
Personnel Policy

Wythe-Grayson Regional Library

Adopted 2012 Jan 19

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I. Statement of Policy

This manual is effective and adopted by the WGRL Board of Trustees as of 2012 Jan 19.

This manual contains the policies and procedures of the Wythe-Grayson Regional Library (hereafter referred to as WGRL) and applies to all employees placed under the purview of WGRL. This policy supersedes all previous editions.

The purpose of this policy is to provide a standardized system of employee administration consistent with Virginia's laws. In addition, the policies, rules and procedures contained herein should be followed in a manner consistent with any federal statutes or regulations which are applicable. If any part of this policy is inconsistent with such federal law or regulation, the federal law takes precedence.

WGRL will strive to abide by the following personnel principles:

Recruiting, selecting and advancing employees shall be based on their relative ability, knowledge and skills including open consideration of qualified applicants for initial appointment.

Equitable and adequate compensation shall be provided

Employees shall be trained, as needed, to ensure high quality performance

Employees shall be retained based on the adequacy of their performance. Provisions shall be made to correct inadequate performance and to separate employees whose inadequate performance cannot be corrected

Fair treatment of applicants and employees in all aspects of personnel management shall be ensured without regard to race, religious creed, sex, national origin, political affiliation, age or disability.

In return, the library expects each employee to commit him or herself to maximum efficiency and achievement. Each person assumes responsibility for safe, diligent workmanship, quality and reliability in maintaining and enhancing the library as a leader in rendering service to its citizens.

II. Appointing Authorities

The appointing authority is the Wythe-Grayson Regional Library Board of Trustees; however, the Board delegates this authority to the Regional Library Director for all positions.

III. Employee Professionalism

The library is a public institution supported by taxation, and therefore, belongs to the people. Each customer, whatever his/her age, sex, race, appearance, social, or intellectual status, should be given prompt, efficient, impartial, and courteous service. Staff members in contact with the public should bear in mind that they are immediate representatives of the library and do much to form public opinion regarding the institution.

Employees of WGRL will:

protect each user's right to privacy with respect to information sought or received, and materials consulted, borrowed, or acquired.

distinguish clearly, in my actions and statements, differences between my personal philosophy and attitudes and those of the library.

not speak or act in ways that are detrimental to my patrons, fellow staff, the Board, or the library.

always be alert and approachable to patrons seeking assistance.

show children the same courtesy as adults.

report suspected abuse to the proper authorities as described in the [Virginia Ann. Code § 63.2-1510](#) –The Branch Manager and Director should also be notified.

Attitudes

These are the most important facets of each employee's presentation of library service to the public. As such, personal problems and feelings must be kept out of the library. We must be courteous, tactful, and pleasant at all times, treating the most unpleasant patrons as well as we treat our most pleasant ones. However, no staff member is expected to take abuse from patrons or other staff. Refer upset patrons to the Branch Manager or Director.

Attendance & Punctuality

To maintain a productive and fair work environment, WGRL expects its employees to be reliable and punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other employees and the library and regular attendance is an essential function of all jobs at the library. In rare instances when an employee cannot avoid being late to work or is unable to work as scheduled, he/she should notify their immediate supervisor or person in charge as soon as possible, but in no event later than the scheduled start time.

Employees should be ready to work at the beginning of their assigned workday. Poor attendance and excessive tardiness are disruptive and may lead to disciplinary action, up to and including termination of employment.

Problem Resolution

The library is committed to providing the best possible working conditions for its employees. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from library supervisors and management. The library strives to ensure fair and honest treatment of all employees. Employees are expected to treat each other with mutual respect and are encouraged to offer positive and constructive criticism. If employees disagree with established rules of conduct, policies, or practices, they can express their concern through the problem resolution procedure which is outline below. No employee will be penalized formally or informally for voicing a complaint with the library in a reasonable business-like manner or for using the problem resolution procedure. If a situation occurs where employees believe that a condition of employment or a decision affecting them is unjust or inequitable, they are encouraged to make use of the following steps. The employee may discontinue the procedure at any step.

Employee presents problem to immediate supervisor. If supervisor is unavailable or employee believes it would be inappropriate to contact that person, the employee should present problem to Director.

Supervisor or Director must respond to the problem in a timely manner and document discussion.

If the problem is unresolved through the supervisor, the employee presents problem in writing to the Director within ten library working days following meeting with supervisor.

The Director will make a decision as soon as possible and will forward a response in writing to the employee and supervisor. The Director has full authority to make any adjustment deemed appropriate to resolve the problem. Should the staff member not find satisfaction in the Director's decision, they have the option of appealing this decision to the

Personnel Committee (which shall be a called committee as needed) of the Library Board of Trustees. This committee will make a recommendation for action to the full Library Board of Trustees, whose decision is final.

Dress Code.

The personal appearance of employees shall be one which emanates pride and professionalism to correspond with the position held. Extremes of any sort should be avoided. During business hours, staff is expected to present a clean, neat appearance. Clothing should be practical and professional for the duties assigned. All employees will wear the library provided name tags while on the job. The Director has the final authority on appropriate appearance.

IV. Employment

The library's employment procedures are to be directed toward securing and maintaining the best possible work force. Applicants for positions in the library are to be impartially selected on the basis of the individual's qualifications and the requirements of the particular job without regards to race, creed, color, religion, sex, age, national origin, or disability.

