

Welcome to Berlin-Peck Memorial Library!

This handbook contains general information about employment at the Berlin-Peck Memorial Library and has been developed to help make your employment here a productive and meaningful experience. It is designed as a working guide for employees and supervisors and to provide you with information specific to the Library. It is not intended to be comprehensive, or supersede policies of the union agreements or the Town of Berlin Employee Handbook.

Nothing in this handbook confers any rights or privileges upon any Berlin-Peck Library employee, nor should it be regarded by employees as a contract between the Library and any of its employees.

Please note that this handbook is subject to change and policies and procedures may be modified or discontinued at any time. It will be reviewed annually by myself and staff department heads. Supplemental pages will be added prior to complete revisions to keep the document current.

Please feel free to contact your department head or me should you have any questions about these policies or their administration.

Very truly yours,

Kimberly McNally
Library Director

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ABOUT YOUR JOB:

Hours of Work

The standard work week for full-time employees shall be a five day week consisting of 35 hours per week. Employees working less than 35 hours are considered part-time staff.

Evening and weekend work is a condition of employment and is included in the work week.

Substitute Reference Librarians and Substitute Circulation Staff work on an as needed basis.

Conduct

The Library's primary clientele is the general public. It is mandatory that library users be treated courteously and in a friendly and efficient manner wherever they may be encountered. Talking among staff should be kept to an absolute minimum in public areas, and never while performing a transaction with the public.

Of paramount importance is the relationship of staff members to each other. It is the responsibility of each employee to perform her/his job with as much skill and intelligence as possible and to cooperate with co-workers for quality work performance in a timely manner. In many Library operations, employees work together in teams and must learn to accept fellow employees with both their strengths and weaknesses, and must be patient, self-controlled, tolerant and cooperative at all times in her/his dealings with them. Staff members can promote good morale by seeking to discover the best in their colleagues. It is never acceptable to antagonize or demean your fellow co-workers.

Attendance/Absences

Employees are expected to be at their work station, ready to work, at their scheduled starting time. In case of a discrepancy, the atomic clocks will be considered the official time.

In order to clarify the procedure for notifying supervisors of unplanned absences from work (e.g. illness, family emergency) the following procedures should be followed:

1. *Library Director* – Call the Bookkeeper/Admin Assistant to relay all messages to appropriate staff and appointments.
2. *Department Heads and Bookkeeper/Admin Assistant* – Call or text the Library Director as soon as possible to relay allocation of duties and expected return to work date. If you are calling in on the morning of the day that you are scheduled to work, you must call the Library Director by 8:00 a.m. If you cannot reach the Library Director, please call the library as soon as possible and speak with someone. Please do not leave a voice mail.
3. *All other staff* – Call your Department Head as soon as possible to discuss reallocation of duties and expected return to work date. If you are calling in on the morning of the day you are scheduled to be at work, call your Department Head by 8:00 a.m. If you cannot reach your Department Head on their cellphone, please call them at the library. Please do not leave voice mail.

The responsibility for attendance and punctuality rests with each individual staff member. Therefore, attendance management depends upon self-management. Attendance and punctuality are key aspects affecting overall job performance, promotions, discipline, and decisions on continuing employment.

Absences or tardiness for reasons other than scheduled personal or vacation leave or other Library business, places a burden on other Library employees and creates scheduling difficulties. An employee who develops a pattern of absences (including late arrivals/early departures), will have his/her absences reviewed for possible disciplinary action.

Sick leave absences extending beyond five days must be documented through Human Resources. Please notify HR in advance of planned absences, or as soon as possible, for unplanned leaves beyond five days.

Vacation Leave

Vacation must be scheduled in advance with the Director or Circulation Supervisor. Every effort will be made to grant your request for vacation at the time you desire. However, vacations cannot interfere with Library operations and therefore must be approved in advance. During the months of May and June, only one staff member per department may take vacation time. If any conflicts arise in requests for vacation, consideration will be given to date of request, seniority, and work coverage. Only accrued vacation can be used. You cannot receive advance vacation.

Weather Related and Emergency Closings

If problems arise which prevent the opening of the Library at the beginning of the workday or which require the early closing of the Library, the Director will notify all Department Heads, who will notify all members of the Department. This time will not be deducted from leave time of employees and employees will be paid for hours scheduled. Employees who are tardy or leave early prior to the announcement of the closing or those on previously scheduled absences will be paid based on the approved time off requested. They will not receive "emergency closing pay".

Library closings because of inclement weather will be announced on local television stations (WFSB-3 and NBC30).

An employee who is absent, tardy or leaves work early on a day when weather conditions interfere with travel, but the Library is open, will not be paid for the missed time. The employee may, with approval of the Director, account for the time by charging it to vacation or personal time. Inclement weather is not a valid use of sick leave.

Injury Reports

For Staff: All work-related injuries are to be reported to the supervisor immediately. A thorough accident report must be prepared and called into CIRMA by the supervisor.

For Patrons: Staff is directed to assist patrons in filling out the Town of Berlin Accident/Injury Report found at each Service Desk immediately following an incident or injury.

Job Enrichment/Staff Development

Membership in the Connecticut Library Association will be paid for part-time and full-time professional librarians as the budget allows.

The Library encourages staff participation in professional associations. Attendance at professional workshops, meetings and seminars at which staff members learn and also contribute must be approved in advance by the Director. Attendance at such professional meetings is "working time" with limits set by the Director based on the budget, scheduling and staffing needs of the Library.

