

**SECTION V.  
PERSONNEL**

**WELCOME**

Welcome to the Baldwinsville Public Library. The Baldwinsville Public Library is a School District Public Library first chartered by the New York State Education Department on January 22, 1980. Since it is a school district public library, all employees are governed by the provisions of the New York Civil Service Law. A copy of New York State Civil Service Law is in the Professional Collection in the Reference Office.

We are happy to have you as an employee and assure you that every effort will be made to provide pleasant working conditions and an environment that will foster individual growth.

## **I. INTRODUCTORY POLICIES**

### **Mission Statement**

The Baldwinsville Public Library will provide community residents with timely, accurate, and useful information in their pursuit of personal, educational, and professional interests, as well as access to a varied collection of popular materials to support cultural, recreational, and leisure activities. Emphasis will be placed on stimulating young children's interests and appreciation for reading and learning, and supporting students in meeting educational objectives, particularly at the elementary and secondary levels.

Adopted October 1988  
Amended August 1997

### **Nature of Employment**

Our handbook is distributed to give our employees a general description of the library's benefits and personnel policies. The book should not be construed as an employment contract or an agreement for employment for any specified period of time. To a very large extent, we have operated on the principles in this handbook for a long time. There may be other office practices not covered in these guidelines with which all employees should be familiar. These will be communicated to you. This handbook contains information which will ensure the smooth operation of our library and contribute to your well-being as an employee here. As necessary, we may delete, amend or modify these policies. Changes in policy will be communicated to employees through updates in the handbook.

### **Equal Employment Opportunity**

In accordance with applicable federal, state and local laws, the Baldwinsville Public Library will not discriminate against any applicant for employment or any employee; further, it will not tolerate harassment of our employees because of race, color, religion, age, gender, sexual orientation, national origin or ancestry, marital status, veteran status or physical or mental handicap unrelated in nature and extent to an individual's ability to perform a job. (Revised 6/12/13) Job applicants and present employees are evaluated solely on ability, experience and job performance.

It is the policy of our Library to offer equal employment opportunities to all qualified individuals with a disability, or those perceived to be disabled, in regard to job application procedures, hiring, advancement, compensation, training and other terms, conditions and privileges of employment. Further, the Library will make all reasonable accommodations necessary to enable qualified individuals with a disability to apply for, gain, or retain employment with the library and to enjoy the benefits of employment enjoyed by nondisabled associates and job applicants.

### **Sexual Harassment Policy**

Baldwinsville Public Library is committed to maintaining a workplace free from sexual harassment. Sexual harassment is a form of workplace discrimination. All employees are required to work in a manner that prevents sexual harassment in the workplace. This Policy is one component of Baldwinsville Public Library commitment to a discrimination-free work environment. Sexual harassment is against the law<sup>1</sup> and all employees have a legal right to a workplace free from sexual harassment and employees are urged to report sexual harassment by filing a complaint internally with Baldwinsville Public Library. Employees can also file a complaint with a government agency or in court under federal, state or local antidiscrimination laws.

#### **Policy:**

1. Baldwinsville Public Library's policy applies to all employees, applicants for employment, interns, whether paid or unpaid, contractors and persons conducting business, regardless of immigration status, with Baldwinsville Public Library. In the remainder of this document, the term "employees" refers to this collective group.
2. Sexual harassment will not be tolerated. Any employee or individual covered by this policy who engages in sexual harassment or retaliation will be subject to remedial and/or disciplinary action (e.g., counseling, suspension, termination).
3. Retaliation Prohibition: No person covered by this Policy shall be subject to adverse action because the employee reports an incident of sexual harassment, provides information, or otherwise assists in any investigation of a sexual harassment complaint. Baldwinsville Public Library will not tolerate such retaliation against anyone who, in good faith, reports or provides information about suspected sexual harassment. Any employee of Baldwinsville Public Library who retaliates against anyone involved in a sexual harassment investigation will be subjected to disciplinary action, up to and including termination. All employees, paid or unpaid interns, or non-employees<sup>2</sup> working

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<sup>1</sup> While this policy specifically addresses sexual harassment, harassment because of and discrimination against persons of all protected classes is prohibited. In New York State, such classes include age, race, creed, color, national origin, sexual orientation, military status, sex, disability, marital status, domestic violence victim status, gender identity and criminal history.

<sup>2</sup> A non-employee is someone who is (or is employed by) a contractor, subcontractor, vendor, consultant, or anyone providing services in the workplace. Protected non-employees include persons commonly referred to as independent contractors, "gig" workers and temporary workers. Also included are persons providing equipment repair, cleaning services or any other services provided pursuant to a contract with the employer.

4. in the workplace who believe they have been subject to such retaliation should inform a supervisor, manager, or the library director, Margaret Van Patten. All employees, paid or unpaid interns or non-employees who believe they have been a target of such retaliation may also seek relief in other available forums, as explained below in the section on Legal Protections.
  
4. Sexual harassment is offensive, is a violation of our policies, is unlawful, and may subject Baldwinsville Public Library to liability for harm to targets of sexual harassment. Harassers may also be individually subject to liability. Employees of every level who engage in sexual harassment, including managers and supervisors who engage in sexual harassment or who allow such behavior to continue, will be penalized for such misconduct.
  
5. Baldwinsville Public Library will conduct a prompt and thorough investigation that ensures due process for all parties, whenever management receives a complaint about sexual harassment, or otherwise knows of possible sexual harassment occurring. Baldwinsville Public Library will keep the investigation confidential to the extent possible. Effective corrective action will be taken whenever sexual harassment is found to have occurred. All employees, including managers and supervisors, are required to cooperate with any internal investigation of sexual harassment.
  
6. All employees are encouraged to report any harassment or behaviors that violate this policy. Baldwinsville Public Library will provide all employees a complaint form for employees to report harassment and file complaints.
  
7. Managers and supervisors are **required** to report any complaint that they receive, or any harassment that they observe or become aware of, to the library director, Margaret Van Patten.
  
8. This policy applies to all employees, paid or unpaid interns, and non-employees and all must follow and uphold this policy. This policy must be provided to all employees and should be posted prominently in all work locations to the extent practicable (for example, in a main office, not an offsite work location) and be provided to employees upon hiring.

### **What Is “Sexual Harassment”?**

Sexual harassment is a form of sex discrimination and is unlawful under federal, state, and (where applicable) local law. Sexual harassment includes harassment on the basis of sex, sexual orientation, self-identified or perceived sex, gender expression, gender identity and the status of being transgender.

Sexual harassment includes unwelcome conduct which is either of a sexual nature, or which is directed at an individual because of that individual’s sex when:

- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment, even if the reporting individual is not the intended target of the sexual harassment;
- Such conduct is made either explicitly or implicitly a term or condition of employment; or
- Submission to or rejection of such conduct is used as the basis for employment decisions affecting an individual's employment.

A sexually harassing hostile work environment includes, but is not limited to, words, signs, jokes, pranks, intimidation or physical violence which are of a sexual nature, or which are directed at an individual because of that individual's sex. Sexual harassment also consists of any unwanted verbal or physical advances, sexually explicit derogatory statements or sexually discriminatory remarks made by someone which are offensive or objectionable to the recipient, which cause the recipient discomfort or humiliation, which interfere with the recipient's job performance.

Sexual harassment also occurs when a person in authority tries to trade job benefits for sexual favors. This can include hiring, promotion, continued employment or any other terms, conditions or privileges of employment. This is also called "quid pro quo" harassment.

