

**Carroll County District Library
Employee Manual
Revised 2016**

The Carroll County District Library is body politic incorporate established under the laws of the State of Ohio. The governing body of the Library is the Board of Trustees, appointed under the laws of Ohio. The Board has the wide powers to establish, promote, and maintain library service. The Board's responsibilities include selection and appointment of the Director and Clerk/Treasurer; securing of adequate funds for a progressive, expanding program; control of library funds, property and equipment; and the promotion of library interests. The Board establishes library policies and is responsible to the public for all activities and services.

The purpose of this manual is to provide you with information you will need on the job at the library. Nothing in this manual or any oral or written representation by any employee shall be construed as a contract of employment. The Library periodically reviews these policies and benefits and reserves the right to modify, supplement, amend or delete any provisions in this manual at any time.



**Mission statement of the
Carroll County District Library**

Mission: The Carroll County District Library, the county's information center, shall offer learning opportunities for all ages and provide materials in many formats to enhance leisure time and expand knowledge.

Service Goals:

- ❖ Encourage an environment that promotes reading, learning and thinking.
- ❖ Provide trained staff
- ❖ Provide lifelong learning opportunities
- ❖ Community Information center

EQUAL OPPORTUNITY

The Carroll County District Library provides equal opportunity without regard to race, color, sex, religion, national origin, age or disability. The Library conforms to all applicable federal and state laws, rules, guidelines and regulations and provides equal employment opportunity in all employment and employee relations including:

1. Recruiting;
2. Compensation;
3. Hiring;
4. Benefits;
5. Transfers;
6. Training;
7. Promotions;
8. Layoffs; and
9. Recalls.

Every employee and manager/supervisor has the responsibility to uphold this policy. If anyone has any questions or issues he/she would like addressed the Director is the equal opportunity officer and will handle all concerns. The Carroll County District Library takes seriously and will investigate promptly and thoroughly all charges of alleged discrimination in employment, and informs employees of their rights in regard to equal employment.

EMPLOYMENT AT WILL

It is the policy of the Carroll County District Library that all employees are employed at the will of the company. Employees may resign at any time, for any reason and may be terminated at any time, for any reason, with or without notice.

Employees must understand that nothing in this handbook, or in any prior or subsequent written or oral statement, creates a contract of employment or any rights in the nature of a contract. Employees must agree and understand that if they are hired by the Carroll County District Library, employment will be at will. This handbook is not a contract guaranteeing employment. This handbook replaces and supersedes all earlier personnel practices, policies and guidelines.

INTELLECTUAL FREEDOM

Library Bill Of Rights

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services:

1. Books and other library resources should be provided for the interest, information and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
2. Libraries should provide materials and information presenting all points of view of current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
3. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
4. Libraries should cooperate with all persons and groups concerned with resisting abridgement of free expression and free access to ideas.
5. A person's right to use a library should not be denied or abridged because of origin, age background, or views.
6. Libraries that make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

FREEDOM TO READ

A joint statement by the American Library Association and the Association of American Publishers originally issued in May 1953.

1. It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those, which are unorthodox or unpopular with the majority.
2. Publishers, librarians and booksellers do not need to endorse every idea or presentation contained in the books they make available. It would conflict with the public interest for them to establish their own political, moral or aesthetic views as a standard for determining what books should be published or circulated.
3. It is contrary to the public interest for publishers or librarians to determine the acceptability of a book on the basis of personal history or political affiliations of the author.
4. There is no place in our society for efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents or to inhibit the efforts of writers to achieve artistic expression.

MATERIALS SELECTION POLICY

I. Purpose of selection policy

A written materials selection policy aids library staff in selecting and acquiring a useful, well-rounded collection of materials and equipment to meet the needs of the community. A policy statement helps the library board determine whether the director and staff are doing an acceptable job of building a collection of materials relevant to community needs and meets standards of quality. A policy statement helps answer questions by the public regarding the presence or absence of materials and explains the basis on which materials have been selected. This policy is to be examined every three years, or more often, should the need arise.

II. Responsibility to the community

The Carroll County District Library board and staff believe that what one person likes to read may not please another, and vice versa. To assure that we do not force our reading choices on another, a fair policy of book selection is imperative. Each of us has the right not to read that which we find objectionable. Each family should have standards for determining what is considered suitable reading for its young people and since it is impossible for the library staff to know each set of limitations, final responsibility for judging and directing children's reading resides with the parent. The library has established procedures to hear the voices of the community, by forms of "Reconsideration/ Relocation of Library materials," and "adding a Title to the Library collection."

III. Objectives in Materials Selection

The board of this library recognizing the varied backgrounds and needs of all citizens of the county, regardless of race, creed or political persuasion, declares the following criteria to be the book selection policy.

A. Responsibility for selection

As previously stated the Carroll County District Library subscribes to the book selection principles contained in the Library Bill of Rights and the Freedom to Read Statement (see appendices). All trained staff should be involved in the selection process with the final responsibility for selection, as for all library activities, resting with the Director who operates within the framework of the policies determined by the Library Board.

B. Methods of materials selection

Selection of books and/or materials shall be made on the basis of their interest, information and enlightenment of all people of the community. No materials will be excluded because race, nationality, political or social views of the author. Items are evaluated as a whole, not on the basis of a particular section or sections.

MATERIALS SELECTION POLICY *continued*

C. General Criteria

1. Selected materials shall represent a reasonable balance of opposing views of controversial issues so readers/students may develop and use their own critical thinking skills.
2. Selected materials shall foster respect for all people (i.e. women, ethnic groups, handicapped) and should be realistically represented.
3. Binding formats shall be lasting and durable.
4. Budgetary restraints may limit some selections.

D. Fiction

Fiction shall be evaluated by first hand examination when possible or by relying on professional unbiased reviewing journals using the following guidelines:

1. True representation of story line
2. Effectiveness in maintaining reader interest
3. Plausible plot
4. Clarity of style
5. Consistency in characterization
6. Literary excellence

E. Non-Fiction

The same examination procedures as with fiction with the addition of:

1. Significance of subject/ current publications
2. Accuracy
3. Sufficient scope
4. Clarity/ acceptable format
5. Cost
6. Indexed

F. Children's

The same examination as with fiction but with the following guidelines:

1. Format/ binding
2. Clarity of plot
3. Illustrations
4. Size if there are shelf limitations
5. Cost

G. Equipment/ Toys

1. Operational use/ practicality
2. Durability
3. Portability
4. Service availability/ maintenance costs

MATERIALS SELECTION POLICY continued

H. Non-print

Non-print selections will follow the same criteria as all other selections. The library accepts no responsibility for unauthorized additions or alterations to any Audio Visual materials.

1. Video and audio recordings are selected for artistic and technical quality in addition to public interest.
2. Electronic information sources are chosen to assist in storage and ready access to information using standards the same as all other collection aspects.
3. The Library accepts no responsibility for parts on toys that circulate parents and teachers should check all toys before use.

COLLECTION MAINTENANCE

COLLECTION MAINTENANCE

Materials including gifts are examined on a continuing basis. The purpose of this process is to re-evaluate the items in the collection, to ensure a useful well-rounded collection.

1. Items are regularly withdrawn from the collection for the following reasons:
 - a. Items are no longer accurate, current or timely or better materials are now available (Medical materials after five years)
 - b. Items physically worn or damaged beyond repair or can't be rebound properly.
 - c. Items can be replaced at a cost lower than rebinding or repair.
 - d. Materials will be rebound when:
 1. Materials are out-of-print and are still of high value to the collection.
 2. Items that are part of sets which are still in good condition and important to the collection.

