

Bernville Area Community Library
Personnel Policy

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Employment

Library Director, Library Assistants and volunteers (when appropriate) will staff the Bernville Area Community Library (BACL). The Library Director will be selected and approved by the Board of Trustees. Filling all other vacancies will be the responsibility of the Library Director with final approval of the Board of Trustees.

Equal Opportunity Employment Statement

The BACL is an Equal Opportunity Employer. It is the policy of the Library, from recruitment through employment and promotion, to provide equal employment

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opportunity at all times without regard to race, color, religion, age, sex, sexual orientation or preference, national origin, veteran status or disability, consistent with necessity and the safe and effective performance of the Library.

Candidates for Positions - General Statement

Potential candidates for all positions should:

- Have a positive attitude about public service
- Understand that a patron's needs come first no matter if juvenile or adult or how busy staff is at any given moment
- Be dependable and punctual as a matter of course
- Be comfortable using evolving technology as a tool and avenue for informational sources
- Be flexible with work hours
- Be a team player
- Pass both Criminal and Child Abuse Clearances (which applicant must pay for) and fingerprinting.

Minimum Age of Employee

A person should be 16 years of age or older to be hired as an employee. Exceptions must be approved by the Board of Trustees.

Library Director Vacancy

The Board of Trustees will appoint a Search Committee to advertise the position, review applications, and interview candidates. Standards for Library Director will follow Pennsylvania State Library Code and Berks County System Libraries certification level requirements.

When the Search Committee has selected a final candidate, their findings and recommendations will be presented to the Board of Trustees for final approval.

Staff Vacancies

When filling a staff vacancy, the Library Director will advertise the position if needed, review applications, and interview candidates. The Library Directors' findings and recommendations will be presented to the Board of Trustees for final approval.

Probationary Period

The Personnel Committee of the Board of Trustees will evaluate and present a performance evaluation to the new Library Director after 6 months of employment.

The Library Director will evaluate and present a performance evaluation to each new employee after 6 months of employment.

After the initial 6-month probationary period, performance evaluations are done at the end of each calendar year. If warranted, the Library Director will make a pay raise recommendation to the Board of Trustees. The Board of Trustees will take this

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recommendation into consideration along with circulation numbers and current financial situation.

At-Will Employment

Pennsylvania recognizes and the BACL adheres to the policy of at-will employment. Employees of the BACL are hired for an indefinite period of time and the employment relationship between the BACL and employment can be terminated by either party at any time, without notice and without cause. These Personnel Policies are a set of employment guidelines and not a binding contract and the Board of Trustees may modify this or any policy at any time without notice.

Nepotism

The BACL may not employ members of the Board of Trustees and their immediate families. If an employee wishes to become and is appointed a Board Member, he/she must resign as paid staff.

Conduct on Duty

The primary function of all Library staff, including volunteers, is to serve all patrons cheerfully and promptly. Professional behavior and neat appearance are required.

It is the Library's policy that all employees and volunteers are responsible for assuring that the work environment is free from discrimination, harassment of any nature including but not limited to sexual intimidation, hostility, offensive behavior and/or language, threats of any kind, aggressive behavior, physical or emotional injury, name calling, use of a weapon, assault and/or battery. Any harassment or discrimination of any nature by any employee is strictly prohibited and will result in disciplinary action including possible dismissal.

It is the Library's policy not to tolerate substance abuse of any nature on Library property or by any Library employee or volunteer reporting for work. Any action of this type is strictly prohibited and will result in disciplinary action including possible dismissal.

Attendance

All employees are to work their scheduled times. Any employee, who finds a problem that they cannot work said time, must call the Library Director on duty at least two hours before their shift (the only exception to the two-hour rule is a medical emergency). The Library Director on duty will then find another staff member to cover that shift.

If a staff member is absent for three consecutive days, they must provide a doctor's note to the Library Director.

Failing To Come to Work

Any Staff member, who does not show up for their shift and has not called a Library Director, will be given a verbal warning. After the warning, the Library Director will make a note of the verbal warning in said staff member's personnel file.

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Failure to show up a second time and not call will result in a written warning being placed in their file.

The third failure and said staff member's employment is terminated.

Staff Development and Training

The Library Director and appropriate staff will attend all required training, meetings and workshops as required by the Berks County Public Library (BCPL) System. All staff will be reimbursed/paid at their regular pay rate for staff development and training. The Library Director may attend professional meetings and conferences as approved and budgeted by the Board of Trustees.