Any employee who feels harassed should report so that any violation of this policy can be corrected promptly. Any harassing conduct, even a single incident, can be addressed under this policy.

### **Examples of sexual harassment**

The following describes some of the types of acts that may be unlawful sexual harassment and that are strictly prohibited:

- Physical acts of a sexual nature, such as:
  - Touching, pinching, patting, kissing, hugging, grabbing, brushing against another employee's body or poking another employee's body;
  - Rape, sexual battery, molestation or attempts to commit these assaults.
- Unwanted sexual advances or propositions, such as:
  - Requests for sexual favors accompanied by implied or overt threats concerning the target's job performance evaluation, a promotion or other job benefits or detriments;
  - Subtle or obvious pressure for unwelcome sexual activities.
- Sexually oriented gestures, noises, remarks or jokes, or comments about a person's sexuality or sexual experience, which create a hostile work environment.

- Sex stereotyping occurs when conduct or personality traits are considered inappropriate simply because they may not conform to other people's ideas or perceptions about how individuals of a particular sex should act or look.
- Sexual or discriminatory displays or publications anywhere in the workplace, such as:
  - Displaying pictures, posters, calendars, graffiti, objects, promotional material, reading materials or other materials that are sexually demeaning or pornographic. This includes such sexual displays on workplace computers or cell phones and sharing such displays while in the workplace.
- Hostile actions taken against an individual because of that individual's sex, sexual orientation, gender identity and the status of being transgender, such as:
  - Interfering with, destroying or damaging a person's workstation, tools or equipment, or otherwise interfering with the individual's ability to perform the job;
  - Sabotaging an individual's work;
  - Bullying, yelling, name-calling.

**Who can be a target of sexual harassment?**

Sexual harassment can occur between any individuals, regardless of their sex or gender. New York Law protects employees, paid or unpaid interns, and non-employees, including independent contractors, and those employed by companies contracting to provide services in the workplace. Harassers can be a superior, a subordinate, a coworker or anyone in the workplace including an independent contractor, contract worker, vendor, client, customer or visitor.

**Where can sexual harassment occur?**

Unlawful sexual harassment is not limited to the physical workplace itself. It can occur while employees are traveling for business or at employer sponsored events or parties. Calls, texts, emails, and social media usage by employees can constitute unlawful workplace harassment, even if they occur away from the workplace premises, on personal devices or during non-work hours.

**Retaliation**

Unlawful retaliation can be any action that could discourage a worker from coming forward to make or support a sexual harassment claim. Adverse action need not be job-related or occur in the workplace to constitute unlawful retaliation (e.g., threats of physical violence outside of work hours).

Such retaliation is unlawful under federal, state, and (where applicable) local law. The New York State Human Rights Law protects any individual who has engaged in "protected activity." Protected activity occurs when a person has:

- made a complaint of sexual harassment, either internally or with any anti-discrimination agency;
- testified or assisted in a proceeding involving sexual harassment under the Human Rights Law or other anti-discrimination law;
- opposed sexual harassment by making a verbal or informal complaint to management, or by simply informing a supervisor or manager of harassment;
- reported that another employee has been sexually harassed; or
- encouraged a fellow employee to report harassment.

Even if the alleged harassment does not turn out to rise to the level of a violation of law, the individual is protected from retaliation if the person had a good faith belief that the practices were unlawful. However, the retaliation provision is not intended to protect persons making intentionally false charges of harassment.

### **Reporting Sexual Harassment**

**Preventing sexual harassment is everyone's responsibility.** Baldwinsville Public Library cannot prevent or remedy sexual harassment unless it knows about it. Any employee, paid or unpaid intern or non-employee who has been subjected to behavior that may constitute sexual harassment is encouraged to report such behavior to a supervisor, manager or the library director, Margaret Van Patten. Anyone who witnesses or becomes aware of potential instances of sexual harassment should report such behavior to a supervisor, manager or the library director, Margaret Van Patten.

Reports of sexual harassment may be made verbally or in writing. A form for submission of a written complaint is attached to this Policy, and all employees are encouraged to use this complaint form. Employees who are reporting sexual harassment on behalf of other employees should use the complaint form and note that it is on another employee's behalf.

Employees, paid or unpaid interns or non-employees who believe they have been a target of sexual harassment may also seek assistance in other available forums, as explained below in the section on Legal Protections.

### **Supervisory Responsibilities**

All supervisors and managers who receive a complaint or information about suspected sexual harassment, observe what may be sexually harassing behavior or for any reason suspect that

sexual harassment is occurring, **are required** to report such suspected sexual harassment to the library director, Margaret Van Patten.

In addition to being subject to discipline if they engaged in sexually harassing conduct themselves, supervisors and managers will be subject to discipline for failing to report suspected sexual harassment or otherwise knowingly allowing sexual harassment to continue.

Supervisors and managers will also be subject to discipline for engaging in any retaliation.

### **Complaint and Investigation of Sexual Harassment**

*All* complaints or information about sexual harassment will be investigated, whether that information was reported in verbal or written form. Investigations will be conducted in a timely manner, and will be confidential to the extent possible.

An investigation of any complaint, information or knowledge of suspected sexual harassment will be prompt and thorough, commenced immediately and completed as soon as possible. The investigation will be kept confidential to the extent possible. All persons involved, including complainants, witnesses and alleged harassers will be accorded due process, as outlined below, to protect their rights to a fair and impartial investigation.

Any employee may be required to cooperate as needed in an investigation of suspected sexual harassment. Baldwinsville Public Library will not tolerate retaliation against employees who file complaints, support another's complaint or participate in an investigation regarding a violation of this policy.

While the process may vary from case to case, investigations should be done in accordance with the following steps:

- Upon receipt of complaint the library director, Margaret Van Patten will conduct an immediate review of the allegations, and take any interim actions (e.g., instructing the respondent to refrain from communications with the complainant), as appropriate. If complaint is verbal, encourage the individual to complete the "Complaint Form" in writing. If he or she refuses, prepare a Complaint Form based on the verbal reporting.
- If documents, emails or phone records are relevant to the investigation, take steps to obtain and preserve them.
- Request and review all relevant documents, including all electronic communications.
- Interview all parties involved, including any relevant witnesses;
- Create a written documentation of the investigation (such as a letter, memo or email), which contains the following:
  - A list of all documents reviewed, along with a detailed summary of relevant documents;



- A list of names of those interviewed, along with a detailed summary of their statements;
  - A timeline of events;
  - A summary of prior relevant incidents, reported or unreported; and
  - The basis for the decision and final resolution of the complaint, together with any corrective action(s).
- Keep the written documentation and associated documents in a secure and confidential location.
  - Promptly notify the individual who reported and the individual(s) about whom the complaint was made of the final determination and implement any corrective actions identified in the written document.
  - Inform the individual who reported of the right to file a complaint or charge externally as outlined in the next section.

### **Legal Protections And External Remedies**

Sexual harassment is not only prohibited by Baldwinsville Public Library but is also prohibited by state, federal, and, where applicable, local law.

Aside from the internal process at Baldwinsville Public Library employees may also choose to pursue legal remedies with the following governmental entities. While a private attorney is not required to file a complaint with a governmental agency, you may seek the legal advice of an attorney.

In addition to those outlined below, employees in certain industries may have additional legal protections.

#### **State Human Rights Law (HRL)**

The Human Rights Law (HRL), codified as N.Y. Executive Law, art. 15, § 290 et seq., applies to all employers in New York State with regard to sexual harassment, and protects employees, paid or unpaid interns and non-employees, regardless of immigration status. A complaint alleging violation of the Human Rights Law may be filed either with the Division of Human Rights (DHR) or in New York State Supreme Court.