Orientation

Special attention will be given to new employees to orient them in their new work environment, explain library policies, benefits, and employee relations objectives, so as to create positive identification with the library and its goals, and assist the employee in making early contributions to library efforts and goals.

Probation Period

All new employees are on probation for six (6) months. During this time the employee's behavior, cooperation and ability to meet standards of their job are judged.

A criminal background check is a requirement of employment.

During the six (6) months' probation period, employees may not use the problem resolution process and if terminated or leave voluntarily, they are not paid for any outstanding vacation.

Definition of full-time and part-time staff.

Any staff scheduled to work less than 40 hours per week are considered part-time staff.

All full-time employees work 40 hours each week, with the exception of the Director who is an exempt employee and works as needed.

Job Description

Job descriptions have been prepared for each different kind of position and a copy given to each employee and prospective employee.

Definition of Pay Period

The library's work week begins on Saturday, 12:01 AM and ends the following Friday, 12:00 midnight. All employees, both full-time and part-time are to work the hours as outlined by their supervisor. Employees are paid twice a month, on the fifteenth and the last working day of the month. Direct deposit is available for all employees. Should an employee wish to receive a paper check, they may either pick up the check in person at the Regional office or have the check mailed to them on the date the checks are generated. Checks to be picked up in person will be held at the Regional office for three business days and then mailed.

Payroll Deductions

The amount of salary an employee earns and the amount of money which an employee receives in his/her check are different. This is because of the various deductions which are taken from an employee's pay. Some deductions are required by law and some of them are made at an employee's request.

The deductions which are required by federal and state laws are state and federal income taxes and social security. These deductions are subtracted from all employees' paychecks.

All full-time employees are required to take a retirement benefit package through the [Virginia Retirement System](#) (VRS).

Both the employer and employee pay for this benefit. The employee's share of the VRS payment is deducted from each paycheck.

The library pays for single coverage in a medical plan for each full-time employee. If the employee elects to have more than single coverage, the difference between the single benefit payment and the added benefit payment is deducted from that employee's paycheck, except as approved by the Library Board.

Other payroll deductions can include life insurance, tax-sheltered annuity, Virginia Credit Union, Inc., and any money owed to the Wythe-Grayson Regional Library.

Overtime

Should an employee be required to work beyond their regular hours for any reason (attend a workshop, finish deadline, assist patrons at closing, etc.), the employee should notify their immediate supervisor in advance or the day after the extra time was worked. The employee's supervisor must revise that employee's work schedule so that the total hours worked within that work week do not go over the regularly scheduled time, with the exception of the Director.

Time Sheets – See examples on [Staff Information Page](#).

Paychecks are calculated on timesheets which employees are required to complete on a daily basis. It is each employee's individual responsibility to complete their timesheet correctly and timely. Timesheets not submitted by the deadline will not be processed until the following pay period for that employee(s).

There could be times when the bookkeeper would need timesheets earlier. If this is the case, all supervisors will be notified in advance of the new deadline date. The supervisors will then notify their employees and post the revised date for timesheets to be turned over to their supervisors.

Any corrections or unscheduled changes which occur AFTER the timesheet has been submitted for payment must be submitted on the Time Sheet Exceptions and Explanations form and submitted with the subsequent month's timesheet which must also be approved and signed by the immediate supervisor.

Resignation

To resign in good standing, an employee must give two (2) weeks advance notice in writing to their supervisor and the Director.

Exit Interview

At the discretion of the Regional Library Director, staff leaving the employment of the library system may be required to perform an exit interview. This is to establish procedures and continuity for the successor of a position, as well as to determine what can be improved upon in the future.

Lay-off

WGRL reserves the right to separate employees for lack of available work or funds. In such cases, the employees affected will be given a minimum of two (2) weeks advance notice.

V. Benefits

Breaks

Breaks are an employee privilege, not a right of employment, and should not be abused. One paid fifteen minute break is allowed for each 4 hour work period, if staffing levels permit. Breaks may not be "saved" or combined to allow more time for lunch or dinner hours, or to come in early or late. They are designed to allow staff to get away from the eye of the public to relax.

Meal periods, of either 30 minutes or 60 minutes per work day of six consecutive hours or more are available to each employee and are not included as part of the paid work week. Due to the need to have staff available to provide service to patrons during the hours of operation, meal periods cannot be used to extend breaks, or to offset late arrival or early departure without the approval of the immediate supervisor.

The exception to unpaid meal periods is when an employee must stay on duty at the location and provide library service during the meal break. Under this condition, meal breaks are included as part of the paid workweek.

Holidays

WGRL observes and all locations are closed for the following ten holidays.

New Year's Day – January 1st / Memorial Day – Last Monday in May / Independence Day – July 4th / Labor Day – 1st Monday in September / Thanksgiving – 4th Thursday in November & the Friday following Thanksgiving Day / Christmas - December 24-26 / New Year's Eve – December 31st

In addition, all employees receive one personal day of 8 hours and one day (8 hours) of paid time off in observance of their birthday. The personal day is accredited to each staff member at the beginning of their anniversary year. The birthday observance may be taken on or after the staff member's birthday. Requests for all planned leave, except in cases of illness or emergency, must be approved in advance.

WGRL allows full-time employees to take time off on or after any of the following five holidays and all locations are open for service on these days.

