

## **Naples Library Personnel Policy**

This personnel policy and any other policies or procedures of the Naples Library, whether oral or written, are not contracts of employment and should not be relied on as such by any employee, as they may be changed at any time.

The Library serves all people without regard for age, sex, religious or ethnic background, political affiliation, educational ability or economic status.

### **I. MISSION**

The Naples Library provides all residents of its service area with a wide variety of resources, materials, technologies and programs in order to increase the knowledge of our community, satisfy curiosity and create young readers.

### **II. CIVIL SERVICE**

The employees of the Naples Library are public employees and as such are subject to Civil Service. The Ontario County Department of Human Resources administers Civil Service for the library, including reviewing job applications, scheduling, and conducting civil service exams for competitive positions, and establishing and certifying candidate eligibility lists. The library complies with New York State Civil Service Law and if a conflict occurs between this policy and the law, the law shall take precedence.

### **III. ORGANIZATIONAL STRUCTURE**

The Naples Library is a school district public library, governed by a seven member Board of Trustees. The Trustees are responsible for hiring the Director/Manager. Within the guidelines of these policies and civil service regulations, the Director/Manager shall determine the recruitment, hiring, supervision, and termination procedures for all other staff.

#### **A. Job titles for personnel are as follows:**

1. Library Director/Manager
2. Library Clerk
3. Library Clerk, Bookkeeper

### **IV. EQUAL EMPLOYMENT OPPORTUNITY**

The Naples Library provides equal employment opportunity to all persons in personnel matters. The Naples Library shall recruit, hire, train, and promote in all job titles without regard to age, race, creed, color, national origin, sex, sexual preference, gender expression, disability, genetic disposition or carrier status, or marital status of any individual. Compensation and terms, conditions and privileges of employment shall be administered without regard to age, race, creed, color, national origin, sex, disability, genetic disposition or carrier status, or marital status of any individual.

Naples Library complies with the Americans with Disabilities Act (ADA) of 1990 by taking steps to make its facilities barrier-free and accessible and making other adjustments to reasonably accommodate staff with disabilities.

### **V. WORKING ENVIRONMENT**

#### **A. Discrimination/Harassment**

See "Non-Harassment/Non-Discrimination" policy

## **B. Reporting Unethical, Improper, or Unlawful Behavior**

The Naples Library maintains a Whistleblower Policy (see Whistleblower policy and reporting form) that outlines a procedure for employees to report actions that an employee reasonably believes violates a law, or regulation or that constitutes fraudulent accounting or other practices.

## **C. Smoking**

The Naples Library is a smoke-free work area. No smoking (including e-cigarettes) is permitted in the building or on library grounds.

## **D. Alcohol/Substance Abuse**

No employee shall use, possess, be under the influence of, or sell alcoholic beverages or illegal drugs on the library grounds or during the course of employment. The Naples Library encourages employees with substance-abuse problems to seek treatment. Seeking treatment for dependency will not, however, avoid disciplinary action.

## **E. Staff Conduct**

Certain standards of behavior are required for continued employment.

### **1. Personal Appearance**

a. The personal appearance of employees shall be one that emanates pride and professionalism to correspond with the position held. Extremes of any sort should be avoided. During business hours, staff are expected to present a clean, neat appearance. Clothing should be clean and cared for. Nothing should be worn that has sexual innuendos, political messages, obscene language, etc. It is impossible to cover all contingencies of dress in a manual, so questionable attire should be cleared in advance with the Director/Manager.

### **2. Tidiness**

. Each employee is responsible for cleaning up after him/herself at all times in the library (both in the work space and in the staff room/kitchen).

### **3. Reading**

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

### **4. Phone Calls**

. Telephones are provided for business purposes.  
a. Personal calls should be placed during break times.  
b. Incoming personal calls should be avoided unless there is an immediate family concern, and should be kept as short as possible (3 minutes or less).  
c. Personal calls are to be taken away from the public's view.  
d. Use of personal cell phone devices must be kept to a minimum.  
1. These devices should not be used when working behind the desk, dealing with a patron, and only when necessary.  
2. Use of cell phones for texting is also not appropriate while stationed at a public desk.

### **5. Punctuality**

- . Each staff member is expected to be at his/her post and working at the assigned time.
- a. If a staff member is going to be late, the library must be notified as soon as possible.
- b. Repeated instances of tardiness will result in possible disciplinary action.