Complaints with DHR may be filed any time **within one year** of the harassment. If an individual did not file at DHR, they can sue directly in state court under the HRL, **within three years** of the alleged sexual harassment. An individual may not file with DHR if they have already filed a HRL complaint in state court.

Complaining internally to Baldwinsville Public Library does not extend your time to file with DHR or in court. The one year or three years is counted from date of the most recent incident of harassment.

You do not need an attorney to file a complaint with DHR, and there is no cost to file with DHR.

DHR will investigate your complaint and determine whether there is probable cause to believe that sexual harassment has occurred. Probable cause cases are forwarded to a public hearing before an administrative law judge. If sexual harassment is found after a hearing, DHR has the power to award relief, which varies but may include requiring your employer to take action to stop the harassment, or redress the damage caused, including paying of monetary damages, attorney's fees and civil fines.

DHR's main office contact information is: NYS Division of Human Rights, One Fordham Plaza, Fourth Floor, Bronx, New York 10458. You may call (718) 741-8400 or visit: [www.dhr.ny.gov](http://www.dhr.ny.gov).

Contact DHR at (888) 392-3644 or visit [dhr.ny.gov/complaint](http://dhr.ny.gov/complaint) for more information about filing a complaint. The website has a complaint form that can be downloaded, filled out, notarized and mailed to DHR. The website also contains contact information for DHR's regional offices across New York State.

### **Civil Rights Act of 1964**

The United States Equal Employment Opportunity Commission (EEOC) enforces federal anti-discrimination laws, including Title VII of the 1964 federal Civil Rights Act (codified as 42 U.S.C. § 2000e et seq.). An individual can file a complaint with the EEOC anytime within 300 days from the harassment. There is no cost to file a complaint with the EEOC. The EEOC will investigate the complaint, and determine whether there is reasonable cause to believe that discrimination has occurred, at which point the EEOC will issue a Right to Sue letter permitting the individual to file a complaint in federal court.

The EEOC does not hold hearings or award relief, but may take other action including pursuing cases in federal court on behalf of complaining parties. Federal courts may award remedies if discrimination is found to have occurred. In general, private employers must have at least 15 employees to come within the jurisdiction of the EEOC.

An employee alleging discrimination at work can file a "Charge of Discrimination." The EEOC has district, area, and field offices where complaints can be filed. Contact the EEOC by calling 1-800-669-4000 (TTY: 1-800-669-6820), visiting their website at [www.eeoc.gov](http://www.eeoc.gov) or via email at [info@eeoc.gov](mailto:info@eeoc.gov).

If an individual filed an administrative complaint with DHR, DHR will file the complaint with the EEOC to preserve the right to proceed in federal court.

### **Local Protections**

Many localities enforce laws protecting individuals from sexual harassment and discrimination. An individual should contact the county, city or town in which they live to find out if such a law exists. For example, employees who work in New York City may file complaints of sexual harassment with the New York City Commission on Human Rights. Contact their main office at Law Enforcement Bureau of the NYC Commission on Human Rights, 40 Rector Street, 10th Floor, New York, New York; call 311 or (212) 306-7450; or visit [www.nyc.gov/html/cchr/html/home/home.shtml](http://www.nyc.gov/html/cchr/html/home/home.shtml).

### **Contact the Local Police Department**

If the harassment involves unwanted physical touching, coerced physical confinement or coerced sex acts, the conduct may constitute a crime. Contact the local police department.

Supersedes Previous Sexual Harassment Policy  
Adopted 10/10/18

## **Patron Relations**

It is the goal of our Library to render the highest quality of service to our patrons in the most courteous and efficient manner possible. Staff members should never be so engrossed in mechanical or other work that a patron is given only superficial attention. Staff attitudes should be flexible, open, and friendly with respect for the public.

## **II. WORKING CONDITIONS**

### **Appointments**

All appointments to positions, including promotions, are made by the Library's Board of Trustees and are recorded in the Minutes of the Board. Such appointments and promotions are made in accordance with Civil Service Law and Rules. Such appointment resolution shall set forth the first day of employment for such person. All newly hired or newly promoted employees serve a probationary period of 26 weeks. There are a variety of job classifications within the Library. Copies of job descriptions for each position are on file at the Library.

### **Hours of Work and Overtime**

Each full-time employee is expected to work 37.5 hours per week. Part-time employees will be scheduled to work 20 or fewer hours per week. Each full-time employee will be expected to work overtime (meaning in excess of 40 hours), if so requested by Library Director. Clerical employees will be paid one-and-one-half times their hourly wage rate for overtime worked in excess of 40 hours per week.

There may be times when the library will have to close or delay opening due to unanticipated situations, such as, but not limited to, weather conditions, at the discretion of the President of the Board of Trustees and the Library Director. If the Library Director is unable to reach the Board President or any other member of the Board, the Director shall use his/her discretion. In all such situations, full-time staff, unless otherwise directed, must report to work or use personal leave time. Hourly employees will be paid only for the hours they work. [Revised 3/9/16]

Every effort will be made to notify employees directly with such information. Additionally, local radio stations shall also be advised of the unscheduled closing. On days when the Baldwinsville schools are closed due to bad weather, the library will not open until 12 noon, weather permitting.

Employees working four (4) consecutive hours shall receive a paid fifteen (15) minute duty free break. All employees working six (6) consecutive hours or more shall receive a paid fifteen (15) minute duty free break and an unpaid one-half hour break. [Revised 2/11/09] Employees working seven and one-half (7-1/2) consecutive hours shall receive two paid fifteen (15) minute duty free breaks and an unpaid one-half hour break. On Saturdays only employees shall receive a paid fifteen (15) minute duty free break and a paid one-half hour break. [Revised 5/11/05] While it is hoped that such time shall be without interruption, if a patron needs service and no other employee is available, the break must be cut short and completed at a later time. Breaks cannot be taken at the beginning or end of the shift. [Revised 5/11/05]

## **Compensatory Time Policy For Full-Time Non-Exempt Salaried Employees**

The Board of Trustees of the Baldwinsville Public Library recognizes that there are circumstances in which some types of work must be completed outside of an employee's regular working hours.

As a public employer, the library is allowed to provide compensatory time to all full-time exempt and non-exempt salaried employees, according to the following guidelines. Part-time employees (those working fewer than 37.5 hours per week) will be paid for time worked up to forty hours per week, and should not need to accrue compensatory time or receive overtime pay.

### Definition

Compensatory time is time granted to employees for performing activities that could not be scheduled during their regular working hours.

### Eligibility

Exempt and nonexempt full-time salaried employees are eligible with the approval of the Library Director.

### Process

The Director initiates the process when rescheduling the regular work day for an employee is not possible and the employee is needed for one of the following reasons:

- emergency service
- involvement in library sponsored programs
- completion of a task specifically requested by the Library Director which is necessary but not part of his/her regular work day
- other circumstances identified by the Library Director

Workshops that have a direct applicability to a person's job and fall on a day that is not part of that person's regular schedule are eligible for compensatory time accrual.

Prior approval in writing by the Director of all compensatory time accrual is required. See page 7.5 for the form to be used to request compensatory time.

An accounting of compensatory time for each full-time employee will be maintained by the Library Director and will be added to the employees' personnel folders.

### Limits

Eligible employees may accumulate compensatory time up to 22.5 hours. Once this maximum is reached, no other compensatory time may be accrued until all or part of the hours have been used.