Columbus Day - 2nd Monday in October / Election Day – Tuesday after the first Monday in November / Veteran's Day - November 11 / MLK, Jr. Day – 3rd Monday in January / President's Day – 3rd Monday in February

Should a holiday fall on a day that a full time staff person does not normally work, the staff person will be given a day (8 hours) off after the holiday. This holiday time must be used by the staff person's anniversary date. Part-time staff will be paid only if the holiday falls on their regularly scheduled work day.

Annual Leave

Employees may use annual leave however they wish. Annual leave shall accumulate for employees based their employment at the following rate:

Years of	1 -5	6 – 10	11-15	16-20	21-25	26+
Days earned Per month	1day (8 hours)	1.25 (10 hours)	1.5 days (12 hours)	1.75 days (14 hours)	2 days (16 hours)	2.25 days (18 hours)
Days Earned Per year	12 days (96 hours)	15 days (120 hours)	18 days (144 hours)	21 days (168 hours)	24 days (192 hours)	27 days (216 hours)
Maximum Accumulation in days	24 days (4 weeks and 4 days OR 1 month and 4 day)	30 days (6 weeks OR 1 month and 2 weeks)	36 days (7 weeks and 1 day OR 1 month and 3 weeks and 1 day)	42 days (8 weeks and 2 days OR 2 months and 2 days)	48 days (9 weeks and 3 days OR 2 months and 1 week and 3 days)	54 days (10 weeks and .5 day OR 2 months and 2 weeks and .5 day)

Any amount of annual leave above the maximum accumulation as listed above must be used by the employee's anniversary or hiring date.

Part-time staff working 20 or more hours per week are eligible for annual leave on a prorated basis of .2 hours of leave per hours worked per week (For Example – a 20 hour per week staff person earns 4 hours of annual leave per month. A 30 hour per week staff person earns 6 hours per month, etc.).

Probationary employees will not be permitted to take vacation leave until satisfactory completion of their probationary period.

Requests for all planned leave, except in cases of illness or emergency, must be approved in advance. All staff must submit their requests to their supervisors for approval. Requests for planned leave must be submitted fourteen (14) days prior to the requested leave time. **See example on [Staff Information page](#)**

Vacation may be severely restricted from the 2nd week of June to the end of June as this is the library's busiest time of year. The appropriate supervisors may deny leave requests at this and other certain times of the year depending on local circumstances

Upon resignation with a minimum of two (2) weeks' notice and retirement, an employee shall be paid for all accrued annual leave but no more than the maximum accumulation as stated above.

In the event of an employee's death, the employee's estate will be paid for accumulated annual leave.

Sick Leave

Sick leave accrued at the rate of eight (8) hours for each complete month of service for full-time employees not to accumulate for more than 560 hours or 70 days or 14 work weeks

Part-time staff working 20 or more hours per week are eligible for sick leave on a prorated basis for hours worked per week with the accumulation prorated on the same basis.

An employee may use his/her sick leave if sick, injured or for other medical reasons. Sick leave can be used for medical appointments or as needed for illness in the immediate family. "Immediate family" is defined as spouse, parents, children, siblings, mother-in-law, father-in-law, grandparents, grandchildren, partner, partner's mother, partner's father or any family member living in the home with the employee.

A Doctor's excuse is required for absences of three or more consecutive working days. (See Also Family Medical Leave Act / Return to Work Policy / Workers Compensation)

Upon retirement, an employee shall be paid for any accrued sick leave not to exceed 25 days. There is no pay for accumulated sick leave upon any other form of separation from service.

Family Medical Leave Act

The [Family and Medical Leave Act \(FMLA\)](#) provide certain employees with up to 12 weeks of unpaid, job-protected leave per year. A year is defined as a 12th month period based on an employee's hire or anniversary date.

FMLA also requires that employees' group health benefits be maintained during the leave, generally at the employee's cost. WGRL is not required to do so, but will continue to pay to maintain the employee's health insurance, life insurance and retirement when these are paid benefits prior to taking FMLA leave.

Employees are eligible for leave if they have worked for their employer at least 12 months or at least 1,250 hours over the past 12 months.

FMLA leave will provide an eligible employee with up to 12 weeks of unpaid leave each year for any of the following reasons:

- for the birth and care of the newborn child of an employee;
- for placement with the employee of a child for adoption or foster care;
- to care for an immediate family member (spouse, child, or parent) with a serious health condition; or
- to take medical leave when the employee is unable to work because of a serious health condition.
- Time taken off work due to pregnancy complications can be counted against the 12 weeks of family and medical leave.

The definition of family for the purposes of FMLA is ONLY as described above. For further definitions – See - [Code of Federal Regulations - Title 29, § 825.122](#) - Definitions of spouse, parent, son or daughter.

The definition of serious health condition is as follows - an illness, injury, impairment, or physical or mental condition. For further definition – See – [Code of Federal Regulations - Title 29, § 825.113](#) – Serious Health Condition.

Paid annual and sick leave will not continue to accrue during periods of unpaid FMLA leave.

