



# **Walworth-Seely Public Library Personnel Policy Manual**

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Reviewed: 7/12/2018

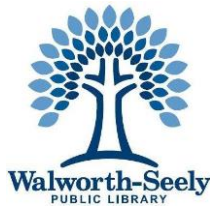
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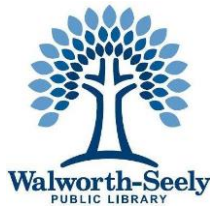
## INTRODUCTION

The Walworth-Seely Public Library was chartered by the University of the State of New York in 1962 and amended in 2003 by the same. Its stated purpose is to provide for the educational, informational and recreational needs of its patrons by providing a variety of library materials and services in a courteous and efficient manner.

The library is governed by the Board of Trustees whose members are elected by the Library Board and approved by the Walworth Town Board. The Library Board is responsible for the overall fiscal affairs of the library and other business at the policy making level. The administration and management of the library is the responsibility of the Library Director who is under the direction of the Library Board. Other staff members are assigned duties by the Library Director, who retains direct responsibility to the Board of Trustees for the performance of staff members.

This employee policy supersedes and replaces any and all previous employee policies and inconsistent verbal or written policy statements. The WSPL Board of Trustees reserves the right to revise, delete and add to the provisions of this policy, with the exception of those required by the Civil Service rules. All such revisions, deletions, or additions must be in writing and must be voted on by the WSPL Board of Trustees. No oral statements or representations can change the provisions of this employee policy.

The following pages are inclusive of the Walworth-Seely Public Library Personnel Policy Manual to be provided to all employees at the start of employment.

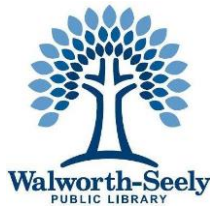


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### Additional Documents included:

- Civil Service Library Page Job Description
- Walworth-Seely Public Library Page Job Description
- Civil Service Library Clerk Job Description
- Walworth-Seely Public Library Clerk Job Description
- Civil Service Library Director Job Description
- Patron Code of Conduct Policy



### **ADMINISTRATIVE LEAVE/LEAVE OF ABSENCE**

1. Administrative leave will be at the discretion of the Board of Trustees for full-time employees.
2. Hourly staff may request a leave of absence from the Library Director. Approval is at the discretion of the Library Director with a focus on library needs and staffing requirements.

### **ATTENDANCE**

1. Work Week: consists of seven days, Sunday through Saturday.
2. Individual work schedules will be established by the Library Director.
  - a. Employees who work more than 6 consecutive hours will be entitled to a 30-minute, unpaid meal break.
3. All hourly employees are required to sign in and out from their shifts using the automatic time tracking system, including meal breaks.
4. Employees are expected to be at his/her post and working at the assigned time.
5. If an employee is going to be late, the library must be notified as soon as possible.
6. Repeated instances of tardiness will result in disciplinary action.

### **BEREAVEMENT**

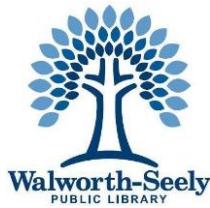
1. All employees are eligible for bereavement pay in the event of the death of an immediate family member as listed: spouse/significant other, children/step-children, parents, grandparents, siblings, parents of spouse /significant other, son-in-law, daughter-in-law, brother-in-law or sister-in-law.
  - a) Full-time employees will receive up to 3 paid days of bereavement.  
(1) One (1) day = 8 hours
  - b) Hourly staff will receive up to 3 paid days of bereavement.  
(1) One (1) day = average hours worked per week divided by 5 (if less than 3 hours, employee will receive minimum of 3 hours per day)
  - c) Hourly substitutes are not eligible for bereavement pay

### **CIVIL SERVICE REQUIREMENTS**

1. The Walworth-Seely Public Library shall abide by existing Civil Service employment requirements and requirements established by the New York State Education Department.

### **CLOSINGS/HOLIDAYS**

1. Holidays - The library will be closed for holiday observations per board approval the prior year. Only the Library Director will be compensated for holiday closings occurring on a normal work day.
2. Weather or Emergency - Closing the library during inclement weather or emergency may be necessary. Closings will be determined by the Library Director or the person designated in charge. In the event the Town Supervisor closes the town building, the library will be closed as well.