Employees who have accrued more than 22.5 hours prior to the implementation of this policy must reduce their total to 22.5 hours or less during the one year implementation period (April 9, 2008-April 9, 2009). No additional time may be accrued during this year.

Compensatory time accrued beyond the regular 40 hour work week is compensated for at the rate of one and one-half hours for each hour of overtime worked.

Compensatory time cannot be accrued in advance. It is only awarded after participation in an approved activity.

Compensatory time may be used in increments of no more than two consecutive days without approval of the Library Director.

Except in special cases, with the approval of the Library Director, compensatory time must be used during the calendar year in which it is accrued.

An employee who has accrued compensatory time shall, upon termination of employment, be paid for the unused compensatory time up to 22.5 hours at a rate of compensation not less than (A) the average regular rate received by such employee during the last three years of the employee's employment, or (B) the final regular rate received by such employee, whichever is higher. [Adopted 4/9/08]

### **Time Sheets**

Employees who are paid on an hourly basis must fill in their hours worked on the weekly time sheets. Time sheets should reflect accurate work, sick or vacation hours, and should be filled in on a daily basis. If a work shift includes a segment of time that is unpaid (e.g., a one-half hour break for those working more than six hours at a time), the employee should sign in and out to account for this time off, and this time should not be added into the total hours worked. At the end of the week, hours worked should be totaled, and the employee should sign the sheet, indicating that the hours are accurately recorded. Recording hours not actually worked will be grounds for disciplinary action. [Revised 5/11/05]

Time sheets normally are submitted to the school district payroll office on Monday morning following a pay day. Hours not recorded on the time sheet by the employee will not be included in hours worked for that pay period, but must be submitted with the following week's time sheet. If the time sheets need to be submitted early due to a school district deadline, an announcement will be posted on the bulletin board in the staff workroom.

### **Lunch**

Each employee working more than six (6) consecutive hours per day is entitled to an unpaid half hour for lunch per day. Lunch hours are staggered so that the Library is able to remain open. The Library Director, or his/her designee, will inform you of particular arrangements.

### **Pay Day**

Paychecks are issued to employees bi-weekly on Friday. If Friday is a vacation day for the Baldwinsville Central School District, paychecks will generally be issued on an earlier day of the week. Withholdings are based upon the information provided by the employee through the IRS W-4 form. Direct deposit is available.

If someone other than the employee is going to pick up the paycheck, prior arrangements must be made with the Library Director or his/her designee.

Your paycheck is a personal matter that should not be made the subject of public comment within the office. Information concerning your wages is considered confidential.

Required withholdings are made from all paychecks for federal and state income taxes, Social Security and Medicare. Further information about such withholdings and others related to health insurance, retirement plans, etc. is available through the Library Director and is discussed under **Benefits of Employment**.

### **Hours of Operation**

The Library will be open to the public according to the following schedule:

Monday through Thursday from 9:00 a.m. to 9:00 p.m.

Friday from 9:00 a.m. to 5:00 p.m.

Saturday from 10:00 a.m. to 4:00 p.m.

Sunday, from the first Sunday after Labor Day weekend through June 30,  
from 1:00 p.m. to 5:00 p.m.



### **III. BENEFITS OF EMPLOYMENT**

#### **Health Insurance**

Individual or family health insurance coverage is available for all regular full-time employees hired prior to January 1, 2010 and those working 30 or more hours per week, in accordance with Baldwinsville School District policy. Effective January 1, 2010, employee eligibility for health insurance is limited to those employed for 37.5 hours (full-time) per week. [Revised 5/11/10] The Library will pay a portion of the premium cost in accordance with Baldwinsville School District policy and the remainder will be deducted from the employee's weekly wages. These arrangements can be made with the Baldwinsville School District Personnel Office, which also has brochures describing the health insurance coverage. The Library reserves the right to select or change the insurance carrier, the level of benefits, and the library portion of the premium cost as necessary.

Part-time employees working at least 20 hours per week may enroll in the health plans at their own expense.

#### **Retirement Plan**

Retirement benefits are available for all employees in accordance with New York State Employees Retirement System and Social Security Law. Eligibility to participate in the retirement program begins immediately upon employment.

Enrollment in the retirement program is mandatory for full-time employees, and optional for all other employees. Details of the retirement program are updated periodically and are available from the Library Director. A Retirement Membership Option Form must be completed by all new employees.

#### **Workers' Compensation**

As part of its statutory requirements under New York State Law, the Library provides insurance for employees who are unable to work due to sickness or accidents resulting from job-related injuries. All on the job injuries must be reported immediately to their supervisor who will document it in the employee's file; and, if needed, submit a report to the Worker's Compensation carrier. Medical attention will be given to the employee in accordance with the New York State Worker's Compensation Regulations.

No employee will be discriminated against for exercising his/her legal right to collect Workers' Compensation benefits or testifying in a proceeding related to Workers' Compensation benefits.

It is not always possible to guarantee an employee who is absent by reason of disability or job-related injury the same or comparable employment when the employee is able to return to work.

In order to provide the best chance of continuing employment, it is crucial that employees absent due to disability or workers' compensation keep the Library Director updated as to the status of the injury or illness and as to their future expectations of returning to work.

### **Unemployment Insurance**

In accordance with New York State and federal law, unemployment benefits are available and paid for by the library.

### **Disability Insurance**

Disability benefits are payable for any qualifying non-work related injury or illness for full-time staff members. Details of this coverage are available from the Library Director.

It is not always possible to guarantee an employee who is absent by reason of disability or job-related injury the same or comparable employment when the employee is able to return to work.

In order to provide the best chance of continuing employment, it is crucial that employees absent due to disability or workers' compensation keep the Library Director updated as to the status of the injury or illness and as to their future expectations of returning to work.

### **Employee Assistance Program**

The Employee Assistance Program (EAP) is available to full-time employees and their family members.

It is designed to help employees with personal or family problems. Some of the issues that the EAP has helped with are depression, alcoholism, drug abuse or addiction, domestic violence, eating disorders, aging parents, compulsive gambling, loss/grief, retirement, and legal problems. Employees are assured that their privacy, dignity and jobs will not be jeopardized by using the Employee Assistance Program.

Employees are encouraged to seek counseling and information when needed on a confidential basis by contacting the Employee Assistance Program representative at 471-1361. While the Baldwinsville Public Library sponsors the program, it does not involve itself in the counseling process. All records pertaining to the EAP are kept at the EAP office and treated with the same degree of confidentiality as are medical records.

If job performance or attendance becomes an issue, the Library Director may recommend to the employee orally that he or she seek help through the Employee Assistance Program.

### **Staff Development**

The Library shall, within the constraints of time and fiscal resources, provide staff development and training opportunities, either within the Library or at outside training programs.

Staff meetings are held on a regular basis. This time will be used for informing the staff of new procedures, arranging scheduling, and discussing problem areas. Time will also be spent in training staff in the use of new materials (i.e., reference works) and new equipment acquired by the library.

One day each year or a portion thereof will be set aside for staff development activities within the Library.

The staff is encouraged to attend professional meetings, and to take courses that will enhance their job performance. Prior approval by the Director is required for attendance at professional meetings and courses and reimbursement of approved expenses. Reimbursement for mileage shall be at the standard rate set by the Board. Any requests for coursework must be made through the Library Director. Approval will be based on relevance of training and budgetary restraints. If it is granted, all reasonable and necessary costs, or a portion thereof, related to attending an outside training program or seminar will be reimbursed upon submission of a voucher detailing such expenses.