GIFTS

The library welcomes gifts; however we reserve the right to refuse materials that do not meet the standards of our collection policy. Donated materials become the property of the library and may be sold or disposed of, or dispersed to other organizations. The library cannot provide evaluation of gifts for tax or estate purposes. Materials cannot be accepted that has restrictive conditions. Monetary gifts or bequests are particularly welcome. In the case of memorial donations, a subject request is acceptable but must follow the collection development policy.

The library cannot guarantee memorial materials will remain in the collection for eternity (see collection maintenance). Donations of equipment, real estate, stock works of art, etc., will be determined by the Library Board based upon the library's ability to cover insurance and maintenance costs associated with the donation.

REQUEST FOR RECONSIDERATION

REQUEST FOR RECONSIDERATION/RELOCATION

This library defends the principles of Freedom to read and declares that whenever censorship is involved no book and/ or materials shall be removed from the library collection save the order of a court of competent jurisdiction.

- A. Whenever a current registered patron and/or parent or legal guardian objects to the presence or absence of materials, the patron shall be directed to file in writing a "Request for reconsideration/relocation of materials" form available at all library outlets.
- B. The staff member whose department the questioned material affects shall review the request form, check reviews from unbiased journals, and then notify the director of their findings.
- C. The director will contact all parties concerned and interview complainant.
- D. If complainant is not satisfied with the Directors decision the final step is a committee made up of the Director, a Board member, the High School Librarian and a school administrator (one familiar with the age level appropriate for the complaint materials). This committee will serve in an advisory capacity.

PUBLIC SERVICE – RULES AND REGULATIONS

It is the policy of the Board of Trustees of the Carroll County District Library system that all necessary steps are taken to assure users and staff that they will find the facility to be peaceful, comfortable and safe for reading, studying, browsing and working.

The following **rules and regulations** shall remain in effect until otherwise modified by the Board of Trustees.

1. Respect for the rights of other library users shall prevail at all times.
2. Disruptive behavior is prohibited, including, but not limited to the following:
 - A. Physical actions or threat of physical action that could cause injury to staff or patrons or damage to library property.
 - B. Verbal abuse toward patrons and or staff.
 - C. Obscene or profane language
 - D. Loud speaking or noise that is disruptive to patrons/staff
 - E. Lewd or suggestive words/actions
 - F. Exhibitionism
 - G. Running/rough-housing in the library building
 - H. Fights verbal or physical will not be permitted on library property
3. Eating, drinking and smoking are prohibited in the building
4. No use of the public restrooms for shaving, bathing, laundry or anything that requires use of electrical outlets (Curling Irons).
5. No animals are permitted in the library with the exception of guide dogs or those involved in special programming sponsored by the library.
6. No soliciting

7. Patrons must be fully clothed including, but not limited to, shoes and shirts
8. No loitering is permitted
9. Children under the age of six must be accompanied by an adult at all times
10. Weapons are not permitted unless authorized by law

In the event of a violation of these rules and regulations, a warning may be given or the patron may be asked to leave the building. Upon refusal to quit disruptive behavior or refusal to leave the police will be summoned and appropriate action taken.

PUBLIC SERVICE

CHILDREN'S DEPARTMENT POLICY

It is the goal of our Children's Department "to direct and stimulate young readers" and "to guide children toward the love of reading". This policy on unattended children is meant to maintain an atmosphere in which staff can fulfill its goals.

1. Library employees are not responsible for supervision of children left unattended in and on the library property. Parents are responsible for behavior of their children in the library and should not use the library as a substitute for regular childcare.
2. Children ages 6 and under must be under direct supervision of a parent or responsible guardian. An exception is made for children attending library programs; however parents should remain on the premises.

PROBLEM PATRONS

Employees are advised to call the police if there is any question in dealing with problem patrons. It's better to call the police and not need them than to need them and not call.

IRATE PATRONS

This is a problem all face when working with the public. First of all, one should be sure it is not his or her behavior that is causing the patron to show heated emotions. The staff member should have the attitude for trying to obtain what the patron wants, if at all possible. If the library can't comply with what the patrons wants cheerfully express our regret, and state the reasons why we can't comply. Call another staff member if the patron is responding in a disrespectful manner. It is possible that someone else might be able to help. Never threaten anything that isn't library policy. Treat everyone with respect even if you disagree with what is being said. As a final solution call the police.

PUBLIC SERVICE continued

DISRUPTIVE BEHAVIOR

. Disruptive patrons come in all ages and sizes, they can be careless or thoughtless, other times dangerous. Staff should size up the situation to determine the best way to handle each case. Often times just making the person aware of the problem should be enough.

Noisy patrons: This is not always a child it sometimes is a senior citizen that is hard of hearing, or even staff members. Lowering our voices will demonstrate the correct desired behavior. Remember to be consistent and fair - not prejudiced in warnings. Quietly issue a warning to quiet down, if this doesn't help then inform the patron of the consequences of their actions. As a final solution ask them to leave the building and file a problem report with the director. Think before confronting as to whether this action is hindering library service, make observations. If the noise is from a large group after school, observe and seek out the leader for help, decide if these are new faces that don't know the rules.

Persons under the influence:

Alcohol and/or drugs - These substances are not permitted in or around the library. If a person is suspected to be under the influence, do not hesitate to call the police.

Weapons: It is our responsibility to ensure the safety of others in the building. If a person is wielding any item that may be used as a weapon in a threatening manner the police should be called immediately.

Weapons are not permitted in the building except by security or police authorities.

Illness: If someone is ill or injured, a staff person should assess the situation and call an ambulance. Do not move the victim or issue any type of medication even aspirin. If they don't want an ambulance offer to call a family member. Remember that children that leave school because of illness should not be at the public library.

DENIAL OF SERVICE

The use of library materials may be denied for due cause. Such cause may be failure to return books or pay penalties, or destruction of library property. Disturbance of other patrons or any other objectionable conduct is grounds for denial of service. Service will not be denied because of religious, racial, social, economic or political status. Failure to complete all information requested on the library application card may result in denial of a library card.

PUBLIC SERVICE continued

IDENTIFICATION FOR LIBRARY CARDS

Adult applicants are required to furnish one piece of identification with their current address to borrow materials. Identification such as a driver's license, checkbook, or postmarked envelope showing the current address is acceptable. Verification can be from the phone directory if the phone is in the same name as the applicant or by making a local call. The library reserves the right to refuse service to those with insufficient identification or fail to give complete information. The Library has added online registration, which still requires identification and a signature when the card is picked up.

LIBRARY CARDS

Library cards should be presented when borrowing materials. The patron is responsible for all use made of his/her card. For this reason we strongly urge not loaning library cards to anyone. If a card is lost patrons must notify the library so that the card can be blocked in the computer. If the card is found identification must be shown before the card can be made active again. Only one card can be active at one time. Patrons that fail to give all information requested for a card may be denied the card.

Patrons that forget their cards may show their license or ID to take materials, however this may not be permitted on a regular basis.

DUPLICATE CARDS

The first library card issued is free. All replacements will cost \$2.00 .No fee will be charged for name or address changes although a new application must be completed and attached to the original form.