All vacation and paid sick leave must be used before employees are eligible to use FMLA leave, although employees have the right to use accrued paid leave for unpaid FMLA leave – [See Code of Federal Regulations - Title 29, § 825.207 Substitution of paid leave.](#)

Eligible employees seeking to use FMLA leave are required to provide:

- 30-day advance notice of the need to take FMLA leave when the need is foreseeable;
- notice "as soon as practicable" when the need to take FMLA leave is not foreseeable ("as soon as practicable" generally means at least verbal notice to the employer within one or two business days of learning of the need to take FMLA leave);
- sufficient information for the employer to understand that the employee needs leave for FMLA-qualifying reasons (the employee need not mention FMLA when requesting leave to meet this requirement, but may only explain why the leave is needed); and,
- where the employer was not made aware that an employee was absent for FMLA reasons and the employee wants the leave counted as FMLA leave, timely notice (generally within two business days of returning to work) that leave was taken for an FMLA-qualifying reason.
- Forms link - <http://www.dol.gov/whd/forms/WH-381.pdf> and <http://www.dol.gov/whd/forms/WH-382.pdf>

Medical Certification

- The need for leave for a serious health condition of the employee or the employee's immediate family member is to be supported by a certification issued by a health care provider. The employee has at least 15 calendar days to obtain the medical certification.

Should an employee not return after using all paid and unpaid leave, WGRL will cease to pay health insurance benefits. Employees have the option of self-paying for health insurance under COBRA. COBRA beneficiaries generally are eligible for group coverage during a maximum of 18 months for qualifying events. SEE <http://www.dol.gov/dol/topic/health-plans/cobra.htm>

Leave Due to Death of Immediate Family

"Immediate family" is defined as spouse, parents, children, siblings, mother-in-law, father-in-law, grandparents, grandchildren, partner, partner's mother, partner's father or any family member living in the home with the employee.

Any employee who has a death in his or her immediate family will be granted three (3) days leave with pay. This leave is not to be charged against annual leave or sick leave.

Jury Duty

Employees may take civil leave to serve on a jury or appear in court as a witness under subpoena. This is paid leave from work, in addition to any other paid leave.

Military Leave

The library will comply with state and federal laws regarding military leave.

Unemployment Compensation

The Virginia Employment Commission administers the unemployment insurance program that provides temporary financial assistance to individuals who become unemployed through no fault of their own. Benefits are paid through taxes on employers covered under the Virginia Unemployment Compensation Act. No part of your unemployment benefits is deducted from employee's earnings.

Workers' Compensation

All employees are entitled to receive compensation for an "injury by accident" or an "occupational disease." Additional information and reporting requirements are available at Virginia Worker Compensation Commission - <http://www.vwc.state.va.us>. If injured, you should (1) report your injury to your employer immediately. Supervisors are required to report any work accidents immediately to the library's insurer – Virginia Municipal League - <http://www.vmlins.org/>

Return to Work

WGRL strives to provide modified / transitional duty and return-to-work options for employees who sustain work-related or non-work related injuries/illnesses. Supervisors are encouraged to assess the workplace for appropriate tasks and duties to encourage the employee's return to work.

Transitional duty must meet WGRL's staffing needs and must accommodate the employee's medical restrictions while taking into consideration the welfare and safety of the employee and co-workers.

If it is determined that the employee has permanent restrictions, which result in his/her inability to perform the essential functions of his/her primary position, the provisions of the Americans with Disabilities (ADA) and other applicable laws will be applied to determine suitability for employment.

Library Materials Discount

Employees of the Wythe-Grayson Regional Library are allowed to order personal books and audio-visual materials using the library's discount schedule.

To order materials, employees will submit requests to the Regional Services supervisor. Staff will pay for their purchase request(s) upon receipt of item(s).

Allowance for Travel

The Wythe-Grayson Regional Library pays its employees expenses while they are traveling on library business. Employees shall turn in records and receipts for relevant expenses before reimbursement can be paid. The library will pay mileage when an employee is required to use his personal automobile. The rate per mile will be set annually by the Director. The employee must document the mileage and purpose of each trip and requests should be turned in within 30 days of incurring expense. SEE mileage form on [Staff Information page](#).

Professional Development

The library encourages staff to continue their education and professional development using cost-efficient methods. When feasible and local scheduling permits, the library will strive to underwrite fees and travel reimbursement for staff to attend conferences, workshops, and seminars.

Full-time Staff Benefits

Life Insurance

The library provides life Insurance through the Virginia Retirement System for all full-time employees. Participation for all full-time permanent employees in VRS is mandatory. The library pays the full contribution for the basic life insurance plan. Any optional coverage is the responsibility of the employee.

Health Insurance

Single coverage for health insurance is provided by the library for all full-time employees. Spouse coverage is an option for the Regional Director at the Library Board's discretion.

Upon termination or resignation of the employee, health insurance coverage shall continue through the end of the employee's final month of employment. Employees who retire may choose to continue coverage under the existing policy at their own cost. An employee can elect additional coverage at the additional expense for the employee.

Retirement

The library provides retirement through the Virginia Retirement System for all full-time employees. Participation for all full-time permanent employees is VRS is mandatory. Both the employer and the employee contribute to the retirement plan.

All Staff Benefits

Other benefits can include life insurance, tax-sheltered annuity and enrollment in Virginia Credit Union, Inc. which are deductions from the employee's paycheck.

VI. Working Conditions

Inclement Weather & Problems with the Physical Plant

All employees will be compensated for work hours/days missed for which they were scheduled due to the library being closed for inclement weather or other unforeseen circumstances

Each library branch may close at the discretion of the Supervisor.

If the library branch opens and operates on a normal schedule during inclement weather and an employee cannot report to work at the regular time due to weather conditions, the employee can charge the missed work time to annual leave. There must be two (2) staff members in the Wythe and Grayson facilities for security reasons when the library opens for service. Should only one (1) employee report to work, due to inclement weather, that employee should immediately notify their supervisor or the director.

