

## Personnel Policy

### **POLICY STATEMENT**

The Atlantic Public Library's ability to manage and provide public services with efficiency and effectiveness is dependent upon the capability and performance of its employees. The library strives to provide a good working environment with open communication and sensitivity to employee needs.

The Atlantic Public Library is considered a department of the City of Atlantic and as such, the City of Atlantic's Personnel Policy will be the policy of record with the following additions pertinent to the Library.

Each library staff member will be given a copy of the City of Atlantic's Personnel Policy and the Library's Personnel Policy upon hiring and will be trained on these policies.

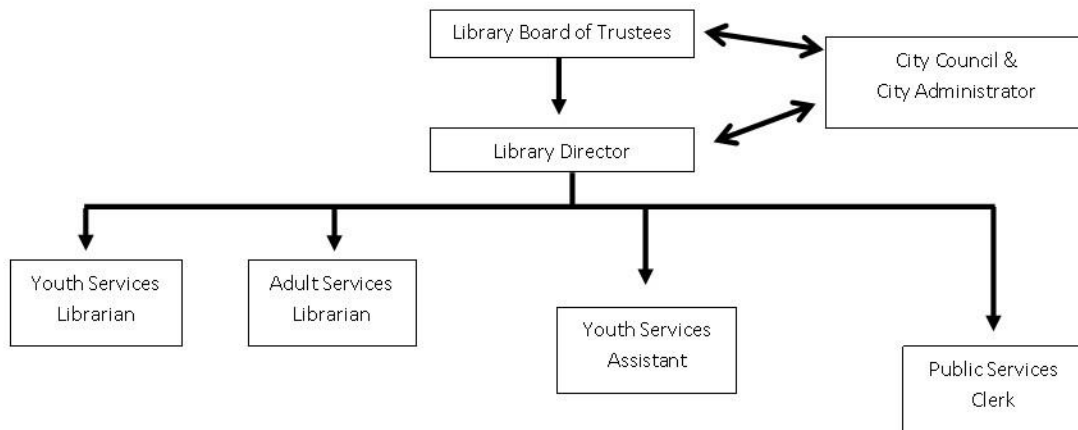
### **REGULATIONS**

#### PERSONNEL

The library staff should know what will be expected of them and how they fit within the overall structure of the library. Any questions about the information in this area should be addressed to the Library Director.

#### Organizational Chart

The purpose of the organizational chart is to designate the structure and relationships between library employees and governing bodies.



#### Job titles and descriptions

Job titles and brief duties are listed here. For full job descriptions, see Appendix A.

#### Library Board of Trustees

The Library Board of Trustees is made up of nine volunteers, appointed by the Mayor of the City of Atlantic, to serve six-year terms. City Council also designates a liaison to serve on the Library Board of Trustees. The Library Board is administrative and is responsible for hiring the Library Director and administrative details, such as paying bills, approving policies, and advocating the library to community members and leaders.

#### Library Director

The Library Director oversees the administration of the library, including personnel, library services, and the use of library resources. The Library Director reports to the Library Board of Trustees, who ultimately decide and approve of library services, resources, and management of the library. The Library Director supervises the library staff, provides resources and support for library staff and patron life-long learning and recreation, and promotes and advocates for the library within the community. The Library Director focuses on providing

excellent customer service to library users, the Atlantic community, and to the employees of the library. This position is considered a Department Manager for the Library within the City structure and as such, is a salaried position.

#### Youth Services Librarian

Under the direct supervision of the Library Director, the Youth Services Librarian focuses on the youth department. The Youth Services Librarian is responsible for library services, materials, and programming for youth aged birth through eighteen. The Youth Services Librarian also guides the activities of the youth volunteers and the Youth Services Assistant. The Youth Services Librarian provides excellent customer service at all times and works with other community agencies to promote and advocate for the library in the community. This position requires a bachelor's degree or equivalent work experience, with preference given to experience and education in working with children. This is a full-time position which includes benefits.

#### Adult Services Librarian

Under the direct supervision of the Library Director, the Adult Services Librarian focuses on the adult department. The Adult Services Librarian is responsible for library services, materials, and programming for adults, aged eighteen and up. The Adult Services Librarian also handles all Interlibrary Loan requests and guides the activities of the volunteers and the Public Services Clerk. This position requires a bachelor's degree or equivalent work experience, with preference given to customer service or public service experience. There is a full-time and a regular part-time position including benefits.

#### Youth Services Assistant

Under the direct supervision of the Library Director and the guidance of the Youth Services Librarian, the Youth Services Assistant supports the Youth Services Librarian with programming, services, and resources to library patrons. The Youth Services Assistant also guides the activities of youth volunteers and assists in other departments of the library as needed. This position requires a high school diploma and experience working with the public. This regular part-time position includes some benefits.

#### Public Services Clerk

Under the direct supervision of the Library Director, the Public Services Clerk provides customer service to the users of the public library and support to their co-workers. The Public Services Clerk's main responsibilities include assisting with checking in and out of materials, processing new materials to add to the library's collection, and putting these materials back into the collection in accordance with the library's shelving system. This position requires a high school diploma or enrollment in high school. There is a regular part-time and an occasional part-time position which may include some benefits.

#### Benefits

Full-time positions receive paid time off, health insurance, and IPERS. The Library is a City department and as such, staff are covered under the city's insurance policies.

Regular part-time positions receive pro-rated paid time off. IPERS for part-time employees is dependent upon wages and hours worked.

Occasional part-time positions receive no benefits. IPERS for part-time employees is dependent upon wages and hours worked.

Compensation time (or comp time) can be accrued by full-time and regular part-time employees, with the permission of the Library Director. Comp time can only be accrued if a staff's work schedule cannot be adjusted, due to the needs of the library.

Employees are eligible for protection under the Family and Medical Leave Act.

Full explanations of benefits are included in the City of Atlantic's Personnel Policy.

### Schedules

The Library Director will set the library staff schedules. Full time staff will be expected to work 40 hours per week, or take the necessary vacation, sick, or comp time to meet those hours. Part-time staff will be scheduled to work up to the maximum amount of hours their position is allowed. Time off is permitted as allowed by the needs of the library.

Staff schedules will adjust based on the needs of the library and the Library Director will provide at least two weeks' notice if a schedule needs to change.

### Time Sheets

Staff are expected to fill out a time sheet each pay period, indicating the hours worked, paid time off used, and comp time earned. Each time sheet will be turned into the Library Director for approval. The Library Director signs each time sheet and turns them in to the City Clerk.