Grievances

Grievances regarding Library Policy should be brought to the attention of the Library Director, who will notify the Board of Trustees. If the complaint involves a Library Director, the employee should directly approach the President of the Board of Trustees, who will then notify the entire Board.

All complaints will be handled promptly with privacy and confidentiality safeguards. The Library will retain confidential documentation of all allegations and investigations and will take appropriate corrective action, including disciplinary measures when justified, to remedy all violations of this policy.

Salaries

The Library Director shall be a salaried position and shall be expected to work an average of thirty hours per week. All other personnel shall be paid hourly. The Board of Trustees will set wages for each level of staffing. Wages will be paid bi-weekly. All required deductions will be made for each paycheck. Pay rates will be established upon initial hire, will be reviewed annually, and will be dependent upon both individual merit and current Library budget.

Performance Evaluation

The Board of Trustees, at the end of each calendar year, will do a performance evaluation of the Library Director. The Personnel Committee will survey the Board and summarize for presentation to the Board the results of the survey. The Personnel Committee shall meet with the Library Director and present the survey results as a Performance Evaluation. An unsatisfactory evaluation may result in either dismissal or a three-month probationary period followed by a reevaluation. A second unsatisfactory evaluation will result in dismissal.

The Library Director at the end of each calendar year will do a performance evaluation on each staff member with each evaluation submitted to the Board of Trustees. An unsatisfactory evaluation may result in either dismissal or a three-month probationary period followed by a reevaluation. A second unsatisfactory evaluation will result in dismissal.

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Resignation

Resignations must be submitted to the Board of Trustees in writing. The Library Director is requested to give one month's notice. All other staff are requested to give two weeks' notice.

Dismissal

Prior to any dismissal (for cause) the Board of Trustees will conduct an investigation, interview all concerned parties, and take official action. Any employee who leaves the employment of the BACL may schedule or be scheduled for an exit interview with selected members of the Board of Trustees. Decisions of the Board shall be final.

Grounds for dismissal may include but are not limited to:

- Unauthorized leave and/or misrepresentation of facts regarding work absence
- Abandonment of position
- Destruction, theft or unauthorized use of Library property
- Insubordination
- Misconduct
- Illegal acts
- Neglect of duty
- Inefficiency or incompetence
- Inability to perform duties satisfactorily after reasonable accommodation has been made
- Customer abuse, verbal or physical
- Actions or statements which negatively reflect on the BACL, staff or Board Members

Confidentiality and Personnel Records

Personnel records are kept on file in the Library and are considered confidential materials.

Appearance on Duty

Staff will keep a neat appearance. Clothing and accessories must be neat and clean, and should not draw inappropriate or disruptive attention to the individual. Questions regarding appropriate attire should be directed to the Library Director.

Staff Use of Materials

Staff of the BACL will be subjected to the same limitations as those imposed on the patrons of our library. Due dates will not be changed for staff members; they are subjected to the same due dates and renewal rules as patrons.

Benefits

Vacation

The Library Director working an average of 30 hours or more per week over 6 months, will receive 30 hours paid vacation after 1 year of employment, 60 hours of paid

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vacation after 3 years of employment, and 90 hours of paid vacation after 10 years of employment. Vacation days do not accrue and must be used within the calendar year earned.

Sick Time

The Library Director will be compensated for up to 30 hours of sick time per year.

Other

Worker's Compensation and Jury Duty are offered to all employees as required by law.

Medical benefits will be considered on an individual case basis.

Extended personal leave, medical leave, emergency leave and maternity/paternity leave will not be compensated. Any of those may be granted as uncompensated time up to limits established by the Board of Trustees.

Scheduled Hours

The Library Assistants will work when needed, as determined by the Library Director.

The schedule will be made on a monthly basis with consultation between the Library Director and the staff. After the schedule is made, if a staff member cannot work their shift, it is their responsibility to find another staff member to work at that time. If they cannot work a shift due to medical emergencies, the Library Director will find another staff member or qualified volunteer to cover that shift.