#### **6. Conversations**

- . Any conversation that is not concerned with library business is to be kept to a minimum. This includes conversation with other staff members and/or patrons.
- a. At no time is a patron to be kept waiting while an employee finishes a personal conversation.
- b. Staff is not to hold separate conversations with others while helping patrons.
- c. Staff must pay attention to the patron on whom they are waiting.
- d. Long conversations with patrons that are of a personal nature should be curtailed.

#### **7. Eating, Drinking and Smoking**

- . Any eating or drinking done by staff members in public areas of the building must be done in a discreet manner, this includes chewing gum.
- a. Patrons are asked to be careful with their food and drink while in the library.
- b. Smoking is not allowed in the library or on library grounds (including e-cigarettes).

#### **8. Breaks**

- . One 15-minute break is allowed for each 4-hour work period.
- a. Breaks may not be used to come in late or leave work early. They are designed to allow staff to get away from the eye of the public to relax.

#### **9. Attitude**

- . Attitudes are the most important facet of each employee's presentation of library service to the public. As such, personal problems and feelings must be kept out of the library.
- a. We must be courteous, tactful, and pleasant at all times; treating the most unpleasant patrons as well as we treat our most pleasant ones.
- b. No staff member is expected to take abuse from patrons or other staff. Refer upset patrons to the director.

### **F. Computer/Phone/Software Use and Security**

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.

The library provides Internet access (including 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.

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.

The library reserves the right to monitor employee use of the e-mail system or the Internet at any time. Employees should not consider their Internet usage or e-mail

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.

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. Prior written authorization from the Director/Manager or Department Head is required before introducing any unauthorized software into the library's computer system.

Employees should limit time used for personal phone calls, e-mails, texts, and other communication time as short as possible. The library recognizes the need for some personal communication, but employees will keep such communication to an as needed basis.

#### **G. Dress Code**

The Library enjoys an excellent reputation in the Naples area. While there are many reasons for this reputation, one of the ways to help maintain it is for all staff to present a professional image to the public. It is important that the public have confidence in the staff and the staff members have confidence/pride in themselves when transacting library business. To help present this image and foster public confidence, staff members must dress appropriately for their work assignment. Supervisors will discuss inappropriate dress with individual staff members.

##### ***Guidelines***

Staff will wear clean and well-maintained business casual attire. Because of varied work assignments and working conditions, it is not practical to establish specific and absolute criteria as to what is or is not appropriate dress. Some activities, such as cleaning days, outside activities, or craft projects, may call for variations from the dress code. Staff should not wear shorts, midriff tops, or flip flops.

The Director/Manager has the authority to determine whether particular outfits are inappropriate for the library.

#### **H. Immigration Law Compliance**

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

#### **I. Performance Expectations**

All employees are required to familiarize themselves with and follow library policies.

- 1.** All employees will have a personnel file maintained by the Director/Manager. While general access is restricted, employees do have access to their own file and should contact the Director/Manager.
- 2.** All employees are responsible for notifying the Director/Manager of any changes in personnel data, including name changes, address, phone number, emergency contact information, etc.
- 3.** All employee applications are relied upon for accuracy. Any misinformation may lead to termination. Applications will be kept in the personnel file of those hired. Applicants not hired will have their applications held for six months.

4. Only the Director/Manager may acknowledge dates of employment, position, and salary and wage information regarding employees for the purposes of credit checks, etc. Only the Director/Manager is authorized to answer requests for personal references and to respond to court orders.
5. New employees are given an 8 week probationary period which is designed as an opportunity to demonstrate ability to achieve satisfactory performance levels on the job, and to determine if the position meets expectations.
6. The orientation/training of new employees is to be conducted by selected staff and begins with time for completion of required paperwork.
7. There are often opportunities for in-service training. In addition, trainings offered by the Pioneer Library System or Rochester Regional Library Council and like agencies are offered to all based on budget concerns and staffing availability for the library. Requests for attendance at trainings outside the library should be given to the Director/Manager. If staff coverage is available, all employees are encouraged to attend continuing education classes and trainings.
8. While funding is available for mileage and conference expenses, all expenses must be approved by the Director/Manager prior to being issued a guarantee of payment. Carpooling is always encouraged. Reimbursement requests should be presented for payment within 30 days with receipts. Support of attendance at conferences will be based on the available funds. Registration fees that are reimbursed will be based on early registration rates.
9. Staff members with an interest in joining professional organizations (NYLA, NYSLAA and ALA) are encouraged to do so while the library will not guarantee reimbursement of memberships. Budgeted monies for membership reimbursement will be determined by funds available at the discretion of the Director/Manager.
10. Library staff is offered the benefit of borrowing materials fine free and purchase materials through the library. These privileges can be revoked by the Director/Manager.
11. While official job titles are assigned by Ontario County Civil Service, the tasks performed internally may not equal other staff with the same title. For the purpose of this policy, special circumstances of tasks and responsibility for a specific position will be outlined in additional job descriptions that are position specific and beyond those titles assigned by Ontario County Civil Service.
12. Staff will be evaluated on an on-going basis and formally evaluated each year. The Director/Manager shall be evaluated by the Board of Trustees. The Director/Manager shall determine the evaluation procedure for all staff members.

