

# Benzie Shores District Library—Personnel Policies and Procedures 12/2015

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## **I. Mission Statement**

Our mission is to provide educational, informational, intellectual and recreational Library resources to our communities and visitors.

## **II. Definitions**

- A. Board.** “Board” means the Board of Trustees for the Benzie Shores District Library.
- B. Director.** “Director” means the Benzie Shores District Library Director.
- C. Employee.** “Employee” means any person who is on the Library’s payroll.
- D. Friends.** “Friends” means the Friends of the Benzie Shores District Library.
- E. Intern.** “Intern” means any person who is a student and renders services to the Library, with or without pay. Interns who receive payment for their services are employees.
- F. Librarian.** “Librarian” means any employee who holds the position of Director, Librarian, or Assistant Librarian.
- G. Library.** “Library” means the Benzie Shores District Library (BSDL).
- H. Library Premises.** “Library Premises” means the Library building and surrounding grounds.
- I. Patron.** “Patron” means any person who uses the Library’s resources.
- J. Staff.** “Staff” means all employees.
- K. Volunteer.** “Volunteer” means any person who provides their services to the Library without pay. Volunteers are not employees.

## **III. Access to Personnel Policies**

Personnel Policies are available online and a copy is available at the circulation desk.

## **IV. Terms of Employment**

Unless otherwise provided in a written employment contract signed by the Director and Library Board President, the employment relationship between the Library and all employees is at-will. The Library or an employee may terminate the employment relationship at any time, with or without cause and with or without notice.

When employment begins, each employee must read the personal policies and operations policies, and sign a document acknowledging that he/she has read them. See Appendix 1 for the “Employee Policy Acknowledgment”.

Employees are expected to report to work on time and to observe their scheduled work hours. During the performance of their duties, staff members shall dress and behave in a professional manner at all times.

## **V. Employees and Volunteers**

**A. Salaried Employees.** Salaried employees are full-time employees who are paid an annual salary and are considered exempt from state and federal overtime regulations. Salaried employees work 37.5 hours or more per week and are under contract for the fiscal year, July 1—June 30.

**B. Hourly-Rate Employees.** Hourly-rate employees are part-time employees and are paid an hourly wage. Hourly-rate employees must submit a record of their work hours every week to the Director. Part-time employees work less than 37.5 hours per week. Part-time employees are paid only for the hours they work. Lunch breaks, vacation leave, sick leave and holidays are not paid.

**C. Volunteers and Interns.**

1. Volunteers and interns are not employees. They are unpaid and shall not work more than 37.5 hours per week.

2. Every volunteer working in the Library must sign two documents: “The Volunteer Code of Ethics” and “The Volunteer Policy Statement of Confidentiality.”
3. Volunteers whose involvement is limited to the Friends of the Library Book Sale need sign only “The Volunteer Code of Ethics.” (Exception: The Book Sale Volunteers who only move books from book storage to the sale site are exempt from signing.)
4. See Appendix 2 for “The Volunteer Code of Ethics” and Appendix 3 for “The Volunteer Policy Statement of Confidentiality.”

## **VI. Equal Opportunity Employment**

The Library is an equal opportunity employer. Hiring decisions are based upon applicants’ qualifications. The staff and Board members shall sustain and adhere to the principals of equal opportunity, in compliance with all pertinent federal, state, and local rules, regulations, and laws governing fair employment. Employment selection and all other employment decisions are made without regard to race, color, creed, religion, national origin, sex, disability or handicap, age, height, weight, veteran status, marital status, or any other reason prohibited by law.