The Library Director and Library Assistants will arrange their schedules to be sure that the Library is staffed by two persons (at least one of which is a paid staff member) and is open thirty-nine (39) hours each week, as follows:

Monday-Thursday: 11am-8pm
Friday: Closed
Saturday: 10am-3pm
Sunday: 2pm-6pm

Library Volunteers

The Bernville Area Community Library's volunteers are an important extension of the Library's staff. The library will provide training. A paid library staff member will be present when a volunteer is serving at the library and the paid library staff member is the person in charge of the library. The volunteer(s) will be assisting that person.

Definition of a Volunteer

One who performs a service of his or her own free will; one who contributes time, energy and talents directly or on behalf of the Bernville Area Community Library and is not paid by Library funds.

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Guidelines for Volunteers

1. Volunteers must be approved by the library before volunteering begins.
2. Volunteers must complete and pass the Pennsylvania Criminal Record Check and Pennsylvania Child Abuse History Clearance. Copies of both applications are available from a Library Director.
3. If you are unable to fulfill your volunteer shift due to illness or another emergency, please call the Library at 610 488-1302 as soon as possible. If you are running late for any reason, please call the Library at 610 488-1302. The Library has voice mail so you can leave a message if the library is not open. If volunteering at the library no longer works out for you, please let a Library Director know as soon as possible.
4. The library does not have lockers and cannot be responsible for personal materials.
5. Volunteers should dress appropriately for customer contact in a public library.
6. Volunteers should limit telephone calls while on volunteer duty.
7. The Bernville Area Community Library reserves the right to terminate the services of a volunteer.
8. Volunteers are responsible for maintaining the confidentiality of all library information. Library customer information – written, verbal, or visual – is considered confidential. Information pertaining directly or indirectly to any staff member, library customer, or another volunteer shall not be repeated or discussed inside or outside the library. Failure to maintain confidentiality will result in immediate termination of the volunteer.
9. The Library will, upon request, provide letters of reference for the volunteer, if deemed appropriate.
10. Volunteers are prohibited from being under the influence of, using, possessing, selling or otherwise being involved with illegal substances and alcohol.

Retiring Board Member Policy

Board Members who have served one year or more will have a book or other material placed in the collection in their honor. To commemorate this item, a book plate will be placed inside the item. The retiring Board Member may choose the item to be placed into the collection.

The name of the retiring board member shall be included on the plaque of former trustees.

Job Descriptions

Library Director

The Library Director is responsible for library operations, staff and volunteers, and is directly supervised by the Board of Trustees.

Job Responsibilities

- Manage and direct the daily operations and activities of the Library within the framework of the Library's goals and objectives, policies, and budget.

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- Greet customers and provide service using model customer service behaviors.
- Exhibit honest and ethical conduct at all times.
- Promote climate of mutual respect, encourage positive self-image, build, and maintain friendly, cooperative working relationships with Board of Trustees, staff, patrons, volunteers, and general public.
- Manage and remain current on Interlibrary Loan Procedures
- Manage and remain current on Access PA statewide cardholder program.
- Maintain responsibility for assuring that staff and patrons adhere to all Library policies and procedures.
- Perform collection development duties as outlined in the Collection Development Policy.
- Remain current with and regularly utilize library publications, informational journals, and Berks County Public Library System resources.
- Be responsible for completion of annual Goals and Objectives.
- Manage the Community/Board Room and Schedule.
- Be responsible for transactions and procedures involving all funds at Library, including but not limited to the petty cash fund, checks and cash received by mail and in person, and bank deposits and appropriate documentation.
- Keep current with knowledge of and proper usage of computer software and hardware, audio-visual equipment, and Library equipment.
- Respond to reference and informational inquiries using model customer service behaviors and designated reference tools and procedures.
- Develop, coordinate, and manage displays and programs according to the Berks County Library System schedule.
- Coordinate, plan, promote, and publicize all Library programs and outreach activities and events.
- Regularly review, analyze and respond to circulation performance utilizing Berks County Library System consultants as needed.
- Regularly review and analyze the response to program and outreach events and activities and make recommendations to Board for improvements or changes.
- Recommend policy and procedure updates to Board as necessary.
- Monitor and respond to demographic, cultural, and other changes in the service area by recommending modifications of current services and policies.
- Assist and be actively involved with Board in planning annual long- and short-term goals.
- Maintain and assure confidentiality in personnel matters, financial matters, and all associated files and records. All inquiries regarding above stated matters will be directed to the President of the Board of Trustees.
- Develop procedures for staff regarding government or other official inquiries, subpoenas, court orders, and other valid legal requests for information required by law. Ensure that procedure is readily available for staff at all times.
- Remain current on laws that affect public libraries.
- Remain current on laws that affect employees.