#### **J. Performance Evaluation/Discipline/Grievance**

1. The library Director/Manager will review library employees annually.
- a. Each employee will be given a copy of his/her evaluation report.
2. The Policy Committee will review the library Director/Manager annually.
- . The Director/Manager will be given a copy of the evaluation.
3. Procedures for grievances, discipline and termination are provided in NYS Civil Service Law sections 75 and 76.
  4. Reduction in Force

Staff may be laid off if there is a significant reduction of funds or changes in the structure or organization of the library.

- a. All employees to be laid off will be given at least two weeks' notice before the effective termination date.
- b. As conditions permit, staff that has been laid off because of funding or changes in structure may have the opportunity to reapply for a position.

#### **K. Employment Termination**

Below are examples of some of the most common circumstances of termination of employment.

1. **Resignation** - Voluntary termination of employment initiated by the employee. An employee resignation may be submitted in writing to the Director/Manager two weeks prior to the final working date. The Director/Manager must submit a letter to the President of the Board of Trustees 4 weeks in advance. No unused vacation time will be compensated for. If an employee misses three consecutive scheduled work days without notifying the library, then the library may assume that the employee has voluntarily resigned his/her position.
2. **Dismissal** - Involuntary termination of employment initiated by the employer. An employee whose performance, attitude, or personal philosophy of library service does not meet the standards, requirements, and philosophy of the library will be warned of the inadequacy of his or her performance verbally and in written form by the Director/Manager. Procedures outlined by Ontario County Civil Service will be adhered to when dismissing personnel. Dismissed Personnel, as well as any other disciplined personnel, are entitled to a hearing if they request one. If a hearing is requested, it will be presided by a member of the Naples Library Board of Trustees. Employee discipline will be carried out in accordance with New York State Civil Service Law. Nothing will preclude an employee from resigning rather than facing disciplinary charges.
3. **Exit Interview**- Employees are encouraged, but not required, to participate in an exit interview with a board member(s).

#### **L. Political Activity**

Employees have exactly the same rights as any other citizen to join political organizations and participate in political activities, as long as they maintain a clear separation between their official responsibilities and their political affiliations. Employees are prohibited from engaging in political activities while performing their public duties and from using library time, supplies or equipment in any political activity. Any violation of this policy must be reported to the Director/Manager or the Library's attorney.

#### **M. Outside/Dual Employment**

All staff have the right to employment with entities other than the Naples Library as long as it does not interfere with their work at the library. Employees are prohibited from engaging in activities for other employers while performing their library duties.

#### **N. Guest Visitation**

To provide for the safety and security of employees and the facilities at Naples Public Library, only authorized visitors are allowed in the work areas of the buildings. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures the

security of equipment, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances. Guests may not interfere with a staff member's job responsibilities. It is the employee's duty to determine when s/he has spent too much time with a friend or relative, and to disengage from the person. Guests should not be in non-public areas unless approved by the Director/Manager.

## **VI. EMPLOYMENT CLASSIFICATION**

**A.** Under Federal Law Employees are either exempt or non-exempt, as defined in the Fair Labor Standards Act.

**Exempt** employees include the Director/Manager, who is a salaried employee. [Library Director/Manager Job Description](#)

**Non-exempt** employees are paid on an hourly basis. Full-time employees are those who work 36 hours per week. All others are considered part-time employees.

### **B. Under New York State Civil Service Law**

Employees are additionally classified under state civil service law as temporary, provisional, probationary, or permanent.

The positions to which employees are appointed are also classified by the Ontario County Department of Human Resources as competitive, noncompetitive, exempt or belonging to the labor class.

Temporary and provisional appointments are not provided the same protections under civil service law as are probationary or permanent appointments and may be removed at will.

Temporary appointments may be made up to 12 months and extended to 18 months, but shall receive no benefits provided by this policy during the first three months except those required by state and federal law.