Should the electricity shut off without notice, and remain off for at least an hour, the branch shall close for the day.

Should the facility lack running water for a period longer than an hour, the branch will close for the day.

Expectation of personal privacy

WGRL reserves the right to conduct searches to ensure the safety of employees and the security of the library. In addition to library premises, the library may search employees, their work areas, lockers, personal vehicles if driven or parked on company property, and other personal items.

There is no general or specific expectation of privacy in the workplace of the library, either on the premises or while on duty. In general, employees should assume that what they do while on duty or on library premises is not private.

No employee will ever be physically forced to submit to a search. However, an employee who refuses to submit to a search request from the library will face disciplinary action, up to and possibly including immediate termination of employment.

Drug testing will be required by the Director or immediate supervisor if there is reasonable suspicion and also in the event of an accident on the job or while performing job related duties

Nepotism

No more than one person of any family will be employed at any one time with WGRL. "Immediate family" is defined as spouse, parents, children, siblings, mother-in-law, father-in-law, grandparents, grandchildren, partner, partner's mother, partner's father or any family member living in the home with the employee.

Political Activity

The political activity of employees of the Wythe-Grayson Regional Library which receive federal funds through grants is limited by a federal law known as the [Hatch Act](#). This law regulates the political activity of state and local employees who work in connection with federally funded programs.

Privacy of Personnel Records

An employees' personnel record is not subject to mandatory disclosure. Such records are the property of the Wythe-Grayson Regional Library and the information contained in the records is to be disclosed only as provided in the Freedom of Information Act. Selected information will be disposed of in accordance with the Records Retention schedules as provided by the Library of Virginia which is authorized under the *Code of Virginia* [§ 42.1-85](#).

Personal information of any nature will not be disclosed without written authorization from the employee. As such, no employee should give out another employee's telephone number, address, work/leave/lunch schedule, or any other personal information.

Any employee giving out such information without prior written authorization from the employee will be disciplined.

The Freedom of Information Act provides that an employee may have access to information contained in his/her personnel file.

If an employee applies for credit of any kind which will require a credit check or other investigation, he/she may want to give authorization to the director or administrator assistant to release whatever information is required; otherwise, no information will be released.

Safety

WGRL is committed to the safety and health of its employees and patrons and recognizes the need to comply with applicable regulations governing injury and accident prevention. Maintaining a safe work environment requires the continuous cooperation of staff.

Information regarding workplace safety and health issues is disseminated through regular internal communication channels such as employee meetings, bulletin board postings, memos, emails or other written communication.

As a condition of employment, each employee is expected to comply with safety rules and to exercise caution in work activities, and to conduct themselves in a manner that does not endanger themselves, fellow staff or patrons.

Employees must immediately report any unsafe condition to their supervisor. In the case of accidents that occur on a worksite which result in injury or sickness, regardless of how insignificant the injury may appear, staff must immediately notify their supervisor, who is to report the incident to the library's insurer – Virginia Municipal League – www.vmlins.org. Staff who violate safety standards, cause hazardous or dangerous situations or who fail to report and/or remedy such situations, may be subject to disciplinary action.

Job Descriptions

Job Title: Regional Library Director

Current Employee(s): J. Sara Paulk

Reports to: WGRL Board of Trustees

Supervises: Branch Managers, Branch Supervisors, Regional Services Supervisor

Salary Range: Depending on Experience

Date of Last Revision: December, 2011

Position Status: FLSA exempt

Summary - Responsible for planning and supervising the overall operations of the regional library system.

Essential Functions

Work includes prolonged sitting or standing, as well as moderate lifting, carrying, reaching, stooping, pulling and pushing activities, manual dexterity, clear speech, and visual hearing acuity. Must have the ability to operate a personal computer and keyboard, telephone and other office equipment. A reliable means of transportation is required to attend meetings and conferences and to regularly visit library branch locations.

Primary Responsibilities by category

Fiscal Management

Prepare and submit annual budget.

Prepare and submit appropriations requests to appropriate agencies in a timely manner.

Approve and appropriate library funds from budget.

Collect, assemble and disseminate statistical information as required for federal E-rate funding, state funding, Board of Trustees and grant opportunities.

Prepare and provide statistical, financial and operational reports for Library Board of Trustees, staff and general public.

Apply for grants as appropriate to library's mission and services.

Personnel Management

Provide leadership and communication to staff. Direct supervision of Branch Managers, Branch Supervisors, and Regional Services Supervisor.

Evaluate informally on an ongoing basis and formally on a regular basis.

Supervise work assignments, schedules, timesheets and continuing education of staff.

Responsible for recruiting, interviewing, selecting, training and dismissal of all employees.

Public Relations

Prepare or oversee preparation of publicity for all locations in all available formats.

Attend or have representative attend all Friends of the Library meetings for purpose of communication

Be available for public presentations regarding library services.

Plant Management

Supervise and/or assign staff to supervise library facilities to ensure a clean, organized and safe work environment.

Collection Development (selection, weeding, etc.),

Select or oversee selections of materials added to or withdrawn from library's collections.

Other areas of responsibility may include Cataloging, Inventory, Technology management, Grant writing, etc., etc.

Minimum Qualifications

Master's degree in library science from an ALA-accredited school

Librarian certification from the Commonwealth of Virginia

Three years' experience in library administration

Proven ability to obtain and administer grants

Ability to work courteously with staff and public

Knowledge of national library standards

Knowledge of employment laws

Must have current, valid driver's license.