### Continuing Education

The Library Board supports and encourages library staff to engage in continuing education and training for library employees. The Library Director or library staff may find training or continuing education classes available. The Library Director must approve of any and all continuing education courses. The Library will pay for registration or fees relating to continuing education or training and all continuing education or training sessions must be done during scheduled work time. The Library will cover mileage and lodging, as per the City's Personnel Policy. Work schedules can be adjusted to accommodate training sessions, with the approval of the Library Director. Please see the City's Personnel Policy.

### Evaluations

Evaluations will be done on an annual basis. The Library Director will conduct the evaluations for all library staff. The Library Board of Trustees will perform the Library Director's evaluation.

Self-evaluation forms will be available for staff to fill out before their evaluation, to be turned in to the Library Director before the annual evaluation. Evaluations will be discussed with each employee.

## EMPLOYEE CONDUCT

Employees have the right to know what is expected of them. Employees have the right to expect fair treatment and fair compensation from the library. In return, employees are expected to work diligently toward providing high levels of public service.

### Customer Service

Providing information and service is the most important part of any position in the library. Library staff should act in a courteous, responsive, and prompt manner with the public and their co-workers, to provide accurate responses or referrals, and to be fair and consistent in enforcing library rules.

### Workplace Violence

Providing a safe work environment is essential to the Library. Acts or threats of violence against any Library employee will not be tolerated whether among employees or between one or more employees and the public. Any employee initiating a violent act against another will be subject to disciplinary action.

All reports of violence must be reported in a timely manner. Each report will be reviewed in a timely manner.

### Harassment

As with workplace violence, harassment, of any kind, will not be tolerated. Acts of harassment between employees or between an employee and a member of the public will not be allowed to continue. Any employee initiating harassment of any kind will be subject to disciplinary action.

All reports of harassment must be reported in a timely manner. Each report will be reviewed in a timely manner.

### Library Owned Equipment

Library equipment, such as copiers, computers, and the phone are provided for use by the employee and are the property of the Library. Such property is subject to recall by the Library at any time. Employees have no right to privacy in information maintained on a library owned computer, system, or other equipment.

Library email accounts are also public and any emails sent or received are public record.

Use these items for personal use should be limited in scope.

### Appearance & Behavior

Employees are expected to maintain a level of personal appearance and grooming that is considerate of other employees and inspires the confidence of community members and others the employee will address.

Employees are required to adhere to health, safety, and sanitation standards while at work.

Employees' conduct at work shall be professional, friendly, and always with customer service in mind.

### Absence without Leave

Any absence of an employee, without authorization from the Library Director, will be deemed an absence without leave. Any such absence shall be without pay and may be subject to disciplinary action.

### Discipline and Grievance Procedures

The Library Director and employees shall follow the steps outlined by the City of Atlantic for discipline and grievance procedures.

## HOLIDAY CLOSINGS

The Library Board of Trustees has designated the Library will be closed on any and all city-recognized holidays. The Library Board of Trustees may also designate other dates, deviating from city holidays, to be closed. These dates will be determined and approved as soon as possible in the calendar year.

## LIBRARY CLOSING DUE TO UNFORSEEN CIRCUMSTANCES

If the Library has to close for unseen circumstances, such as weather, water main break, heating or A/C failure, the Library Director and library board president or vice-president will determine when the Library will close.

- Any staff at work will be informed and will then inform any patrons contacting the library.
- The Library Director will contact any staff scheduled to work that day about the library closing.
- The Library Director will contact the radio stations, the newspaper, and post the closing to the Library's website and Facebook page.

## **PROCEDURES**

### PERSONNEL

#### Organizational Chart

In the absence of the director, the Youth Services Librarian or Adult Services Librarian is in charge, decided by seniority.

Any issues concerning the library shall first be addressed to the Library Director and not directly to the Library Board.

#### Job titles and descriptions

Job titles and descriptions are not set in stone. As the Library evolves and changes, titles and descriptions must change as well. Job descriptions are not meant to cover everything the employee handles on a yearly basis, but should express the major tasks, either day-to-day or month-to-month.

Job titles and descriptions will be reviewed annually with the employee's evaluation. Changes to the description and/or title will be recommended at this time. The employee and Library Director will discuss these changes and how they can best be addressed.

#### Benefits

- All full-time and regular part-time staff will be responsible for keeping track of their vacation, sick, compensation time, and personal holiday time.
- Any staff member can request time off by:
  - Submitting an Absence Request to the Library Director, as early as possible
    - Fill out the name and the date filling out the request
    - Fill in the dates for the time off requesting
    - Fill in the hours requesting off (ex. 3 hours or 9:00-12:00)
    - Choose the type of Absence. If the staff person does not earn any kind of vacation or sick time, choose Other.
    - Sign the form.
    - Turn in to the Library Director.
  - Absence Requests shall be turned in to the Library Director for any kind of absence. When a staff person has been sick or otherwise unable to make it to work, an absence request needs to be filled out the next day they are at work.

- The Library Director will return approved or denied requests in a timely manner, dependent upon the request.
- These forms will be kept by the Library Director in the employee's file.
- Requests for time off will be weighed against the needs of the library. The Library Director has the discretion to deny requests for time off.
- Compensation time (comp time) will be offered to full-time or regular part-time employees who work over their allotted schedule. Comp time can only be accrued at the approval of the Library Director. Staff working over their allotted schedule must get permission from the Library Director 48 hours before working over their schedule. Compensation time will be given at 1.5 times the hours worked over the allotted schedule, when approved by the Library Director.
- All benefits are addressed in the City of Atlantic's Personnel Policy.

### Schedules

The Library Director sets the schedule for all library employees. The schedule is done on a monthly basis, with consideration to library events, programs, community events, outreach opportunities, and staff requests for time off. Due to unforeseen circumstances or unplanned or unexpected changes, a staff person's schedule can change at any time. The Library Director will make every effort to anticipate these changes.

- Staff should alert the Library Director whenever adding a continuing education or training course to their schedule.
- Staff must notify the Library Director as soon as possible when an outreach or community event is a good fit for the library and the staff should take part.
- The Library Director will work to provide any schedule changes a two-week notice for all employees. Staff will be scheduled to work hours which meet the needs of the library. Outreach events, evening programs, or continuing education classes can all effect scheduling. Staff may be scheduled to work outside of normal library hours or their normal schedule.
- Compensation time is available but only in instances when the staff schedule could not be changed. The Library Director reserves the right to change an employee schedule to meet the needs of the library without resorting to compensation time.