Provisional appointments may be made to a competitive position when there is no eligible list with at least three people willing to accept appointment to the position. Provisional appointments to a competitive position receive all benefits provided by this policy. Appointments to positions are initially probationary. The length of a probationary appointment shall be decided at the time of appointment and may be any length from a minimum of eight to a maximum of twenty-six weeks. Probationary appointments receive all benefits provided by this policy.

Permanent appointments follow a probationary period and the satisfactory evaluation of the probationary appointee.

The Board of Trustees creates all positions and provides the Director/Manager the authority to make appointments. Positions may be created as permanent and of indeterminate length, or temporary and of determinate length.

### **C. Work Schedules**

Work schedules are to be approved by the Director/Manager and provided to employees.

## **VII. SCHEDULE AND CONDITIONS OF OPERATION**

### **A. Holidays**

The Director/Manager and Board of Trustees will establish a holiday calendar and will provide it to all employees prior to the start of the new year.

Exempt employees are paid for holidays. Non-exempt are not paid for holidays.

#### **B. Weather and Other Emergency Closings**

The library will close due to weather at the discretion of the Director/Manager. If the Director/Manager is unavailable, the Library Board President will make the decision to close. Signs will be posted and news of the closing will be posted on our library's social media pages. Non-exempt employees will not be paid for weather or other emergency closing days, but may have the option of making up any time lost to weather or other emergency closings within the pay period, per Director/Manager's approval.

#### **C. Hours of Operation**

The Library is open a minimum of 35 hours a week. Any changes to the hours of operation need to have Board approval.

All employees work a variety of schedules and are expected to work some evenings and/or weekends. The Director/Manager shall create a weekly work schedule. Occasionally, it may be necessary for employees to work hours different than his/her normal schedule.

Hourly workers will work only during library operating hours.

Employees may take a 15 minute paid break for every 4 hours of work time that is uninterrupted by a lunch or dinner break. The library provides unpaid 1/2 hour lunch or dinner breaks in accordance with New York State Labor Law.

#### **D. Staff Training Days**

Staff meetings are mandatory. All staff are expected to attend staff meetings. Meetings may be rescheduled at the Director/Manager's discretion. All staff are expected to attend the meetings. Absences must be approved by the Director/Manager. All attending staff members will be compensated an hour's pay for attending the staff meeting.

### **VIII. COMPENSATION**

All library employees are paid every other week. Direct deposit of wages is required.

*Employees of a government entity, except for individuals working in a non-teaching job for a school district or board of cooperative educational services, are not covered by the State Minimum Wage Law.*

### **IX. BENEFITS**

The Naples Library offers benefits for all benefit eligible full-time staff members following the policies outlined in **Section VI. EMPLOYMENT CLASSIFICATION.**

To receive full-time benefits as a designated full-time employee, an employee must work 72 hours within a two week pay period. This includes all approved vacation, personal time, sick time, offsite meetings, and unpaid leave.

#### **A. Sick Leave**

Full-time employees are granted five days of paid sick leave per year, with a maximum of two years accrual. Sick leave is to be used for personal and immediate family illness. Part-time employees do not have sick leave, but have the option of making up any day lost to illness within the pay period, per Director/Manager's approval.

A Doctor's note may be required for use of over five days of sick leave or when doubt exists about an employee's ability to work.

## **B. Vacation Leave**

Vacation leave requires prior approval of at least two weeks by the Director/Manager and is granted at the Library's convenience. Vacation leave desired by the Director/Manager requires prior approval by the Board of Trustees President.

In the event of conflicts, the staff member with the greatest seniority shall receive his/her choice of vacation periods.

### **Director/ Manager:**

0-4 years: 2 weeks

5-10 years: 3 weeks

10+ years: 4 weeks

### **Full-time Staff (36 per week):**

0-5 years: 1 week

6-10 years: 2 weeks

10+ years: 3 weeks

No vacation time may be carried over from one fiscal year to another.

Due to the small size of our staff, two people cannot request vacation time simultaneously. Each request will be addressed individually by the Director/Manager.

## **C. Personal Days**

The Director/Manager shall be granted an annual maximum of five days of noncumulative personal leave with pay.

## **D. Jury Duty**

Employees will be compensated for hours missed from work when they are required by a court to be present for jury duty. The employee should report to work during regularly scheduled hours when not occupied with court obligations. Employees should notify their supervisor or the Director/Manager upon receipt of a jury summons.

## **E. Bereavement Leave**

In the event of the death of an employee's spouse, domestic partner, parents and children (including foster and step), siblings, grandparents, grandchildren, mother-in-law, father-in-law, daughter-in-law, son-in-law, or other member of his/her household, benefit eligible employees shall be excused from work at his/her request for a total not to exceed five working days, with pay. In the event of the death of the employee's uncle, aunt, cousin, brother-in-law, sister-in-law, or spouse's grandparent(s,) the benefit-eligible employee shall be excused from work at his/her request for one day with pay.