Job Title:	Branch Managers / Branch Supervisors
Reports to:	Regional Director
Supervises:	Library Assistants (part-time staff) and Library Associates (full-time staff)
Salary Range:	Depending on Experience
Date of Last Revision:	September, 2011
Position Status:	FLSA non-exempt

Summary

Plans, organizes and administers the various branches of WGRL and assists the Director with the overall administration of the library

Essential Functions

Work is performed primarily in a library environment while standing at a counter for extended periods of time or sitting at a desk using a computer.

Manual dexterity and physical ability to reach and shelve library materials, sort books, software, and a variety of media formats at a variety of heights is required. Sufficient vision, hearing and speech are essential to communicate with patrons and to assist them in locating materials, using computers or other office equipment. Must have sufficient hand-eye coordination and manual dexterity to operate a personal computer and keyboard, telephone and other office equipment. Physical exertion will be required to lift library materials and other supplies from overhead and from the floor.

Duties and Responsibilities

Requires weekend and evening hours. Checking library materials in and out; registering patrons; renewing library materials in person and over the telephone; handling money; giving basic assistance with library's online catalog and other library computers and software; assisting patrons with photocopiers, faxing services; calling patrons about holds (requested books); awareness of new titles so that they can be recommended to patrons.

Shelving library materials of all formats and keeping those on shelves in order and accessible.

Includes answering the telephone in a polite and efficient manner; smiling at patrons as they enter building;

Plans, directs, supervises and evaluates the work of the part-time and full-time staff when working in their department; prepares work assignments; conducts training; completes employee performance appraisals; and recommends promotions and incentive increases.

Coordinates with appropriate agency for facility and grounds needs.

Implements policies set by the Director (as approved by the Library Board); recommends needed policies, programs and services. Collects and presents statistical information.

Assists with collection management, public service, staff management and fiscal management.

Minimum Qualifications

High School Diploma or GED equivalent. Keyboarding experience.

A reliable means of travel is required so that staff may provide coverage at other locations as necessary.

Additional Desirable Qualifications

Skilled in the use of computers, software and Internet searching ; good organizational skills; knowledge of principles, methods and practices of services in a public library; extensive knowledge of literature; ability to establish and maintain effective working relationships with community members and staff; skilled in the use of audiovisual equipment; skilled in oral, written and interpersonal communication.

Job Title: Library Assistant

Current Employee(s): All part-time branch employees excluding Regional staff.

Reports to: Branch Manager / Branch Supervisor - depending on duties.

Supervises: Not applicable

Salary Range: Depending on Experience

Date of Last Revision: December, 2011

Position Status: FLSA non-exempt

Summary - Duties related to providing customer service and other assistance to patrons.

Essential Functions - Work is performed primarily in a library environment while standing at a counter for extended periods of time or sitting at a desk using a computer.

Manual dexterity and physical ability to reach and shelve library materials, sort books, software, and a variety of media formats at a variety of heights is required. Sufficient vision, hearing and speech are essential to communicate with patrons and to assist them in locating materials, using computers or other office equipment. Must have sufficient hand-eye coordination and manual dexterity to operate a personal computer and keyboard, telephone and other office equipment. Physical exertion will be required to lift library materials and other supplies from overhead and from the floor.

Duties and responsibilities

Requires weekend and evening hours. Checking library materials in and out; registering patrons; renewing library materials in person and over the telephone; handling money; giving basic assistance with library's online catalog and other library computers and software; assisting patrons with photocopiers, faxing services; calling patrons about holds (requested books); awareness of new titles so that they can be recommended to patrons. Shelves library materials of all formats and keeping those on shelves in order and accessible.

Includes answering the telephone in a polite and efficient manner; smiling at patrons as they enter building;

Minimum Qualifications

High School Diploma or GED equivalent. Keyboarding experience. A reliable means of travel is required so that staff may provide coverage at other locations as necessary.

Additional Desirable Qualifications

Skilled in the use of computers, software and Internet searching ; good organizational skills; knowledge of principles, methods and practices of services in a public library; extensive knowledge of literature; ability to establish and maintain effective working relationships with community members and staff; skilled in the use of audiovisual equipment; skilled in oral, written and interpersonal communication.

Job Title: Library Associate

Current Employee(s): Full-time employees except as defined elsewhere.

Reports to: Branch Manager / Branch Supervisor - depending on duties.

Supervises: Not applicable

Salary Range: Depending on Experience

Date of Last Revision: December, 2011

Position Status: FLSA non-exempt

Summary - Duties related to providing customer service and other assistance to patrons. Planning and presenting public programs; participating in reviewing, selecting, and ordering books; maintaining library websites; and serving as person in charge of location as required.

Essential Functions - Work is performed primarily in a library environment while standing at a counter for extended periods of time or sitting at a desk using a computer.

Manual dexterity and physical ability to reach and shelve library materials, sort books, software, and a variety of media formats at a variety of heights is required. Sufficient vision, hearing and speech are essential to communicate with patrons and to assist them in locating materials, using computers or other office equipment. Must have sufficient hand-eye coordination and manual dexterity to operate a personal computer and keyboard, telephone and other office equipment. Physical exertion will be required to lift library materials and other supplies from overhead and from the floor.

Duties and responsibilities

Requires weekend and evening hours. Checking library materials in and out; registering patrons; renewing library materials in person and over the telephone; handling money; giving basic assistance with library's online catalog and other library computers and software; assisting patrons with photocopiers, faxing services; calling patrons about holds (requested books); awareness of new titles so that they can be recommended to patrons.