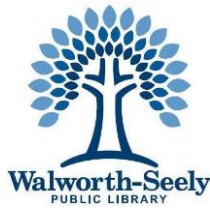
- a. Any employees ready to work will be paid for hours scheduled.

## **COMPENSATION**

1. In accordance with Pioneer Library System's Fair Compensation for Library Workers Policy, all employees must earn at least the New York State minimum wage.
2. Employees will be paid every two (2) weeks with deductions for Withholding Taxes, Social Security and any other withholding required by law.
3. All wages and salaries will be approved by the Board of Trustees and follow the Library's established Salary Matrix, based on New York State minimum wage.
4. The Library prefers all employees to be paid by Direct Deposit. Other methods of payment may be approved by the Library Director or the Board on a case by case basis.
5. The Library Director will be paid on a 12-month salary basis.
6. Hourly employees will be paid on an hourly basis.
7. Employee work schedules will be managed by the Library Director. Payroll will be approved by the Library Director prior to submission each pay period.

## **COMPUTER/SOFTWARE/INTERNET/EMAIL/SOCIAL MEDIA USE**

1. Library equipment including computer hardware and software are valuable assets. They should generally be used for Library business only, with the exceptions noted below. Employees may not copy or use Library purchased/leased software contrary to the provisions of any license agreement. Employees should follow computer maintenance, software updating procedures, and caution in opening email in order to avoid computer viruses which have the potential to cause damage to Library and system computer networks.
2. The Library provides Internet access and email to its employees to assist and facilitate business communications and work-related research. These services are for legitimate business use only in the course of an employee's assigned duties, with the exception that employees may access the Internet for non-business use on personal time, so long as all other provisions of this policy are followed. All materials, information and software created, transmitted, downloaded or stored on the Library's computer system are the property of the Library and may be accessed by authorized personnel.
3. Inappropriate computer use includes: transmitting obscene, harassing, offensive or unprofessional messages; accessing any site that is sexually or racially offensive or discriminatory; displaying, downloading or distributing any sexually explicit material; transmitting any confidential or proprietary Library information.
4. The Library reserves the right to monitor employee use of the email system or the Internet at any time. Employees should not consider their Internet usage or email communications to be private when using staff computers, software or email accounts. Personal passwords are not an assurance of confidentiality, and the Internet itself is not secure.



5. Any software or other material downloaded into the library's computers may be used only in ways consistent with the licenses and copyrights of the vendors, authors, or owners of the material.

### **CONTINUING EDUCATION (CE)**

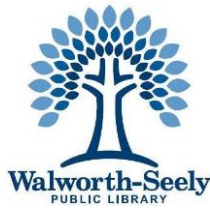
1. Membership Dues: at the discretion of the Library Director, the library will maintain memberships relative to need for certain employees.
2. WSPL fosters and promotes training and development of employees to improve the quality of service, career development and skills pertinent to their position at the library. Requests will receive equal consideration for appropriate training opportunities. Requests must be submitted to the Library Director using the CE Request Form a minimum of one month prior to the event.
3. The Public Library Director position requires CE credits to maintain certification by NYS. Requests for CE attendance and reimbursement by the Library Director are to be made in writing on the CE Request Form to the Library Board at least one month prior to the date of attendance.

### **DEFERRED COMPENSATION PLANS**

1. All employees are eligible to enroll in the New York State Deferred Compensation Plan. Employees are to notify the Library Director if interested.

### **DISCIPLINE/TERMINATION**

1. Discipline - employees will be disciplined by the Library Director commensurate with the offense or Infraction.
  - a. In most cases, offenses or infractions will be noted with a verbal warning and corrective instructions.
  - b. Repetition of the same offense or infraction or the commission of a more serious offense will result in a written warning accompanied by a notification that further offenses or infractions could subject an employee to termination.
  - c. Serious offenses may result in immediate termination.
  - d. Upon satisfactory correction of an offense or infraction, the employee may request that a written recognition of the improvement be included in his or her personnel file.
2. Termination – An employee may be terminated by the Library Director at will.
  - a. Reasons for termination may include, but are not limited to the following:
    - i. Unsatisfactory job performance based on the failure to mark progress in the annual evaluations.
    - ii. Failure to meet the performance criteria of one or more of the work duties or behavioral characteristics outlined in the employee's job description.
    - iii. Conduct deemed by the supervisor to be unsuitable for employment, including, but not limited to, insubordination, dishonesty, fraud, or theft.