CHARGES

- A. Fines: \$.20 per day for all materials.
- B. Patrons who have lost materials will be charged the full retail price to replace the material. Damaged material charges will vary with the extent of damages. Borrowers will be notified of overdues by phone, mail or email. Once or twice a year the Director will review overdue materials that have been billed and payment not received, then a registered letter will be sent. Borrowing privileges are suspended when fines reach \$5.00, until charges are paid.
- C. Burning CD's with non-copyrighted information will cost \$1.50 if no disc is provided, \$1.00 if patron provides the disc.
- D. Scanning information \$1.00 per batch
- E. Photocopying and Printing fees:\$.15 /copy (black and white), \$.30 / copy (11x17 black and white), \$.25 / copy (color), \$.50 / copy (11x17 color)
- F. Fax Machine – Send - \$1.00 /page Receive - \$.50/page
- G. Laminating – Business Card size - \$.50; 9x12 size - \$1.00; (11.5x17.5) size \$2.00
- H. USB Flash Drives - \$10.00 (subject to change)
- I. Ear Buds - \$1.75 per pair (subject to change)

PUBLIC SERVICE continued

INTERLIBRARY LOANS (OCLC)

The Carroll County District Library supports the recommendations set forth by the State Library of Ohio Interlibrary Loan Department.

- A. Items not loaned include:
 - a) Items in demand- such as new / popular
 - b) Rare materials – Genealogical, heraldic and similar materials
 - c) Periodicals
 - d) Reference materials

- B. Interlibrary loan requests are for materials not in the library's automated computer system. Patrons need to complete the form including Title and Author. Staff must verify the information for accuracy. The form must be faxed to SEO. This requires an OCLC search.

- C. Patrons should be prepared to assume costs charged by the lending library. Currently there is a charge of \$4.00 to cover postage and handling.

INTRALIBRARY LOANS

The Carroll County District Library has an automated circulation system that uses computers and related technology to utilize materials and services beyond our library's physical walls. The electronic catalog shows items across the state. Placing holds/reserves provides access to these items by all county residents. Materials not available from this terminal can be requested through interlibrary loan methods.

CONFIDENTIALITY OF RECORDS

Ohio Revised Code Sec. 149.432 provides that library records containing user information are confidential and are not open to the public. Library records are defined as a record in any form that is maintained by the library and that contains any of the following types of information: (a) information the library requires an individual to provide in order to be eligible to use library services or borrow materials; (b) information that identifies an individual as having requested or obtained specific materials or materials on a specific subject; or (c) information that is provided by an individual to assist a library staff member to answer a specific question or provide information on a particular subject.

Library records or patron information shall be released in the following situations:

- (a) In accordance with a subpoena, search warrant, or other court order;

- (b) To a law enforcement officer who is acting in the scope of the officer's law enforcement duties and who is investigating a matter involving public safety in exigent circumstances.

PUBLIC SERVICE continued

(c) A library record of patron information shall be released upon the request or with the consent of the individual who is the subject of the record or information.

(d) Library records may be released for administrative library purposes, including establishment or maintenance of a system to manage the library records or to assist in the transfer of library records from one records management system to another, compilation of statistical data on library use, and collection of fines and penalties.

Parents, guardians and custodians will have access to their minor children's records. The statute does not limit this right to parents who actually live with the child. Guardian is defined by the Ohio Revised Code Sec. 2151.011(B) (16) as a person, association, or corporation that is granted authority by a probate court to exercise parental rights over a child to the extent provided in the court's order. Custodian is defined by Ohio Revised Code Sec. 2151.011(B) (11) as a person who has legal custody of a child, or a public children's agency or private child placing agency that has permanent, temporary, or legal custody of a child.

A person requesting access to their or their minor children's patron information must possess the borrower's card of the fourteen (14) digit patron identification number and verify the date of birth of the cardholder and/or pin number. A designee requesting access to patron information must have the borrower's card of the person for whom access to patron information is being requested. Access to patron information is permitted only upon verification that the cardholder has granted written access permission to the individual. A record of the access request will be maintained.

MEETING ROOM POLICY

Any non-profit group at no charge may use the meeting room of the Carroll County District Library, under the general guidelines of the Library Bill of Rights. Business organizations that request the meeting room may be assessed a fee and should not conduct meetings for profit.

The Board of Trustees nor the Director neither approve nor disapprove the viewpoints of those groups holding meetings in the Library.

The meeting room shall be on a “first come, first serve basis” with priority given to library meetings or programs. There shall be no meetings scheduled on a permanent basis. No group shall be denied its place to meet once reserved, except for reasons of personal safety or for mutually overriding reasons.

The group shall be responsible for any use of Audio-visual or electrical equipment used during a meeting. Cost of any damages except normal wear and tear must be borne by the group. Groups should request the use of equipment when requesting the room. Equipment includes projector, lectern, easel, and DVD player.

- ✓ Groups are responsible for clean up and must provide their own garbage bags.
- ✓ Groups shall bear complete responsibility for the central and general safety of its group.
- ✓ Programs for minors shall have responsible adult supervision.
- ✓ Publicity for any and all meetings shall be the responsibility of the group.
- ✓ Groups shall adhere to general library policy with regard to parking, alcohol, soliciting and smoking.
- ✓ The library shall not provide phone access nor be responsible for messages with the exception of emergencies.
- ✓ Groups using the room after normal hours are required to use the side door entrance/exit, and turn off the lights in the conference room, kitchen and restroom. Groups will have access only to the meeting room after library business hours.

DRUG FREE WORKPLACE POLICY

It is the policy of the Board of Trustees of the Carroll County District Library to create and maintain a drug-free environment in the workplace, as required by the Drug-Free Workplace Act of 1998. The use of controlled substances* or alcoholic beverages is inconsistent with the professional and responsible behavior we expect of employees. This subjects all employees, patrons and visitors to unacceptable safety risks, and undermines the library's ability to operate effectively and efficiently. Therefore, the employees of the Carroll County District Library are strictly prohibited from engaging in the unlawful manufacture, distribution, dispensation, possession, sale or use of a controlled substance at the workplace or while conducting library business off the library's premises. Such unlawful conduct is also prohibited during non-working time to the extent that it:

- "Impairs" (in the opinion of the administration of the library), the employee's ability to perform his/her job;
- Affects the library's reputation or threatens its integrity, also in the opinion of the library's administration.

Employees who violate any aspect of this policy are subject to disciplinary action, which may include dismissal. Employees may be required, at the library's discretion, to participate in and successfully complete a drug-abuse treatment or rehabilitation program as a condition of continued employment.

*Controlled substances are identified in Schedules I through V of Section 202 of the Federal Controlled Substances Act. They include marijuana, cocaine, heroin and morphine, as well as barbiturates and amphetamine.

WORKPLACE HARASSMENT POLICY

The Carroll County District Library is committed to providing a work environment which is free of unlawful harassment and intimidation. Carroll County District Library's anti-harassment policy applies to all individuals involved in the operation of the Library.

Non-employee violators of this policy are subject to expulsion from the Library's facilities when harassment occurs on Library premises. The Library may discontinue service to off-Library premise violators of this policy. Violators may be reported to the appropriate authority for civil or criminal action. The Library prohibits retaliation of any kind against employees, who, in good faith, bring harassment complaints or assist in investigating such complaints.