### **Employee Recognition The Ruth Connell Award**

The Ruth Connell Award is an annual merit award made to recognize an employee for exemplary service above and beyond the basic requirements of his or her job description.

All staff members are eligible for consideration. Any staff member may nominate a fellow staff member for this award by submitting a letter to the Library Director. Staff members may not nominate themselves. A committee made up of the Library Director and two Board members will select the recipient each year.

Qualifications to be addressed in the nomination letter include, but are not limited to:

- 1) Shows initiative and creativity on the job
- 2) Demonstrates exemplary service to the public
- 3) Maintains a cooperative working relationship with fellow staff members
- 4) Implements a new idea, a special service, or an exemplary program
- 5) Demonstrates commitment to lifelong learning
- 6) Has a degree of enthusiasm that is contagious and motivates others

Letters of nomination are due by April 15 of each year. The award, which carries a \$100 stipend, will be made in May at a reception.

### **Time-off Benefits**

#### Vacation

- 1) The established vacation year is from January 1 through December 31.
- 2) All requests for vacation time are subject to the approval of the Library Director, and should be requested as far in advance as possible. If a scheduling conflict occurs, discretion will be used to determine who will be given first choice. Factors to be considered are employee's length of service, amount and importance of employee's current workload, and degree of personal impact if request is not granted. It is the Library Director's responsibility to see that staffing is adequate at all times.
- 3) Vacation time does not accumulate from year to year and must be used during the year of accrual, or with approval of the Library Director, by March 31 of the following year. New employees must take their first earned vacation time between the anniversary date of their employment and December 31 of that year. Thereafter vacation time may be taken anytime during the year of accrual, i.e., January 1 through December 31.

- 4) Vacation days may be taken in half day increments.
- 5) In order to ensure efficient operation of the Library, no employee may take more than two weeks vacation at any one time, unless approved in advance by the Library Director.
- 6) If a paid holiday falls within a vacation period on a day the employee would normally be at work, it shall not be counted as a vacation day.
- 7) Vacation pay shall be consistent with the employee's regular rate of pay.
- 8) Employees will not receive pay for unused vacation time.
- 9) In the event that an employee terminates and has not taken earned vacation time, payment for the amount of unused vacation time will be added to the final paycheck.
- 10) When taking a vacation of one week or more, the Library Director should give prior notification to the Board of Trustees.
- 11) Any exceptions to the regular vacation policy are subject to approval by the Board of Trustees.

#### Vacation Eligibility

- 1) The length of vacation to which an employee is entitled depends on length of service, employment status, and position.
- 2) Vacation time for part-time employees is pro-rated to the average hours worked per week for the preceding vacation year. [Revised 3/18/15]
- 3) Anyone moving from part-time to full-time employment will have their part-time employment record pro-rated to full-time equivalency to determine vacation eligibility. For example, Employee A at 20 hours per week for six years has the full time equivalent of three years of full-time employment and has two weeks of vacation. [Revised 2/13/08]
- 4) Paid vacation time is provided as follows:

complete **Library Director** – **four (4) weeks** paid vacation each year after 1<sup>st</sup> year of employment

**Professional Librarians**

- after 1st complete year of employment,  
**two (2) weeks** vacation with pay
- after 5<sup>th</sup> complete year of continuous employment,  
**three (3) weeks** vacation with pay
- after 15<sup>th</sup> complete year of continuous employment,  
**four (4) weeks** vacation with pay

**Full-Time Employees**

- after 1st complete year of employment,  
**two (2) weeks** vacation with pay
- after 5<sup>th</sup> complete year of continuous employment,  
**three (3) weeks** vacation with pay
- after 15<sup>th</sup> complete year of continuous employment,  
**four (4) weeks** vacation with pay

**Permanent Part-Time Clerks and Custodial Workers**

- after 1<sup>st</sup> complete year of employment,  
**one (1) week** vacation with pay
- after 5<sup>th</sup> complete year of continuous employment,  
**two (2) weeks** vacation with pay
- after 15<sup>th</sup> complete year of continuous employment,  
**three (3) weeks** vacation with pay

**Permanent Part-Time Pages**

- after 2<sup>nd</sup> complete year of employment,  
**one (1) week** vacation with pay
- after 5<sup>th</sup> complete year of continuous employment,  
**two (2) weeks** vacation with pay
- after 15<sup>th</sup> complete year of continuous employment,  
**three (3) weeks** vacation with pay

## **Holidays**

The Library is closed on the following holidays or on the days that these holidays are observed. Full-time employees will receive regular pay for eight such days or compensatory time if they are not scheduled to work on the holiday. Part-time employees will not be paid for such days.

1. New Year's Day
2. President's Day
3. Memorial Day
4. Independence Day
5. Labor Day
6. Thanksgiving
7. Christmas Eve
8. Christmas Day

The library will also be closed on Easter Sunday, Thanksgiving Eve after 5:00 p.m., and New Year's Eve after 5:00 p.m., as well as on other days as established by the Board of Trustees on an annual basis.

## **Sick Leave**

Sick leave with pay is provided for all full-time employees and part-time employees who work a regular schedule of 15 or more hours per week and who are suffering from a bona fide illness. If employees choose to work additional hours, those hours do not accrue towards sick leave. Sick leave should not be viewed as available time off to be used in conjunction with a vacation, holidays or other related leaves of absence. [Revised 1/14/04]

In compliance with N.Y. CVS. LAW 159-B library employees will be excused to undertake a screening for breast or prostate cancer. Time not to exceed four hours of paid leave on an annual basis. [Revised 4/8/15]

All full-time employees are eligible for 12 total days per year of sick leave with pay, earned at the rate of one (1) day per month.

For part-time employees working:

- 30-36 hours per week, 6 hours of sick time will be earned per month;
- 24-29 hours per week, 5 hours of sick time will be earned per month;
- 19-23 hours per week, 4 hours of sick time will be earned per month;
- 15-18 hours per week, 3 hours of sick time will be earned per month.

For full-time employees, sick leave shall accumulate from year to year up to a total of 120 days.

For part-time employees working:

30-36 hours per week, sick leave will accumulate up to a total of 720 hours;

24-29 hours per week, sick leave will accumulate up to a total of 600 hours;

19-23 hours per week, sick leave will accumulate up to a total of 480 hours;

15-18 hours per week, sick leave will accumulate up to a total of 360 hours.

Unused sick leave may not be exchanged for an additional paycheck. The Library retains the right to request a doctor's certificate attesting to the employee's illness, or to the employee's ability to return to work.

All full-time employees may use up to two sick leave days per year for illness in the employee's immediate family and for health-related appointments of either the employee or the employee's immediate family. "Immediate family member" includes only parent, grandparent, sibling, spouse, domestic partner, child.

Part-time employees working:

30-36 hours per week, may use up to 12 hours per year for immediate family illness;

24-29 hours per week, may use up to 10 hours per year for immediate family illness;

19-23 hours per week, may use up to 8 hours per year for immediate family illness;

15-18 hours per week, may use up to 6 hours per year for immediate family illness;

(Revised 9/11/19)

### **Personal Leave**

After one year's employment, full-time employees are eligible for the equivalent of two (2) days of paid personal leave each year on a non-cumulative basis, to take care of personal business that cannot be taken care of during the employee's non-working hours. Personal business includes, but is not restricted to, doctor, dentist, and legal appointments. Should an extended leave of absence be required, prior approval of the Board of Trustees must be secured. No vacation or sick leave can be earned while on leave without pay. Additionally, a temporary leave of absence without pay may be granted to full-time employees for personal circumstances at the discretion of the Library Director.