Includes answering the telephone in a polite and efficient manner; smiling at patrons as they enter building;

Shelving various types of library materials and keeping those on shelves in order and accessible.

Interprets library rules, policies, and procedures as needed for staff and library patrons. Assists with collection management. Contributes to the development of children's programs, tours, storytelling, and other programs for various populations. Plans and prepares exhibits and regular displays. Prepares promotional material for programs. Assists children, young adults, teachers, parents and other patrons with finding information, including the use of computer resources and special collections. Maintains webpages and other informational sources. Other duties as required by supervisor.

Minimum Qualifications

High School Diploma or GED equivalent. Keyboarding experience. A reliable means of travel is required so that staff may provide coverage at other locations as necessary.

Additional Desirable Qualifications

Skilled in the use of computers, software and Internet searching ; good organizational skills; knowledge of principles, methods and practices of services in a public library; extensive knowledge of literature; ability to establish and maintain effective working relationships with community members and staff; skilled in the use of audiovisual equipment; skilled in oral, written and interpersonal communication.

Job Title: Regional Services staff
Reports to: Regional Services Supervisor
Supervises: N/A
Salary Range: Depending on Experience
Date of Last Revision: August, 2011
Position Status: FLSA non-exempt

Summary

Outreach Services

This position is responsible for planning and providing public service to all patrons who are homebound and unable to visit a library branch.

Technical Services Assistant

This position is responsible for assisting the technical services librarian with the acquisition, cataloging, and processing of library materials.

Bookkeeper

This position is responsible for maintaining detailed and accurate financial records, processing payroll, accounts payable, and accounts receivable for the regional library system.

Essential Functions

Work is performed primarily in a library environment while sitting at a desk or computer terminal. Physical exertion will be required to lift office supplies and library materials from overhead and from the floor. Sufficient vision or other powers of observation are essential to permit the employee to read, sort and shelve library materials and assist patrons as needed in locating materials or using computers. Manual dexterity to handle books, software, and a variety of media formats is necessary.

Must have the ability to operate a personal computer and keyboard, printers, telephone and other office equipment. A reliable means of travel is required so that staff may provide coverage at other locations as necessary.

For Outreach Services – Additional essential functions include current, valid Driver’s license in good standing and ability to lift and transport up to and inside patron’s homes a minimum of twenty (20) pounds.

Duties and Responsibilities

Outreach Services - Duties include transporting materials to homebound patrons, preparing van route schedules, collecting statistical and narrative data, articulating services, policies, and procedures to patrons.

Technical Services Assistant - Responsible for the annual inventory of materials and overseeing inventory of supplies and allocates them as requested. Also serves as backup bookkeeper.

Bookkeeper - Prepares and makes deposits on a monthly basis or more frequently as needed ; coding invoices for payment and submitting to library director for approval in a timely manner; processing invoices for payment in a timely manner ; processing payroll bi-monthly; reconciling general ledger with information from the treasurer's office in a timely manner; closing out all financial records by the last day of the fiscal year ; maintaining financial records according to the state's record retention schedules

Minimum Qualifications

High School Diploma or GED equivalent. Keyboarding experience.

For Bookkeeper – Experience or education in bookkeeping is an additional requirement.

Additional Desirable Qualifications

Skilled in the use of computers, software and Internet searching ; good organizational skills; knowledge of principles, methods and practices of services in a public library; extensive knowledge of literature; ability to establish and maintain effective working relationships with community members and staff; skilled in the use of audiovisual equipment; skilled in oral, written and interpersonal communication.

Job Title:	Regional Services Supervisor
Reports to:	Regional Director
Supervises:	Bookkeeper, Outreach, Technical Services Assistant
Salary Range:	Depending on Experience
Date of Last Revision:	September, 2011
Position Status:	FLSA non-exempt

Summary

Plans, organizes and administers the Technical Services and Outreach Services of WGRL and assists the Director with the overall administration of the library.

Essential Functions

Work is performed primarily in a library environment while sitting at a desk or computer terminal. Physical exertion will be required to lift office supplies and library materials from overhead and from the floor. Sufficient vision or other powers of observation are essential to permit the employee to read, sort and shelve library materials and assist patrons as needed in locating materials or using computers. Manual dexterity to handle books, software, and a variety of media formats is necessary.

Must have the ability to operate a personal computer and keyboard, telephone and other office equipment. A reliable means of travel is required so that staff may provide coverage at other locations as necessary.

Duties and Responsibilities

Assists with collection management and oversees ordering, receiving, cataloging and processing of library materials.

Plans, directs, supervises and evaluates the work of the part-time and full-time staff when working in their department; prepares work assignments; conducts training; completes employee performance appraisals; and recommends promotions and incentive increases.

Implement policies set by the Director (as approved by the Library Board); recommends needed policies, programs and services. Collects and presents statistical information.

Requires weekend and evening hours. checking library materials in and out; registering patrons; renewing library materials in person and over the telephone; handling money; giving basic assistance with library's online catalog and other library computers and software; assisting patrons with photocopiers, faxing services; calling patrons about holds (requested books); awareness of new titles so that they can be recommended to patrons.

Includes answering the telephone in a polite and efficient manner; smiling at patrons as they enter building;

Minimum Qualifications

High School Diploma or GED equivalent. Keyboarding experience.