Any discrimination shall immediately be reported to the Director. All such complaints will be kept confidential to the maximum extent practical. Any staff member found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

## **VII. Discriminatory Harassment**

It is the policy of the Library to provide and maintain a work environment that is free of harassment and discrimination based upon race, color, creed, religion, national origin, sex (see sexual harassment policy), disability or handicap, age, height, weight, veteran status, marital status, or any other protected classification. Harassment is any unwelcome or unsolicited verbal, physical or sexual conduct that unreasonably interferes with an employee’s job performance or creates a hostile, offensive, or abusive working environment. Examples of harassment include, but are not limited to, disparaging remarks about a person’s race, color,

creed, religion, national origin, sex, disability or handicap, age, height, weight, or other protected characteristic; unwelcome or unsolicited touching or threats of physical harm; and the use of degrading words, nicknames, pictures, stories, or jokes. All staff members, as well as all other persons or entities affiliated or connected with the Library, are prohibited from engaging in any behavior that constitutes such harassment. Anyone who believes that he or she is a victim of harassment shall immediately report the matter to the Director. Anyone who chooses not to report the matter to the Director or is not satisfied with the Director's response shall report the matter to the Board President. The Library will promptly investigate all allegations of harassment in as confidential a manner as practical. The Library prohibits retaliation against any person who brings a complaint of discriminatory harassment or who takes part in investigating such a complaint. Any staff member or Board member found to be engaging in discriminatory harassment will be subject to disciplinary action, up to and including termination of employment, removal from office or removal from the Board.

## **VIII. Sexual Harassment**

Sexual harassment is unlawful. Any form of sexual harassment, *including cyber*, is unacceptable and such conduct will not be tolerated. "Sexual harassment" means unwelcome sexual conduct. It may include one or more of the following: sexual advances or propositions; requests for sexual favor; verbal abuse of a sexual nature, including sexually explicit or degrading references to another person, or similar language; unnecessary touching; the display of sexually suggestive objects or pictures; sexually explicit or offensive jokes; or physical contact. The staff and Board members shall not engage in unwelcome sexual conduct. The staff and Board members shall not threaten or insinuate, either explicitly or implicitly, that another staff member or job applicant's refusal to submit to sexual advances will adversely affect that person's employment, work status, evaluation, wages, advancement, assigned duties, shifts, or any other condition of employment or career development. The staff or Board members shall not, by unwelcome sexual conduct, create a hostile work environment for another staff member or Board member. Anyone who believes that he or she is a victim of sexual harassment, including but not limited to any of the conduct listed above, shall

immediately report the matter to the Director. Anyone who chooses not to report the matter to the Director or is not satisfied with the Director's response shall report the matter to the Board President. Any questions about this policy or potential sexual harassment should be brought to the attention of the Director and the Board.

The Library will promptly investigate all allegations of harassment in as confidential a manner as practical. The Library prohibits retaliation against any person who brings a complaint of sexual harassment or who takes part in investigating such a complaint.

Any staff member or Board member whom the Library believes to be involved in sexual harassment in violation of this policy will be subject to appropriate sanctions, up to and including termination of employment, removal from office or removal from the Board.

## **IX. Code of Conduct (Ethics, Standards and Practices Expected of All Staff and Board Members)**

- A.** The Library depends upon the trust of its patrons to fulfill its mission. The patrons have a right to expect that in fulfilling its mission the Library and its staff and Board members will perform their duties honestly, efficiently and economically. In order to earn and maintain the trust, it is the declared policy of the Library that all staff members and Board members shall avoid conflicts between their private interests and those of the Library's patrons. It is the Library's intention that all staff members and Board members avoid any action, whether or not expressly prohibited by this provision, that may result in or create the appearance of
1. Using their affiliation with the Library for personal gain;
  2. Impeding the Library's efficiency or economy;
  3. Compromising independence or impartiality of action;
  4. Making a decision on behalf of the library unless properly authorized, or;
  5. Giving or accepting preferential treatment.
- B.** In order to insure the integrity and impartiality of all staff and Board members, the following guidelines are hereby established:

1. Gratuities. Staff and Board members shall not solicit, accept, or receive, directly or indirectly, any gift or promise of a gift, in any form including money, service, loan, travel, entertainment, or hospitality, under circumstances from which it may be reasonably inferred that the gift or promise of a gift, is intended to influence them in the performance of their official duties, or is intended as a reward for any official action on their part.
2. Preferential Treatment. Staff and Board members shall not use, or attempt to use, their official positions to secure, request or grant, any privileges, exemptions, advantages, contracts, or preferential treatment for themselves, or others.
3. Use of Information. Staff and Board members who acquire information in the course of their official duties, which information by law or policy is not available at the time to non-staff members or non-Board members, shall not use such information to further their personal economic interest or that of anyone else.
4. Full Disclosure. Staff and Board members shall not participate, as an agent or representative of the Library, in approving, disapproving, voting, abstaining from voting, recommending or otherwise acting upon any matter in which they have a direct or indirect financial interest without disclosing in advance, for the official record, the full nature and extent of their interest.
5. Outside Business Dealings. Staff and Board members shall not engage in or accept employment, or render services for a private or public interest, when that employment or service is incompatible or in conflict with the discharge of their official duties, or when that employment may tend to impair their independence of judgment or action, in the performance of their official duties.
6. Suppression of Public Information. Staff and Board members shall not suppress any Library report, document, or other information which should be available to patrons.

7. Use of the Library Property. Staff and Board members shall not, directly or indirectly, make use of or permit others to make use of the Library property of any kind for purely personal gain. Staff and Board members, shall protect and conserve all Library property, including equipment and supplies, entrusted or issued to them.
8. Violation and Enforcement. All matters concerning this provision shall be directed to the following authorities, depending upon the staff or Board member involved, or group concerned, and the nature of the action:
  - a. Matters concerning staff members shall be directed to the Director;
  - b. Matters concerning the Director or Board members shall be directed to the Board President; and
  - c. Matters concerning the Board officers shall be directed to the Board.

## **X. Accidents/Injuries**

- A. Exercising good judgment and sound safety procedures is a must. However, if an employee or volunteer is injured at the Library, the employee shall immediately, if possible, file an incident report.
- B. The Board requires the presence of two staff members when the Library is open to the public. If special circumstances, such as inclement weather, illness, etc, prohibit this, a Library volunteer may substitute for the presence of a second staff member.

## **XI. Supervision and Reporting Responsibilities**

- A. Director. The Director is responsible to and supervised by the Board.
- B. All other employees. All other employees are responsible to and supervised by the Director.
- C. Interns and Volunteers. All interns and volunteers are responsible to and supervised by the Director.



## **XII. Employee Records and Access**

The following personal information needs to be included in each employee's personnel file: name, address, telephone number, social security number, date of hire and annual performance review. If there are changes in the records the Director must be informed immediately. The employee records may be accessed only by the Director and Board President. Records that are necessary for payroll are accessible to the bookkeeper.

## **XIII. Overtime and Compensatory Time**

All employees are expected to complete the responsibilities of their positions within scheduled Library work hours. If additional time is needed, employees must consult with and receive authorization from their supervisor. Unauthorized overtime is not permitted. Working from home must be discussed with the Director in advance.

Hourly employees shall be compensated in the amount of time and a half for each hour of overtime in excess of forty hours per 7-day-pay period (Sunday – Saturday).

Compensatory time is not offered to part-time employees and is covered by contract for salaried employees.

## **XIV. Recruitment, Selection and Hiring Employees**

A. It is the policy of the Board that all budgeted positions shall be filled in compliance with applicable, relevant laws of the State of Michigan and the federal government.

B. Recruitment and appointment of new staff members with the exception of the Director position shall be a responsibility of the Director. Vacant positions shall be advertised by posting the job requirements in the Library and whatever other sources are necessary and appropriate for unbiased recruitment. For example, the position may be posted in the Traverse City Record Eagle, Benzie County Record-Patriot, professional Library journals, and/or online sources.

C. In the case of filling the position of Director, the personnel committee has the responsibility of following all laws

that are applicable. The Director will be hired only when approved by the Board.

D. Selection of staff members is based on qualifications outlined in the Board approved job descriptions.

E. The Director has the authority to hire, retain, promote, demote, and terminate employees, volunteers, and interns.

## **XV. Recruitment and Selection of Volunteers and Interns**

All volunteers and interns are at-will, unpaid workers. The Director has the authority to allow or prohibit a person from volunteering in the Library and to dismiss a volunteer at any time for any reason.

## **XVI. Job Descriptions**

The Library maintains written job descriptions, including the duties and minimum requirements of each position. See Appendix 4 for Staff and Volunteer Job Descriptions.

## **XVII. Staff and Volunteers**

Although staff members and volunteers have certain duties, other duties will be assigned to keep the Library running smoothly. All employees and volunteers are expected to do the jobs they are assigned or necessary ones that arise in the course of a day. Volunteers are recognized annually at the volunteer/staff meeting in June.

## **XVIII. Employee Pay Rates and Pay Periods**

The Director with input from the Treasurer, subject to budget considerations and approval by the Board, shall have authority to set employee pay rates and award pay increases. The Director's pay is determined by contract on an annual basis.

Pay checks shall be issued weekly on Tuesdays. Pay periods are Sunday-Saturday.

## **XIX. Annual Review**

The purpose of the performance review is to evaluate competence, encourage self-improvement, give the employee the opportunity to discuss the satisfactions and problems of the job, establish employee goals and objectives for the year, and improve the operations and services of the Library. A performance review does not guarantee a change in pay status or alter the at-will employment relationship.

The annual review process is as follows:

- A.** The Director will do a written performance review of each employee. The review form used will be the same for each employee.
- B.** The performance review will be given to the employee. The employee will have an opportunity to respond in writing to the review and to complete his/her portion of the review form.
- C.** The employee will complete a self assessment review.
- D.** The Director and the employee will meet to discuss the performance review.
- E.** The employee will have an opportunity for further written response and/or comments.
- F.** Once the performance reviews of all employees are complete, the Director will present a general, written summary to the Board. The performance review will be kept confidential, if possible.
- G.** The personnel committee will be responsible for the performance review of the Director. The evaluation will follow the same protocol as staff evaluations and may be held in closed session at the request of the Director.
- H.** Each employee evaluation will be kept in that employee's personnel file.

## **XX. Family, Sick, Personal and Vacation Leave**

Unless otherwise provided in a written employment contract signed by the Director and President, the Library will provide no paid family, sick, personal, or vacation leave time. Unpaid leaves for hourly employees are scheduled by the Director and must have the Director's approval. Part-time employees working under 1250 hours/year are not eligible for extended leave under the Family Medical Leave Act. Any extended leave for part-time

workers is at the discretion of the Director and is always without pay. A form signed by a doctor is required for the consideration of extended medical leave. (Open ended dates are not accepted.) Extended leave and FMLA extended leave for salaried employees is covered by contract. See Appendix 5 for the “Request for Extended Leave Form”.

## **XXI. Staff Children**

Occasionally, a child or children of an employee may use the Library during the parent’s scheduled work shift provided the child does not require supervision and does not interfere with the parent’s work. A child or children of an employee may not be brought to the Library on a regular basis during the employee’s work shift. Employee children may not be in the Library workroom or at the circulation desk.

## **XXII. Employee Benefits**

Unless otherwise provided in a written employment contract signed by the Director and the Board President, the Library will provide no health care insurance, no life insurance and no retirement benefits.

## **XXIII. Continuing Education and Training**

- A. The Board requires staff to have a minimum of three (3) hours of continuing education/professional development per year. This can include online classes, workshops, webinars, in-service training and/or conferences. Training must have the prior approval of the Director.
- B. Cost for this training will be paid by the Library. Staff will be paid for the hours spent attending training classes, sessions, or meetings. If an employee wishes to attend a training or continuing education event during normal working hours with pay, they must have the Director’s prior approval.
- C. Staff will be reimbursed for mileage but not paid for travel time.
- D. The Director’s continuing education is covered in the written employment contract signed by the Director and president of the Library Board.

#### **XXIV. Reimbursement for Mileage**

All staff and Board members required to use their private vehicles in the performance of their duties shall be paid for actual trip mileage in accordance with the Internal Revenue Services approved rate per mile. Employees' mileage to and from work will not be reimbursed. Requests for mileage reimbursement must be submitted in writing to the Director and must specify the destination, purpose of the trip and actual mileage traveled. Car pooling should be practiced whenever possible. If car pooling is offered, and an employee chooses to use his/her personal vehicle, mileage will not be paid. Requests for reimbursement for parking expenses shall be submitted in writing to the Director and shall include a receipt. If an employee or Board member receives compensation from another entity for mileage, they may not claim mileage from the Library.

#### **XXV. Off Site Staff Presentations**

When a staff member is presenting a program regarding any Library services or materials that staff member is representing the Library and will be paid at his/her regular hourly rate. No honorarium may be accepted. Mileage expenses may be accepted, if offered. Otherwise mileage expenses will be paid by the Library. There may be cases, such as statewide or national conferences where hotel expenses or speaker's fees are paid as the norm. Acceptance of such an engagement must be approved by the Director. All programs and presentations must be approved by the Director in advance.

#### **XXVI. Amendment of Personnel Policies and Procedures**

The Board reserves the right to unilaterally amend these personnel policies and will notify staff members of changes.

#### **XXVII. Effective Date and Policy Review**

These personnel policies and procedures shall become effective on the date they are approved by the Board and shall supersede all prior personnel policies and procedures. A copy of these and the

operating policies will be available to staff. The personnel policies, operating policies and job descriptions are reviewed every two years or more frequently deemed necessary. Any legislation pertaining to employment law supersedes Library policies.

# Appendices

# 1: Employee Policy Acknowledgement

*Date:*

*I have access to and have read the Personnel Policies and Library Operations Policies.  
I have had "At-Will Employment" explained to me and I understand "At-Will  
Employment".*

*Employee Signature* \_\_\_\_\_ *Date* \_\_\_\_\_

*Library Director's Signature* \_\_\_\_\_ *Date* \_\_\_\_\_



## 2: Volunteer Code of Ethics

The Library Board and staff appreciate the time and energy that volunteers give to the Library. It would be impossible to provide the community with such a high level of Library service without the volunteers.

As a representative of the Benzie Shores District Library, volunteers are responsible for presenting a good image to the community. Volunteers are held to the same standards as paid staff and their service may be terminated at any time. The Library is a drug-free workplace.

Since the public may perceive volunteers as staff members, volunteers should remember that they represent the Library's commitment to excellent service. Friendly, courteous behavior toward everyone using the Library is expected. All Library patron questions, with the exception of simple directional queries, should be directed to a staff member. Personal visits, telephone calls and casual conversation should be kept to a minimum.

The Library expects volunteers to be

1. Respectful of patrons
2. Non-judgmental
3. Safety conscious
4. Good workers
5. Library advocates
6. Committed to patron confidentiality

I have read and understand the above statements. Any questions I have regarding Library policies or these statements have been answered.

Print Name \_\_\_\_\_

Date \_\_\_\_\_

Signature \_\_\_\_\_

### **3: Volunteer Policy Statement of Confidentiality**

The Benzie Shores District Library recognizes the responsibility of protecting the privacy and confidentiality of Library users. This confidentiality extends to information sought or received; including Library materials consulted or borrowed, database search records, reference interviews, inter-library loan records, circulation records, registration records and all other personally identifiable uses of Library materials, faculties or services. Such information may not be disclosed.

Additionally, anything heard or overheard in the Library, while volunteering, is considered to be information covered by privacy laws and is privileged information. It may not be disclosed to a third party.