- b. An employee who has been terminated shall not be entitled to monetary compensation for any unused benefits.
- c. An employee who has been terminated for cause will not be eligible for reemployment.

### **DRESS CODE**

1. Employees must dress appropriately for their work assignment. Personal appearance of employees shall be one that emanates pride and professionalism to correspond with the position held.
2. As a guideline, clothing or accessories that are political or have abusive or demeaning language or pictures that are in poor taste including lewd, suggestive or offensive words or innuendo are prohibited.
3. Employees are expected to present a clean, neat appearance.
4. Clothing should be clean and cared for.
5. The Library Director reserves the right to deem any article of clothing or accessory to be inappropriate. On occasion, the Library Director may authorize exceptions to the dress code.

### **EQUAL EMPLOYMENT OPPORTUNITY**

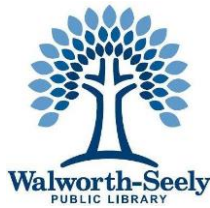
1. The Walworth-Seely Public Library is an Equal Opportunity Employer and does not discriminate against current or prospective employees because of age, race, color, creed, religion, sex, sexual orientation, national origin or handicapping condition. In all instances, the Board will seek to employ the most qualified individual.

### **EVALUATIONS**

1. Staff Evaluations – All employees shall receive a written performance review once a year by the Library Director. Performance shall be evaluated on an on-going informal basis throughout the year by the Library Director so that any issues may be addressed at the time of occurrence (see Discipline). The Library Director will prepare an annual written report in January reviewing the previous year's performance of each employee. The Library Director will report the completion of the annual evaluations to the Library Board by the March Board Meeting.
2. Library Director Evaluation – The annual evaluation of the Library Director will be conducted by the Personnel Committee in November of each year. The Library Board will be responsible to conduct a written yearly evaluation of the Library Director including a review of goals for the upcoming year to be reviewed with the Library Director by the January Board Meeting.

### **FAMILY MEDICAL LEAVE**

1. The Walworth Library does not fall under the Family Medical Leave Act (FMLA) of 1993. However, the Walworth-Seely Public Library offers the following benefits in adherence to those of the Family Medical Leave:



- a. Each employee is entitled to 60 days of unpaid job-protected leave for their own serious health condition, or because they need to care for his/her parent, spouse, or child with a serious health condition
- b. 30 days' notice required for pre-planned medical conditions, in un-planned situations, as much notice as possible must be given to the library director prior to the leave request
- c. All employees may, but are not required, to use their personal time before using the Family Medical Leave benefits stated in this policy

### **GRIEVANCE PROCEDURE**

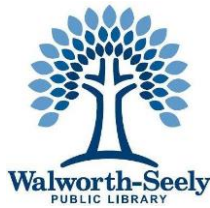
1. Employee grievances shall be submitted to the Library Director. If the grievance is against the Library Director, then the complainant(s) may submit the grievance to the Chair of the library's Personnel Committee.
2. The Library Director or Chair of the Personnel Committee shall make every effort to resolve the grievance. If the grievance is not resolved satisfactorily, then the complainant(s) may file a written complaint with the Board of Trustees. The Library Board will hold a hearing within 30 days of receipt of the complaint and render a written decision within 20 days of the hearing. The Library Board's decision will be final.

### **HOURLY SUBSTITUTES**

1. Hourly substitutes are defined as individuals who work less than one shift per week and are unavailable to work Saturdays on a rotational basis.
2. Hourly substitutes will not be eligible to earn Paid Time Off (PTO)
3. Hourly substitutes will not be eligible for Cost-of-Living Adjustment (COLA) raises.