### **Family Leave**

All permanent employees who have been employed at the Baldwinsville Public Library for at least one year are entitled to family leave.



Family leave consists of an unpaid leave of up to twelve weeks, during any twelve month period. The leave may be taken on a part-time or intermittent basis. It is available to care for a newborn, adopted or foster child, or to care for an immediate family member (parent, spouse, child) with a serious illness.

Health benefits continue during the family leave period for those employees with health coverage. The employee on leave and the Library continue to contribute toward health insurance premiums at exactly the same levels as before the family leave period. The overall cost of health insurance benefits will not increase for the employee during the family leave period.

An employee returning from family leave will be reinstated to the same position occupied before the leave or to an equivalent position. Benefits accrued and salary level attained before the leave will remain intact.

If an employee does not return to work after the family leave period has ended, the Library may require reimbursement by the employee for the health care costs paid during the leave by the Library.

Employees should request family leave through the Library Director and provide as much advance notice as possible.

### **Jury Duty**

If you are required to serve on a jury, you will be allowed a leave of absence for the required jury duty. Leave with pay for scheduled work time shall be granted for jury duty, less jury duty pay.

### **Court Attendance**

Any employee needing to attend a court or administrative hearing shall not be penalized for attending such proceeding, but will, if possible, have his/her hours rescheduled to make up for the time lost, OR use vacation time, OR in order to be paid, use personal leave time.

### **Bereavement Leave**

In the event of a death in an employee's immediate family, a full-time employee is entitled to up to three (3) days off with pay to attend the funeral and to address other necessary concerns. Two extra days may be available if required; permission for such will be with the approval of the Director.

## **Fringe Benefits**

### Direct Deposit

Direct deposit of payroll checks is available to all employees of the Baldwinsville Public Library. The program is administered by the Baldwinsville Central School District. Currently, the program provides for deposit of paychecks in as many as three different financial institutions. Details and forms are available from the Library Director.

### Credit Union

Employees are eligible to join the School Employees of Central New York Federal Credit Union, which has a local office at 2235 Downer Street in Baldwinsville. Information about Credit Union membership and benefits is available from the Library Director.

### Tax Sheltered Annuities

The Baldwinsville Public Library participates in the Baldwinsville Central School District's TSA program (403 (b) Plan). Payroll deduction of the amount to be invested by the employee is available, and a list of carriers for whom deductions will be taken, as well as Salary Reduction Agreement Forms, are available from the Library Director.

### Photocopies

Employees may make a reasonable number of personal photocopies without charge, using any of the copy machines.

### Faxes and Telephone Calls

Employees may send or receive personal faxes using the library fax machine at no charge providing that the fax is sent to a local telephone number. They may also make local personal telephone calls at no charge, providing that these are kept to a minimum. The director's secretary should be notified of any long distance calls made, and employees will be asked for reimbursement when the telephone bill arrives.

### Library Charges

Employees are not required to pay fines for overdue materials on their own personal library cards. This does not extend to other members of the employees' families. Damaged or lost materials must be paid for, at the actual cost to replace the materials. Library staff members should follow loan period and renewal regulations for items checked out on their cards.

### Staff Accounts

Employees may order books and media using the Baker and Taylor Staff Accounts, thereby receiving whatever discounts are available on the materials requested. The library will receive the bill, which will indicate which employees have received orders. All bills must be paid promptly.

### Parking

The lower parking lot (adjacent to the Ambulance Corps' back door) should be used by library staff members when they report for work. Exceptions will be made for those who need to park closer to the building for physical reasons.

### Lockers

Lockers are available for all staff members in the staff room. Padlocks are available and must be returned upon resignation.

### Keys

Any staff member who reports to work during hours that the library is not open to the public will be given an outside door key fob. Lost key fobs must be reported immediately to the Director, to determine if there is a security risk. A nominal fee will be charged for replacement key fobs. Key fobs must be returned when the employee resigns from the library.

### Staff Room

A staff room is provided for the welfare, comfort, and convenience of the staff. Staff members are expected to maintain clean and sanitary surroundings.

### Sunshine Fund

A Sunshine Fund made up of voluntary contributions by employees is maintained by the Library Director. The fund is used for cards, flowers, and gifts for sick or bereaved employees, or for other uses approved by the staff. Participation is not required.

#### **IV. IMPORTANT POLICIES, PROCEDURES & RESPONSIBILITIES OF EMPLOYMENT**

##### **Performance Standards**

The success of our organization is dependent on each individual successfully performing in his/her position. It is the well established policy of this Library that any conduct which interferes with or adversely affects the operation of the library is sufficient grounds for disciplinary action ranging from warnings to discharge. It is our goal to offer constructive criticism with courtesy and discretion. Depending upon how we view the severity of the conduct, disciplinary steps may be enforced by any or all of the following methods: verbal warnings, written warnings, suspensions or discharge.

##### **Job Descriptions**

Job descriptions for library staff members are in the Baldwinsville Public Library By-Laws, Article VI.

##### **Performance Reviews**

Each employee will receive annual performance reviews at the discretion of the Library Director. At this time the employee and the Library Director will discuss and evaluate job performance. The employee will likewise have an opportunity to express any thoughts or concerns they may have regarding employment. Specific evaluation forms are included in Section V. All performance reviews shall be documented and signed by the Director and the employee.

##### **Wage Reviews**

Salaries and wages are primarily based upon the nature of the job performed, the individual performance of the employee, and the financial constraints of the organization. Determinations for salary increases will be made after action by the voters on the Library's budget, and after approval of any salary increases by the Board of Trustees. Generally, salary increases will be effective on July 1, the start of the Library's fiscal year. (Revised 6/12/13)

## **Personnel Records**

The Library will maintain a personnel file for each employee. It will include all necessary personnel information, such as: personal and salary information, performance reviews, letters of commendation, etc. The file will be kept by the Library Director and can be seen by the employee at any time during working hours.

## **Proper Dress & Overall Appearance**

All employees are expected to follow common sense rules of good grooming and personal hygiene. Staff members are encouraged to dress in a professional manner to represent the library in a positive way to the community.

## **Attendance and Tardiness**

Smooth and efficient operation of the Library is necessary to properly serve our community. Prolonged or recurring absences and tardiness disrupt the operations of the Library and unnecessarily burden the other employees. Employees should be ready to work (versus pulling into the parking lot) at their scheduled starting time. [Revised 5/11/05]

If an employee knows that he/she will be absent from work due to illness, accident or unforeseen occurrence, the employee should notify the Library Director, or his/her designee, of the situation as soon as possible, and no later than one-half hour after the commencement of the work day. If the Library Director, or his/her designee, is unable to be contacted, the employee should notify other office employees of his/her unexpected absence from work and not leave voice mail messages. Each employee must report his/her absence each day until he/she returns to work.

If for any reason an employee is going to be more than fifteen (15) minutes late for work, the employee must notify the Library Director, or his/her designee, by calling 635-1448 as soon as possible and indicating what time he/she expects to arrive. [Revised 5/11/05]

## **Personal Business**

It is understood that, infrequently, employees will need to make and receive personal phone calls while at the office. However, all personal calls should be kept to a minimum.

It is also understood that employees should focus on library business and minimize discussion of personal issues during work time.