### Time Sheets

The Library Director receives time sheets for all staff members from the City Clerk. These time sheets will be handed to the staff.

Time sheets are filled thusly:

- Staff write the hours worked in the larger box under the date.
- If the staff member did not work that day, but used vacation, sick, comp, or holiday time, the amount of time, along with the code for that time, is written in the smaller box under the larger box.
- Staff will sign their time sheet.
- Staff will turn in their time sheet to the Library Director at the end of the pay period.
- The Library Director will make a copy of each staff member's time sheet, tally the hours, and confirm with the staff schedule. The Library Director will note any discrepancies with the staff member.
- The Library Director will sign the time sheets and deliver them to City Hall.

An example time sheet is in Appendix C.

### Continuing Education

Library employees are welcome to find and attend continuing education or training relating back to services or resources in the library. All staff shall be given the opportunity to attend continuing education or training, whether online or in person.

The Library will pay for any and all trainings requiring registration and/or travel time. The employee shall be on work time, and be compensated for any trainings done relating back to the library.

Staff must first get permission to attend continuing education or training sessions. If there are fees or travel involved, staff must notify the Library Director as soon as possible. See the City's Personnel Policy for full details concerning continuing education and travel.

### Evaluations

Library employees shall be evaluated for their work and performance annually, as close as possible to their annual hire or promotion date. A copy of the evaluation form is in Appendix B.

Library employees will first fill out the self-evaluation form. Comments are highly encouraged. When the self-evaluation form is completed, library employees will turn in the form to the Library Director.

The Library Director will fill out an evaluation form for each library employee. The evaluation form will look at the employee's accomplishments, behavior, timeliness, and customer service over the previous year. The Director will also read over the employee's self-evaluation. After the Library Director has completed the evaluation form, a meeting will be set with the employee and Library Director. At this time, the Library Director will review the employee's evaluation and discuss goals and accomplishments for the employee for the next year.

Employees will sign the evaluation form, acknowledging the evaluation was discussed with them. A signature does not signify agreement; just the evaluation being discussed with the employee.

Employees will be given a copy of their evaluation and the original will be kept with the Library Director.

## EMPLOYEE CONDUCT

Employees have the right to know what is expected of them. This section will address the general do's and don't's of library employee behavior. However, this policy cannot cover every instance or situation which may occur when working in a library. The Library Director is always available to clarify issues, and the staff will be asked to use their own discretion and judgment in certain situations.

### Customer Service

- Library staff will conduct themselves with the public and with each other in a courteous and polite manner.
- Library staff will promptly assist patrons in the stacks and at the desk.
- The public always comes first. When a patron or staff person is requesting help, the library staff will move to provide assistance.
- Library staff may offer to contact a patron when a request may take longer than the patron would like to wait, or if the staff person needs to consult multiple resources and may not have the time to do so immediately.
- Encourage patrons with comments or suggestions to use the Patron Comment form.

## Workplace Violence

The Library should be a safe environment for library employees to work.

- Acts or threats of violence from co-workers or the public will not be tolerated. Staff shall:
  - Notify the Library Director or a co-worker immediately.
  - Contact the Police by calling 911.
  - Remove themselves from the public floor, if it is a patron. If it is a co-worker, the staff person is advised to move to another floor in the library.
  - When able, fill out an incident report. In lieu of an incident report, take down any particulars (name of offender, time, anything that was said, etc). An incident report may be filled out at another time.
  - The Library Director will follow-up with the police concerning the actions of the offender.
    - If the incident happens with a patron, that person may be banned from the library, regardless if the staff person presses charges.
    - If the incident happens with a co-worker, disciplinary action will be taken, regardless if the staff person presses charges.
- Threats of violence will be taken as seriously as actions.

## Harassment

The Library should be a safe environment for library employees to work.

- Any kind of harassment will not be tolerated. In the case of harassment, the library employee shall:
  - Report the incident to the Library Director.
  - Call the Police at 243-3512 or 911.
  - Remove themselves from the public floor, if it is a patron. If it is a co-worker, the staff person is advised to move to another floor in the library.
  - Fill out an incident report when possible. Record as much information as possible – especially names or physical descriptions, what was said or done, and the time in which it occurred.
  - The Library Director will follow-up with the police concerning the actions of the offender.
    - If it is a patron, that person may be banned from the library.
    - If it is a co-worker, disciplinary action will be taken.
- Threats of harassment will be taken as seriously as actions.

## Library Owned Equipment

The Library provides equipment to the library employees in order to facilitate their work. The equipment includes computers, servers, scanners, fax machines, copiers, and printers. Many of these items are also available for patron use.

- Library staff shall have no expectation of privacy on library-owned equipment. All items saved to the computer or to the library servers can be accessed or deleted based upon the needs or safety of the library.
- Library staff shall limit the amount of time spent on library phones making or receiving personal phone calls. The library has two lines for phone services and the lines are meant for business purposes.
- Library staff do not need to pay for copies or printouts.
- Library staff do need to pay for faxing.
- Library staff should be aware library email accounts are also public information and as such, can be subject to FOIA requests.



## Appearance and Behavior

The Library staff represent the library to the public, both in the library and at community events where the library may have a booth, table, or presentation. As such, Library staff must be conduct themselves appropriately and with the proper attire.

- Unacceptable attire includes:
  - Torn, patched, or faded clothing
  - Halter tops
  - Tube tops
  - Muscle shirts
  - Strapless sundresses
  - Shirts/pants exposing midriff or any exposed skin on the torso area.
  - Shirts with slogans or large-letter advertising, unless it has the library or city logo on it; and/or has a library-related theme.
  - Warm-up suits or sweat pants, including yoga or exercise gear.
  - Sheer clothing
- Unacceptable behavior includes:
  - Falsifying or misrepresenting statements to supervisor or co-worker.
  - Drinking of alcoholic beverages or being under the influence of alcoholic beverages; or the illegal use, possession of and/or being under the influence of any illegal controlled substance while on duty.
  - Refusal to perform assigned duties in violation of a direct order by the Library Director.
  - Theft or use of the Library's equipment, materials, or facilities for personal purposes, other than authorized.
  - Recklessness resulting in serious accident while on duty or substantial property damage.
  - Sleeping or the appearance of sleeping on the job.
  - False statements on an employee's application for employment.
  - Unexcused absences or tardiness.
  - Excessive absenteeism or tardiness.
  - Failure to observe time limitations on rest and meal periods.
  - Poor work performance.
  - Doing personal work or activity during paid work time.
  - Fighting during work time.
  - Engaging in discourteous conduct including loud and boisterous activity in the presence of library users or other library employees.
  - Failure to immediately report on the job illness or injury to the Library Director.
  - Failure to follow any/all of the library's policies.
  - Gambling in any form during work time.
  - Damaging or destroying the property of the library or another employee, whether due to negligence or willful or deliberate action.
  - Posting, removing, or tampering with or altering notices or signs without the permission of the Library Director.
  - Distribution of written or printed matter of any description, other than that which the employee is directed to distribute, on library premises during work time.
  - Absence for three (3) consecutive working days without notification to the library during such period of the reason for absence.
- In the instances outlined, library staff are to report any instances to the Library Director. The Library Director will address these issues as soon as possible.