### **JURY DUTY and REQUIRED APPEARANCES**

1. The Library Director may request a copy of the notice for Jury Duty or other Required Appearances.
  - a. The Library Director will receive his/her regular pay
  - b. Hourly staff will receive their average number of hours for a work day (total hours worked per week divided by 5, if less than 3 hours, employee will receive minimum of 3 hours per day) if the dates required fall on a normally scheduled work day. These hours cannot be applied if the employee works additional hours of that week. (I.e. if an employee normally works Monday and Tuesday for a total of 6 hours per week, they cannot alter their schedule to work Thursday and Friday in order to work their 6 hours and then also claim Paid Jury Duty hours.)
  - c. Hourly substitutes will not receive compensation



### **MEDICAL BENEFITS**

1. The Library is considered a small employer (50 or less full-time employees) and therefor exempt from the Affordable Health Care Act. The ACA also does not require employers to provide health insurance to part-time employees. Employees are encouraged to seek more information at: <https://nystateofhealth.ny.gov/>
2. The Library Director will have the option to purchase health insurance through the Library. The Library will pay a portion of the Library Director's monthly premium for insurance purchased through the Library in an amount determined by the Board at the Library Director's date of hire.

### **MINIMUM STAFFING LEVEL**

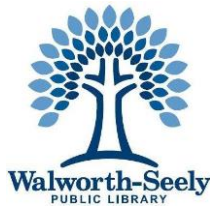
1. For safety of staff and patrons, the library must be staffed by two employees at all times when the town offices are closed. If that is not possible, the Library Director or designated person in charge must be notified. In the event a second person cannot be brought in, the library will be closed.

### **OUTSIDE EMPLOYMENT**

1. The Library is supportive of its staff providing outside services to the public for compensation that is separate from the compensation they receive as an employee of the Library, and for services that are similar to those the staff is responsible for providing to the public as an employee of the library, with the following provisions:
  - a. There are no deficiencies in the staff's job performance as a result of providing these outside services.
  - b. The planning and delivery of these outside services are to be done on the staff's own time, taking vacation and personal time as necessary.
  - c. Recipients of these outside services are informed that the services are not provided by the Walworth-Seely Public Library and that the Library in no way takes responsibility for these services.
  - d. The Library must be compensated for the use of office supplies and equipment in preparing and conducting these outside services, and compensated for the use of materials and services for which the public is charged to access or use.
  - e. There is no conflict of interest by the staff when developing his or her outside services and developing similar services as an employee of the Library and provided to the public.

### **OVERTIME**

1. Overtime must be approved by the Library Director prior to actual hours worked. Hours worked over regular schedule, with 40 hours or less to be paid at regular rate. Over 40 hours per week to be paid 1 ½ times regular hourly rate.



## PAID TIME OFF (HOURLY STAFF)

1. The Annual Paid Time Off (PTO) cycle will begin January 1<sup>st</sup> of each year. Paid time off does not carry over into the next year and must be used by the end of the pay period in which December 31<sup>st</sup> of the same year falls. Unused PTO will be lost.
2. Paid time off is awarded to hourly staff, after the successful completion of one year of employment at the Library, as follows:

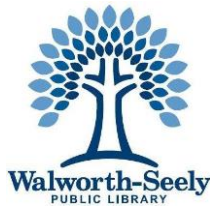
Average Hours Worked Per Week in Previous Year	Weeks of PTO Awarded
Less than 15	1.5
15 – 24.99	2.5
25 or more	3.5
Longevity Bonus: In addition to yearly PTO, hourly staff completing 5+ years of employment will be awarded Longevity PTO. Longevity PTO is in addition to the PTO earned each anniversary year. Longevity PTO will be awarded based on number of years employed multiplied by the average number of hours worked per day.	

3. *Total Hours Worked in the Previous Year* will be calculated starting with the pay period that includes December 1<sup>st</sup> of the previous year and the next 25 consecutive pay periods (for a total of 52 weeks). This number will be divided by 52 to calculate the employee's *Average Hours Worked Per Week in Previous Year (Average Hours)*.
4. *Weeks of PTO Awarded* will be multiplied by employee's *Average Hours* to convert the number from weeks to hours. Employees will be notified in writing what their PTO Balance will be prior to January 1<sup>st</sup>.
5. Employees who have not yet completed a full year of employment will not be awarded PTO on January 1<sup>st</sup>. On their anniversary date, they will receive a prorated amount of PTO based on their Hours Worked in their First Year and how many weeks are left until December 31<sup>st</sup>.
6. Hourly substitutes do not receive paid time off.
7. PTO requests should be made at least 14 days in advance and must be approved by the Library Director, except in the cases of emergencies or illness.
8. If an employee must miss three consecutive days due to illness, a physician's note may be required to receive paid time off.

### Longevity Bonus for 5+ Years:

Average Hours Per Week / 5 = X

X \* Years of Longevity = Longevity Bonus



### **PERSONAL TIME (LIBRARY DIRECTOR)**

1. Personal time is awarded to the Library Director as follows:
  - a. 3 days upon date of hire, with an additional 5 days earned upon the satisfactory completion of six months of continuous employment with the library
  - b. 10 personal days to be awarded on the anniversary of date of hire starting at the beginning of the 2nd year and each subsequent year.
2. Personal time is taken in ½ day or full day increments.
3. Personal time of 3 or more consecutive days must be submitted in advance and approved by the board president, except in cases of emergency or illness.
4. Personal time will not accrue. Unused personal time will be lost in the next anniversary year.
5. At end of employment, the Library Director will not be reimbursed for unused personal time.

### **PROBATIONARY PERIOD**

1. All employees work on a probationary basis for the first year after their date of hire per Civil Service.
2. Anyone employed less than one year is not eligible for a salary increase. A salary increase may be given on the one year anniversary if performance is deemed acceptable.

### **RESERVE MILITARY DUTY**

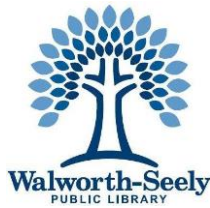
1. The Library Director will receive their regular pay for two weeks of active duty time.
2. Hourly Staff will receive 2 weeks of their average weekly pay.
3. Hourly substitutes will not receive reimbursement.

### **RESIGNATION**

1. In order to be considered “in good standing”, hourly employees should file written notice of intent to resign at least 14 days in advance of the last day of employment.
2. In order to be considered “in good standing”, the Library Director should file written intent to resign at least 30 days in advance of the last day of employment.
3. At end of employment, the Library Director will be reimbursed for unused vacation time (up to a maximum of 25 days) but not for unused personal time.
4. At end of employment, hourly staff “in good standing” shall be reimbursed for unused paid time off (up to a maximum of 100 hours.)

### **RETIREMENT**

1. All employees will be included in the New York State Retirement System at their option, except for the Library Director who is mandated to be included by New York



State law. All employees must fill out an acknowledgement form regardless of decision to enroll, to be kept in the employee's personnel file.

### **UNEMPLOYMENT INSURANCE**

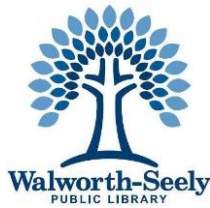
1. The Library maintains an Unemployment Insurance Policy for all employees who work at least 20 hours per week.

### **VACATION TIME (LIBRARY DIRECTOR)**

1. Vacation time is awarded to the Library Director as follows:
  - a. 5 days upon date of hire, with an additional 5 days earned after the satisfactory completion of six months of continuous employment with the library
  - b. 10 days at the beginning of the 2nd year
  - c. 15 days at the beginning of the 3<sup>rd</sup> through 7<sup>th</sup> years
  - d. 20 days at the beginning of the 8<sup>th</sup> through 12<sup>th</sup> years
  - e. 25 days at the beginning of the 13<sup>th</sup> through 19<sup>th</sup> years
  - f. 30 days at the beginning of the 20<sup>th</sup> year and each subsequent year.
2. Vacation time is taken in ½ day or full day increments
3. Vacation requests of 3 or more consecutive days must be submitted at least 14 days in advance and are subject to approval by the Board President. Notification of any used vacation time totaling less than 3 consecutive days will be given to the Board President.
4. Vacation may be accrued based on the following schedule:
  - a. Maximum of 5 days may be carried over into the next anniversary through the 9<sup>th</sup> year.
  - b. Maximum of 10 days may be carried over beginning the 10<sup>th</sup> year and each subsequent year.
5. The Library Director will be paid for unused vacation (up to a maximum of 25 days) if he/she provides at least 30 days advance notice of their resignation, unless the State dictates otherwise.

