

NON-EMPLOYEE POLICY MANUAL

I. NON-EMPLOYEE WORKERS

Volunteers

The Library welcomes volunteers of any age but does not accept any liability for the health or safety of the volunteer for actions which are the volunteer's own doing. Volunteers are utilized to perform routine tasks which can be easily taught and remembered; or special projects tailored to talents the volunteer may possess. They may also be asked to assist a staff member in his/her duties or to help supervise at Library programs. There is not always a task waiting for a volunteer but every attempt will be made to find a task when there is a person willing to give of his or her time and knowledge to help the Library.

Community Service Workers

The Library will attempt to provide duties for community service workers whenever there are persons who need to work such hours, but the Library also reserves the right to turn away such workers when there is no suitable work, or if there is any question as to the suitability of the worker for the Library. Community service workers must show up on time, give advance notice of their arrival, carry out the work assigned in an efficient and courteous manner, and let the Library know how many hours they are required to work,, in order to be allowed to work at the Library.

II. OPERATIONAL HOURS

Library Open Hours

Monday to Thursday	11am to 8pm
Friday	11am to 6pm
Saturday	10am to 3pm

Holiday Closings

The library is closed on the following holidays: New Year's Eve (after 5pm), New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, the day after Thanksgiving Day, Christmas Eve (after 5pm), Christmas Day and any other holidays deemed appropriate by the Board of Trustees.

Emergency Closings

If the Library is closed due to emergency, notice of such closings will be made via the local radio station, Library Facebook, and posting of the library's front door. If the building must be closed for an undetermined amount of time until repairs can be completed, only full-time employees will be paid during that time. Volunteers may be requested to help with the cleanup or repair.

III. CONDUCT

Certain standards of behavior are expected.

Personal Appearance

Volunteers shall dress professionally. Shorts, tank tops, and any clothing that bares the shoulders or midriff are examples of clothing to avoid. Culottes, dress shorts, business suits with shorts, and other businesslike shorts are permitted. During business hours, volunteers are expected to present a clean, neat appearance. It is impossible to cover all contingencies of dress in a manual, so questionable attire should be cleared in advance with a supervisor or Librarian/Director.

Tidiness

Each volunteer is responsible for cleaning up after him/herself at all times and in all parts of the Library.

Reading

Personal reading is not allowed during scheduled work hours.

Calls

Personal calls should be avoided unless there is an immediate family concern, and should be kept as short as possible (3 minutes or less). Please take any personal calls away from the public's view.

If patrons ask to use a phone, explain to them that the phones are for Library business and tell them where the public phone is located. A patron use of the phone at the charging desk may be permitted at an employee's discretion if the Library is quiet at the time.

Punctuality

Being on time is expected. If a volunteer is unable to come at the arranged time, the Library should be notified as soon as possible.

Conversations

Any conversation not concerning Library business is to be kept at a minimum. This includes conversation with other staff members and/or patrons.

Eating, Drinking and Smoking

Any eating or drinking done by volunteers in public areas of the building must be done in a discreet manner. This includes chewing gum or eating candy. Patrons are not to eat or drink in the building. Patrons found to be eating or drinking should be asked to leave until they are finished. Smoking is not allowed on library grounds.

Attitudes

Personal problems and feelings must not affect an employee's job performance. Volunteers must be courteous, tactful, and pleasant at all times; treating all patrons equally. That said, no volunteer is expected to take abuse from patrons or other staff. Upset patrons should be referred to the Librarian/Director or a supervisor.

Non-Disclosure Statement

Protection of confidential information is vital to the interests and success of the Library. Volunteers who improperly use or disclose confidential business information will be subject to disciplinary action, even if they do not actually benefit from the disclosure of the information.

Such information includes, but is not limited to information about the termination of a staff member, patron information including borrowing records, names, addresses, telephone numbers or other information about patrons, except under specific court order.

Only the Librarian/Director or the Bookkeeper may acknowledge dates of employment, position, and salary/wage information regarding employees for the purposes of credit checks, etc. Only the Librarian/Director is authorized to answer requests for personal references and to respond to court orders.

Use of Equipment

If using Library property, volunteers are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines. If any Library equipment, machines or tools appear to be damaged, defective, or in need of maintenance or repair, a supervisor should be notified.

Improper, careless, negligent, destructive, or unsafe use or operation of equipment can result in disciplinary action. Library equipment is intended for Library business only.

The Right to Privacy

Volunteers should be aware that any personal spaces provided by the Library are still Library property, and are subject to search if necessary. The Library reserves the right to institute drug testing if warranted.

Whistle Blower Policy

Any volunteer who reports a problem or grievance will not be retaliated against, unduly harassed, or made to stand out in a negative manner because of the act of reporting. Knowingly making false reports, though, is grounds for disciplinary action, up to and including dismissal.