EXAMPLES OF HARASSMENT

1. Verbal actions such as slurs, derogatory comments, jokes, epithets or unwanted sexual invitation, advances or comments;
2. Visual conduct such as sexually-oriented, pornographic or derogatory photographs, posters, drawings, cartoons, gestures, e-mail or Internet sites;
3. Physical actions such as unwanted touching, assault, blocking another's way or interference with work because of sex, race or any other protected category;
4. Threats or demands to submit to sexual advances or requests, offers of benefits in return for sexual favors;
5. Retaliation against any employee for making an allegation of harassment.

REPORTING HARASSMENT:

Any employee who believes that he/she is the victim of any type of harassment, including sexual harassment, should immediately report such actions to the director or immediate supervisor. If an employee's immediate supervisor is involved in the alleged harassment, then they should report to the President of the Library Board. Reports should be made within three calendar days of the harassment. All complaints should be taken seriously and handled promptly, thoroughly and confidentially.

INVESTIGATION:

The director will fully investigate any report of alleged harassment and will take appropriate corrective action depending on the severity of the conduct. All statements and identities will be kept confidential to the extent possible and allowed by law. An employee who engages in acts of harassment contrary to this policy may be personally liable in any legal action brought against them.

LIBRARY COMPUTER USAGE POLICY

The use of the Carroll County District Library automation systems, including computers, fax machines and all forms of Internet/Intranet access, is for library business and is to be used for authorized purposes only. Brief and occasional personal use of email or the Internet is acceptable as long as it is not excessive or inappropriate, occurs during personal time (lunch or before/after regular work shifts), and does not result in expense to the Library. Employees must comply with all state and federal laws.

Use is defined as "excessive" if it interferes with normal job duties, responsiveness, or the ability to perform daily job activities. The Library computer systems are resources for and provided as a library communication tool.

Use of the Library computers, networks and Internet access is a privilege that may be revoked at any time for inappropriate conduct including, but not limited to:

- Misrepresenting oneself or the Library
- Using abusive, profane, threatening, racist, sexist or otherwise objectionable language in messages
- Sending, receiving or accessing pornographic materials
- Causing congestion, disruption, disablement, alteration or impairment of the Library networks or systems
- Using recreational games
- Defeating or attempting to defeat security restrictions on Library systems and applications

OWNERSHIP AND ACCESS OF EMAIL AND COMPUTER FILES:

The Carroll County District Library owns the rights to all data and files in any computer, network or other information system in the Library. The Library also reserves the right to monitor email messages and their content. Employees must be aware that the email messages that they send and receive using Library equipment are not private and are subject to viewing, downloading, inspection, release and archiving by the Library at all times. No employee may access another employees' computer, computer files or email messages without prior authorization from either the employee or the Library Administration.

DRESS CODE

As a representative of the Carroll County District Library, employees should remember that their appearance is a direct reflection on the level of professionalism.

1. Employees are expected to dress in a manner acceptable in similar business establishments.
 - No suggestive attire
 - No athletic clothing or baseball caps
 - No jeans –see Friday dress down day
 - Hair must be clean and neat regardless of length. This includes beards & moustaches.
 - Tattoos and body piercing (other than earrings, limited to two per ear) should not be visible and must not be vulgar. While you may feel this is self-expression it is not recognized, as religious or racial expression so therefore will not be encouraged.
 - Employees that do not have regular contact with the public must dress with safety in mind and be neat and clean.
2. Friday is the only dress down day. Jeans are permitted, but should be neat and clean. Remember dress down does not mean sloppy.

Employees may be given special assignments that will require you to dress in a more casual manner. This will be communicated when the assignment is given.

EMPLOYEE RELATIONS

TELEPHONE

- A. No excessive use or personal long-distance calls using the library phones.
- B. In-coming personal calls should be limited. Personal phone calls may be received on library business phones in emergency situations.
- C. Employee cell phones should be turned off or to vibrate during work hours. The use of personal cellular telephones by library staff is not allowed in public service areas. If a staff member wants to make a call on his or her cellular phone, they may do so during their break.

SMOKING

Smoking is not permitted on Library property; this includes smoking or chewing tobacco products or any other use of tobacco products. This includes, but is not limited to, electronic cigarettes, (e-cigarettes), electronic vaping devices, personal vaporizers (PV) or electronic nicotine delivery systems (ENDS) which simulate tobacco smoking.

LUNCH BREAKS

- A. Food should be eaten only in the staff area. No food is permitted in the patron areas.
- B. Lunch break is one (1) hour, unpaid. The exception is Saturday, because of staffing limitations; lunch is ½ hour paid. Designated time is flexible, being sure that there is enough staff to watch the desk.
- C. Employees may not forego or reduce the lunch period in order to shorten the workday.

PARKING

- A. Staff designated parking is at the rear of the Presbyterian Church. If this lot is full you are responsible to find other parking other than the Library's parking spaces.
- B. Night shift workers are permitted to park in the spaces at the rear of the Library.

VISITATION

- A. Family or friends should not visit with staff in excess during working hours. Patrons must come first.
- B. Employees that have children or grandchildren are not permitted to bring them to work.

EMPLOYEE RELATIONS continued

CONTINUING EDUCATION

- A. Staff is expected to attend workshops as designated by the Director.
- B. Employees that complete college courses may be entitled to Tuition Reimbursement dependent upon funding. This benefit will be evaluated by the Board on a regular basis and may be discontinued at any time.

JOB SELECTION/POSTING

- A. The Library explicitly reserves its managerial discretion to select the candidate it feels is most qualified from all applicants for the position, whether they are internal candidates or candidates from outside without regard for years of service.
- B. Because we are a small facility, all employees will easily observe job vacancies. Interested staff may complete an updated resume and submit it to the Director.
- C. The Director, who then reports to the Library board, makes all hiring and firing decisions.

EMPLOYEE FILES

- 1. All files are public record pursuant to Section 149.43 of ORC. With the exception of social security numbers and medical records.
- 2. All records maintained by the Clerk- treasurer and Director are the property of the Library. Employees may view their files in the presence of the Director or Clerk-Treasurer. Nothing may be removed from the files.

REST BREAKS

Rest breaks are not mandatory by law and we do not have this as designated times. If you are taking breaks this is considered time not worked and should be deducted from time slips.

STAFF RESPONSIBILITIES

All employees are expected to dress in a suitable fashion as befits the organization, which serves the public. Any extreme manner of dress or one too casual, such as short shorts, suggestive attire and jeans are not acceptable. Jean dresses and skirts are permitted. If an employee is sent home due to improper attire, no compensation is given for the time away from work. (SEE DRESS CODE SECTION)

It is the duty of every staff member to consider the public first, cultivating attitudes of friendliness, courtesy and tactful service. Any problems must be reported to the Director immediately, this includes problems with patrons or other staff.

ACCURACY

Accuracy is expected and every job is important to the operation of the library.

- a. Patron records – verify and record correctly all names and addresses including PO. Boxes, this is important for sending overdue notices.
- b. Book circulation- always-double check computer printouts, when books are checked out.
- c. When checking items in, be sure to read the computer screen carefully, to insure accurate return of system materials.
- d. Shelving materials- be sure that all materials on the shelving cart have been checked in, and then return items to their proper locations. If you are unsure of the correct location, do not shelve materials. Ask for help. No one can find or use materials shelved in the wrong locations.
- e. Staff should make every effort to ensure the privacy of patron information when making copies. Be sure to ask the patron if the copy is satisfactory and try to avoid reading what you are copying or faxing. If the copy is not satisfactory, ask the patron to tear up that copy so they won't be charged for it. Copies made during class visits are \$.05 per page.
- f. Money- all money taken in must be recorded on the daily record sheet. This needs to be accurate, remember that the auditors check this. Payments must also be processed in the computer for fines and replacement charges.
- g. Senior staff members on the night shift are responsible for securing all money.
- h. The last employee to leave the building should check all rooms, log the computers off, lock the cash drawer, turn off all lights and secure all doors.

