



PATTERSON LIBRARY PERSONNEL POLICY MANUAL

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PREPARED BY THE BOARD OF TRUSTEES
POLICY AND PERSONNEL COMMITTEES

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LIBRARY ORGANIZATION

Mission Statement and Goals

The mission of the Patterson Library is to advance the quality of life in the community of Westfield by providing unrestricted access to information and by offering materials geared to user wants and needs. The library provides collections, services and programs that support the development of an individual's full potential and assists users of all ages in the pursuit of knowledge.

To achieve the mission of the Patterson Library the officers and staff shall accomplish the following goals:

- I. Collection Goal: Acquire, maintain and revise a collection covering the widest practical scope of timely and useful popular and reference materials appealing to user interests.
- II. Program Goal: Promote public use of library collection; provide quality services and programs for babies, children, students, young adults, adults and seniors; conduct programs to develop reading and communication skills; assist in providing community information and information literacy.
- III. Artistic Goal: Enhance the cultural and intellectual life of the community by developing programs and services that highlight the visual and performing arts as well as other areas of general cultural interest.
- IV. Support Goal: Ensure adequate private and public financial support to enable the library to fulfill its mission and attain both its long and short range goals.
- V. Staff Goal: Employ a capable professional director and develop a well-trained staff including a corps of volunteers organized to meet library needs.
- VI. Facility Goal: Acquire the property and structures needed to carry out the library mission, maintaining the integrity of architectural style and facilitating the advancement of library programs and objectives; maintain the library facilities to enhance the environment and facilitate use by the public including handicapped persons.
- VII. Governance Goal: Maintain a board structure, composed of committed people with diverse interests who will strive for wise and efficient management of the resources and facilities used to fulfill the mission of the library.
- VIII. Technology & Equipment Goal: Acquire, maintain and update information technology hardware, software and electronic resources needed to carry out the library mission.

Library History

A bequest of \$100,000 was given by Hannah Whiting Patterson in 1894 to be used to erect a library as a memorial to her parents, George Washington Patterson and Hannah Whiting (Dickey) Patterson. A temporary quarter (housed in what is now the YWCA building) for the library opened in 1897 with 6,320 volumes. The Patterson Library was formally dedicated on August 1, 1908. The architect was E. E. Joralemon of Niagara Falls and the firm of Morris and Allan of Buffalo were the builders.

Organizational Structure

The Board of Trustees is the governing board of the library. The Board of Trustees approves policy and supervises the property and finances of the library. The Board is responsible for hiring the Library Director. Board members are elected to five-year terms. The new members of the Board are elected at the Annual Board of Trustees Meeting held in May.

Officers of the Board of Trustees are elected at the May Annual Meeting. The President of the Board appoints the chairs and members of the standing committees which include: Building & Grounds, Finance, Forward Planning, Personnel, Nominating, Policy and Fundraising.

The Library Director is the administrative officer of the Board of Trustees. Library regulations and staff procedures are established and administered by the Director with the general policies established by the Board of Trustees. Job descriptions, positions, and pay rates are approved by the Board of Trustees. Individuals appointed to these positions are chosen and recommended by the Director, to be confirmed by the Board of Trustees.

Financial Support of the Library

Library income is derived from public funding, private funding and earned income. Public funding comes from the Town and Village of Westfield, the local school district, the state, and the Chautauqua-Cattaraugus Library System. The principal income from private funding derives from the investment return on the library's endowment. Other sources of private funding include: gifts, bequests, memorials, memberships fees from the library's friends group 'The Patterson Society', and various grants. Earned income is derived from book and merchandise sales, as well as fundraising events.

EMPLOYEE RELATIONS

Appointment of Staff

The Board of Trustees will appoint a search committee to review applicants for Library Director. The Board will make the final selection from the committee's recommendation and interview data.

All other employees will be interviewed and hired by the Library Director, then formally appointed by the Board of Trustees.

The library is an equal opportunity employer and complies with state and federal equal opportunity rules and regulations. The library is an at-will employer.

Staff Training and Development

New employees will receive training from the Director or their designee. The new employee is expected to become familiar with the Library's Personnel Policy and the Library's Policy and Procedures Manual. A signed acknowledgement of understanding will be kept in the employee's file.

A new employee achieves permanent status after successfully completing a probationary period of three months.