- The Library Director will investigate and discuss the situation with the employee.
- If warranted, or if the behavior or attire continues, disciplinary action will follow.

#### Absence without Leave

- Library employees should make every effort to request or report an absence. In the case where an absence is not granted and the library employee decides to not come in to work, disciplinary action will follow.
- If a library employee is unwell and knows they will not be able to make it in to work, they must make every effort to contact the library.
  - Before opening or Saturday shifts: Library employees must contact the Library Director to report illness or other circumstances which make it impossible to make it in to work.
  - After opening: Library employees may contact the Library Director or call the Library to speak with another member on staff.

#### Discipline and Grievance Procedures

The Library will follow the City of Atlantic's Personnel Policy when it comes to disciplinary actions and grievance procedures.

- Verbal and written warnings will be added to the employee's personnel file.
- Grievance procedures will include the City Administrator and the Library Board, if necessary.

#### HOLIDAY CLOSINGS

The Library Director will present a list of dates for the next calendar year's holidays for the Library Board of Trustees to approve for closing. These dates reflect the City of Atlantic's holidays.

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Veteran's Day
- Thanksgiving, the day after Thanksgiving, and the Saturday following
- Christmas day

The Library Board of Trustees can also designate other days in which the Library will be closed. These dates will be determined as soon as possible in the calendar year.

The City of Atlantic designates if a holiday falls on a Saturday, the holiday will be recognized on the previous Friday. If a holiday falls on a Sunday, the holiday will be recognized on the following Monday. The Library Board of Trustees also follows this designation.

For city holidays, full time staff will receive 8 hours of paid holiday time. Regular part time employees will receive pro-rated paid holiday time. Occasional part time employees will not be eligible for holiday pay.

If the Library is open on a city recognized holiday, Library staff will earn 1.5 times their normal hourly pay.

#### LIBRARY CLOSING DUE TO UNFORSEEN CIRCUMSTANCES

The Library may close under the following circumstances:

- Weather-related issues, such as blizzards, floods, ice storms, etc. The safety of the staff and the public will always be taken into consideration.

- Loss of electricity.
- Loss of heat or air conditioning, depending on the season.
- Water main break or loss of water.
- Other circumstances which warrant the staff and public safety above being open.

In these circumstances, the Library Director with the library board president or vice-president will determine if and when the Library will close and send staff home.

- Weather-related issues will rely upon the forecast and road conditions.
- For loss of electricity, heat, air conditioning, or water, the decision will be made on a case-by-case basis. The Library will not allow patrons in the library if there is a loss of one of these items, but staff will need to stay for an amount of time, to determine whether the services will come back on or be fixed in a reasonable amount of time.

When and if the library does close:

- Staff will following closing procedures, announcing to patrons that the library will be closing early.
- Staff already at work will be compensated for their entire shift, even if they have not worked the majority of that shift.
- Staff who have not made it to work before the time determined to send staff home will not be compensated for their hours, but can make up those hours, take vacation or comp time, or take time without pay.

## **GUIDELINES**

### PERSONNEL

#### Organizational Chart

- All staff will receive a copy and be trained on the organizational chart.
- As the Library evolves and changes, the organizational chart will have to change and grow as well. The addition of new positions will be determined as the needs of the Library change.

#### Job Titles and Descriptions

- Job descriptions will be evaluated each year during a staff member's annual evaluation. Job descriptions should be modified to reflect:
  - Job duties which have been added over the course of a year
  - Any duty or task a staff member has been assigned that has occurred more than occasionally while in their position.
  - Modifying existing job duties or functions to reflect the changes occurring in the Library.
- Job titles will be evaluated each year as well, to determine whether the scope of the position still matches the designated title.

#### Benefits

- Upon hiring, all staff will be advised of benefits by the City Clerk and by the Library Director.
- A benefits package will be given to each employee, outlining how their benefits work.
- Questions about benefits can be addressed to the Library Director or to the Deputy City Clerk or City Clerk.
- Benefits are also outlined in the City's Personnel Policy.

#### Schedules

- Schedules are completed before the beginning of each month, with everyone's schedule listed by day.

- Lunch hours are determined by the length of schedule. Staff scheduled to work six hours or more will be scheduled for a lunch break. Lunch breaks are either 30 minutes or 1 hour long. Staff scheduled less than 6 hours will not be scheduled for a lunch break.
- Staff are able to take one 15 minute break for every 4 hours they work. Breaks are not scheduled but should be taken in the Library. Exceptions must be approved by the Library Director. These breaks cannot be combined.

#### Time Sheets

- All employees will receive training upon hiring on filling out their time sheet properly.
- Staff are encouraged to make a copy of their time sheet as a working copy and keep the official copy clean until the end of the month.

#### Continuing Education

- Staff are encouraged to seek out and find continuing education or training opportunities.
- Every effort will be made to accommodate staff attending training.

#### Evaluations

- Staff will be given a copy of the self-evaluation form one month before their anniversary date.
- Staff shall have three weeks to complete the form and turn it in to the Library Director.
- Staff are encouraged to include comments, projects they've worked on or completed, or tasks they feel signify the contribution they provide to the Library.

### EMPLOYEE CONDUCT

#### Customer Service

- Customer Service is one of the most important aspects of working in a Library. As such, the Library will provide opportunities in training online or in person as time allows.
- Continuing education for customer service can be found on Webjunction and from the Iowa Library Services. The Library Director may find other opportunities as well.
- Customer Service also extends to co-workers. Communication and teamwork make the Library a better place to work and visit. Monthly staff meetings and working together will make the Library a more efficient workspace.