### **Open Communications**

The Library has always maintained an open communications policy in an effort to resolve situations before they become more serious problems. Should a conflict arise, however, staff should discuss it at the onset with the Library Director. All employees are expected to treat each other with respect and courtesy during working hours for the benefit of our customers, co-workers and the overall professional image of our organization.

Contacts between the Board of Trustees and the staff should be through the Director. Staff members should avoid conferring with individual trustees about the internal management of the library, unless both parties are requested by the Director to participate in such a discussion.

### **Electronic Communications**

Staff computers may be used for personal use, including Internet access. However, this cannot be done during the employees' work day. Charges may not be incurred that will be billed to the library.

E-mail accounts are available to those staff members who wish to have them. The library reserves the right to monitor the use and content of e-mail, voice mail, and Internet communications to ensure compliance with the Baldwinsville Public Library policies and legal requirements. Therefore, there should be no expectation of personal privacy on the part of the users with respect to their use of these resources. E-mail messages sent or received are not to be used for illegal activities or in any way that would be considered harmful, disruptive, offensive to others, harmful to morale, or in contradiction to any library policy of any type. Furthermore, electronic mail messages sent or received may not contain any ethnic slurs, racial epithets, or any rhetoric that may be interpreted as harassing or discriminatory by anyone based on race, age, disability, religious or political beliefs, national origin, veteran status, or gender. In addition, messages sent or received must not contain any sexually explicit or implicit material, obscene images, jokes, or cartoons.

The Internet provides Baldwinsville Public Library employees with access to a wide variety of information that is not otherwise available. However, employees are prohibited from accessing web sites containing sexually explicit material. No one is to download or send any software, pictures, and

sound or text data that may be regarded as sexually explicit or interpreted as sexually harassing to others. If employees have any concern about, are aware of, or have witnessed other employees sending or receiving sexually explicit materials, they must notify the Library Director of the situation so that appropriate corrective action may be taken.

### **Infections and Contagious Diseases**

All employees are expected to take all necessary precautions, i.e., consulting a doctor, taking prescribed medications, etc., against the spread of infectious and contagious diseases that afflict them or members of their families.

Infectious diseases that require the employee to exercise precautions in order to protect staff and patrons include, but are not limited to, Hepatitis, TB, HIV/AIDS, lice infestation.

#### **HIV/AIDS**

HIV is a virus that causes the collapse of the body's natural immunity against diseases. AIDS is the late-step HIV infection characterized by neurological changes, opportunistic infections and/or malignancies. According to current medical information, the virus that causes AIDS is difficult to transmit and is not communicable through casual contact. At the present time, there is no cure or immunization for HIV infection.

It is the policy of the Baldwinsville Public Library that employees who have Acquired Immunodeficiency Syndrome (AIDS) or who have tested positive for HIV infection, and who do not pose a threat to themselves or others, can be actively employed. It is also the policy of the Baldwinsville Public Library that the right to privacy of an individual afflicted with HIV/AIDS will be protected in compliance with the mandatory confidentiality procedures under Article 27-F of the Public Health Law.

Because no one will know if a staff member or patron has HIV infection, it is wise to assume that every person is infected and take Universal Precaution procedures to prevent transmission of the virus.

In handling blood or body fluids, Universal Precautions should be used in order to protect the person doing the handling and to decontaminate all surfaces involved. Universal Precautions recognize all blood and body fluids as potentially infectious and establishes procedures to prevent contact with these fluids. Following exposure, all personnel involved should use good hygiene practices to minimize or eliminate transmission of all infectious disease.

Staff must:

- Use disposable gloves before assisting in any incident involving blood or other potentially infectious body fluid
- Use gauze pads for bleeding control
- Remove gloves under proper procedures
- Wash hands thoroughly with soap and water using proper hand washing procedures
- Restrict patrons and staff from contaminated area
- Properly clean up and disinfect the contaminated site of any blood and/or body fluid
- Report any contact with blood or body fluids to the Library Director immediately
- Arrange for the disposal of waste following all applicable State and Federal Regulations

A Blood and Body Fluids Incident Report form on page 7.3 will be completed for each occurrence.

### **Grievances**

An employee having a grievance is urged to bring it to the attention of the immediate supervisor. The immediate supervisor will attempt to resolve the problem as soon as possible. If the problem is not resolved to the employee's satisfaction, it will be referred in turn to: The Director, Personnel Committee of the Board of Trustees, the entire Board of Trustees.

### **Smoking Policy**

No smoking will be permitted on library property.

### **Resignations**

If an employee intends to voluntarily terminate employment with our organization, notice of at least two weeks in advance would be appreciated. This is necessary in order to avoid overburdening the current staff and allowing sufficient time to hire and train a replacement.



## **V. STAFF CODE OF CONDUCT**

The following code of conduct was developed and agreed upon by the staff of the library in 2004.

The goal is to have specific, measurable standards to appreciate each other's efforts and support a satisfying work environment.

### **Attendance**

Be ready to work, not pulling into the parking lot, at your scheduled starting time. Call 635-1448 and speak to a live person, not voice mail, to let us know if you will be more than 15 minutes late for work or if you are sick. Call as early as possible when you are sick so that your hours can be covered. The time sheet policy on page 2.3 of this handbook should be reviewed and followed. The break policy on page 2.1 should also be reviewed and followed.

### **Circulation Desk Staff**

Arrive 1-2 minutes early for desk time transition needs. All personal conversations with other circulation desk staff are to be stopped immediately if a patron is at or approaching the circulation desk. All staff interaction with circulation desk staff, other than for a few seconds, must take place at the back of the circulation desk area, not at the desk. Staff "visiting" at the circulation desk should talk for no more than a few minutes, keeping all talking and laughing at conversational level or lower, and leaving a clear space in front of the desk for patrons. If other staff members wish to continue talking, they should move at least 5 feet away from the desk area.

### **Circulation Desk Patrons**

If a patron is at or approaching the desk and you must finish something you are working on or finish speaking with other circulation desk staff about an urgent library matter, acknowledge the patron by saying something like, "We (I) just need another few seconds and we (I) will be right with you." Welcome all patrons with eye contact, a smile and a greeting. Conclude all patron transactions with a pleasant comment.

### **Telephone Calls**

If it is absolutely necessary to make phone calls while at work for a doctor's visit, school issue, urgent personal matter or car repair *and they will require more than a couple minutes*, you need to make those calls during lunchtime or on break. If a specific time is needed for such a call, you need to make that time your break time. In the case of urgent unexpected calls, where the caller says, "This is an emergency. I need to speak with \_\_\_\_\_ right away," the staff member will be located as quickly as possible. If you are expecting an urgent call on a particular day, staff who answer the phone should be notified and they will make sure you are located.

Non-urgent calls will be routinely put into voicemail or a message left in your mailbox. Tell those people who call you most frequently to request this rather than asking for you. Advise personal callers that calls should be kept short and to a minimum to avoid disrupting the rest of the staff and taking you away from your work. While at the circulation desk, personal phone calls should be kept short and to an absolute minimum.

## SECTION VI. PATRON RELATIONS

### **Patron Code of Conduct**

A Patron Code of Conduct governing use of the library and its facilities has been established by the Board of Trustees to ensure that all patrons of the Baldwinsville Public Library have

- a safe, pleasant environment in which to work, read, browse, and attend library events
- fair and equal access to all library materials
- undisturbed time in which to carry on library business.