Staff Room

A staff lounge is provided for the comfort and convenience of all staff members. Burners, toaster, microwave and refrigerator may be used for meals. Staff members are expected to cooperate in sharing these facilities and in keeping this area neat and clean.

Staff mailboxes are located in the staff room and should be checked and emptied weekly.

Parking

Staff members arriving before 10 a.m. should park at the end of the library lot and walk down the driveway to the back entrance of the Library. If the driveway is icy, for safety's sake, you may park where you feel most comfortable walking. Those arriving after the library is open may park in the town hall lot, saving the row closest to the library for patrons. This will allow for a shorter walk when leaving the library after dark.

Telephone Use

Department telephones are to be used for conducting library business. It is recognized that employees occasionally must make or receive personal calls during work. When possible, personal phone use should be limited to break and meal times and staff should use the phone in the staff lounge. Please be advised, excessive use of telephones for personal business is prohibited.

All personal calls are to be kept to a minimum in number and length. Take personal phone calls away from the desk. Tell the caller you will call back when you are off the desk, or ask someone to cover for you and go to a non-public area to have your call. This includes both calls received on library phones and on personal cellphones.

Personal Appearance and Hygiene

The Library expects employees to present a neat, clean and well-groomed appearance at all times. Dress must be appropriate for the type of work and not offensive to the public. If an employee is uncertain about the suitability of any item of apparel, it is advisable to consult the Department Head before wearing the item.

Staff should dress appropriate to their duties. (i.e., a vendor meeting requires professional attire whereas a children's story time requires a more relaxed wardrobe.)

On Friday of each week, the rules of dress are relaxed for Casual Day.

Personal hygiene is an important aspect of customer service and must be properly maintained to avoid creating an environment that is offensive to patrons and fellow employees.

All employees will wear name tags while on duty.

Staff Meetings

Staff meetings are held on the second Thursday of every month. The purpose of such meetings is to inform staff on policy, news and activities, to elicit recommendations when changes are contemplated and to exchange information between departments. Attendance at staff meetings is considered a part of the regular work schedule. Please make arrangements to attend staff meetings even if it is not your scheduled day to work. You will be compensated for the time.

Department Head meetings are held on the first Thursday of the month.

Voluntary Resignation/Retirement

Employees are encouraged to give as much advance notice as possible when they are separating from service. Professional Librarians and Department Heads (Middle Management positions) wishing to voluntarily resign are expected to provide a minimum of four weeks' notice. It is requested that all other Library staff provide a minimum of two weeks' notice. This must be done in writing to the Director indicating the last day of work. Unused vacation leave will be remunerated in the employee's final paycheck in accordance with the current provisions of each union contract.

Any employee who makes the decision to retire, is strongly encouraged to provide at least two months advance notice when possible. This provides for strategic planning and better serves your department and library colleagues.

Terminating employees are responsible for ensuring all paper and electronic files are accessible to the Berlin-Peck Library and Town of Berlin prior to their last day of employment. All information created by the employee for the Library is the property of the Town of Berlin and cannot be shared with any parties outside the organization. Employees shall turn in all keys and other Library properties in their possession to their supervisor prior to their last day. Employees should schedule an appointment with Human Resources prior to departing.

Personnel Recommendations

The Library Director and the Administrative Assistant are the only staff authorized to provide recommendations for employment to prospective employers of current or former staff. Unless the employee gives the Library a signed release exempting the Library and its employees from liability, inquiries from prospective employers concerning job performance will be answered only with information regarding dates of employment and position(s) held. These calls should be forwarded to Human Resources.

Telephone Use Procedures

Much of the library's service is rendered over the telephone. Here are some guidelines that will assist you in answering the telephone.

1. Phones should be answered with your name and the library's name. If you are receiving a transferred call, please identify yourself and your department.
EXAMPLES: "Berlin-Peck Library, [your name] speaking, may I help you?"
Transfer call: "Reference, [your name] speaking, may I help you?"
2. Don't put a patron on hold longer than one minute. A call back may be more appropriate than placing a patron on hold if you need a longer time to gather their information. Let the patron know when you will call back.
EXAMPLE: "May I call you back at 10:30 with your information?"
3. If you cannot find an answer to a question, ask your fellow staff members for help. Always give the patron an answer or alternative to find the answer if you cannot find the information. Remember, never answer a question, "No, we don't."
4. When patrons call, try to obtain pertinent information in order to transfer the call to the appropriate department. Always direct calls to the appropriate department or person as quickly as possible. Avoid transferring patrons unnecessarily.
5. If you need to take a message, get the person's name, phone number, and some simple information about the phone call. Please list the time and date and **sign your name** to the written message note. If you feel another staff member may be able to help the caller, please direct the call to that person.
6. Repeat the name and number of the caller so there are no mistakes.
7. Speak distinctly. Don't mumble; speak slowly.
8. Keep a list of employees, departments, and extension numbers by every phone.
9. Please use professional judgement when making personal calls at work. There may be a time when a personal call is necessary. Calls may be made from the staff room. **Also, personal calls should be put on hold and taken in a back office, not in hearing distance of patrons.**
10. If you are too busy with other patrons when a phone call comes in, either put the patron on hold if you know you will get back in less than one minute, or take their name and number and call them back when you are done with the patrons in the library. Please let the patron know you will call them back as soon as you finish with the patron you are helping.
EXAMPLE: "I am with another patron; may I call you back as soon as I am done?"
11. Always be polite, courteous and friendly. Patrons can "see" your attitude. We want our patrons coming back to us. **Remember – smile while you are talking!**