#### Workplace Violence

- Training for recognizing and dealing with workplace violence will be provided on an annual or bi-annual basis. Training may come from the Atlantic Police department, other recognized resources available in the area, or from the Library Director.
- All staff will be trained on how to report workplace violence safely.

#### Harassment

- Training for recognizing and dealing with harassment will be provided on an annual or bi-annual basis. Training may come from the Atlantic Police department, other recognized resources available in the area, or from the Library Director.
- All staff will be trained on how to report harassment in the workplace.

#### Library Owned Equipment

- All staff will be trained on the proper handling of library owned equipment, in order to assist patrons. As equipment is upgraded, updated, or changed, library staff will be given the opportunity to learn about different functions and needs for the equipment.
- Staff should recognize when they need assistance with equipment and ask for a refresher or more training when needed.

#### Appearance & Behavior

- All staff will be given guidelines for appearance and behavior while working at the Library.

#### Absence without Leave

- Library staff shall make every effort to notify someone if they are unable to make it to work. The Library Director should be the first contact, but in the event they are not available, staff should start contacting the next senior staff member.
- In the case of an emergency, library staff may notify the Library Director as soon as they are able. Staff may, in this case, leave a message on the library's phone system.

#### Discipline and Grievance Procedures

- All staff will receive a copy of the City's Personnel Policy, which outlines the procedures for discipline and grievances.

#### HOLIDAY CLOSINGS

- All Library staff will be given a copy of the holiday closings approved by the Library Board of Trustees at the next scheduled staff meeting.
- Any questions concerning holiday closings shall be addressed by the Library Director.

#### LIBRARY CLOSING DUE TO UNFORSEEN CIRCUMSTANCES

- Library staff will be trained on handling an unforeseen circumstance by the Library Director.
- Procedures will be provided and posted for staff to review. Staff should realize in an emergency situation, consulting a list of procedures may not work.
- Procedures will be reviewed on a quarterly basis.

BOARD APPROVED: January 2016

REVISED/REVIEWED: February 2023

Atlantic Public Library

Position: Library Director  
Classification: Full-time, Non-Exempt, Salaried

Board Approved: 01/2016  
Updated: 03/2019

OVERVIEW

Under the supervision of the Library Board of Trustees, this position develops, administers, supervises, and coordinates the work of the library and staff. This position performs managerial duties related to personnel, budget, collection development, building maintenance, library operations, and library services within the policies, procedures, and practices established by the Board of Trustees. This position includes a high level of community activism as a representative of the City of Atlantic and the Atlantic Public Library and may require working a variety of hours.

QUALIFICATIONS

A bachelor's degree in library science or related field is required. Must be able to be certified at a Level IV certification within 2 years of hire and must be maintained. At least three years of related experience in public library operation, with one of those years in a managerial capacity.

JOB FUNCTIONS

Examples of Essential Job Functions:

- Plans, implements, and evaluates library services
- Develops, implements, and evaluates long and short term goals and objectives
- Develops and administers policies concerning library operations, budgets, and programs
- Supervises and delegates responsibilities to the library staff
- Organizes, trains, assigns, and evaluates personnel and volunteers
- Prepares annual budget and presents and defends budget requests before the Library Board and City Council
- Directs and controls the expenditure of fund allocations within the constraints of approved budgets
- Accepts and acknowledges gifts of money and library materials
- Pursues and applies for grant money and state, federal, and county money
- Prepares monthly and annual financial and statistical reports for the Library Board of Trustees, City Officials, and the State Library of Iowa
- Attends monthly Board of Trustee meetings
- Supervises maintenance of library building, equipment, and furnishings
- Manages and delegates responsibility for collection development, schedules inventory, and selects and assists in selecting and deselecting materials as needed.
- Evaluates collection for balance and comprehensiveness
- Cooperates with community groups and city officials to implement library services
- Oversees and approves scheduled use of the library by outside groups
- Keeps informed of current developments in library field by attending workshops, professional meetings, and reading current literature.
- Maintains memberships to professional organizations
- Provides reference and reader's advisory services to patrons
- Maintains library's state accreditation
- Performs other related responsibilities as necessary, such as circulation and cataloging

## APPENDIX A

### KNOWLEDGE, SKILLS, ABILITIES

- Ability to solve a wide range of intellectual and practical problems; ability to comprehend non-verbal symbolism and other very abstract concepts
- Ability to perform arithmetic, algebraic, and statistical calculations
- Ability to report, write, or edit articles for publications; ability to interview, counsel, or advise people; ability to evaluate technical data
- Considerable knowledge of the theory and principles of library science; considerable knowledge of standard methods, practices, and techniques used in library science
- Ability to plan, organize, and supervise the work of library staff and volunteers; knowledge of managerial techniques to effectively motivate staff and volunteers to successfully complete assigned tasks.
- Ability to propose, develop, and implement library policies, plans, and procedures that allow for more effective and efficient delivery of library services
- Ability to utilize computers for financial, database, spreadsheet, and word processing functions
- Ability to work with the Library Board of Trustees and respond to their directives.
- Demonstrates knowledge of library services, technology, and trends
- Thorough knowledge of the principles and practices of public library functions.
- Knowledge and experience in creating, maintaining, and sticking to budgets
- Knowledge using the online catalog, electronic resources, and other information technology sources to meet typical library needs.
- Ability to establish and maintain effective working relationships with superiors, subordinates, officials of other agencies and the general public.
- Ability to understand and follow verbal and written instructions.
- Enjoy working with the public
- Knowledge of personal and network computer operations including but not limited to Microsoft Office programs, using the Internet, and email.
- Ability to solve a wide range of intellectual and practical problems.
- Must be an effective and capable communicator, both in print and speech.

### PHYSICAL, MENTAL, AND ENVIRONMENTAL REQUIREMENTS

- Must be able to sit and/or stand for long periods through the work day.
- Climbing, pulling, kneeling, stooping, crawling, crouching, feeling, standing, reaching, hearing, pushing, walking, balancing, lifting, grasping, talking, and repetitive motion is required on a regular basis.
- Dexterity requirements range from simple to coordinated movements of fingers/hands, feet/legs, and torso necessary to carry out duties. These include, but are not limited to, moving furniture and locating and obtaining information and materials throughout the library in a wide variety of sizes and shapes and operation of various computers and office equipment.
- Must be able to pay close attention to details and concentrate on work with frequent interruptions.
- Visual and aural perception must be sufficient to operate a variety of office equipment and to communicate effectively with members of the public.
- Must be functionally literate in written and spoken English and be able to follow written and oral instructions.
- Must occasionally lift and/or move up to 40 pounds, such as armload of books, tables, or chairs and ability to push loaded book carts or table/chair carts weighing up to 300 pounds on tile and carpeted surfaces.
- Position requires exposure to inside environmental conditions.

## APPENDIX A

### COMPENSATION

- Salary is commensurate with qualifications and experience. Range begins at \$54,080.
- As a full-time position, position includes health insurance, paid holidays, vacation, sick leave, and IPERS

*This job description is not the complete statement of every task and responsibility that is required of this position. It contains the major duties performed by an individual and may require assistance with other tasks as necessary.*



## APPENDIX A

### Atlantic Public Library

Position: Adult Services Librarian

Board Approved: 01/2016

Classification: Full-time, Non-Exempt

Last Updated: 03/2021

Regular Part-time, Non-Exempt, up to 29.5 hours per week

#### OVERVIEW

Under direct supervision of the Library Director, this position plans, implements, and maintains library services for adults. This position focuses on development of the Adult Services department, the adult collections, adult community outreach, and adult reference responsibilities. This position performs front line tasks related to circulation of library materials and patron customer service including, but not limited to, readers' advisory and helping patrons locate library materials. The position provides consistent, courteous and sincere customer service to patrons and library staff at all times. Must be able to work nights and weekends.

#### QUALIFICATIONS

A bachelor's degree with courses/experience work in library science or a minimum of 4 years relevant work experience. State Library Certification must be received within 3 years of hire and must be maintained.

#### JOB FUNCTIONS

Examples of Essential Job Functions:

- Plans, organizes, and implements services, programs, and events intended for adults in the community.
- Works with community organizations to promote the library through outreach efforts.
- Coordinates outreach visits, including homebound delivery of materials.
- Manages the adult collections by reviewing, selecting, ordering, weeding, and maintaining all of the adult services materials.
- Manages and oversees the Interlibrary Loan System.
- Works with suppliers and manages subscriptions of library services and materials.
- Participates in circulation tasks, including desk coverage, shelving, opening and closing routines, and other tasks.
- Assists patrons in reference requests and reader's advisory.
- Assists patrons with the online catalog, electronic resources, personal and network computer operations, including but not limited to Microsoft Office programs, and the Internet.
- Keeps updated on trends and technology.
- Catalogs materials for adults and all ages, both print and non-print.
- Maintains a pleasant, inviting environment in the library.
- Serves as a liaison to community agencies.
- Attends continuing education courses as required, assigned, or requested.
- Represent the library to outside organizations through community meetings, presentations, and scheduled visits.
- Performs other duties as assigned.

#### KNOWLEDGE, SKILLS, ABILITIES

- Demonstrates knowledge of reading trends, popularity trends for movies, television, books, and other media.
- Knowledge and appreciation of literature, computer resources, and other materials.
- Knowledge of reference materials and other library resources which may serve the community.

## APPENDIX A

- Must be able to conduct programs with sensitivity to the various needs of the audience.
- Thorough knowledge of the principles and practices of public library functions.
- Ability to establish and maintain effective working relationships with superiors, co-workers, officials of other agencies and the general public.
- Ability to understand and follow verbal and written instructions.
- Enjoy working with the public.
- Ability to solve a wide range of intellectual and practical problems.
- Must be an effective and capable communicator, both in print and speech.

### PHYSICAL, MENTAL, AND ENVIRONMENTAL REQUIREMENTS

- Must be able to sit and/or stand for long periods through the work day.
- Climbing, pulling, kneeling, stooping, crawling, crouching, feeling, standing, reaching, hearing, pushing, walking, balancing, lifting, grasping, talking, and repetitive motion is required on a regular basis.
- Dexterity requirements range from simple to coordinated movements of fingers/hands, feet/legs, and torso necessary to carry out duties. These include, but are not limited to, moving furniture and locating and obtaining information and materials throughout the library in a wide variety of sizes and shapes and operation of various computers and office equipment.
- Must be able to pay close attention to details and concentrate on work with frequent interruptions.
- Visual and aural perception must be sufficient to operate a variety of office equipment and to communicate effectively with members of the public.
- Must occasionally lift and/or move up to 40 pounds, such as armload of books, tables, or chairs and ability to push loaded book carts or table/chair carts weighing up to 300 pounds on tile and carpeted surfaces.
- Position requires exposure to inside environmental conditions.

### COMPENSATION

- Salary begins at \$16.00 per hour.
- The full-time position includes health insurance, paid holidays, vacation, sick leave, and IPERS.
- The regular part-time position includes pro-rated benefits for paid holidays, vacation, and sick leave. IPERS is also awarded. No other benefits are offered.

*This job description is not the complete statement of every task and responsibility that is required of this position. It contains the major duties performed by an individual and may require assistance with other tasks as necessary.*

## APPENDIX A

### Atlantic Public Library

Position: Youth Services Librarian  
Classification: Full-time, Non-Exempt

Board Approved: 01/2016  
Last Updated: 10/2019

#### OVERVIEW

Under direct supervision of the Library Director, this position plans, implements, and maintains library services for children and teens. The position directs the activities of part-time employees and junior volunteers in the youth and teen areas of the library. This position focuses on development of the Youth Services department, the youth and teen collections, youth-related community outreach, and youth-related reference responsibilities. This position performs front line tasks related to circulation of library materials and patron customer service including, but not limited to, readers' advisory and helping patrons locate library materials. The position provides consistent, courteous and sincere customer service to patrons and library staff at all times. Must be able to work nights and weekends.

#### QUALIFICATIONS

A bachelor's degree in library science or education/child development or a minimum of 4 years equivalent work experience. Must have a valid Iowa driver's license and have basic knowledge of technology. State Library Certification must be received within 3 years of hire and must be maintained.

#### JOB FUNCTIONS

Examples of Essential Job Functions:

- Plans, organizes, and implements services, programs, and events for children, tweens, and teenagers in the community.
- Works with community organizations to promote the library through outreach efforts.
- Coordinates school and daycare visits, including homebound delivery of materials.
- Manages the youth and teen collections by reviewing, selecting, ordering, weeding, and maintaining all of the youth services materials.
- Directs part-time staff and junior volunteers working in the youth services department.
- Participates in circulation tasks, including desk coverage, shelving, opening and closing routines, and other tasks.
- Assists patrons in reference requests and reader's advisory.
- Assists patrons with the online catalog, electronic resources, personal and network computer operations, including but not limited to Microsoft Office programs, and the Internet.
- Keeps updated on trends and technology for youth.
- Catalogs youth and teen materials, both print and non-print.
- Maintains a pleasant, inviting environment in the library.
- Serves as a liaison to community agencies serving youth birth through eighteen.
- Attends continuing education courses as required, assigned, or requested.
- Represent the library to outside organizations through community meetings, presentations, and scheduled visits.
- Performs other duties as assigned.

#### KNOWLEDGE, SKILLS, ABILITIES

- Demonstrates knowledge of child development and the reading acquisition process.
- Knowledge and appreciation of children's and teen literature, computer resources, and other materials.

## APPENDIX A

- Knowledge of reference materials and other library resources which may serve the children, parents, staff, and community.
- Must be able to conduct multiple age storytimes and programs with sensitivity to the various needs of the audience and with age appropriate materials and activities.
- Thorough knowledge of the principles and practices of public library functions.
- Ability to establish and maintain effective working relationships with superiors, co-workers, volunteers, officials of other agencies, and the general public.
- Ability to understand and follow verbal and written instructions.
- Enjoy working with the public, especially children and teenagers.
- Ability to solve a wide range of intellectual and practical problems.
- Must be an effective and capable communicator, both in print and speech.

### PHYSICAL, MENTAL, AND ENVIRONMENTAL REQUIREMENTS

- Must be able to sit and/or stand for long periods through the work day.
- Climbing, pulling, kneeling, stooping, crawling, crouching, feeling, standing, reaching, hearing, pushing, walking, balancing, lifting, grasping, talking, and repetitive motion is required on a regular basis.
- Dexterity requirements range from simple to coordinated movements of fingers/hands, feet/legs, and torso necessary to carry out duties. These include, but are not limited to, moving furniture and locating and obtaining information and materials throughout the library in a wide variety of sizes and shapes and operation of various computers and office equipment.
- Must be able to pay close attention to details and concentrate on work with frequent interruptions.
- Visual and aural perception must be sufficient to operate a variety of office equipment and to communicate effectively with members of the public.
- Must occasionally lift and/or move up to 40 pounds, such as armload of books, tables, or chairs and ability to push loaded book carts or table/chair carts weighing up to 300 pounds on tile and carpeted surfaces.
- Position requires exposure to inside environmental conditions.

### COMPENSATION

- Salary begins at \$16.00 per hour.
- As a full-time position, position includes health insurance, paid holidays, vacation, sick leave, and IPERS.

*This job description is not the complete statement of every task and responsibility that is required of this position. It contains the major duties performed by an individual and may require assistance with other tasks as necessary.*

Atlantic Public Library

Position: Youth Services Assistant

Classification: Regular Part-time, Non-Exempt, 25-29.5 hours per week

OVERVIEW

Under the direction of the Youth Services Librarian and the supervision of the Library Director, this position assists in planning, implementing, and maintaining library services for children and teens. The position directs the activities of junior volunteers in the youth and teen areas of the library. This position assists with the Youth Services department, youth-related reference responsibilities, programming, and outreach. This position performs front line tasks related to circulation of library materials and patron customer service including, but not limited to, readers' advisory and helping patrons locate library materials. The position provides consistent, courteous and sincere customer service to patrons and library staff at all times. This position must be able to work nights and weekends.

QUALIFICATIONS

A high school degree or equivalent. Experience preferred in working with youth and teens. Continuing education in youth and library services may be required for this position.

JOB FUNCTIONS

Examples of Essential Job Functions:

- Assists patrons with the online catalog, electronic resources, personal and network computer operations, including but not limited to Microsoft Office programs, and the Internet.
- Provides Reader's Advisory and basic instruction for all ages, as requested
- Shelves materials according to the library's system
- Maintain organization of youth areas of the library, including shelf-reading.
- Keeps supervisors informed as to project progression, needs, and outcomes
- Assists in storytimes and other programs
- Assists in the cataloging of children, tween, and teen materials, both print and non-print
- Assists youth in the use of the library
- Assists in directing the junior volunteers in the library
- Participates in circulation tasks, including desk coverage, shelving, opening and closing procedures, and other tasks.
- Attends continuing education courses as required, assigned, or requested.
- Serves as a backup person in other library areas as needed
- Performs duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge and appreciation of children's, tween, and teen literature, computer resources, and other materials
- Knowledge of reference materials and other library resources which may serve the children, tweens, teens, parents, staff, and community.
- Must be able to assist with programs with sensitivity to the various needs of the audience and with age appropriate materials and activities.
- Thorough knowledge of the principles and practices of public library functions.
- Ability to establish and maintain effective working relationships with superiors, co-workers, officials of other agencies, and general public.
- Ability to understand and follow verbal and written instructions.
- Must be an effective and capable communicator, in writing and speech.

## APPENDIX A

### PHYSICAL, MENTAL, AND ENVIRONMENTAL REQUIREMENTS

- Must be able to sit and/or stand for long periods through the work day.
- Climbing, pulling, kneeling, stooping, crawling, crouching, feeling, standing, reaching, hearing, pushing, walking, balancing, lifting, grasping, talking, and repetitive motion is required on a regular basis.
- Dexterity requirements range from simple to coordinated movements of fingers/hands, feet/legs, and torso necessary to carry out duties. These include, but are not limited to, moving furniture and locating and obtaining information and materials throughout the library in a wide variety of sizes and shapes and operation of various computers and office equipment.
- Must be able to pay close attention to details and concentrate on work with frequent interruptions.
- Visual and aural perception must be sufficient to operate a variety of office equipment and to communicate effectively with members of the public.
- Must occasionally lift and/or move up to 40 pounds, such as armload of books, tables, or chairs and ability to push loaded book carts or table/chair carts weighing up to 300 pounds on tile and carpeted surfaces.
- Position requires exposure to inside environmental conditions.

### COMPENSATION

- Salary range \$11.00-13.00 per hour.
- This regular part-time position includes pro-rated benefits for paid holidays, vacation, and sick leave. IPERS is available, dependent upon wages and hours worked.

*This job description is not the complete statement of every task and responsibility that is required of this position. It contains the major duties performed by an individual and may require assistance with other tasks as necessary.*

Board approved: 01/2016  
Last updated: 01/2023

## APPENDIX A

### Atlantic Public Library

Position: Public Services Clerk

Classification: Regular Part-time, Non-Exempt, up to 25 hours a week  
Occasional Part-time, Non-exempt, up to 15 hours a week

Board Approved: 01/2016

Last Updated: 02/2021

#### OVERVIEW

Under direct supervision of the Library Director, this position assists in all areas of the library. This position performs front line tasks related to circulation of library materials and patron customer service, including helping patrons locate library materials. This position is primarily responsible for processing cataloged materials, shelving and retrieving materials, and assisting library staff and patrons. The position provides consistent, courteous and sincere customer service to patrons and library staff at all times. Must be able to work nights and weekends.

#### QUALIFICATIONS

Must be 16 years of age or older and have a high school diploma, equivalent, or be enrolled in high school. Library or public service experience is preferred but not required.

#### JOB FUNCTIONS

Examples of Essential Job Functions:

- Assists patrons with the online catalog, electronic resources, personal and network computer operations, including but not limited to Microsoft Office programs, and the Internet.
- Assists in processing library materials for circulation.
- Participates in circulation tasks, including desk coverage, shelving, opening and closing routines, and other tasks.
- Shelving materials in all areas of the library, using the library's preferred system.
- Shelf-read all areas of the library accurately.
- Maintains a pleasant, inviting environment in the library.
- Attends continuing education courses as required, assigned, or requested.
- Performs other duties as assigned.

#### KNOWLEDGE, SKILLS, ABILITIES

- Ability to understand and follow verbal and written instructions.
- Ability to establish and maintain effective working relationships with superiors, co-workers, volunteers, officials of other agencies, and the general public.
- Enjoy working with the public.
- Ability to solve a wide range of intellectual and practical problems.
- Must be an effective and capable communicator, both in print and speech.

#### PHYSICAL, MENTAL, AND ENVIRONMENTAL REQUIREMENTS

- Must be able to sit and/or stand for long periods through the work day.
- Climbing, pulling, kneeling, stooping, crawling, crouching, feeling, standing, reaching, hearing, pushing, walking, balancing, lifting, grasping, talking, and repetitive motion is required on a regular basis.
- Dexterity requirements range from simple to coordinated movements of fingers/hands, feet/legs, and torso necessary to carry out duties. These include, but are not limited to, moving furniture and locating and obtaining information and materials throughout the library in a wide variety of sizes and shapes and operation of various computers and office equipment.

## APPENDIX A

- Must be able to pay close attention to details and concentrate on work with frequent interruptions.
- Visual and aural perception must be sufficient to operate a variety of office equipment and to communicate effectively with members of the public.
- Must occasionally lift and/or move up to 40 pounds, such as armload of books, tables, or chairs and ability to push loaded book carts or table/chair carts weighing up to 300 pounds on tile and carpeted surfaces.
- Position requires exposure to inside environmental conditions.

## COMPENSATION

- Salary range begins at \$7.25 an hour.
- The regular part-time position includes pro-rated benefits for paid holidays, vacation, and sick leave. IPERS is available, dependent upon wages and hours worked.
- The occasional part-time position has no benefits. IPERS is available, dependent upon wages and hours worked.

*This job description is not the complete statement of every task and responsibility that is required of this position. It contains the major duties performed by an individual and may require assistance with other tasks as necessary.*



## Job Performance Evaluation

Employee name:	Job Title:
Evaluation prepared by:	
Today's date:	Date of hire:

### PART I: General Expectations

Categories	Suggested areas to consider	Exceeds Expectation, Meets Expectations, or Needs Improvement
Dependability/Reliability	Arrives on time and uses work time effectively Assignments are completed on time and without reminders Follows safety guidelines	
Knowledge and Application of Policies	Understands policies and can explain to others Keeps up-to-date with changes Uses good judgement in decision-making and asks clarifying questions	
Communication	Effectively communicates verbally and in writing Provides relevant and timely information Respectful, polite, and helpful to patrons and other staff	
Appearance & Behavior	Follows proper attire and hygiene Retains emotional control and accepts responsibility for actions Creates a positive image for the library	

Comments on general expectations:

## PART II: Responsibilities from job description

Highlights from the past year:	Strengths:
Continuing Education completed:	Areas for Improvement:

Other comments:

### Part III: Implementation of strategic plan and goals

My Responsibilities/Goals	Actions	Timetable	Comments

Other comments:

### Signatures:

I have seen and reviewed the evaluation with my supervisor. I understand my signature does not indicate my agreement with the evaluation, only that I am aware of its contents. I have the right to attach information to this evaluation.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

I have discussed all the items in this evaluation with the named employee.

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

Library      PERIOD START: 1/17/2021  
 PERIOD ENDING: 1/30/2021

	Sun	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Mon	Tues	Wed	Thurs	Fri	Sat
DATE	17	18	19	20	21	22	23	24	25	26	27	28	29	30
ACTUAL HOURS WORKED	6.5	6.5	3	5.5		5.5				6.5	5.5	5.5	5.5	
OFF DUTY HOURS AND CODES	Use other paid time off			2.5					6.5 V					

EXPLANATION OF OTHER PAID HOURS:

Regular Hours worked      50  
 V = VACATION                      6.5  
 PH = PERSONAL HOLIDAY      \_\_\_\_\_  
 CT = COMP TIME TAKEN        \_\_\_\_\_  
 S = SICKNESS SELF              2.5  
 BV = BEREAVEMENT              \_\_\_\_\_  
 H = HOLIDAY                      \_\_\_\_\_  
 O = OTHER PAID HOURS        \_\_\_\_\_  
 ST = STAND BY (FD ONLY)      \_\_\_\_\_  
 OC = ON CALL (DAYS)          \_\_\_\_\_

BANKED COMP TIME PAYOUT

NOTES

TOTAL STRAIGHT TIME HOURS TO BE PAID: 59

**OVERTIME REPORT**

DATE	H		TOTAL HOURS	TYPE OF WORK	SUPERVISOR INITIAL
	START	STOP			

TTL OT HRS TO BANK \_\_\_\_\_ x 1.5 = \_\_\_\_\_ STRAIGHT TIME HOURS TO BANK

EMPLOYEE SIGNAT \_\_\_\_\_  
 SUPERVISOR SIGNAT \_\_\_\_\_