### **WHISTLEBLOWER PROTECTION**

1. The Whistleblower Policy of the Walworth-Seely Public Library encourages staff and volunteers to come forward with credible information on illegal practices or violations of adopted policies of the library; specifies that the library will protect the person from retaliation; and identifies where such information can be reported.
  - a. Encouragement of reporting - The Organization encourages complaints, reports or inquiries about illegal practices or serious violations of the Organization's policies, including illegal or improper conduct by the Organization itself, by its leadership, or by others on its behalf. Appropriate subjects to raise under this policy would include financial improprieties, accounting or audit matters, ethical violations, or other similar illegal or improper practices or policies. Other subjects on which the Organization has existing complaint mechanisms should be addressed under those mechanisms, such as raising matters of alleged discrimination or harassment via the Organization's human resources channels, unless those channels are themselves



implicated in the wrongdoing. This policy is not intended to provide a means of appeal from outcomes in those other mechanisms.

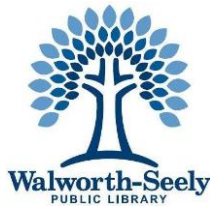
- b. Protection from retaliation - The Organization prohibits retaliation by or on behalf of the Organization against staff or volunteers for making good faith complaints, reports or inquiries under this policy or for participating in a review or investigation under this policy. This protection extends to those whose allegations are made in good faith but prove to be mistaken. The Organization reserves the right to discipline persons who make bad faith, knowingly false, or vexatious complaints, reports or inquiries or who otherwise abuse this policy.
- c. Where to report - Complaints, reports or inquiries may be made under this policy on a confidential or anonymous basis. They should describe in detail the specific facts demonstrating the bases for the complaints, reports or inquiries. They should be directed to the Organization's chief employed executive or President of the Board of Trustees; if both of those persons are implicated in the complaint, report or inquiry, it should be directed to any current Trustee. The Organization will conduct a prompt, discreet, and objective review or investigation. Staff or volunteers must recognize that the Organization may be unable to fully evaluate a vague or general complaint, report or inquiry that is made anonymously.

## **WORKMAN'S COMPENSATION**

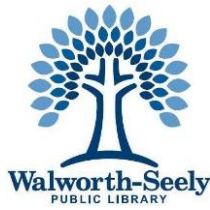
1. All library employees are covered by the Library's Workman's Compensation Policy through the Town of Walworth.

## **WORKPLACE CONDUCT**

1. Circulation staff are to greet patrons as they enter the library. All employees are to be courteous, tactful and pleasant at all times.
2. Attitudes are the most important facet of each employee's presentation of library service to the public. As such, personal problems and feelings must be kept out of the library.
3. Conversations not concerned with library business is to be kept to a minimum. This includes conversations with other staff and/or patrons.
4. At no time should a patron be kept waiting while an employee finishes a personal conversation.
5. During work shifts, employees should be engaged with "library-related tasks." This means no homework, personal shopping, or non-library related work will be permitted.
6. Personal reading is not to be done on library time.
7. Professional reading must never be allowed to interfere with helping patrons and should be kept to a minimum while at the circulation desk.
8. Library phones are for library business: Personal calls should be placed during employee break times.



9. Incoming personal calls should be avoided unless there is an immediate family or medical concern and should be kept to a minimum of 3 minutes or less.
10. Personal calls are to be taken away from the public's view.
11. Use of personal cell phones for non-library business (texting, phoning or cruising websites) is prohibited at the circulation desk.
12. Each employee is responsible for cleaning up after him/herself at all times in the library (both in the work space and the staff kitchen and restroom).
13. Any eating or drinking done by employees in public areas must be done in a discreet manner.
14. No employee is expected to take any abuse from patrons or other staff. Refer any upset patrons to the Library Director.
15. In addition, employees must follow the Library's Patron Code of Conduct Policy. (Please refer to the Patron Code of Conduct Policy)



## PERSONNEL POLICY MANUAL – STAFF ACKNOWLEDGEMENT/CERTIFICATION

I, \_\_\_\_\_, hereby certify that:

- a) I have received a copy of the Walworth-Seely Public Library Personnel Policy Manual and the Patron Code of Conduct Policy.
- b) I have read and understand both Policies;
- c) I agree to comply with both Policies

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

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