A reliable means of travel is required so that staff may provide coverage at other locations as necessary.

Additional Desirable Qualifications

Skilled in the use of computers, software and Internet searching ; good organizational skills; knowledge of principles, methods and practices of services in a public library; extensive knowledge of literature; ability to establish and maintain effective working relationships with community members and staff; skilled in the use of audiovisual equipment; skilled in oral, written and interpersonal communication.

VII. Employee Performance Evaluation

Performance Evaluation

Each position will be evaluated at least once a year to be used in determining salary increases, as a factor in determining order of lay-off, and as a basis for promotion, training, demotion, transfer, or dismissal.

Performance Standards

At the beginning of employee's employment, his/her supervisor will discuss the employee's job requirements. Based on the employee's position description, goals and objectives set for his/her departmental position in the library's long-range plan and the policies and procedures of the department and library system, the employee's supervisor will prepare his/her performance plan, which consists of weighted job elements as outlined in the employee's position description and performance standards as outlined in the employee appraisal form.

A performance plan will be developed by the employee and his/her immediate supervisor each year after the employee's annual evaluation to incorporate performance improvement plans, continuing education/training objectives, and departmental goals and objectives as outlined by the long-range plan.

Performance Evaluation

Throughout the year between evaluations, supervisors need to communicate with individual employees on their performance by correcting poor performance as well as complimenting good performance. All of this should be recorded with written documentation which should be placed in the employee's evaluation file. The employee is responsible in helping prepare for his/her annual evaluation by providing their supervisor written documentation of performance such as letters, awards of commendation, requests for training, continuing education, letters from patrons, co-workers documenting quality service, etc.

Therefore, the development of both the performance plan and the evaluation file for each employee is a team effort between the employee and supervisor. Each January, an employee's supervisor will objectively evaluate his/her level of performance during that calendar year based on the documentation collected in the employee's evaluation file. **SEE Form on [Staff Information Page](#).**

Grievance Procedures - (see Problem Resolution)

Progressive Discipline.

WGRL's best interests lie in ensuring the fair treatment of all employees, making certain that disciplinary actions are prompt, uniform, and impartial. The purpose of any disciplinary action is not to punish, but to correct a problem, prevent recurrence, and prepare the employee for satisfactory service in the future.

Disciplinary action may call for any of four steps: Verbal Warning, Written Warning, Suspension with or without pay, and Termination of Employment. Each incident, depending on its severity and number of occurrences, will dictate which steps are taken. Some circumstances will require one or more steps to be bypassed. **SEE Form on [Staff Information Page](#).**

Progressive discipline means that, with respect to most disciplinary problems, these steps will normally be followed:

First offense - verbal warning

Repeated offense(s) - written warning

Repeated offense(s) - suspension (with or without pay, between 1 day to 2 weeks)

Repeated offense(s) - termination of employment

If necessary and possible, written steps or instructions on how to improve will be given. An evaluation will then be conducted to determine if progress is being made. If little or no progress has been made, the next step will be additional disciplinary action. If no significant change in behavior or attitude becomes apparent, the next step will be additional disciplinary action. Eventually a decision must be made by the Librarian/Director whether to continue employment for the individual or to dismiss. Dismissal at that time will be immediate.

The employee has the option to appeal his/her case before the Library Board through the use of the Problem Resolution process.

Certain types of employee problems are serious enough to justify immediate suspension or termination of employment, without going through the usual progressive steps. Examples of such behaviors are found in the staff conduct areas of this manual and below.

While not inclusive, some other infractions of rules of conduct include:

Theft or inappropriate removal or possession of library property

Falsification of timekeeping records

Working under the influence of illegal drugs or alcohol

Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating library owned vehicles or equipment

Disruptive activity, fighting, or threatening violence in the workplace

Negligence or improper conduct leading to damage of library, staff owned or patron owned property

Insubordination or other disrespectful conduct

Violation of safety or health rules

Sexual or other unlawful or unwelcome harassment

Possession of dangerous or unauthorized materials, such as firearms, in the workplace

Excessive absenteeism or absence without notice

Unauthorized disclosure of business or confidential information

Violation of personnel policies

Unsatisfactory work performance or conduct

Agreement to abide by WGRL Policies

I have read and understand the policies of WGRL as outlined in the Policy Manual I received on _____ (date).

I agree to follow and uphold these policies as long as I am employed by the WGRL.

I have entered into this relationship voluntarily and acknowledge that there is no specified length of employment. Accordingly, either I, or WGRL can terminate the relationship at will, with or without cause, at any time, so long as there is no violation of applicable state or federal laws.

I understand that while I may not agree with every policy it is my job to follow them as long as I am in the Library's employ, and as long as such policies do not violate any state, local, or federal laws.

I understand that the policies herein are subject to change, and that I may have input toward changing any policies with which I disagree by presenting alternatives to the Director for use in developing ever better policies. My input does not automatically mean a change will take place, but it will be considered.

I understand that this handbook is neither a contract of employment nor a legal document. It is my responsibility to read and comply with the policies contained within, and any revisions or changes passed by the Board of Trustees and distributed to me.

I understand that if I do not follow these policies, or amended policies as passed by the Library Board of Trustees which are given to me as addendum's to this manual, I may be summarily terminated from employment with the Library.

Signed: _____ Date: _____

Typed/Printed name: _____

**Return a signed copy of this form to the Director within 30 days of receiving policy manual.