STAFF RESPONSIBILITIES continued

- i. Replacing barcodes- Materials returned with barcodes missing should have a message attached to the patron's record charging \$.50 for each one that is missing. Books with the barcodes missing should be given to the designated staff for replacement.
- j. Library employees are expected to check out all materials taken from the building.
- k. The computer will not charge staff for overdue materials. This privilege may be revoked if abused.
- l. Avoid using your personal card for items used for programs. Use the designated card for these materials. **DO NOT USE THE LIBRARY DESIGNATED CARDS FOR PERSONAL ITEMS.**
- m. Copies are free to employees as long as there is not excessive use. This privilege can also be revoked because of abuse. Excessive use means more than \$3.00 per month.

Emergency closings:

- If a weather emergency is declared by the Director of the Library, employees will be compensated for the time they were scheduled to work, during the emergency period.
- Staff will be notified by phone.
- An employee not scheduled to work because of scheduled vacation or continuing sick leave will be charged for the leave regardless of the declared emergency.
- On certain days it may be difficult for a scheduled employee to come in to work due to excessive snow, ice, or other inclement weather. In such case, all employees are encouraged to make every reasonable effort to report to work.

If employees cannot report to work due to weather conditions, employees may:

- a. Use vacation time
- b. Take a day without pay
- c. Make up the time by working on their scheduled day off, time cannot be made up after hours

Fire alarms:

In the event that the smoke alarms or a fire is detected, the staff should proceed to evacuate the building. All staff and patrons are to leave with haste. Secure doors and turn off the lights if time permits. Notify the fire department immediately. Handicapped persons not near the front exits should be directed to the stair well. Secure the door and a staff member should stay until rescue comes. Engage the emergency system that keeps smoke out of the stairwell and signals the fire crew when they arrive. No one should re-enter the building until safety has been insured. The chirping safety alarms can be turned off in the entry area by pushing all the buttons on the open panel.

Tornado warnings:

Staff should evacuate the building to the stairwell and proceed to the lowest level under the staircase. Handicapped persons will remain on the upper level. Secure all doors and turn off the lights if time permits. When the all-clear whistle sounds staff should exit the safety area first and check the building for hazards before releasing the public.

Employees are expected to read Memos for communication updates

Staff Meetings:

Staff meetings are mandatory and staff will be paid their regular wages during these meetings. Meetings will be posted with as much notice as possible; typically Martin Luther King, Jr. Day or Columbus Day.

CLASSIFICATION AND WAGES

CLASSIFICATION

- A. All positions are classified. Positions in the classification scheme have been evaluated according to the duties and responsibilities involved, and the training and experience required. For classifications see the flow chart and job descriptions in the forms section.

WORK DAY/WEEK

- A. Full time is considered thirty- five (35) to forty (40) hours a week or 1,820 hours per year. Five (6 Hr. days) five (8 Hr. days) or Four (10 Hr. days).
- B. Part time employees work less than 1,820 hour per year and the hours per day vary depending upon the need. The Director or Branch Head will schedule hours. Part time employees receive no vacation leave or paid holidays.
- C. Typical day shifts are 7:30am – 4:30pm or 9:00am. -6:00pm. Night shifts is 11:00am. -8:00pm. Saturday shift is 8:30am. - 4:30pm with a paid ½ hour lunch, because staff cannot leave. The Director may adjust shifts if necessity arises but this should not interfere with quality and quantity of work completed. Example: cataloging shift was changed during automation to 7:00 Am.-4:00 PM. (See Flexible scheduling)
- D. Employees are expected to work the hours they are scheduled. If you cannot work due to illness etc. the time missed cannot be made up, either sick leave or vacation leave must be used. Since a time clock is not used there is no way effectively to monitor the time made up.

- E. No time off will be given without prior twenty-four (24) hour notifications, because this may require a schedule change. Emergencies are an exception. Staff may switch shifts as long as both agree and the change is noted on the shift calendar. Switches must not result in overtime for any employee.
- F. Staff is expected to be on time and ready to work when the shift starts. This means that you should allow enough time to go to the restroom and get coffee, so that you are ready to work on time.**
- G. The Library has no provision for “leave without pay” in lieu of, or as an extension of, sick or vacation benefits. Each employee’s time sheet must account for each scheduled hour of work. Employee’s that need an extended leave that may absorb their current benefits should refer to “Long Term medical Leave of Absence” in the benefits section of this manual.

PAYCHECKS AND TIME SLIPS

- 1. To receive a paycheck, an employee must properly complete time slips.
- 2. Pay periods consist of ten (10) working days and payday is every other Friday.
- 3. Automatic deductions reflected on payroll stubs include: Federal, State and City withholding taxes, income tax, Public Employees Retirement and any other garnishments or deductions required by law. The Library does not contribute to Social Security.
- 4. Voluntary deductions include medical and supplemental insurance (AFLAC). A Deferred Compensation plan is also available.
- 5. Unemployment and Worker’s Compensation as mandated by the State of Ohio.
- 6. There is no payment for overtime. Should someone be required to work extra hours this is straight time and considered flexible scheduling (see flextime scheduling under Benefits).
- 7. Raises are at the discretion of the Library Board.

LEAVES OF ABSENCE

The Carroll County District Library is committed to assisting employees, in response to individual family situations. All leaves must be pre-approved by the Director to ensure business will not be significantly affected. If a leave can be accommodated, the Library will work with the employee but we can not guarantee a job will be available upon return.

Long term Medical Leave of Absence

If you know in advance you will need a medical leave of absence due to a medical problem that will require protracted care you should give the Library at least one month's advance notice and provide the Library with relevant documentation from your physician. When you wish to return the Library requires you to submit a doctor's release stating that you are fit to perform the essentials of your job, with reasonable accommodation if any are required. Due to staffing needs, we cannot guarantee that a job will be available.

To be eligible for this benefit, an employee **must**: have worked for the employer for a total of 12 months; must have worked at least 1,250, hours over the previous 12 months

Benefits coverage may totally or partially be in effect during the leave period. Employees may use accrued earned sick leave and vacation. (Bear in mind that long term leaves effect OPERS service time)

TERMINATIONS

A. Dismissal

1. The Library Director usually after consulting the Library Board may dismiss an employee as deems necessary. The following may be grounds for dismissal: (This is not an inclusive list only an example of unsatisfactory behaviors)
 - a. Falsifying employment application and/or resume
 - b. Employees found to be dishonest by theft or abusing, wasting or misusing money or property can and will be dismissed.
 - c. Falsifying time sheets.
 - d. Reporting to work under the influence.
 - e. Employees who repeatedly show signs of job inefficiency, tardiness or insubordination and lack of cooperation or cause problems with other staff after two written warnings.
 - f. Other causes for which an employee has received two written counseling statements warnings, and a verbal warning, within a twelve month period including above grounds for dismissal.