In order to inform employees of their progress and to establish employment records, every employee shall be rated at least once in the course of their three month probationary period, and annually thereafter. The rating will be based on how well the employee has met goals and objectives set by the employee in cooperation with the Director. In addition, the Director or the designee will discuss the employee's work with them. The employee shall be given a copy of any written rating.

The Director will be reviewed by the Personnel Committee at the end of the three month probationary period and annually thereafter. The Director or the Personnel Committee may ask to meet together bimonthly or at any time to review progress on current objectives.

Annual staff training and development day will fall on the third Monday of each October. All staff are required to attend, unless otherwise notified.

In-service training sessions will be held for all new volunteer library workers as the need arises.

Nepotism

Nepotism occurs when a person uses their position or influence to favor a particular individual. It may be based on a familial or a friend relationship.

Examples of nepotism include: preferential hiring, overlooked unsatisfactory work, or the assignment of uneven workloads. Any form of nepotism exhibited by the Director, staff members or Trustees will not be tolerated.

Staff Obligations

Code of Conduct

Friendly, prompt, and efficient service should be given at all times. Patience, poise, tact, and self-control are essential in all contacts with both library users and colleagues. Staff members should be courteous, dependable, and willing to cooperate with others. Adaptability to all situations, even though they may not be personally pleasing, is essential. Dress must be appropriate for meeting the public.

Computer and Internet Use

Prohibited computer or internet use includes, but is not limited to, disrupting the computer system, posting illegal information, and accessing, transmitting, uploading, downloading, or distributing materials or language that is pornographic, obscene, abusive, sexually explicit, or harmful to minors. Only fair and legal use of library resources are permitted.

Employees violating this policy are subject to disciplinary action up to and including termination. Employees using library computer systems for illegal or fraudulent purposes also may be subject to civil liability and/or criminal prosecution. Patterson Library may also report suspected unlawful conduct to the appropriate law enforcement authorities.

Staff are encouraged to use discretion while accessing personal accounts or while using the internet for personal reasons during scheduled hours. Personal use of library resources should be kept to a minimum during working hours.

Personal accounts or postings on the internet should be handled with caution (even during non-working hours). Staff should clearly state that their opinion is personal, and not necessarily Patterson Library's opinion if: it is clear they are an employee of Patterson Library, mention Patterson Library, or it is reasonably clear the employee is referring to Patterson Library or a position taken by Patterson Library. Violations may be subject to disciplinary action.

Electronic Monitoring

Patterson Library may engage in the electronic monitoring of employees. Monitoring may occur on work-issued/networked hardware, Library owned/operated software/apps, public online platforms owned/operated by the Library, and social media platforms.

The Library does not typically collect and review electronic data to monitor employees on a routine basis. The systems and programs that permit the Library to electronically monitor employees are intended primarily for the provision of services and productivity tools, and to meet technological infrastructure and security needs.

Although it is not the primary purpose, the Library may use any available forms of electronic data for the purposes of:

- Evaluating staff performance;
- Identifying safety concerns;
- Gathering information to analyze and improve Library operations and workflow;
- Ensuring security of facilities;
- Investigating complaints or suspected breaches of Library policy.

In appropriate cases, the Library may rely on data/information gathered through the Library's electronic monitoring systems to investigate (formally or informally) and discipline employees.

Working Remotely

To ensure an efficient workplace and employee productivity during various situations, planned and unplanned (including long-term library closures) any employee desiring to work from home must follow these guidelines.

Staff members may work remotely/from home under the following guidelines:

- The employee position must be conducive to working remotely
- All remote work requests must be approved by the Director (or in the case of the Director, approved by the President of the Board of Trustees.)
- The staff member must be able to demonstrate their ability to complete essential job duties while working remotely
- Remote working hours must comply with the staff member's regular working schedule
- Staff members must be available to the library by email, chat, and/or phone within a reasonable amount of time
- Staff members are responsible for providing the necessary technology and equipment to facilitate their work remotely. Staff members will not be reimbursed for phone calls, Internet access, equipment, or other expenses incurred.

If the library is closed due to emergency conditions, an interim work or telecommuting schedule may be developed and job descriptions or duties may be temporarily altered or reassigned based on the needs of the library.

A reasonable effort will be made to maintain a useful work schedule and provide continuous employment opportunities.

Outside Employment

Staff are not precluded from other employment provided that it in no way interferes with the employee's library duties. Such work must be performed outside the employee's approved work schedule and off Library premises. Library equipment and supplies may not be used in the performance of an employee's outside work.

Employment After Retirement

Employment after retirement will follow the current guidelines of Social Security.

Termination of Employment

Resignation

The Director should notify the Board of Trustees in writing a minimum of four weeks prior to their intended termination date.

All other paid library personnel should notify the Director in writing a minimum of two weeks prior to their intended termination date.

Any sick time needed after notification of resignation requires a doctor's written recommendation.

Dismissal

In general, an employee will not be dismissed for unsatisfactory performance without a warning and a probationary period time of two months. Written documentation will be available to the employee prior to and during the probationary period. However, any employee may be terminated immediately by the Director, with the concurrence of the Personnel chairperson, for known and deliberate violations of library policies and/or improper conduct.

Accrued Time

At the time of separation from employment, any accumulated vacation time will be reimbursed.

Personnel Records

The Library Director shall maintain a record of all authorized positions, showing position titles, position status (filled or vacant), and the incumbent employees names.

Necessary job-related and personal information about each employee will be retained in an official Personnel File kept by the library. The contents of each file

might include: basic identifying information; completed employment applications or other hiring-related documents; notices of pay or status changes; information on benefit coverage; performance evaluations and information on other employment-related actions (e.g. promotions, training, disciplinary action, termination documents); medical forms and injury reports; and other job-related information deemed essential by management. Essential records of current and former employees will be retained indefinitely.

New York law does not require employers to reveal the contents of Personnel Files. If current and former employees would like to inspect and copy the information in their files, they should submit a written request (on behalf of themselves or a named designee) to the Library Director. Within a reasonable amount of time, the Director will respond in writing.

The Library reserves the right to withhold from inspection certain sensitive information, including third-party references; confidential management documents or plans; test documents, except cumulative test scores; personal information about persons other than the employee the disclosure of which would constitute a clearly unwarranted invasion of privacy; and information on security or criminal investigations, except when such restrictions are prohibited by law.

If approval to inspect or copy a Personnel File, individuals will only be given access to their files in the presence of the Library Director, and at a mutually convenient time during normal office hours.

Internal access to a personnel file is limited to the Library Director (or in the case of the Director's Personnel File, the President of the Board of Trustees) or their designee for only a legitimate, verifiable need to know specific information about an employee.

No personnel information will be disclosed to any party outside the organization unless the current or former employee provides a signed consent to release the information or such disclosure is required by applicable state statutes. The employer reserves the right to verify basic information (e.g. employment status or position title) without notifying the individual involved, and to cooperate with law enforcement, public safety, or medical officials who demonstrate a legitimate need to know specific information.

Employees who question the accuracy or completeness of information in their files should discuss their concerns with the Library Director. The Library Director will consider any employee's objections and remove erroneous or improper information. Should disputed information be retained in the file, the employee

may submit a brief written statement identifying the alleged errors or inaccuracies. The statement will remain in the file as long as the disputed information is retained.

Staff Questions and Problems

Requests and complaints by staff members shall first be presented to the Director. If no satisfactory solution is found, they shall then be presented in writing through the Director to the Board of Trustees.

Any conflicts between staff and the Library Director should be addressed using the steps outlined in the preceding paragraph. If no resolution can be found and staff feels that the conflict in question is serious enough to warrant further attention, they may contact any member of the Personnel Committee for further guidance.

SALARY ADMINISTRATION

Full-Time/Part-Time Definition

Full-time status is defined as a work week of at least 35 regularly schedule work hours, five days a week. Part-time status will apply to all those working less than 35 hours per week. Part-time employees working less than 20 hours per week will not be eligible for any benefits.

Work Week

For full-time hourly employees, the basic work week is 35-40 hours/five days. The work week schedule may include evenings and Saturdays. Employees are responsible for their regularly scheduled shifts; if a substitute is needed, the employee should attempt to make arrangements before contacting the Director for assistance.

The hours for part time employees will depend on the needs of the library. In no instance will a part time employee be required to work longer than eight hours in one day or longer than forty hours in one week.

Work Day

A work day is calculated by taking an employee's weekly hours and dividing it by five.

Overtime

Overtime will be paid according to NYS Labor Law. For eligible employees, time worked in excess of 40 hours per week will be paid at a rate of 1 ½ times the

employee's regular hourly rate. A record of overtime earned will be kept by the Director's designee.

Overtime may not be accumulated for vacation purposes. Schedules should be arranged so as to make overtime a rarity. Any overtime must be approved in advance by the Director.

Salary/Wage Payment

Payment is received on a bi-weekly basis for all full- and part-time employees. There are 26 pay periods in a year. Automatic deductions from payroll include social security tax, Medicare, federal and state withholding tax. Additionally, employees may request their own payroll deductions for family health insurance and retirement.

Employees are responsible for entering time worked on timesheets located in the library offices.

EMPLOYEE BENEFITS

Health Insurance

Full-time employees will be offered a single health insurance plan. The cost of the premium is shared by the employee and the library at a percentage approved by the Board of Trustees.

Part-time employees who regularly work from 20-34 hours per week will pay a larger percentage of the single premium rate of a policy as approved by the Board of Trustees.

Should a covered employee request family coverage, this will be arranged with the employee to pay the difference in cost between single and family coverage through the designated carrier.

Retirement

A contribution will be paid for all full-time staff at an amount determined by the Board of Trustees. Such retirement benefits will start accumulating when the employee has attained permanent status at the conclusion of the three month probationary period. Distributions and any individual additional contributions are at the discretion of the employee and individual retirement plans.

Statutory Benefits

The library provides statutory benefits as required by law.

Attached Benefit List

Percentages of benefits, and any additional benefits, will be listed in an attached Benefit List which may change on an annual basis.

TIME OFF WORK

Absence and Tardiness

Employees who are unable to report for work for any reason, should notify the Director at least one hour prior to their regularly scheduled reporting time. After consultation with the employee, such absences shall then be charged to sick, personal, vacation or bereavement leave or leave without pay at the discretion of the Director.

Employees who expect to be more than 15 minutes late for their regularly scheduled reporting time should notify the Director as soon as possible. Arrangements for making up tardiness, excused or unexcused, will be made with the Director. A record of habitual tardiness will be noted in the employee's personnel files and may be considered a cause for dismissal.

The Director shall report to the Board of Trustees all planned and unplanned absences from work, including but not limited to vacation, sick and personal days off.

Meals and Breaks

If an employee works more than 6 hours in a shift they are allowed one 30 minute paid meal break. Employees may add an additional 30 minute unpaid break at their own discretion.

Bereavement

In the event of the death of a member of an employee's immediate family the employee will be granted three successive, regularly scheduled work days off with pay. The immediate family includes parents, stepparents, siblings, stepsiblings, children, spouse, present mother-in-law or present father-in-law and grandparents or someone who lives in the employee's household.

Emergency Closings

In cases of inclement weather, when it is impossible for the staff to get to work, the Director shall have the authority to close the library or to delay its opening, upon consultation with the President of the Board of Trustees. The Director shall notify staff members of this closing or delay at least an hour before regular opening hours and shall also notify local media of such closing or delay.

Should a severe storm arise during working hours, where safe return home for employees is in question or in case of an extended power failure or other building-related emergency, the Director shall have the authority to close the library upon consultation with the President of the Board of Trustees.

In all cases of library emergency closings, the staff members will be paid for such lost work at their regular rates of pay.

Holidays

The following holidays will be paid for all full-time and scheduled 20+ hour part-time employees:

New Year's Day
President's Day
Memorial Day
Juneteenth
Independence Day
Labor Day
Thanksgiving Day
Day After Thanksgiving Day
Christmas Eve Day
Christmas Day
New Year's Eve Day

When holidays fall on an employee's regular day off, an alternate day shall be allowed as designated by the Director. When maintenance of library services requires an employee to work on a holiday, an alternate day will be allowed. Employees will be paid for one Work Day, regardless of hours scheduled.

Jury Duty

If an employee is called upon for jury duty, they have a civic responsibility to fulfill this obligation. Employees must notify the Director as soon as notice of jury duty is received.

Full- and part-time employees will be paid their regular wages for each normally scheduled work day served on jury duty up to a maximum of ten days.

An employee will be required to turn over to the library the actual check received for jury duty services for the first 10 days only.

Paid Family Leave

Patterson Library follows the guidelines set forth by the NYS Paid Family Leave Act. Employees are guaranteed wage replacement for the following: maternity/paternity leave, family caregiving, or to relieve family pressure when someone is called to active military service.

An employee receives job protection and continuation of health insurance during the time off. An employee must have a regular work schedule of 20+ hours a week for eligibility to begin at week 26. Employees who work less than 20 hours a week are eligible after 175 days worked.

The employee is allowed up to 12 weeks available, with a max percentage of 67% of employee average weekly wage, and a cap percentage of 67% of State average weekly wage.

Personal Time Off without Pay

The Director may grant employees a reasonable number of days off without pay for bona fide personal reasons. The intent of this provision is to cover unusual circumstances that may arise where the time off with full pay provisions do not apply or coverage is exhausted.

Sick Leave

Sick leave is intended to preserve the normal employment relationship during brief periods of disability based on the assumption that the employee will return to work when the disability ceases.

The duration of the coverage is determined by the number of days accrued by the full-time or part-time employee at the time of disablement. Salaried employees as well as full-time and part-time employees may accrue up to a total of 60 Work Days. Sick leave will be accrued as follows per NYS law: 1 hour of sick leave for every 30 hours work.

The Director or their designate must be notified of the disability prior to the start of the work day. Absences of more than five days may not be approved for payment unless a statement is received from a licensed medical practitioner specifying the nature, extent and expected duration of the disability. Employees requiring appointments for medical treatment or examinations should be encouraged to schedule such appointments after working hours, however, when this is not possible reasonable absences may be covered under this policy.

Absences under emergency conditions resulting from illness in the employee's immediate family (spouse, children, parents, grandparents, brothers, sisters, father- and mother-in-law and others living in the employee's home) which require the employee's attendance at home may be covered. Long term caregiving will be covered under the NYS Paid Family Act.

In the event that eligibility has been exhausted, the employee may apply unused vacation.

Under no circumstance may an employee be paid for accumulated sick leave or be allowed to use it in lieu of vacation allowance. No sick leave may be used during the probationary period.

Vacation

A paid vacation is earned by full-time and eligible part-time employees. Eligible part-time employees are those working a minimum of 20 hours per week on a regularly scheduled basis. The time at which vacation may be taken shall be subject to the prior approval of the Director. As a matter of courtesy, vacations should be scheduled at least a month in advance if possible. Preferred vacation dates may be declined by the Library Director if other employees have already scheduled vacation for the same dates. Once employees have scheduled their vacation with the Director, the dates are recorded by the employee on the master calendar.

All earned annual vacation time must be used during the calendar year. Paid vacation may not be used during the probationary period.

Vacation may not be taken in units of less than ½ day. Vacation time will be accrued during the probationary period, but may not be used until the period is over.

Upon separation from the library, the employee will be paid in full for any unused vacation time, prorated to the time already used in that calendar year.

Employees shall be entitled to vacation with pay as follows:

Except for the first year, vacation will be accrued on a calendar year basis, January 1st through December 31st.

Director:

First year, if less than a calendar year, will be accumulated at one day per month or as determined by the Board of Trustees.

Full Calendar Year 1-2: Three weeks vacation

Full Calendar Years 3-9: Four weeks vacation

Full Calendar Years 10 and greater: Five weeks vacation

Full-Time Hourly Staff:

First year, if less than a calendar year, will be prorated as determined by the Library Director.

Full Calendar Years 1-4: Two weeks vacation

Full Calendar Years 5-9: Three weeks vacation

Calendar Years 10 and greater: Four weeks vacation

Part-Time Staff (work 20+ hours a week)
Full Calendar Years 1-5: One week vacation

Every calendar year after, part-time staff will be given 1 additional day of vacation until a maximum of 2 weeks is reached. Vacation for part-time employees is paid out at their standard rate of pay for the normal amount of weekly scheduled hours.

Equal Employment Policy

Equal Employment Opportunity is a fundamental principle at Patterson Library, where employment is based upon personal capabilities and qualifications without discrimination because of race, color, religion, sex, age, national origin, disability, sexual orientation, genetic predisposition or carrier status, marital status, or any other protected characteristic as established by law.

Non-Discrimination and Anti-Harassment Policy

The Patterson Library is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits discriminatory practices, including harassment.

Equal Opportunities for Minorities and Women

Patterson Library is committed to the principle enacted by New York State as outlined in Article 15-A of the Executive Law to promote equal opportunity in contracting for all persons, without discrimination for minority group members and women and business enterprises owned by them, and to eradicate the barriers that have impaired access by minority and women-owned business enterprises to State contracting opportunities.