1. I have read and understood the above information on confidentiality and agree to work within these guidelines.
2. I will maintain the patrons' confidentiality (records, reference, computer uses, etc.)
3. I will discuss any patron related information only with staff members, as necessary.
4. I will not mention the names of patrons or any details in conversation with people outside of Library staff.

Print Name \_\_\_\_\_

Date \_\_\_\_\_

Signature \_\_\_\_\_

## **4: Staff and Volunteer Job Descriptions**

### **JOB DESCRIPTION/LIBRARY VOLUNTEER**

TITLE: Volunteer

ACCOUNTABLE TO: Library Director and/or Staff

#### **SUMMARY OF WORK:**

- The work of every Library volunteer is dependent on what is needed to be done on any particular day to keep the Library running smoothly and on the skill set and training of each volunteer. The main job of each volunteer is to assist the staff as needed.
- When possible there is at least one volunteer scheduled every weekday to do shelving. The volunteers who shelve books are trained.
- Other volunteer jobs include, but are not limited to, various desk tasks, keeping the magazines in order and tidy, shelf reading, cleaning cds and dvds, and any tasks that the volunteer is asked to do. There are specialized jobs such as book repair or SRP book talking that are the responsibility of volunteers who are trained to do particular tasks.
- Volunteers are responsible for the Friends annual book sale and all the sorting and preparation for it throughout the year. This includes the Friends book cart sales within the Library. Book sale volunteers are required to take direction from Library staff.
- Committees are staffed by volunteers and work within the scope of the mission of the Library and the mission of the Friends.
- The qualifications for volunteer jobs are determined by the Director depending on the scope of the job and the needs of the Library.
- The training of volunteers is dependent on what jobs need to be done. Training is done by staff members.
- It is required that all volunteers follow all Library policies.
- It is required that all volunteers understand and agree to follow the Privacy Act with no exceptions.
- It is required that all volunteers be cognizant of the fact that they represent the Library while working in the Library and in the community.
- Like staff members, volunteers are at-will workers, and may be terminated with no notice.
- The Library Board and staff appreciate the work of the volunteers. We understand that it would be difficult to continue the work and high standards of Library service without dedicated volunteers.
- Volunteers are required to sign two documents, "Volunteer Code of Ethics" and "Volunteer Policy Statement of Confidentiality."

## 5: Request for Leave Extension



### Benzie Shores District Library REQUEST FOR LEAVE OF ABSENCE

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

Branch/Department: \_\_\_\_\_ Position: \_\_\_\_\_

Type of Leave Requested:

Disability     Personal     Educational     Military

Family and Medical Leave     Worker's Compensation

Reason for Leave: \_\_\_\_\_

Are you requesting an intermittent or reduced-schedule leave?     Yes     No

If "Yes", please describe your proposed schedule: \_\_\_\_\_

Date Leave is requested to begin: \_\_\_\_\_ to end: \_\_\_\_\_

*I understand that if this leave is a personal leave or a leave granted under the provisions of the Family and Medical Leave Act, any sick, vacation, or holiday hours I am eligible to take and have available will be utilized from the start of the leave until the hours have been depleted. I also understand that if my leave has been granted under the provisions of the Family and Medical Leave Act and I do not return to work, I am obligated to repay Benzie Shores District Library the cost of the health care premiums for the period of the leave and/or have the amount owed deducted from my last paycheck or any monies received from the Library.*

*I also understand if this leave request is approved, I must return to employment within three working days of the leave ending date, unless I have made prior arrangements to have the leave extended or my employment will be terminated.*

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

This leave of absence request is:     Approved     Denied

Leave will begin: \_\_\_\_\_ Leave will end: \_\_\_\_\_

Employee     has     has no    reemployment rights.

Remarks: \_\_\_\_\_

Human Resources Director: \_\_\_\_\_ Date: \_\_\_\_\_

or

Library Director: \_\_\_\_\_ Date: \_\_\_\_\_