



Glenwood Public Library Policy

Operations Manual

2025.04.30

April 30, 2025

Approved by Glenwood Public Library Board of Trustees

Library Director Signature

Staff Signatures

PURPOSE:

The Glenwood Public Library is governed by Chapter 392.5 of the Code of Iowa, and Chapter 22 of the Glenwood City Code of Ordinances. The Glenwood Public Library is an independent agency of the City of Glenwood, and is governed by a five-person Board of Trustees which is appointed by the Mayor and approved by the City Council. The duties, responsibilities, and power of the Board of Trustees are set forth in the aforementioned Codes. Under these Codes, the Board of Trustees is responsible to “direct and control all affairs of the Library” which includes employment, establishment of policies and services, and control of expenditures.

In order for the Library to operate efficiently, it is necessary to put into writing the conditions of employment of all Glenwood Public Library employees. The Board of Trustees often elects, for consistency purposes, to follow personnel policies established by the City of Glenwood, but also does establish policies that differ from the City if there is the feeling that public interest in relation to library service is best served in a different way.

SCOPE:

This policy covers the day to day operations of the library including information regarding operations. It includes employee information including benefit information, job descriptions, and employee evaluation information.

POLICY:**1. Recruitment and Hiring**

- a. The Board of Trustees adopts the policy of the City of Glenwood that employee recruitment, selection, training and promotion will be based on applicants’ abilities, knowledge and skills.
- b. The Library Board of Trustees is responsible for hiring and evaluating the Library Director. The Library Director is responsible for hiring and evaluating all library staff.
- c. The preferred method for applying for employment at the Glenwood Public Library is by resume. Job applications shall be made available for people without a resume. Application forms shall require information concerning the applicant’s background, training, experience, and other information, including references, deemed pertinent by management.
- d. Any application or resume that indicates the applicant does not possess the minimum qualifications required for the position may be rejected. Applications and resumes shall be rejected if the applicant has made any false statement of any material fact or attempted to practice any deception or fraud.
- e. Non-discrimination - No appointment to, nor termination from, employment shall be affected or influenced in any manner by consideration of race, color, religion, sex (including pregnancy), sexual orientation or gender identity), national origin, disability, age or genetic information (including family medical history).
- f. No question in any examination, employment form, or other personnel proceeding shall be framed as to elicit information concerning race, color, religion, sex (including pregnancy), sexual orientation or gender identity), national origin, disability, age, genetic information (including family medical history), political or religious opinions of any applicant or employee.

- g. Glenwood Public Library will provide reasonable accommodations to applicants and employees who need them for medical or religious reasons, as required by law.
- h. Reemployment - All former employees are considered new hires and have no accumulated rights or benefits from previous employment.
- i. Reduction in force - If and when it becomes necessary to reduce the number of employees because of a shortage of work or limitation of funds, termination of the employee will be accomplished with due consideration to status, length of service, and performance evaluations.
- j. Job descriptions of all available positions can be found in the appendix I.

2. Employee Ethics and Performance Expectations

- a. Employees of the Glenwood Public Library are expected to conduct themselves honestly and honorably while on duty. As members of the public service sector, all Library employees are responsible for delivery of quality service in a courteous and efficient manner. Because the Public Library belongs to the people it serves, it is important that Library employees give patrons the respect due to citizens of a democratic society. Each staff member has the priority of promoting a positive impression of the Library in each contact with a Library user. Since the Library serves the general public, it is recognized that positive contact may be one of the most difficult tasks employees have. Employees must learn and be able to respond in a positive and pleasant manner to the general public. Additional training and support will be provided as necessary to instruct employees on methods in dealing with the public. The following concepts should be of help.
 - i. Be approachable and friendly; establish eye contact and smile.
 - ii. Have a positive attitude toward service.
 - iii. Put the user's needs first.
 - iv. Learn to listen for content and feeling.
 - v. Assist users in clarifying their requests.
 - vi. Following an interaction, make sure the users' needs have been met by asking, "Is there anything further I can help you with?"
- b. Work attendance
 - i. Each employee is responsible for prompt and dependable work attendance. Each position is funded to meet specific work needs and the Library must rely on consistent attendance to meet public service objectives.
 - ii. Failure to meet attendance requirements per work schedules may be grounds for discipline and/or dismissal.
 - i. Any absence from work must be authorized by the Library Director or designee.
 - ii. Scheduled leaves must be approved well in advance so that coverage in each area can be maintained to provide good service to the public.
 - iii. Notification of an unscheduled absence must be given no later than the beginning of the work shift or earlier if possible. Documentation may be required to excuse an absence for illness or emergency situations at the discretion of the Library Director.
 - iv. Failure to report for three consecutive days, without notification, is considered job abandonment and a voluntary resignation.
 - v. Tardiness in reporting for work when scheduled is substantial grounds for disciplinary action. The severity of discipline action taken depends on the frequency, impact upon work obligations, and reason for lateness.

