

Expected Work Week

Non-salaried employees:

The work week of Heartland Regional Library System (HRLS) shall be Monday through Saturday for the Eldon branch and Tuesday through Saturday for Belle, Iberia, and Vienna branches. Any hours worked over the normal employee hours must be approved by the Director BEFORE actually working any extra hours.

Salaried employees:

Shall work any days Monday through Saturday on the basis of no more than forty (40) hours per week. Any hours worked over the normal employee hours must be approved by the Director BEFORE actually working any extra hours.

DUTIES and EXPECTATIONS

Work schedules are to be proposed by the director after a plan of service has been defined. Work schedules should be on the basis of no more than forty (40) hours per week.

Essential Physical Abilities to be accomplished with or without reasonable accommodation are:

1. Clarity of speech and hearing which permits the employee to communicate effectively with the supervisor and other employees.

1. Vision which permits the employee to produce and review a wide variety of library materials, written correspondence, reports and related materials in both electronic and hard copy form.

1. Manual dexterity which permits the employee to operate a keyboard and any other assigned equipment to process library materials.

1. Personal mobility which permits the employee to monitor, supervise and perform assigned library operations, and to attend Library district, community, and public meetings at various locations.

1. Lift up to 20 pounds, push and pull carts weighing up to 100 pounds, bend, stoop and reach shelving from floor level to 6 feet high and stand or walk for at least 1 hour at a time.

1. Tolerance for dust which permits the employee to work with books and other library materials.

Required tasks are performed based on each individual job description as approved by the HRLS board of trustees.

The first duty of all employees is service to the public, and to offer prompt, efficient, courteous, and friendly service to the public. Employees should remember that they are representatives of the library and should create a positive public opinion regarding the library whether physically inside library facilities or out in the community. All requests from patrons should be treated as important. All patrons should be treated with dignity and respect. No one is to be discriminated against because of actual or perceived sexual orientation or gender identity, age, race, religion, political affiliation, and social, or intellectual status.

Expressions of personal differences and antagonisms have no place in the library and will not be tolerated. It is important to be friendly and pleasant to patrons. Do not be overly

loud in talking with patrons at the check-out counter, and do not share personal problems with patrons. If a patron is angry about a library matter, listen to them and respond in a quiet voice. This will usually diffuse the situation. If not, keep your temper in check, but remain firm in upholding library policies and practices. Self-control and businesslike conduct is expected from all those on duty.

Employees will make every effort to be present at the times assigned or will notify the branch manager or library director in case of illness or inability to report to work (see "Reporting Relationship" on job description to see who to report to).

Questions about library policies and procedures should be directed to the library director or branch manager. Suggestions for improvements or constructive criticism are valuable and will be welcomed by the director.

STAFF CONDUCT

The main purpose behind every policy and procedure of the library system is service to the public. Employees should feel pride in their jobs when they realize their efforts can make that service the best possible.

Staff members must always be pleasant, friendly, and helpful with the public. They are not expected to know answers to all of the questions patrons may ask, but should convey a willingness to assist. They should be familiar with library policies and procedures and should know how to obtain information for patrons.

Attention should always be focused on patrons. Personal conversations, reading, or even library tasks should not distract staff members from greeting and helping the public.

Since the telephone is a vital link between the public and the library, employees should remember the following:

1. When answering the phone or placing a call, you should identify your library branch and yourself to the called.
2. If you must leave the phone or refer the call to another staff member, briefly explain the reason the caller must wait.
3. Never keep a person waiting longer than two or three minutes. If there is a delay beyond this, briefly explain the delay and ask if the call may be returned. If you are searching for information for the caller, ask if they prefer to hold while you search or have you call back.

Employees should feel a sense of responsibility for the appearance of the library and should help to keep work and public areas as neat as possible.

Staff members' appearance should be neat and clean. Clothing should be in good taste and appropriate to the work situation.

Personal Use of Office Communication Equipment

The Heartland Regional Library provides phones, computer system, and internet access for employees to use for business purposes. To promote the professional use, the following rules apply:

Computer-Internet

- Employees should use the computer systems, including e-mail and internet, for library business only.
- Occasional and minimal use of e-mail or the internet for personal use is permissible, if not abused. Such use can interfere with library business.
- Use of the computer system for any profit-making enterprise is strictly prohibited.

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- When using the internet, employees must avoid accessing any sites that depict sexually explicit, obscene, or offensive material. Equally, the computer system may not be used to transmit, by e-mail or other means, any such material. The library takes this policy very seriously and any violation will ordinarily result in discharge.
- The library owns the computer system. Employees have no expectation of privacy in any e-mail message, internet searches, or any other information on their computer or work email account. The library reserves the right to periodically monitor and inspect computers without notice to the employee. Employees should expect that such monitoring will occur and act accordingly.