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- Serve as liaison between the Library and communities in the local service area by maintaining positive relationships with local groups, community leaders, and individuals, and by participating in community events as time permits.
- Host school and other appropriate groups in the Library as appropriate.
- Train, schedule, supervise, and coach all staff; including all volunteers.
- Conduct employee performance evaluations annually.
- Recognize and utilize as appropriate, the skills, talents, and initiatives of staff for the benefit of all parties.
- Regularly provide potential staff development opportunities to all employees.
- Participate in Berks County Library System cooperative purchasing opportunities.
- Keep complete, accurate, and organized records of all property, inventory, and facility equipment and management.
- Keep complete, accurate, and organized records of all local, county, state, and federal reports, and documents.
- Manage facility maintenance and property needs and make recommendations to Board of Trustees for changes and improvements as needed.
- Attend monthly Board of Trustees meetings and report to the Board as necessary.
- Attend monthly Library Director's Meetings at Berks County Library System. Present report at next monthly Board of Trustees meeting.
- Attend and report on other meetings when requested by Board.
- Work an average of 30 hours per week.
- Manage the Summer Reading Program.
- Manage children's and adult programming.
- Notify the Board of Trustees immediately of any government or official inquiries, subpoenas, court orders, and other valid legal request for information required by law.
- Perform duties as assigned.

Library Assistant

BACL Library Assistants are directly supervised by the Library Director.

Job Responsibilities

- Responsible for managing the Library in the absence of the Library Director.
- Greet patrons using excellent customer service behaviors.
- Exhibit honest and ethical conduct.
- Provide courteous and timely customer service.
- Promote climate of mutual respect, encourage positive self-image, build and maintain friendly, cooperative working relationship with the Library Director, Board of Trustees, other staff, patrons, volunteers, general public.
- Assist in administering Library within the framework of Library's goals and objectives, policies, and budget.
- Assist in implementing all Library goals and objectives and all policies and procedures to the public.
- Assist with circulation and processing.

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- Assist with Interlibrary Loan procedures.
- Perform routine clerical duties.
- Process and shelve materials.
- Respond to reference and informational inquiries using model behaviors.
- Maintain current knowledge of reference materials and search tools to assist customers.
- Maintain knowledge of and proper usage of computer software and hardware and audio-visual equipment.
- Assist with planning, promoting, and publicizing of Library programs and outreach activities.
- In absence of a Library Director, notify Board of Trustees immediately of any government or official inquiries, subpoenas, court orders, and other valid legal requests for information required by law.
- Assist with determining appropriate evaluation method for all library goals.
- Recommend policy and procedure updates to the Library Director if appropriate.
- In absence of the Library Director, attend monthly Library Director's meetings at Berks County Library System Headquarters. Prepare report for presentation at next monthly Board of Trustees meetings.
- Attend and report on other meetings as requested by Board.
- Perform other duties as assigned.

Whistleblower Policy

If any employee reasonably believes that some policy, practice, or activity of the library is in violation of the law, a written complaint must be filed by that employee with the Library Director or the Board President.

It is the intent of the library to adhere to all laws and regulations that apply to the organization. The underlying purpose of this policy is to support the goal of legal compliance. The support of all employees is necessary to achieve compliance with various laws and regulations. An employee is protected from retaliation only if the employee brings the alleged unlawful activity, policy, or practice to the attention of the library and provides the library with a reasonable opportunity to investigate and correct the alleged unlawful activity. The protection described below is only available to employees that comply with this requirement.

The library will not retaliate against any employee who in good faith, has made a protest or raised a complaint against some practice of the library or of another individual or entity with whom the library has a business relationship, on the basis of a reasonable belief that the practice is in violation of law or a clear mandate of public policy.

The library will not retaliate against employees who disclose or threaten to disclose to a supervisor or a public body, any activity, policy, or practice of the library that the employee reasonably believes is in violation of a law, or a rule, or concerning the health, safety, welfare, or protection of the environment.

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Conflict of Interest Policy

No Board member or committee member of the library shall derive any personal profit or gain, directly or indirectly, by reason of his or her participation on the Board.

Other than compensation, no employee shall derive any personal profit or gain, directly or indirectly, by reason of his or her employment by the library except through activities that may facilitate professional advancement or contribute to the profession such as publications and professional service and have been fully disclosed to the Board.