### **Patrons of the Baldwinsville Public Library must**

- Respect the rights of other patrons and staff.
- Adhere to all library policies and procedures, including, but not limited to, those governing the computer lab, meeting rooms, and reference area.
- Be responsible for the behavior of children they bring to the library. Children under the age of eight must be in sight of and supervised by an adult caregiver. The library assumes no responsibility if any child under the age of eight is left unattended on the premises. The library staff will attempt to contact parents or caregivers of unattended children and will notify the police if they are unsuccessful.
- Accept that priority in use of the study rooms is given to those patrons studying, holding small meetings, and tutoring. Personal belongings may not be left in study rooms.
- Attend to their own belongings. The library is not responsible for belongings left unattended anywhere in the library.
- Wear proper attire, including shirts and shoes.

Behaviors not permitted on library property include the following:

- Harassing patrons or staff or engaging in other disruptive behaviors
- Using loud, obscene, threatening or abusive language and gestures
- Disturbing others by playing loud audio equipment or by singing or speaking loudly
- Engaging in loud, disruptive cell phone conversations
- Smoking or the consumption of alcohol
- Rollerblading, skateboarding, and loitering
- Solicitation of funds, campaigning, distribution of unauthorized materials, and the sale of goods by patrons
- Consuming and/or serving food except in areas and at times specifically designated by the library (Drinks in covered spill-proof containers are allowed except at the computer)
- Bringing animals into the library, except for those required for disabled persons or for scheduled programs

- Bringing weapons onto library property except by law enforcement personnel in the performance of their duty
- Engaging in illegal activities, including but not limited to the use or sale of illegal drugs, the theft of library property, sexual harassment and/or misconduct, the defacing of library materials and/or property, making copies of computer software protected by copyright, and displaying sexually suggestive objects or pictures that may be a violation of state and federal law governing obscenity and displays of sexual material.

Adopted 10/11/00

Revised 4/12/06

Revised 11/12/08

Board of Trustees, Baldwinsville Public Library

## **STAFF RESPONSE TO PATRON CODE OF CONDUCT**

(Internal document only, not to be posted or handed out to patrons):

When the behavior of a patron constitutes a disruption which interferes with the use of the library by other patrons or when a patron's behavior constitutes a disruption which interferes with a staff member's completion of his/her duties, the following progressive steps will be taken:

First:                   A verbal warning will be issued, indicating that the person(s) will be asked to leave if the behavior in question does not cease.

*Person(s) will be given a copy of the Code of Conduct.*

*Depending on their willingness to cooperate and the severity of the disruption, person(s) may be asked for their name and their identification. They will be told that the library needs to have names to document who is involved. If they refuse, they will be told that if they need to be spoken to again, and refuse to give their name(s), the police will be called.*

Second:                A request will be made that the person(s) leave the library. If there is any indication that the situation will become more serious, the staff member should contact a colleague to accompany him/her and to act as a witness.

*A letter will be sent to the parents of any minor who has been asked to leave the library, describing the situation and the steps taken. The letter will be sent certified mail, return receipt requested, and will include a copy of the Code of Conduct.*

Third: The police will be called if the person refuses to leave the library or if they refuse to provide their name and address.

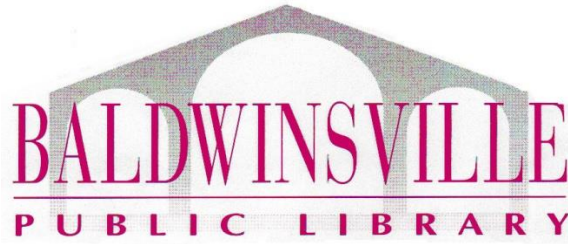
*Depending on the severity of the offense, the patron may be barred from the library for a specified period of time, in accordance with the Barring Policy. A form will be filled out and given to the person being barred and a copy made for the file.*

When the behavior of a juvenile causes a disruption which interferes with patrons or staff members and the juvenile is not responsive to requests for ceasing objectionable behavior, the staff will call the parent and bar the juvenile from the library unless accompanied by a parent.

In order to prevent injury or property damage, staff members should advise children of the proper behavior.

Staff members should not touch or in any way restrain an uncooperative patron, unless they are being physically assaulted.

**If a staff member feels that a patron's behavior is self-destructive or is threatening to the safety of other patrons or staff members, the staff member in charge will call the police immediately.**



I acknowledge that I have been shown where to find the Baldwinsville Public Library Employee Handbook electronic copy in the Shared Staff files on the library's network and the hardcopy in a binder next to the Part-time Employee Time Book in the work room.

I agree that it is my responsibility to read, understand and abide by the policies and procedures outlined in the Handbook. I further agree that the policies and benefits explained in the Handbook may be updated, modified, or deleted at any time and that it is my responsibility to keep apprised of any changes.

I also understand that neither this Handbook nor any other communication by a Baldwinsville Library representative is intended to, in any way, create a contract of employment or to limit the Baldwinsville Library representative's discretion to discipline or terminate employment. However, I do recognize that all members of Baldwinsville Library Management Team are dedicated to ensuring that all policies and practices are administered fairly, and that they are available to answer questions as necessary.

Date \_\_\_\_\_

Signature \_\_\_\_\_

## Baldwinsville Public Library

New York State Labor Law requires all employers to adopt a sexual harassment prevention policy that includes a complaint form to report alleged incidents of sexual harassment.

If you believe that you have been subjected to sexual harassment, you are encouraged to complete this form and submit it to Baldwinsville Public Library Director via paper copy or email. You will not be retaliated against for filing a complaint.

If you are more comfortable reporting verbally or in another manner, your employer should complete this form, provide you with a copy and follow its sexual harassment prevention policy by investigating the claims as outlined at the end of this form.

**For additional resources, visit: [ny.gov/programs/combating-sexual-harassment-workplace](http://ny.gov/programs/combating-sexual-harassment-workplace)**

### COMPLAINANT INFORMATION

Name: \_\_\_\_\_

Work Address: \_\_\_\_\_ Work Phone: \_\_\_\_\_

Job Title: \_\_\_\_\_ Email: \_\_\_\_\_

Select Preferred Communication Method:  Email  Phone  In person

### SUPERVISORY INFORMATION

Immediate Supervisor's Name: \_\_\_\_\_

Title: \_\_\_\_\_

Work Phone: \_\_\_\_\_ Work Address: \_\_\_\_\_

**COMPLAINT INFORMATION**

1. Your complaint of Sexual Harassment is made about:

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Work Address: \_\_\_\_\_ Work Phone: \_\_\_\_\_

Relationship to you: Supervisor Subordinate Co-Worker Other

2. Please describe what happened and how it is affecting you and your work. Please use additional sheets of paper if necessary and attach any relevant documents or evidence.

3. Date(s) sexual harassment occurred: \_\_\_\_\_

Is the sexual harassment continuing? Yes No

4. Please list the name and contact information of any witnesses or individuals who may have information related to your complaint:

*The last question is optional but may help the investigation.*

5. Have you previously complained or provided information (verbal or written) about related incidents? If yes, when and to whom did you complain or provide information?

If you have retained legal counsel and would like us to work with them, please provide their contact information.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_



## **Instructions for Employers**

If you receive a complaint about alleged sexual harassment, follow your sexual harassment prevention policy.

An investigation involves:

- Speaking with the employee
- Speaking with the alleged harasser
- Interviewing witnesses
- Collecting and reviewing any related documents

While the process may vary from case to case, all allegations should be investigated promptly and resolved as quickly as possible. The investigation should be kept confidential to the extent possible.

Document the findings of the investigation and basis for your decision along with any corrective actions taken and notify the employee and the individual(s) against whom the complaint was made. This may be done via email.