Other Work Rules

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

1. Theft or inappropriate removal or possession of Library property
2. Working under the influence of illegal drugs or alcohol
3. Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, or while operating Library-owned vehicles or equipment
4. Disruptive activity, fighting, or threatening violence in the workplace
5. Negligence or improper conduct leading to damage of Library and/or patron-owned property
6. Insubordination or other disrespectful conduct
7. Violation of safety or health rules
8. Harassment of any kind
9. Possession of dangerous or unauthorized materials in the workplace
10. Violation of Library policies
11. Unsatisfactory performance or conduct

IV. SOLICITATION

Volunteers may have interests in events and organizations outside the workplace. However, volunteers may not solicit or distribute literature concerning these activities during working time. Volunteers who wish to post information should request permission to post it on the public bulletin board or in the staff workroom, or consult with the Librarian/Director for a broader distribution approval.

V. SAFETY AND HEALTH

Safety

Each volunteer is expected to obey safety rules and to exercise caution in all work activities. Any volunteer who notices a dangerous, or potentially dangerous, situation should report it to the Librarian/Director or the person in charge that day. The Library will address any safety concerns. Steps will be taken to eliminate the danger as soon as possible. If a patron is engaging in unsafe behavior, he/she will be asked to correct this behavior immediately, and may be asked to leave. Safety of patron and staff is of utmost priority.

Accident/injury/Incident Reporting

If an accident or injury occurs on Library property, it should be reported in writing to an employee. This includes patrons, staff, and anyone else who may have an accident on the property. As much information about the exact circumstances of the accident should be gathered as possible, as well as the names, addresses, and phone numbers of all involved. It is important that this be done no matter how insignificant the injury may seem, to comply with worker's compensation laws.

Drug Free Workplace Statement

The Library complies with all Federal and State regulations regarding drug use while on the grounds. The unlawful manufacture, distribution, dispensing, possession, or use of any controlled substance, including alcohol, while on the grounds, is grounds for immediate dismissal. Over-the-counter medications or prescriptions, when taken as directed, are permissible. Being under the influence of any unlawful or controlled substance, without a doctor's prescription and work release, is also grounds for immediate dismissal. For help or additional information, contact the Librarian/Director.

Harassment

The Library's goal is to provide a work place free of tensions involving matters that do not relate to Library business. Particularly, an atmosphere of tension created by ethnic or religious remarks or animosity, unwelcomed sexual advances, requests for sexual favors, or other conduct of a sexual nature, shall not be permitted in the work place. Ethnicity, age, race, religious, or sexual consideration shall not be used as the basis for decisions. If any such verbal or physical conduct takes place, the offended individual is asked to notify the Librarian/Director or a Board of Trustees member so that the Library can deal with the problem in a confidential manner, and so that appropriate action, including disciplinary actions, can be taken.

Library policy prohibits harassment of any employee or patron by anyone. The Library does not seek to regulate anyone's personal morality, but must assure that no one is harassed in the workplace. While it is impossible to list all types of harassment, they include but are not limited to the following:

1. unwelcome sexual advances
2. requests for sexual favors
3. other verbal or physical contact of a sexual nature
4. offensive sexual remarks
5. offensive sexual flirtations
6. display of sexually suggestive objects or pictures
7. verbal comments about an individual's body
8. sexually suggestive or offensive dress
9. any actions, words, jokes, or comments based on a person's sex, race, ethnicity, age, religion, or any other legally protected characteristic
10. any actions, words, jokes, or comments meant to demean another individual

11. any other actions, words, jokes, or comments which interferes with a person's ability to perform his/her job; or adversely affects the workplace environment

The prohibitions on harassment apply not only to male/female, but also female/male, male/male, and female/female situations. An employee or patron who feels that s/he is a victim of harassment, or who observes any type of harassment, should report the matter immediately to a supervisor. In the event the offended person is, for any reason, uncomfortable in approaching a supervisor about harassment, the volunteer should contact the Librarian/Director or a Library Board member. The Library strongly disapproves of harassing conduct, sexual or otherwise, related to the workplace and will take appropriate corrective action against those who violate this policy.

VI. ADA COMPLIANCE STATEMENT

The Library will make every economically feasible effort to comply with the Americans with Disabilities Act; both in the area of employee and patron concerns. As concerns are discovered, the Library Board of Trustees will address each issue; attempting to find a way to accommodate the challenged individual(s) without overtaxing the Library's resources.

VII. OTHER MISCELLANEOUS INFORMATION

First Aid

A first aid kit is located at the circulation desk. Each staff member should be acquainted with the emergency exits, fire extinguishers, and light switches.

Radios and Music

No music may be played in the Library. In the event of severe weather or community emergencies, a radio may be used to remain current with the emergency conditions

Recycling

The Library supports environmental awareness by encouraging recycling and waste management in its business practices and operating procedures. This includes a commitment to purchase, use, and disposal of products and materials in a manner which best uses natural resources, minimizing any negative impacts on the environment. This is a voluntary program for all staff, but its success depends on the participation of all. Employees are encouraged to make a commitment to recycle. Any questions or ideas on recycling should be brought to the Librarian/Director.

Adopted: 06/11/2013