- g. Employees will be given the opportunity for voluntary resignation over dismissal. This will allow employees the chance to be paid earned unused vacation pay. Otherwise dismissed employees lose all vacation and sick leave.
- h. Employees that are dismissed will receive a copy of the notice of employee separation form. (See Appendix)
- i. The last paycheck of an employee whether dismissed or resigning will be issued on the regular scheduled payday. All Library property must be returned before the check will be issued.

B. Demotions

- 1. If an employee fails to fulfill the duties and responsibilities of his or her position, he or she may be placed in a lower classification. This assignment carries with it compensation of that job classification. Previous written and verbal warnings with the opportunity to improve may be given, unless circumstances require demotion without warning.
- 2. Demotions may be followed with dismissal if no improvement is shown.

GRIEVANCE

Problem resolution procedure:

- Any employee with a grievance must first discuss within five (5) working days of an incident any problems with their immediate supervisor.
- If they are unable to resolve the matter, a second meeting will be called within two (2) weeks from the time of the complaint with the Director, Supervisor and employee/employees.
- If the problem remains unsolved, the employee may request in writing a hearing with the Library Board. The employee must include in the request a written statement of the problem. A closed hearing with the Board, Supervisor, employee(s) and the Director will be held within a month and the problem will be resolved. If the Director and the Board determine that an agreement resolution cannot be worked out, termination or transfer will be required. The Board or Director must keep a record of this meeting on file.
- The problem resolution procedure is not available for grievances over wages, salaries or terminations.

RESIGNATIONS

1. An employee who intends to resign must inform the Director immediately; four weeks notice is the recommended minimum for the Director, Branch Head and Bookmobile Head, unless waived by the Board. Two weeks notice is recommended for all other staff.
2. All resignations should be submitted in writing to the Director with the effective resignation date. (Last day to work).
3. Failure to give sufficient notice will be recorded in employees personnel file and may be mentioned when giving references for that person.
4. If you resign you will receive your final paycheck on the next regular payday following your last day to work.
5. All property of the Library, including keys, must be returned to the Director on your last day of employment. Paychecks may be held until library property is returned.

ABANDONMENT

If an employee not on an approved leave; or one that exceeds an approved leave and fails to notify the Director of his or her intended absence for more than three (3) consecutive work days, shall constitute a resignation of employment at the end of the third day.

RETRENCHMENT

1. Financial contingencies change in Library service, re-alignment of functions, or adoption of new methods may require the elimination of positions.
2. Reduction in staff will be taken in this order:
 - a. Those who have the poorest service & attendance records
 - b. Those with the shortest period of service
 - c. Department heads, in which case advanced notice, will be given.
 - d. Employees retained will be based on the amount of skill/education needed by the Library rather than years of service

TRANSFERS

Transfers are made whenever necessary to meet the needs of the Library system and welfare of the staff.

ATTENDANCE

1. Employees who are late for work have one of the following options:
 - a. Make up the amount of time late by working over on the same day, but not when Library is closed, this is only for those who have an emergency. Over sleeping is no excuse.
 - b. Deduct said amount of time without pay.
 - c. An employee lateness report will be filed every time an employee is late. Excessive and continuing tardiness is grounds for dismissal. Six reports in a six-month period will constitute a written warning. Two written warnings in a twelve-month period will result in termination

BENEFITS

SICK LEAVE-

1. Salaried staff earn 11/4 days per month, 15 per year; accumulating to a maximum of sixty (60) days. Hourly staff (over 30 hours per week) earn one (1) day a month, Twelve (12) per year; accumulating to a maximum of sixty (60) days.
2. Staff considered part time earns 1/2 day per month.
3. Sick hours used may not exceed your normal scheduled work hours. Sick leave may be used for:
 - a. Personal illness
 - b. Personal injury
 - c. Exposure to contagious disease
 - d. Your personal medical appointments, which cannot be scheduled during usual time off.
 - e. Serious illness in the family under emergency conditions. **Family meaning, spouse, child, parent, wards, grandparents, or others living in employees' household.** (Oh. Revised code 124.382)
 - f. Funeral leave up to three days resulting from death in **immediate family** as stated above. One day is permitted for the death of mother-in-law, father-in-law, and grandchild. Approval of time off must be obtained from the director.
 - g. Upon returning to work, the employee must file a sick leave report, (See Forms Section). This should be reported in number of hours used. This will be signed by the director and kept on file by the Clerk-treasurer.

BENEFITS continued

- h. Missing three (3) consecutive working days will constitute a doctor's slip upon the return to work. (See Forms Section)
- i. Excessive sick leave use: If time lost exceeds accumulated sick leave wages will be terminated until employee returns to work. **Failure to communicate with management will result in termination.**
- j. Employees may not borrow against future sick leave.
- k. No reimbursement will be provided for unused sick leave upon resignation or termination. Sick leave is contingent upon continued employment.
- l. Unused sick leave payment may be requested at the time of retirement. Employees shall be paid one half (1/2) of their accrued unused sick leave. In the case of a staff member's death, their spouse may receive one half of the accrued unused sick leave.
- m. Full-time employees who use four (4) or less days of sick time a year will be granted two (2) bonus days in addition to their regular accrued vacation leave.
- n. Maternity leave is unpaid except that earned sick or vacation leave may be used during this time.
Employees may continue to work during pregnancy as long as their doctor permits and may return to work at any time with written permission from the doctor. Maternity leave should not exceed six (6) months.
- o. Employees must report off prior to the start of their shift. Give as much notice as possible to insure adequate staffing.
- p. Employees on leave beyond the available accumulated time, for any reason, are not eligible for any benefits normally accrued. A leave including maternity that extends beyond earned sick or vacation time or a six-month period, because of staffing needs, cannot be guaranteed a job.

BENEFITS continued

HEALTH INSURANCE

- a. The Library provides health insurance coverage but reserves the right to amend, modify, alter or terminate this plan at any time.
- b. Single coverage is paid for full time employees that wish to have coverage. Coverage starts at the end of the 90 day probation period.
- c. Those employees that choose not to participate will not receive any additional compensation.
- d. The Library is not responsible for insurance coverage of individuals who the carrier refuses to cover.
- e. Employees that take an extended leave will be required to pay their own insurance premiums.

FLEXTIME SCHEDULING

The practice of permitting employees to choose their working hours called a *bandwidth*, which is the maximum length of day limited to ten hours per day. The day must include a core time, (time the Library is busiest, typically 11:00-5:00). Not all positions lend themselves to flextime scheduling. Vacation and Saturday compensation is eight hours per day if full time. This must be approved by the Director, and this option may be cancelled at any time.

COMPRESSED DAYS

A compressed day is an arrangement that permits employees to fulfill their work obligations in fewer days than a typical eight hour day. The most common is 4 ten hour days. This can be permitted, however, staff must still work their assigned nights and occasional Saturday. Staff will be required to refer back to typical hours and weeks when other employees are on vacation or sick leave and there is not adequate coverage of public areas. No two employees may choose the same days off for compressed workweeks. Director approval is required. Due to shortage of staff, this will not be offered at the Branch or Bookmobile.