An actual or potential conflict of interest occurs when an employee or Board member is in a position to influence a decision that may result in a personal gain for the employee, Board member or for a relative as a result of the library's business dealings. For the purpose of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

Each individual shall disclose to the Board any personal interest which he or she may have in any matter pending before the Board and shall refrain from participation in any decision on such matter.

Members of the library Board, committees, and staff shall refrain from obtaining any list of library patrons that results in personal benefit.

See Appendix A for the Conflict of Interest Policy Annual Affirmation form.

Reviewed: November 2005. Reviewed: December 2006. Reviewed: December 2007. Reviewed and Revised: 2008. Reviewed: November 2009. Reviewed and Revised: January 2010. Reviewed: November 2010. Reviewed: March 2011. Reviewed and Revised: October 2011. Reviewed: March 2012. Reviewed and Revised: September 2012. Reviewed: April 2013. Reviewed and Revised: March 2014, reviewed and revised: August 2018. Reviewed and revised: March 2019

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Appendix A: Conflict of Interest Policy Annual Affirmation

Affirmation of Compliance

I have received and carefully read the Conflict of Interest Policy for board members, committee members, and staff of the Bernville Area Community Library and have considered not only the literal expression of the policy, but also its intent. By signing this affirmation of compliance, I hereby affirm that I understand and agree to comply with the Conflict of Interest Policy. I further understand that the Bernville Area Community Library is a charitable organization and that, in order to maintain its federal tax exemption, it must engage primarily in activities which accomplish one or more of its tax-exempt purposes.

Except as otherwise indicated in the Disclosure Statement and attachments, if any, below, I hereby state that I do not, to the best of my knowledge, have any conflict of interest that may be seen as competing with the interests of the Bernville Area Community Library, nor does any relative or business associate have such an actual or potential conflict of interest.

If any situation should arise in the future which I think may involve me in a conflict of interest, I will promptly and fully disclose the circumstances to the President of the Board of Trustees of the Bernville Area Community Library, or to the Library Director, as applicable.

I further certify that the information set forth in the Disclosure Statement and attachments, if any, is true and correct to the best of my knowledge, information, and belief.

Name (Please Print)

Signature

Date

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Disclosure Statement

Please complete the questionnaire, below, indicating any actual or potential conflicts of interest. If you answer "yes" to any of the questions, please provide a written description of the details of the specific action or transaction on attached sheets.

Financial Interests- A conflict may exist where an interested party, or a relative or business associate of an interested party, directly or indirectly benefits or profits as a result of a decision made or transaction entered into by the Bernville Area Community Library.

Please indicate whether, during the past 12 months, any of the following have occurred. Circle Yes or No.

Has the Bernville Area Community Library contracted to purchase or lease goods, services, or property from you, or from any of your relatives or business associates?

YES NO

If yes, please describe on attached sheets:

Has the Bernville Area Community Library purchased an ownership interest in or invested in a business entity owned by you, or owned by any of your relatives or business associates?

YES NO

If yes, please describe on attached sheets:

Has the Bernville Area Community Library offered employment to you, or to any of your relatives or business associates, other than a person who was already employed by the Library?

YES NO

If yes, please describe on attached sheets:

Have you, or any of your relatives or business associate, been gratuitously provided use of the facilities, property, or services of the Bernville Area Community Library?

YES NO

If yes, please describe on attached sheets:

Other Interests- A conflict may also exist where an interested party, or a relative or business associate of an interested party, obtains a non-financial benefit or advantage that he would not have obtained absent his/her relationship with the Bernville Area Community Library, or where his/her duty or responsibility owed to the Bernville Area Community Library conflicts with a duty or responsibility owed to some other organization.

Please indicate whether, during the past 12 months, any of the following have occurred. Circle Yes or No.

Did you obtain preferential treatment by the Bernville Area Community Library for yourself, or for any of your relatives or business associates?

YES NO

If yes, please describe on attached sheets:

Did you make use of confidential information obtained from the Bernville Area Community Library for your own benefit, or for the benefits of a relative, business associate, or other organization?

YES NO

If yes, please describe on attached sheets:

Did you take advantage of an opportunity, or enable a relative, business associate or other organization to take advantage of an opportunity, which you had reason to believe would be of interest to the Bernville Area Community Library?

YES NO

If yes, please describe on attached sheets: