**CARUTHERSVILLE PUBLIC LIBRARY**

**Policies and Procedures (Revised 2020)**

The mission of Caruthersville Public Library is to provide quality materials and services which fulfill education, informational, cultural, and recreational needs of the entire community in an atmosphere that is welcoming, respectful, and businesslike.

Caruthersville Public Library will serve all residents of the community and Pemiscot County. Service will not be denied or abridged because of religious, racial, social, economic, or political status or because of mental, emotional, or physical condition, age or sexual orientation.

The use of the library may be denied for due cause. Such cause may be failure to return or allowing damage to library items or to pay penalties assessed for the items lost or damaged. Denial will also come with destruction of library property, disturbance of other patrons or staff, or any other illegal, disruptive, or objectionable conduct on library premises.

The general library goals of Caruthersville Public Library shall be:

1. To serve all residents of the community, Pemiscot County, and the surrounding region
2. To acquire and make available to all residents of the above area such books, periodicals, audio-visuals, and other materials and services to address their needs in becoming well-informed, locating answers to important questions, cultivating imagination and creative expression, developing skills for career and vocational advancement, and enjoying leisure by means of reading and other media services
3. To acquire the means to provide the most frequently requested materials locally and upon demand
4. To maintain a program of service which locates information, guides reading, organizes and interprets material for people of various backgrounds, and stimulates thinking and intellectual development in individuals of any age
5. To strive consistently to discover new methods and improvements for better service for the library’s customers
6. To review regularly these goals of Caruthersville Public Library and, if necessary, revise them in the light of new developments

**BOARD OF TRUSTEES (LIBRARY BOARD)**

Caruthersville Public Library is governed by a Board of Trustees, composed of nine members appointed by the mayor of the city of Caruthersville to serve three terms of three years each. The by-laws for this board are available for review and revised every five years. The library encourages each library trustee to take advantage of training opportunities for trustees offered by the state of Missouri, the MO State Library, or any other statewide agencies or organizations. Likewise, the library encourages trustees to be active in the state library organization and its efforts to inform the governor and legislature of the benefits and needs of public libraries.

  The Board of Trustees shall hold regular meetings each month, except July and December. The hour and date of the regular meetings shall be established by the Board of Trustees. Any exceptions to the specified hour and date must be determined, in advance, by the consent, approval or majority vote of members of the Board of Trustees, provided that in the case of a realistic emergency, any officer or the library director may specify a different date and time for the holding of a regular meeting, or forgo meetings if there is no pressing business. Special meetings of the Board of Trustees may be called by the library director or the president with appropriate notice to all members of the board and following requirements of the Sunshine Law for the community and media. All members of the Board of Trustees must be given no fewer than three (3) days written notice of any special meeting of the Board of Trustees, unless a true emergency prevents the giving of such notice, in which event a board meeting may be called by email notice, telephone notice, or facsimile transmitted notice. Notice of all meetings of the Board of Trustees shall be given to the general public, as required by Missouri law, by the library director. A majority of the total membership of the Board of Trustees – five (5) members - shall constitute a quorum for the purposes of transaction of all meetings of the Board of Trustees. The Board of Trustees may participate in meetings by speaker-phone or by teleconferencing or video conferencing, and their participation by speakerphone, video conferencing or teleconferencing shall count towards the quorum requirements and they may cast votes. Voting by proxy is not permitted.

The Board of Trustees, or Library Board, shall select, appoint, and when necessary for valid reasons, dismiss the director of the library, in accordance with city of Caruthersville salary guidelines and pay schedule.

The Library Board can conduct annual appraisals of the library director’s performance, at which time personal and management goals can be discussed and negotiated.

**LIBRARY DIRECTOR**

The director shall be responsible to the library board in matters pertaining to and concerning the library, be present at monthly board meetings, and prepare and present such reports and meeting documents as requested. The director will also perform preparatory work to assist the board with regular library planning.

The director shall maintain financial records in an efficient manner, present periodic reports to the library board and the Caruthersville city council, prepare the draft of the annual budget to be presented to the library board, and to assist the trustees with the presentation of the adopted request for appropriation to the city of Caruthersville council of aldermen.

The library director shall establish all other needed and necessary positions; wages and benefit levels for all library staff will be in accordance with city of Caruthersville salary guidelines and pay schedule.

The director shall hold regular and needed meetings with staff and/or volunteers for training and interpreting board policy.

The library director can conduct annual appraisals of each employee’s performance, at which time personal and job improvement goals can be discussed and negotiated.

The library director shall provide an effective orientation for new staff to assure that they understand the policies and processes related to the daily operation of the library. The library director will also inform an incoming director about reporting and budgetary requirements that assure accountability and compliance with the law, the expectations of the board in regard to administrative processes and protocol, particularly as they relate to conducting effective and efficient board meetings, and rules and requirements for state certification and any assistance which is provided by the state library to acquire and maintain appropriate certification.

The library director shall establish all other needed and necessary positions; wages and benefit levels for all library staff will be in accordance with city of Caruthersville salary guidelines and pay schedule.

The director will have the responsibility for oversight of collection development for all materials in the library – this includes selection, ordering, processing, weeding, and inventory of the collections according to the guidelines in the policy.

The director will recommend changes in or additions to library policies as needed.

**EMPLOYEES**

If the library is closed for construction, severe weather, or any other city, county, state, or national emergency, staff will continue to be paid for any hours worked on site or at home on special library projects assigned by the library director.

An employee of Caruthersville Public Library may be dismissed for any action or behavior that causes the library’s image, reputation in the community, or operation to be diminished. This includes, but is not limited to, incompetence, misconduct, inattention to assigned duties, or unapproved or excessive absences from working scheduled shifts.

Normally, termination would be a final step which would follow a substandard performance appraisal, verbal and/or written warnings, suspension, and/or extended probation.

It is important that complete and clear records be maintained of all disciplinary processes for the protection of the employee and the library.

Caruthersville Public Library wants each employee to be successful in his/her job and will work with employees to eliminate deficiencies.

While notice of intent to terminate can be expected, Caruthersville Public Library reserves the right to dismiss an employee without notice in cases involving theft, drug, alcohol abuse, criminal activity, or in instances of significant misconduct.

A library employee wishing to resign or retire from employment must notify the director or the library board as soon as possible. The library requests a minimum notice of two weeks. For the library director, a notice of at least one month is preferred.

The employee should submit a formal, written resignation statement giving the exact date that employment is to be terminated. Between the time of notice and the time when employment ends, a final performance appraisal can be conducted for reference purposes.

It is the intent of Caruthersville Public Library that every employee shall have the opportunity to express concerns relating to the physical surroundings in which the employee works, procedures and conditions of the specific position, relationships with fellow workers or supervisors, and library rules as they apply to staff.

A concern or grievance should follow this procedure:

1. If possible, discuss the problems with the director. In the case of the director having a concern, this should be discussed with the board president.
2. If the director is part of the problem, or if the board president is part of the director’s problem, the concern/grievance should be submitted in writing for the library board and be delivered to the director, who will deliver the statement to the board president. The board president will, in turn, present the concern, during closed session, to the full board at the next or a special board meeting.
3. The board’s representative will respond to the employee with five (5) days of the board meeting at which the issue is discussed, either providing a determination, solution, or a strategy for how the board will address the issue over time.

It is the policy of Caruthersville Public Library to provide an equal employment opportunity for all qualified and qualifiable persons. Equal employment opportunity shall be according to the provisions of State and Federal laws and regulations.

In compliance with the *Drug-Free Workplace Act of 1988*, the unlawful manufacture, distribution, possession, or use of a controlled substance is prohibited while performing work for Caruthersville Public Library, whether that work is carried out in the workplace building or not. All employees shall abide, as a condition of employment, by the terms of this notice and shall notify the library director or board within five (5) days of any criminal drug statute conviction for a violation occurring in the workplace.

Failure to comply with the above requirements shall be grounds for appropriate personnel action against such employee up to and including termination, or such employee may be required by the Library Board or the city of Caruthersville to satisfactorily participate in a drug abuse assistance or rehabilitation program.

**DRUG-FREE AND SMOKE-FREE WORKPLACE**

Employees of Caruthersville Public Library may not engage in the unlawful manufacture, distribution, possession, or use of illegal drugs and controlled substances in the workplace. Employees who violate the terms of this policy statement will be subject to immediate dismissal.

The library and its governing body recognize that the use of illegal drugs, or the abuse of legal substances such as prescription drugs or alcohol, may be a symptom of chemical dependency or mental health issues. Employees are encouraged to pursue treatment and their position will remain in place when rehabilitation is completed.

In compliance with local ordinances, and to protect the health of all employees and patrons, smoking is prohibited within the library and within 15 feet of the building. Smoking is not permitted in private offices. The library encourages employees to participate in smoking cessation programs for the good of their own health and the health of those around them.

**EMPLOYEE BENEFITS**

Benefits such as health insurance, group insurance, vacation and sick leave, paid time off, employee retirement plans, child care or elder care supplements, carpool subsidies, and other miscellaneous benefits (travel expenses, tuition reimbursements, access to subsidized day care, etc.) are established and administered by the city of Caruthersville. Caruthersville Public Library may not alter these benefits without specific authorization from the city of Caruthersville.

Within the parameters established for all full-time employees of Caruthersville Public Library, requests for vacation leave must be submitted to the library director in writing at least two weeks before the date that leave will begin. Effort will be made to accommodate leave requests during holiday periods, but staffing needs may preclude approval of all requests. Sick leave may be used for doctor appointments, but, to ensure adequate staffing, must be submitted at least one week in advance except in emergencies. Sick leave may not be claimed while on vacation leave. A maximum of three days each year may be granted for other types of leave (bereavement or other emergency leave) upon approval of the library director.

**NEPOTISM**

Caruthersville Public Library will not hire the relatives of current employees. A relative is defined as the spouse, children, parents, grandparents, grandchildren, siblings, nephews and nieces, and aunts and uncles. The library may not employ two persons residing in the same household who present themselves to the community as “a family” at the same time, even though they might not be legally related through kinship or marriage. Relatives of employees working in other city departments are not given special consideration in employment. **Relatives will be considered for positions if they meet the job qualifications; an employee’s relative may be hired if he or she is the best candidate for the position.**

**PERFORMANCE EVALUATION AND SALARY INCREASES**

Salary ranges are established for each position classification by the city of Caruthersville according to the approved salary schedule. New employees are generally hired at the base level of the salary range. When approved by the library director, new hires may enter at a higher salary range based on exceptional experience, relevant education, or other appropriate factors.

Longevity pay, annual merit bonuses, and cost-of-living increases are established by the city of Caruthersville and are generally given across the board to all employees who meet the established criteria.

Caruthersville Public Library expects that staff will be able to perform required work within a 40-hour pay period of two weeks. However, when staff is required to work overtime, with the approval of the library director or in emergency situations, compensatory time will be awarded for actual time worked. Caruthersville Public Library does not budget for overtime pay, which will be paid only under extenuating circumstances when authorized by the library director and approved by the city of Caruthersville.

**PERSONNEL AND EMPLOYMENT PRACTICES**

Caruthersville Public Library is a department of the city of Caruthersville. Personnel services are coordinated through the city clerk of the city of Caruthersville. Caruthersville Public Library supports and adheres to all laws and policies dealing with equal employment opportunity, the Civil Rights Acts, the Americans with Disabilities Act, fair employment practices, fair labor standards, the Family Medical Leave Act, and other federal, state, and local legislation concerned with employment and hiring practices.

In accordance with appropriate federal laws, Caruthersville Public Library will confirm citizenship or the right for noncitizens to work in the United States. Additional policies pertaining to library personnel practices have been implemented and are included in this policy manual.

Employees of Caruthersville Public Library are hired “at will,” and within the guidelines of library and city of Caruthersville policies and procedures. Conditions of employment may be changed without cause or notice. Likewise, employees are not contracted to work for a specific tenure of service and may terminate their employment relationship at any time with or without cause and with or without notice.

An employee of Caruthersville Public Library may be dismissed for any action or behavior that causes the library’s image, reputation in the community, or operation to be diminished. This includes, but is not limited to, incompetence, misconduct, inattention to assigned duties, or unapproved or excessive absences from working scheduled shifts.

Normally, termination would be a final step which would follow a substandard performance appraisal, verbal and/or written warnings, suspension, and/or extended probation.

It is important that complete and clear records be maintained of all disciplinary processes for the protection of the employee and the library. Caruthersville Public Library wants each employee to be successful in his/her job and will work with employees to eliminate deficiencies.

While notice of intent to terminate can be expected, Caruthersville Public Library reserves the right to dismiss an employee without notice in cases involving theft, drug, alcohol abuse, criminal activity, or in instances of significant misconduct.

A library employee wishing to resign or retire from employment must notify the director or the library board as soon as possible. The library requests a minimum notice of two weeks. For the library director, a notice of at least one month is preferred.

The employee should submit a formal, written resignation statement giving the exact date that employment is to be terminated. Between the time of notice and the time when employment ends, a final performance appraisal can be conducted for reference purposes.

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3. The board’s representative will respond to the employee with five (5) days of the board meeting at which the issue is discussed, either providing a determination, solution, or a strategy for how the board will address the issue over time.

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If the library is closed for construction, severe weather, or any other city, county, state, or national emergency, staff will continue to be paid for any hours worked on site or at home on special library projects assigned by the library director.

**RECRUITMENT OF CANDIDATES FOR POSITIONS**

Caruthersville Public Library is committed to developing a diverse workforce while also selecting the most qualified persons available for library positions. When hiring new staff or promoting current staff, the library will systematically and aggressively make reasonable efforts to provide an equal opportunity for all employees and applicants. An applicant pool that is representative of the makeup of the community is desirable, however no person under the age of 18 will be considered for full-time regular positions. Positions will be advertised as widely as appropriate for the position and, when possible, advertising will be targeted to reach qualified applicants from minority groups and persons with disabilities. Reasonable accommodation, in accordance with the Americans with Disabilities Act, will be provided to all applicants. Funds will be expended, subject to budgetary limitations, to pay travel costs for candidates selected for interviews for position at the upper management level. Whenever possible, prescreening interviews will be conducted by telephone or video conferencing; however, when these methods are used, all candidates will be screened by the same prescreening method.

**SEXUAL HARASSMENT AND BULLYING**

It is the policy of Caruthersville Public Library to provide a place that is comfortable for employees and patrons to work and use library resources. In compliance with applicable federal and state laws, the library will be a place that is free of any form of harassment, including sexual harassment and bullying. Sexual harassment includes unwelcome sexual advances, flirtations, propositions, sexually degrading words to describe an individual, graphic or suggestive comments, or requests for sexual favors. It includes the display in staff work areas of sexually suggestive pictures or objects, including photographs or illustrations of nude or semi-nude figures. Workplace bullying is repeated, health-harming mistreatment of one or more persons (the targets) by one or more perpetrators. It is abusive conduct that is threatening, humiliating, or intimidating; work interference — sabotage — which prevents work from getting done, or verbal abuse.

Harassment on the basis of sex is a violation of Title VII (federal law) and Missouri Human Rights Act (MHRA), 213.010 through 213.137, R.S.Mo., prohibits employers with six or more employees in Missouri from discriminating on the basis of sex. Sexual harassment, either verbal or physical, is an unlawful employment practice and will not be tolerated by Caruthersville Public Library. Caruthersville Public Library accepts and adheres to all definitions and procedures outlined in the law in regard to sexual harassment. Any employee who engages in sexual harassment will subject themselves to disciplinary action up to and including discharge.

All employees are responsible for assuring that the workplace is free of sexual harassment and bullying and should promptly report incidents or possible incidents of sexual harassment or bullying to the library director. After investigation, any employee found to have engaged in sexual harassment or bullying will be subject to disciplinary actions that range from counseling and education up to and including termination of employment.

Patrons are not permitted to sexually harass other patrons or staff members. Library employees may refuse to assist a patron if they believe that such assistance will require the employee to view printed or computer screen materials that the employee finds to be offensive or interprets as harassment. The library employee must immediately ask a supervisor for assistance with the patron’s request. Patrons who harass staff or other patrons will be asked to leave the library and, if appropriate, their behavior will be reported to the appropriate authorities.

**STAFF DEVELOPMENT**

Caruthersville Public Library is committed to having a well-trained and highly educated workforce. During the first week on the job, every new employee will receive a general orientation to the library. During that time, the employee and the director will develop an individualized plan and timeline for learning various tasks based on the job requirements, experience, and educational needs for the particular position.

Basic dues for the state professional association will be reimbursed, funds permitting, for all permanent, full-time staff members (including paraprofessional and clerical staff who join appropriate organizations). If funds are not available to cover the entire cost of basic dues, each employee will receive a prorated share of available funds. The library director may also approve financial and other support for staff to join non-library-related organizations that further the library’s service priorities (for example, the Chamber of Commerce or International Reading Association).

Every staff member is encouraged to have goals and plans for personal projects at the library. All staff members are encouraged to attend job-related workshops and seminars to fulfill their employment goals. Three workdays (up to 24 hours) of work release time are available annually for each full-time employee to attend optional job-related training and educational functions. Part-time employees will receive prorated release time. Funds will be budgeted as equitably as possible to cover the travel expenses and registration fees for this training.

Additional work time may be given to attend training that meets the employee’s project plans. Travel expenses and registration fees will be reimbursed if funds are available, upon approval of the library director.

Professional staff are encouraged to attend library science and related professional association meetings, such as the ALA annual conference, state library association conferences, and regional conferences. Funds are budgeted for this purpose, and staff wishing to attend conferences should indicate their interest to the library director early in the budget year. If there are not sufficient funds to cover costs for all employees wishing to attend conferences, funds will be given first toward the expenses of staff members who have official responsibilities or who are officers of the association. Remaining funds will be prorated so that as many staff members as possible have some financial support. Attendance at professional association conferences and meetings will be rotated as equitably as possible among staff members.

Professional staff is encouraged to stay familiar with current issues in librarianship by reading professional journals and library literature.

**TERMINATION OF EMPLOYMENT**

Employees who resign to accept employment with another business or to leave the workforce must give written notice two weeks prior to the last work day in order to leave in good standing. Employees who leave in good standing will be paid for unused vacation and compensatory time on their final paycheck and will be eligible for rehire in the future. An exit interview will be scheduled with the library director on the last day of employment. All library property, including keys and identification cards, must be returned before issuance of the final paycheck.

Employees may be terminated for substandard work without notice during the probationary period. After the probation period, employees will receive oral and written counseling to improve substandard work before dismissal if work does not improve. Serious offenses, such as theft, use of drugs or alcohol while at work, and physical assault, may result in immediate dismissal without counseling. Employees who are terminated may file a grievance with the Board of Trustees of Caruthersville Public Library within five days of termination. A grievance appeal must be made in writing.

If budget cuts necessitate a reduction in staffing levels, the library director will determine which positions can be cut to create the least overall negative effect on library services. The director’s plan will be submitted to the city of Caruthersville for approval before implementation. Longevity will be a primary factor in retaining staff, and whenever possible, staff will be moved into vacant positions for which they are qualified. Employees who are laid off will be paid for all unused vacation, compensatory time, and sick leave.

**USE OF VOLUNTEERS**

Caruthersville Public Library welcomes and encourages members of the com­munity to volunteer their time and talents to enrich and expand library services. Volunteers are expected to conform to all policies of Caruthersville Public Library and the rules outlined for volunteers, and they are selected and retained for as long as the library needs their services. Volunteers may be used for special events, projects, and activities, or on a regular basis to assist staff. Services provided by volunteers will supplement, but not replace, regular services, and volunteers will not be used in place of hiring full- or part-time staff. Volunteers may apply for paid positions under the same conditions as other outside applicants. In accordance with labor laws and the policies of the city of Caruthersville, paid staff may not volunteer their services to the library except with written permission from the library director. Staff may volunteer in other departments of city government outside the library.