VACATION

1. Vacation leave accumulates from the beginning of employment and may be taken after one (1) year of service.
2. Vacation leave for full time hourly staff is:
0-1 Year-----0 Days (365 days)
2-3 years-----5 Days (366-1095 days)
4-6 years-----10days (1096-2190 days)
7&up-----15 Days (2191+days)
3. Employees may carry over one year of unused earned vacation
4. A vacation day is the hours you normally work.
5. Part time staff does not earn vacation pay. (See full and part time under classification & wages)

6. No vacation time will be given without advance notice. A calendar will be posted in the staff lounge for employees to mark their requested days; these must be marked before the monthly schedule is posted. Due to limited staffing you may not always get the vacation days you request, if too many people request the same day. Remember that a person may be off the day you request as their normal day off, that person has first priority then the first request after that. **NO MORE THAN TWO ON VACATION AT A TIME.**
7. At the time of retirement or resignation an employee can request their earned unused vacation leave. This request should be in writing to the Clerk-treasurer.

JURY DUTY

If you are called for jury duty you will be granted leave with pay. By reimbursing the Library the full amount of your daily juror's stipend, you will receive your regular pay for the day or days served. If you are dismissed by noon you must return to work. If serving on a federal jury outside of the immediate area, you may retain any travel reimbursement made by the court. You may not receive jury duty leave if you are appearing in a proceeding as a litigant or an interested party.

WORKERS COMPENSATION

If you are injured on the job or if you contract a job related disease, you may be entitled to benefits under Ohio's Worker Compensation Laws. All on the job injuries shall be reported to the Director. Filing the appropriate BWC form as soon as you become aware of your injury, disabling injury or disease must make requests for Workers' Compensation benefits. This form must be partially completed by your treating physician, describing the nature of your condition and its expected duration. You will be required to provide the library with ongoing medical documentation concerning your condition. When you wish to return from a Workers' Comp leave, you must report your availability for work to the Director no less than one week prior to the date of a physician's statement certifying your fitness to return. If your position is open you will be returned to it. If this is not the case the Library may offer you another position if you are qualified.

BENEFITS continued

HOLIDAYS (These are not required by law)

1. The library will close on the following holidays:
 - a. New Years Day (Jan)
 - b. Presidents Day (Feb)
 - c. Memorial Day (May)
 - d. Fourth of July (July)
 - e. Labor Day (Sept)
 - f. Veterans Day (Nov)
 - g. Thanksgiving Day (Nov)
 - h. Day after Thanksgiving (Columbus Day forfeited)
 - i. Christmas Eve Day (Dec)
 - j. Christmas Day (Dec)
 - k. New Years Eve Day (Dec)

2. To be entitled to holiday pay, **an employee must complete their last scheduled workday prior to the holiday and their first scheduled workday following such holiday.** Approved vacation leave is scheduled work time, if approved in advance prior to schedule month by the Director. Part time employees are not entitled to holiday pay.

3. If the Library remains open on any of the holidays previously mentioned, staff that work shall receive that paid holiday on another day of their choosing within the next four pay periods.

4. The Ohio Revised Code states that if a holiday falls on Saturday, the holiday shall be celebrated on Friday and if the holiday falls on Sunday, the holiday shall be celebrated on Monday. Because the Library is open on Saturdays, holidays that fall on Saturday will be celebrated on Saturday and not close on Friday. Staff that are not scheduled to work on that Saturday may observe the holiday on the preceding Friday or the following Monday. This will ensure adequate staff to operate the facility

BENEFITS continued

TRAVEL POLICY

The Library reimburses employees and trustees for the additional expenses incurred in the course of approved travel on library business.

General Standards:

- All library related travel must be preapproved by the Director.
- Travel arrangements should be made on the basis of the most reasonable and appropriate method and rate.
- Employees are responsible for exercising good judgment in requesting, arranging and making the trip
- Only expenses for approved Library-related travel will be reimbursed

Transportation:

- The Library ordinarily reimburses mileage to/from the library to the event.
- Employees should carpool whenever reasonable.
- Mileage reimbursement is intended to cover the cost of the additional mileage incurred in travel. The Library reimburses employees at the current Standard Federal Mileage Rate set by the Internal Revenue Service for actual miles driven minus their usual commute distance.

Travel Rewards:

- Ohio Ethics Commission Advisory Opinion No. 91-010 prohibits a state official or employee from accepting, soliciting, or using their authority or influences of his/her position to secure any type of “travel rewards”, for personal travel that were purchased or reimbursed through library funds. Any “travel rewards” earned while on Library business are the property of the Library.

REFERENCE ASSISTANCE

The Carroll County District Library is responsible for meeting the community's information needs. Furthermore, the library serves as a "Backstop" resource center for information queries directed from branches and the bookmobile. To aid in meeting these goals, the following guidelines are upheld:

- A) Because the Main Library and the branch are equipped with photocopy machines, the need for the circulation of reference materials is unnecessary. Internet computers are now available which provide a variety of sources.
- B) All reference answers must be verified and information source should be quoted to the patron.
- C) Material status can be changed at any time e.g. change to non-circulating books, scheduled etc. and limitation placed on the number of books on one subject that patrons may check out. This will help with major assignments.
- D) All staff assisting patrons must follow the model Reference behavior checklist at the end of this section.
- E) Reference and Children's staff should encourage teachers to give advance notice of assignments and requests for collections.
- I) Phone Calls and In-person users

A ringing phone is a distraction to everyone. Take the call and get the name, phone number and request and offer to call back later.

Be realistic and don't promise to call soon if you can't follow through. Then continue with the in-person user. Let the in-person user know that you will be right back to help them and that the call won't be fulfilled before them.

Let the caller know that you are helping someone else and that is why you will call him or her back. All staff must be consistent in this approach.

- J) Telephone communication:
 - 1. The telephone distorts words, so it's important to clarify phone messages. Repeat or restate, even spell if necessary, the message back. EX: B as in Boy. You need articles written in the last five years about... Is that right?
 - 2. Identify the library or branch clearly when answering the phone. (Your greeting sets the tone of the conversation)
 - 3. When you pick up the receiver, talk to the caller. Don't pick up to stop the ringing while you finish a conversation.
 - 4. Speak clearly and slowly. Have paper and pencil ready for notes.
 - 5. Use the caller's name in the conversation.
 - 6. Keep the patron informed as you are working on their question. EX: I'll need to be away from the phone a minute while I check the catalog.
 - 7. Be sure the caller understands your answer and site your source.
 - 8. Follow up question- Does this answer your question?

REFERENCE ASSISTANCE *continued*

K) Internet searches:

Staff can and should help patrons with Internet searches. Call-in users should not be promised anything that you can't follow through. Some think that the Internet has every answer to every question, yet they don't understand how difficult it can be to use. How long should staff spend searching for patrons? This depends on the question and how desperate the requestor may be. A good rule of thumb is that if the answer can't be found in ten minutes or less then the patron should be questioned as to how badly they need this information. Also how busy is the library and are you neglecting other important tasks while searching? Refer to the Database worksheet at the end of this section for more tips. Copies fees apply.

L) Copies

When requested information is in non-circulating sources, then up to ten (10) copies can be made free of charge. This is true for materials that the status has been changed to non-circulation because of an assignment. Also when classes visit as a group, copies are \$.15 each.

SOCIAL MEDIA POLICY

The library recognizes the value of the exchange of ideas and information through social media available to its employees. At the same time, however, using social media can cause problems for employees, the library and its patrons. Therefore, the library expects its employees to use social media in a manner that is consistent with this policy.

For purposes of this policy, “social media” includes all means of communicating or posting information, such as words, pictures, videos or any other content, on the Internet. Such technology includes but is not limited to Facebook, Twitter, YouTube, MySpace, LinkedIn, Google+, blogs message boards, wikis, podcasts, product review sites, online forums, gaming sites, or any other site where information can be uploaded or posted. It also includes comments or posts on another person’s social networking site.