## **F. Military Duty**

Employees who are enlisted in the military services, including the Ready Reserves and the National Guard, will be entitled to all rights and benefits afforded by federal and state law.

**G. Training**

Employees are encouraged to attend conferences and meetings appropriate for staff development, with prior approval from the Director/Manager.

**H. Unpaid Leave**

Leaves without pay are granted for maternity/paternity conditions within New York State law, service in the armed services, illness when sick leave and annual leave are exhausted, under the Family Leave and Medical Act (FMLA). Unpaid leave requests for reasons beyond those listed above, such as for educational sabbaticals, must be approved by the Director/Manager. The Director/Manager may request that staff exhaust all available personal, sick, and vacation time before being permitted the use of unpaid leave. Accrual of sick and vacation time cease while an employee is on unpaid leave.

**I. Health Insurance**

Any full-time personnel (72 hours or more per pay period) will be offered a yearly stipend toward enrollment in a single or family plan. This will follow a year probationary period.

**J. Social Security**

As required by law, the library pays the employer's portion of Social Security.

**K. Workers Compensation**

All employees are eligible for worker's compensation benefits for on the job injuries. Employees are required to immediately inform their supervisor or the Director/Manager of any injury occurring on the job and fill out an incident report.

**L. Disability Benefits**

All employees (except high school students working less than 35 hours a week) are covered by disability benefits insurance as required by law for non-work related disability. An employee may elect to use sick leave credits and the library will request reimbursement provided by law when such credits are used for non-work related disability. The library will credit the employee's sick bank for any reimbursement received from the disability insurance carrier.

**M. New York State Retirement Participation**

All employees have the option of membership in the New York State Employees' Retirement System. Enrolled employees will be covered by the provisions of the Retirement and Social Security Law.

The Naples Library provides additional service credit toward retirement for employees who have accumulated sick leave in accordance with Subdivision (j) of Section 41 and Subdivision (j) of Section 341 of the Retirement and Social Security Law.

The benefits determined by New York State Retirement System are based on the date of entry, tier, earnings, age and other matters.

**X. Volunteers and Community Service Workers**

**A. Volunteers**

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

**B. Community Service Workers**

1. The library attempts to provide duties for community service workers whenever there are persons who need to work such hours, but also reserves the right to turn away such workers when there is no suitable work, or if there is any question as to the suitability of the worker for the library.
2. In order to be allowed to work at the library such workers must gain approval in advance, show up on time, carry out the work assigned in an efficient and courteous manner, and let the library know how many hours they are required to work.
3. The Director/Manager is responsible for proper reporting to agencies assigning workers.
4. Director/Manager will sign time sheets verifying time spent in service for approved community service persons.

**XI. Safety and Health**

**Safety**

Each employee is expected to exercise caution in all work activities. Employees who notice a dangerous, or potentially dangerous, situation should report it to the Director/Manager or the person in charge that day. The library will look into and correct safety problems whenever possible. Steps will be taken to eliminate the danger as soon as possible. If a patron is engaging in unsafe behavior, they are to be asked to cease immediately, and to be asked to leave if necessary. Safety of patrons & staff is of utmost priority.

**B. Accident/Injury/Incident Reporting**

If an accident or injury occurs on library property, it should be reported using the Incident Report Form. It is important that this be done no matter how insignificant the injury may seem, to comply with worker's compensation laws. The Incident Report Form is to be used by staff to report any unusual or disturbing event, incident, or accident. The purpose of the form is to record important information for the filing of insurance claims, accident reports, and for the maintenance of historical records concerning problem patrons and or unusual events or activity. The form is also to be used if a library employee or patron is injured or directly involved in an incident or accident. All incidents (including all accidents) are to be reported. Completed incident report forms should be forwarded immediately to library Director/Manager.

**C. Weapons Policy**

No guns are allowed on the premises other than those carried by police officers. Knives or other bladed weapons with blades are not appropriate in the library. Other types of weapons not specified here but capable of harming others should be brought to the Director/Manager's attention. This policy includes patrons as well as staff.

**XII. Annual Policy Review**

The President of the Board of Trustees will recommend, on an annual basis, a review of this policy. Revisions will be approved by a majority vote of the Board of Trustees.

Original Personnel Policy created 11/19/14, revised 6/21/16, revised 6/19/18.  
Amended 9/18/18, 9/25/19