender Registry check. Background Checks may also include a credit check (conducted in compliance with the Fair Credit Reporting Act), driver history check, and credentials verification for applicants designated by Director, or by other personnel to whom that responsibility has been formally delegated by the Director.

4. Conditional Offer of Employment

The Background Check must be completed before employment begins, except as provided below. Any offers made before a background check has been completed shall be expressly conditional upon successful completion of the Background Check.

Employment may begin prior to completion of the Background Check only as a conditional offer of employment and when the hiring authority establishes to the satisfaction of the Director, or by other personnel to whom that responsibility has been formally delegated by the Director there is a compelling need. In such cases, Director, or other personnel to whom that responsibility has been formally delegated by the Director will provide the hiring authority with condition of hire language.

Conditional offers shall be withdrawn if the results of the background check are deemed to disqualify the applicant for the position (regardless if conditional employment began).

5. Results of Background Check

Results from a Background Check will be considered in the following manner.

If the Background Check reveals criminal records or other serious misconduct, and, if determined necessary, the hiring authority shall make an initial determination as to whether the Background Check results would disqualify the candidate for the position.

Consideration shall include, but not be limited to, the following factors:

- a. number of offenses or misconduct and the circumstances of each;
- b. length of time between the offense or misconduct and the application for employment;
- c. other employment history;
- d. evidence of applicant's rehabilitation efforts;
- e. severity of the offense or misconduct; and
- f. the relevance of the offense or misconduct to responsibilities of the position.

All results of the Background Check will remain confidential, will be maintained by the Director and the Business Office Manager, and will be disclosed only to authorize employees who have a need to know in the performance of their job assignments.

Failure to disclose criminal convictions requested during the application process may result in disqualification for employment or termination of employment.

Disqualification of a candidate based on information discovered in the Background Check is not subject to grievance or appeal by the candidate.

#### 6. Responsibility for Costs

The hiring authority will be responsible for the costs associated with the Background Check. The investigation will be conducted by a qualified vendor approved by the Library to conduct such investigations.

#### 7. Reporting an Arrest or Conviction

Any employee on extended leave shall report any arrest and any subsequent disposition, including conviction, to their Supervisor or Office Manager within forty-eight (48) hours.

In the case of an employee who is incarcerated, a family member may call on the employee's behalf

- to report the absence on the first day of absence
- to report the arrest within the forty-eight (48) hour period.

Supervisors or Office Manager shall immediately notify the Library Director.

The Director shall determine the appropriate administrative action to be taken, if any, regarding the issues which resulted in the employee's arrest and/or conviction.

**Appendix J:**

**RIVERSIDE REGIONAL LIBRARY  
BACKGROUND CHECK PERMISSION (COMPREHENSIVE)  
FOR PROSPECTIVE EMPLOYEE**

In connection with my application for employment with  
Riverside Regional Library, I hereby agree as follows:

**1. GENERAL CONSENT TO BACKGROUND INVESTIGATION**

As a condition of the Library's consideration of my employment application, I give permission to the Library to investigate my personal and employment history. I understand that this background investigation will include, but not be limited to, verification of all information on my employment application.

**2. CONSENT TO CONTACT PAST EMPLOYERS**

I specifically give permission to the Library to contact all of my prior employers for references. I give permission to all current or previous employers and/or managers or supervisors to discuss my relevant personal and employment history with the Library, consent to the release of such information orally or in writing, and hereby release them from all liability and agree not to sue them for defamation or other claims based upon any statements they make to any representative of the Library. I waive all rights I may have under law to receive a copy of any written statement provided by any of my former employers to the Library. I agree to indemnify all past employers for any liability they may incur because of their reliance upon this Agreement.

**3. CONSENT TO CONTACT GOVERNMENT AGENCIES**

I give permission to the Library to receive a copy of any information obtained in the file of any federal, state, or local court, or governmental agency concerning or relating to me. I consent to the release of such information and waive any right under law concerning notification of the request for a release of such information. In the event a law does not provide for prospective employers to have access to information, I hereby designate the Library as my agent for the receipt of information. I understand that the scope of this investigation will be limited as required by applicable law.

**4. COOPERATION WITH INVESTIGATION**

I agree to fully cooperate in the Library's background investigation, and to sign any waivers or releases that may be necessary or desirable to obtain access to relevant information. In the event that any former employer or federal, state, or local governmental agency will not release reference information or criminal history information directly to the employer, I agree to personally request such information to the extent permitted by law.

**5. MISCELLANEOUS**

This Agreement represents the entire understanding and agreement relating to its subject matter. The Library shall be entitled fully to rely on this Agreement. I understand that I have no guarantee of employment and that the Library may determine not to hire me for any lawful reason.

\_\_\_\_\_  
Applicant's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Applicant's Printed Name

\_\_\_\_\_  
Social Security Number

\_\_\_\_\_  
Date of Birth

\_\_\_\_\_  
Library Authorized Employee Signature

\_\_\_\_\_  
Date

*The **Riverside Regional Library Personnel Manual** has been produced by the Library Board of Trustees for the guidance and orientation of our employees. None of the benefits or policies in this handbook are intended by reason of publication to confer any rights or privileges or to entitle you to be or to remain to be employed by the Library. The contents of this manual are presented as a matter of information of employment only.*

*This handbook is not all-inclusive and does not constitute an express or implied contract for employment.*

*We reserve the right to change the provisions of this handbook at any time, with or without notice. Approved changes to the Personnel Manual will be announced in a timely manner.*

**2012 Board of Trustees Personnel Policy Committee:**

June Ernst (Perry County)  
Janet Randolph (Scott County)  
Kathy Panagos (Cape County)  
James Marks (Perry County), Board President

Approved by the Riverside Regional Library Board 23 August 2012.  
Revisions approved 25 October 2012

# Employee Handbook Acknowledgment of Receipt

The statements contained in the Handbook are intended to provide only general information about the current policies and practices of employment. Nothing contained herein is intended to create, or shall be construed as creating, an express or implied contract or guarantee of employment for a definite or indefinite term.

I recognize, understand, and agree that such employment will be “at will” employment and that, at any time, I or Riverside Regional Library may, with or without cause, terminate such employment.

Riverside Regional Library retains the right at any time, in its own discretion, to delete, add to, alter, and amend any and all information, statements, employee benefits, or terms and conditions of employment contained herein with or without advance notice to me.

Upon termination I agree to return all property including this Handbook to the company. Any money owed to Riverside Regional Library will be deducted from my last paycheck (if legal in the state).

My signature below represents that I have received, read, and understand the information outlined in this Handbook.

Full name (print): \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor's signature \_\_\_\_\_

*Sign this page and return it to the Office Manager to be kept in your personnel file.*

*Approved by the Board of Trustees, May 2010.*