

BRISTOL PUBLIC LIBRARY EMPLOYEE HANDBOOK:

A SUPPLEMENT TO THE CITY OF BRISTOL,
VIRGINIA EMPLOYEE HANDBOOK



BRISTOL PUBLIC
LIBRARY

Approved August 17, 2017

Introduction

The Bristol Public Library serves the citizens of both Bristol, Virginia and Bristol, Tennessee as well as residents of Washington County, Virginia and Sullivan County, Tennessee. The Library and its Avoca Branch strive to provide the community with information, educational, recreational, and instructional materials, programming suitable for patrons of all ages, and as a community resource for both residents and visitors.

This manual is intended to illustrate the way the library functions as a whole. It is not intended as a procedural manual, but it is to acquaint the reader with the many aspects of employment at the library and the library's place in the community. The manual is to be considered a supplement to the City of Bristol, Virginia Employee Handbook, available online at <http://www.bristolva.org/DocumentCenter/View/225>

Mission Statement

The mission of the Bristol Public Library is to expand minds and build community.

Patron and Staff Privacy

The Bristol Public Library has a commitment to patron and staff privacy. It is library policy **not** to release personal information about a patron, including the identity of individuals who have checked out items or used certain material or services or requested an item of information from the library. The library will release information to the parent or guardian of a non-emancipated child under the age of 18 for the purposes of recovering overdue material or settling accounts for which a parent may be considered liable.

Library Governance

The Bristol Public Library is guided in its mission through the Executive Director, who in turn is responsible to the Library Board of Trustees. The Board is composed of an equal number of members from Bristol, Tennessee and Bristol, Virginia and includes one at-large member and two Teen Representatives.

The Library itself is divided into departments. Each department has its own responsibilities.

1. Administration

The Executive Director is responsible for the overall direction of the library. The Executive Director, along with the Assistant Directors, the Administrative Assistant for Finance and Personnel, and Library Board of Trustees, oversee, among other things, the library's policies and business matters. All Department Heads report to the Executive Director.

2. Digital Services/IT

The Digital Services Department is responsible for maintaining, upgrading, and implementing the technology of the library, including the circulation system, public computers, website and other computer based library services.

3. Technical Services

The Cataloger/ Acquisitions Librarian is in charge of ordering materials for the library, including audio, video and print materials and cataloging the material so it can be located via the card catalog. Technical Service workers process the material, check deliveries, create labels, and prepare the items for circulation.

4. Circulation

The circulation Department is responsible for checking material in and out, making library cards, handling renewals, overdue fines, lost materials, claim returned materials, and other duties as assigned. They are also charged with providing excellent customer service.

- **Shelving** is handled by both Circulation and Reference staff and is to be done in a timely manner. Any able-bodied staff member may be called upon to shelve if the need arises.
- **Gift Shop/Donations:** The Library will take any and all donations with the understanding that such donations are to be used as the library sees fit. This may mean that items go into the collection, into the gift shop, or are disposed of appropriately. First choice of donated items goes to the Library, with the Gift Shop determining the best use for the rest. The Gift Shop sells donated items, snacks and drinks, and some BPL specific items. The Gift Shop is supervised by the Circulation Supervisor.

5. Reference

The Reference Department is responsible for researching patron questions, managing the public computers, microfilm, reader's advisory, proctoring exams, and other duties as assigned. The Reference Department is also charged with providing excellent customer service and also assists the Circulation Department with shelving.

6. Jones Creativity Center (JCC)

The JCC provides instruction to adults on a variety of subjects, including MS Word, Excel, English as a Second Language (ESL) instruction, creating resumes, conducting job searches, and other topics.

7. Children's Services

The Children's Department provides books, programs, and other materials for children from birth to age 12. There are computers available for children's use only. The Department offers weekly story times and other activities throughout the year, which includes an extensive Summer Reading Program.

8. YA/Teen Services

This department is devoted to Young Adults, which is loosely defined as those persons ages 13-22. Many book clubs meet each week, and members are given copies of books to keep. There is a separate YA section for books, CDs, DVDs, and magazines, as well as library space for YA use. A vibrant Summer Reading Program with many activities takes place each year.

9. Outreach to the Home Bound

The Library employs one part time person who takes books to individual shut-ins. Persons wishing to use the service must sign up with Outreach. Volunteers take books to specific locations (nursing homes, assisted living facilities), leave the books for residents and then return some weeks later to pick up the books and take new ones.

10. Volunteers

The Library has benefitted greatly from the use of volunteers over the years, in part because we want to be sure they have meaningful and useful work to do. Anyone wishing to volunteer at the Library must fill out an application, undergo a background check, an interview and an orientation. Students who need hours for academic purposes must bring in a letter from their instructor stating that they need the hours for academic purposes in order to be considered. Assignments are allotted, not only in accordance with the volunteer's interests, but must also match the needs of the individual department. Each department coordinates its own volunteers, and statistics concerning number of volunteers and hours worked are reported to the Circulation Supervisor.

Schedules

• Nontraditional Schedules

Some employees are assigned to nontraditional schedules which may have them working more than eight hours per shift or working all weekends. In these cases, the following will apply:

- ✓ For those who work more than eight hours per day, a paid holiday is a day for a day. However, for vacation leave or sick leave, time is counted in hours and, therefore, the leave is equivalent to the number of hours missed. For instance, if an employee normally works a 10-hour day and that day falls on a holiday, the employee will be paid for the entire 10-hour day. However, if that same

employee takes a leave day (either sick or annual leave) they must use 10 hours of leave time in order to be paid for the full day.

- ✓ A “weekend” is defined as the two consecutive days an employee is scheduled off from work. The weekend for a person who works Thursday-Monday would be Tuesday and Wednesday, for example. Paid holidays that fall on regularly scheduled days off will result in a compensatory day for that employee.

- **Leave and Breaks**

- ✓ **Annual Leave:** Annual leave is approved as permitted by the staffing needs of the department. Annual leave request forms are to be turned in to your department head or supervisor. The supervisor then turns them in to the Administrative Assistant for Finance and Personnel. Requests for annual leave made after the fact cannot be guaranteed. Department heads have the authority to approve annual leave in such a manner as to provide for the fair distribution of days off during holiday time.
- ✓ **Sick Leave:** Leave request forms are to be turned in to your supervisor or department head as soon as possible after sick leave is taken. The supervisor then turns the forms in to the Administrative Assistant for Finance and Personnel. Sick leave requests (of three days or longer) require a note from a doctor. Requests to change vacation leave to sick leave require a note from a doctor.
- ✓ **Overtime:** Employees who qualify for overtime (time worked in addition to 40 hours per week) may only work overtime when authorized by their supervisor. Overtime is compensated at 1.5 times the employee’s usual hourly rate; it is the employee’s decision to take the overtime compensation as pay or as time off.
- ✓ **Breaks:** Breaks are permitted according to departmental staffing needs and requirements. Breaks are only to be taken with the approval of the department head or supervisor. Supervisors may develop a scheduled break structure, but scheduled breaks cannot be guaranteed and may be cancelled by a supervisor.
- ✓ **Personal business** is not to be conducted on library time unless permission has been granted by the employee’s supervisor. This includes, but is not limited to, personal phone calls and social media.

Holidays

The Bristol Public Library observes the holidays as outlined in the City of Bristol, Virginia Employee manual. In addition, the Library is closed on Easter Sunday and other days as designated by the Executive Director, but these are not paid holidays. Employees who are normally scheduled to work those days have the option of taking annual leave or arranging to make up hours with a supervisor.

Other Closings

Should the library close early or open late due to inclement weather or other emergencies, the same rules apply for the hours the library is open. In addition, if an employee had previously scheduled sick leave or annual leave for the day the library is closed, then he or she is not considered scheduled to work and must use the leave as planned.

If the library is open but conditions are such that the employee feels it would be hazardous to come to work, the employee should notify his or her supervisor as soon as possible. The employee has the option of using annual leave or making up the hours.

Dress Code

Attire should be suitable for the job. A professional appearance is expected. Clothing should not be torn, ragged, or faded. Good personal hygiene is required. T-shirts may be worn as long as they promote the library, reading, books, or the community or community events (ex. Rhythm and Roots, Birthplace of Country Music, etc.), providing they are not torn, ragged or faded. Extreme or eccentric dress should be avoided. Employees should wear name tags at all times.

Continuing Education

As part of the state standards for both Tennessee and Virginia, the Bristol Public Library requires continuing education for all employees. Administrative Staff, which includes the Library Director and the Department heads, must receive a minimum of 25 contact hours of library related training annually. Staff members who work a minimum of 20 hours per week must complete a minimum of 16 contact hours of library related training annually. Staff members who work 19 hours or less per week are required to complete a minimum of 8 hours of library related training annually. Announcements of educational opportunities are made in the staff blog, but staff is encouraged to seek out local opportunities as well. Excellent online training is offered free through <http://learn.webjunction.org/>. Hours may be recorded at <https://sites.google.com/view/bplcontinuingeducation/home>.

Parking

Staff is encouraged to park along the street or in the employee lot at the end of the building on Goode Street.

Communication

Each Department sets its own meeting schedules with staff. Department heads meet with the Executive Director on a regular basis. The staff blog is used to update staff as needed (<http://bplstafflounge.blogspot.com/>), and there is a blog link on library employee desktop computers. Email notifications are sent out when the blog is updated. Note: Be sure that the blog editor has your email address so you can be notified when a new blog is posted.

Social Media

The internet has provided people with many options for online social networking including sites such as Facebook, personal websites, blogs, wikis, etc. While the Bristol Public Library supports free expression, employees must be clear in their private social media interactions that the views they express are their own and not reflective of the library as a whole. Employees should be aware that others often have access to their online content. Each individual employee is responsible for his or her actions online. Posts that are unlawful, that contain harassing material, that contain personal attacks on co-workers, or could reasonably cause concern among the public, may result in disciplinary action. In addition, employees must respect the rights of privacy and confidentiality and refrain from posting identifiable information or comments regarding library patrons or co-workers.

Public Bulletin Board

Both Main and Avoca offer public notice boards to display material of governmental, cultural, or educational interest. Events must be open to the general public.

Work Injuries

The library has its own Worker's Comp insurance. In case of injury, call the toll free number posted on the employee bulletin board and notify your supervisor of the injury immediately.

Security

The main library building has a security officer on site during all hours the library is open. Unless Staff feels comfortable doing so, Security is designated to handle general problems that might arise with patrons, which might include disruptive behavior or rules violations, such as gambling on computers, inappropriate cell phone use or tobacco use on premises. Security is to be notified first during emergencies.

Security staff is responsible for all decisions during an emergency. In the event of an emergency, Security staff becomes the "captain of the ship" with the authority to direct actions of Main Library staff.

Security staff will contact the Executive Director of the Library as soon as possible, consistent with safety, when an emergency is declared. The Executive Director alone is authorized to make public statements related to the emergency. All requests for information or comments should be directed to the Executive Director.

Main Library staff must notify Security *immediately* of conditions that might warrant emergency measures. These include:

- Fire

- Bomb threats
- Natural disasters or weather-related events (tornado, flooding)
- Suspicious item(s) or person(s)
- Power failure
- Hazardous spills
- Disruptive or threatening person(s)
- Injuries or other health conditions

If Security orders an evacuation of the building, Main Library staff on duty will gather in the parking lot between Goode Street and State Street (directly across from the Goode Street exit) unless otherwise directed.

If weather conditions require sheltering within the building, the following are the default safe areas:

- Ground Floor (tornado, etc.): Genealogy or bathrooms.
- First Floor (high water): Admin/Processing area.

Early closing: In the event of bad weather, the Executive Director can authorize the early closing of the library. If the Executive Director is not present, the Security officer on duty should contact him/her. If the Executive Director cannot be contacted, the Security officer on duty is authorized to make a decision to close early.

I acknowledge that I have read and understood *The City of Bristol, Virginia's Employee Reference Handbook* and *The Bristol Public Library Supplement*.

Employee's Signature

Printed Name

Date