While every individual has a right to speak out on issues facing our community, state, and nation, employees must take great care to make it clear that their personal opinions are their own and do not represent the official policy position of the library. It is important for employees to remember that their personal communications, even those done outside of work, may reflect negatively on the library, especially if they are commenting on library business.

Therefore, the following guidelines apply to personal use of social media by employees of the library:

- All library employees must actively protect all confidential information of the library. As used in the Policy, Confidential Information of the library means social security numbers, personal health information protected by HIPPA, library patron information, and similar types of information.
- In accordance with Ohio Revised Code § 149.432, employees are prohibited from sharing on social media: (1) any information that the library requires a patron to provide in order to be eligible to use library services or borrow materials; (2) any information that identifies a patron as having requested or obtained specific materials or materials on a particular subject; (3) any information that is provided by a patron to a library staff member to answer a specific question or to provide information on a particular subject; or (4) any personally identifiable information about an individual who has used any library service or borrowed any library materials.
- Postings and user profiles on personal social media accounts must not state or imply that the views, conclusions, statements or other social media content are an official policy, statement, position, or communication of the library, or represent the views of the library or any library office or board member. For example, if you choose to make a statement regarding the library, you should state that “these are my views, not the library’s views,” or words to the effect.
- Employees cannot use social media to threaten, libel or slander, defame, maliciously disparage, harass, or discriminate against coworkers, managers, library patrons or visitors, vendors or suppliers, or organizations associated or doing business with the library.

- Be careful to respect all copyright and other intellectual property laws. For the library's protection as well as your own, employees are urged to abide by the laws governing copyright, fair use of copyrighted materials owned by others, trademarks and other intellectual property, including the library's own copyrights.
- If someone from the media or press contacts you about your personal social media use that relates to the library, you must clearly explain that you do not speak on behalf of the library and that your comments have not been authorized, reviewed, or approved by the library. If the contact is seeking the official position of the library, obtain the name of the person or company requesting information and immediately contact the Director.
- If you decide to use social media to express complaints or criticism, avoid using statements, photographs, video or audio that reasonable could be viewed as malicious, obscene, threatening, intimidating, harassing, or bullying. Examples of such conduct include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, religion or similar status protected by library policy.
- The library recognizes that public employees do not surrender their First Amendment rights by reason of their employment and that the First Amendment protects a public employee's right, in certain circumstances, to speak as a citizen addressing matters of public concern. Many considerations go into balancing an employee's free speech interests against the interests of the library, including the library's interests in avoiding disruptions in regular operations, disharmony among coworkers, impairment of discipline and supervisory control, and obstructions in the employee's ability to perform work responsibilities. Therefore, employees should use common sense and good judgment before posting any content on a social media site.

The library reserves the right to lawfully monitor employees' use of social media in openly accessible, personal and business discussion forums. Further, employees' should have no expectation of privacy while using library equipment and facilities for any purpose, including the use of social media.

Failing to comply with this policy may lead to disciplinary action, up to and including termination. The library also may report suspected unlawful conduct to appropriate law enforcement authorities.

Malvern Branch

Preceding policies hold true for the Branch

Branch Head is responsible for scheduling, purchasing recommendations, time-books, petty cash, weeding, maintenance of the building, supplies, public relations, reports, attending Board meetings and administrating Board policies.

1. Problems must be reported to the Director and previous guidelines followed.
2. From time to time, special conditions will necessitate differing procedures for Branch and Bookmobile service. The director will communicate such procedures.
3. The Branch employees follow job descriptions just as the main library and bookmobile.
4. Branch staff will be expected to attend staff in-service and CE days as well as participating in cross training with all other entities of the library system.
5. Branch hours should be evaluated annually to be sure they reflect the needs of the community. This may include reducing service hours if necessary.

Bookmobile

1. The Bookmobile Head is responsible for administering Board policies.
2. Bookmobile staff will follow job descriptions just as the main library.
3. Due to insurance mandates no person or persons other than library personnel shall be transported on the Bookmobile.
4. If law mandates bookmobile staff may be subject to random drug testing.
5. Bookmobile staff will be required to get a CDL when chassis specifications change. The Library will pay testing fees, however staff are responsible for License fees.
6. It is the responsibility of bookmobile staff to report to the Director whenever they are taking medication that warns against using heavy equipment or when they have drivers' license restrictions.
7. It is the responsibility of the Bookmobile Head to see that all safety equipment is maintained.
8. Bookmobile employees are responsible for daily trip inspections and must report any problems for bookmobile maintenance.
9. Bookmobile staff must determine a regular schedule of down days for bookmobile repairs as necessary.
10. Bookmobile schedules must reflect the needs of its communities. Stops should be evaluated yearly to be sure of proper usage and relevance to that community.

Investment Policy

The Board of Trustees of the Carroll County District Library authorizes the Fiscal Officer to make investments of available monies from the funds of the library in securities authorized by the state of Ohio. Investments may not exceed the depository contract in compliance with Ohio Revised Code (ORC) section 135.

Authorized security investments include:

- Bonds, notes or other obligations of or guaranteed by the United States or those for which the faith of the United States is pledged for payment of principal and interest thereon;
- Bonds, notes, debentures or any other obligations or securities issued by a federal government agency or instrumentality;
- Interim deposits in Board of Trustees approved depositories;
- Bonds and other obligations of the state;
- Certificates of deposit or repurchase agreements secured by obligations which meet all the requirements of ORC 135, provided such investments are made through banks and savings and loan institutions authorized by ORC 135.03;
- Ohio Subdivision Fund (STAR Ohio).

Under no circumstances may the Fiscal Officer invest in a derivative as defined by the Revised Code, reverse repurchase agreements, or other funds prohibited by law. The Fiscal Officer shall not make investments that she/he does not reasonably believe can be held until the maturity date or leverage any investment.

Investments made by the Fiscal Officer must mature within one (1) year, unless they are matched to a specific obligation or debt of the library.

Earnings on an investment become part of the General Fund unless otherwise specified by law.

The Fiscal Officer, acting in accord with the law, may withdraw funds from approved public depositories or sell negotiable instruments prior to maturity.

Acknowledgement of Receipt of Employee Handbook

The information contained in this Employee Handbook has been prepared as an aid and a guideline to give you a better understanding of your job in the Carroll County District Library system, and to give you a summary of the system's wage, benefit and personnel policies and programs. Any past practices, to the extent that they are inconsistent with any terms of this handbook, are specifically disavowed.

If, in this handbook, we have inadvertently said or implied anything that is different from the actual provisions of any benefit plan documents, the actual provisions of those plans will govern. Further, the policies and statements contained in this handbook, and in other provisions that may be added from time to time, are not contracts of any kind. Nothing herein should be construed as a direct or implied contractual commitment between the system and its employees with respect to the duration's of employment, level of compensation, or any other terms or conditions that are part of the employment relationship. It is mutually understood that the employment relationship between the Carroll County District library system and you is an at-will arrangement and may be terminated at the will of either party. Although this handbook reflects current policy, these policies may be changed or rescinded at any time.

I, _____, acknowledge that I have received and read the Employee Handbook for the Carroll County District Library.

Date _____

Revisions _____ Date _____

(A copy of this form will be kept in your personnel file. This form should be kept in your handbook for your own record)