Telephone

The library telephone system is designed and intended solely for business use. Employees are permitted to use the phone system for personal calls of a limited nature if such calls do not interfere with library duties. Employees should normally limit personal calls to lunch and break times. The use of mobile phones, including text messaging, should be limited to business use during working hours. Management understands that a certain amount of personal business needs to occur during business hours, but the practice should be limited. As a general rule, the use of mobile phones while driving is prohibited.

EXTRA HOURS WORKED BY LIBRARY STAFF AND COMPENSATED TIME

Overtime work beyond the employee's scheduled work period is not customary for the library. When an exception is made, it must be approved by the director.

When overtime occurs, the director may approve payment for that extra time, compensatory time, or addition of the extra hours to the employee's vacation time. If compensatory time is approved, those hours will ordinarily be taken within the next month.

Employees will use the current time-clock program used by HRLS to request comp time off by entering the dates/times of desired time off. It is preferred the employee uses comp time before the end of the month. Requests for leave are to be entered well in advance of leave date(s).

All information is to be filled in on the time clock program. (See sample below.)

1. Code (Comp)
2. Date
3. Number of Hours
4. Notes (optional but recommended)

The director will approve or deny entered requests in the current HRLS time clock program as soon as possible.

MAKE-UP TIME

Making up lost time is not ordinarily approved; however, it is sometimes unavoidable. Make-up time will be granted only with the approval of the director and will be held to a minimum. Absence from work for health reasons is to be deducted from sick leave. Absence for personal reasons may be deducted from vacation.

ABSENCES & TARDINESS

It is expected that every employee will be at work on the days assigned for work and ready to commence working at the assigned start time. Employees should contact their supervisor(s) as soon as possible when they become aware that they will be unexpectedly late or absent. Being late is a situation where an employee is not ready to work at the STARTING TIME of the scheduled work shift or does not return promptly from a break/rest period or mealtime.

The library may ask for a doctor's excuse if one or any of the following occur (this is not an all-inclusive list): (1) if an employee is absent for more than 3 days; (2) if an employee is absent on a regular basis or in a particular pattern; (3) if an employee is absent on more than one occasion, or that occasion is more than two days long, during their probationary period.

If an employee is absent for any scheduled days or shifts without calling his or her supervisor or another supervisor in charge, in accordance with departmental procedures, he or she may be subject to disciplinary procedures up to and including termination.

If an employee is absent for three or more consecutively scheduled days or shifts without speaking to his or her supervisor or another supervisor in charge, in accordance with departmental procedures, the employee will be considered to have abandoned his or her job.

DISCIPLINARY ACTION

Heartland Regional Library System (HRLS) generally implements a progressive disciplinary process, as follows: verbal counseling, written warning, disciplinary probation, and a final stage of termination or discharge. The disciplinary process may stop or skip one or more levels at any time. There may be some instances that require immediate written warning or immediate disciplinary action, including but not limited to probation or termination. However, the primary objective of the HRLS progressive disciplinary process is to return the employee to the status of a satisfactory employee.

The situations set forth below are considered serious enough that they may result in immediate suspension or discharge from employment. The list of situations noted here does not purport to be all-inclusive:

- Conviction of a felony or of a misdemeanor that directly affects one's ability to effectively perform the duties of the job.

- Theft of property, equipment, materials, or supplies of the library, staff members, or patrons.

- Vandalism or willful damage of library property.

- Physical or verbal abuse or any act intended to physically harm another person or personal property on HRLS premises.

- Falsification of any library records or documents.
- Willful disregard of library policies and procedures.
- Willful violation or disregard of safety, health, fire, or security guidelines.
- Willful disregard or refusal to perform assigned duties (i.e. insubordination).
- Violation of Sexual Harassment policy.
- Unlawful harassment or discrimination including any violations of HRLS policies.

PROCEDURE:

VERBAL COUNSELING: This is a meeting with the employee to verbally explain the problem behavior and how to correct it. A note written by the

supervisor regarding the meeting, what was said, and the outcome thereof should be kept in the department personnel file for future use. (Verbal counseling may be omitted in appropriate circumstances by the discretion of the supervisor.) 21

WRITTEN WARNING: This is a written statement outlining the incident(s) and dates of the incidents with an explanation of what action is expected to correct the situation. The written warning should contain language stating that, if future unacceptable conduct occurs, it may result in further disciplinary action. The employee should sign the statement indicating he/she has read it, a copy should be given to the employee, and the original should be placed in the employee's personnel file. If the employee refuses, a note should be made on the document that the employee refused to sign. (Written warning may be omitted in appropriate circumstances by the discretion of the Library Director.)

DISCIPLINARY PROBATION: The probationary memo should outline the conduct and/or performance problem areas and how these must be improved. It should state that discharge may follow if these areas are not improved upon within a certain period of time (e.g. 60, 90 days). The employee should sign, date, and receive a copy; the original needs to be placed in the employee's personnel file. If the employee refuses to sign, a note should be made that the employee refused to

sign the form. (Disciplinary probation may be omitted in appropriate circumstances by the discretion of the Library Director.)