3. Relations with Co-workers

- a. Equality and respect are the basis for sound and effective relationships with co-workers. Words or actions which have a discriminatory effect on co-workers because of race, sex, national origin, or physical or mental handicap will be subject to disciplinary action.
- b. Fighting or verbal abuse among employees is prohibited and will be subject to disciplinary action if they occur during working hours.
- c. Harassment of any employee by another employee is prohibited

4. Relations with the Supervising Authority

- a. Relations between the Director, or designee, and employees are subject to the same guidelines as relations with co-workers.
- b. In addition, employees are to comply with all reasonable directives and procedures prescribed by the Director, or designee, in performance of work assignments and expectations.
- c. Refusal or failure to follow a supervisory directive is subject to disciplinary action except for specific questions of safety, morality or ethical propriety.

5. Library Property

- a. Library property is to be used solely for the public purposes for which it is provided. An employee shall not steal or attempt to steal property of the Library, one of its users, or another employee of the Library.
- b. Examples of such actions include, but are not limited to, theft, damaging or improper use of Library property, personal use of Library stamps, or taking other Library supplies.
- c. All public policies and procedures for circulating and reference materials shall be followed by Library staff. If an item is more than 2 weeks overdue, or renewed outside circulation policy limits, disciplinary action may be taken.
- d. Overriding holds/reserves for items is also subject to disciplinary action.

6. Conflicts of Interest

- a. A Library employee may not grant or make available to any person any consideration, treatment, advantage or favor beyond that which it is the general practice to grant or make available to all citizens.
- b. A Library employee may not use his/her position, office, or privileged information to secure for his/herself, his/her relations or acquaintances, any advantage, special privilege or exemption which would not be available to the general public.
- c. If an employee determines that he/she has an outside interest which may be affected by the Library or the City of Glenwood's plans or activities, or result in a conflict of interest, the employee must immediately report that to the Library Director.

7. Gifts

- a. Library employees may not accept any extraneous fee, gift, gratuity, favor, loan or any other item of monetary value from any person who had or is seeking to obtain business from the City of Glenwood, the Glenwood Public Library, or from any person whose interests may be affected by the performance or non-performance of employees' official duties. Any fees or monetary gifts received for services rendered or received while on paid library business will be given to the Glenwood Public Library.

8. Secondary Employment

- a. Secondary employment affects primary employment in several ways. It can create a conflict of interest, it can create scheduling problems, and it can adversely affect the health of an employee.
- b. Library employees may not engage in secondary employment which would conflict with or adversely affect their job performance in the Library.
- c. Employees who engage in secondary employment must notify the Library Director and must receive approval prior to taking the second job. The employee should identify the type, place and schedule of the secondary employment.
- d. Employees will not be granted paid sick leave as a result of injury or occupational illness sustained during secondary employment.
- e. Injuries sustained while working at secondary employment will not be covered under the City's health insurance. These should be covered under the secondary employer's Workers Compensation Plan.
- f. Failure to follow this may be grounds for dismissal.

9. Personal Appearance

- a. Library employees will present themselves in dress and grooming suited to the work which they perform. All employees will conform to a standard of clean and modest attire.
- b. Casual dress is acceptable on Fridays and Saturdays, during appropriate library outreach and appropriate programming.

10. Staff Use of the Internet

- a. Access to the Internet is available to all staff. Staff use of the Internet is limited to the following.
 - i. Participation in the library-related discussion lists, listservs, etc.
 - ii. Sending and receiving email related to job responsibilities.
 - iii. Answering patron reference questions.
 - iv. Instruction of patrons in the use of the Internet.
 - v. Online courses, practice, and training sessions.
 - vi. Technical and administrative support of library operations.
- b. Staff use of the Internet that is not directly work related may be done on break times, lunches, and after hours.
- c. Do not use your work email address for personal use. It is public information that the City has the right to access. Using the Internet outside regularly scheduled work shifts does not create a work episode that requires payment of wages and benefits.

11. Inclement Weather Policy

- a. The Board of Trustees adopts the policy of the City of Glenwood.
- b. The Mayor shall have the authority to determine when to close any City Department in case of inclement weather. In the event any specific department is determined closed by the Mayor during inclement weather, each employee of that department will be allowed the choice as to if they want that day as paid and use their accumulated vacation, holiday, or comp time hours; or if they take the day off as unpaid.

12. Employee Conduct Expectations

- a. Certain actions are specifically prohibited and may be cause for disciplinary action, up to and including dismissal. Examples include, but are not limited to the following.
 - i. Theft of library property or of the property of other employees; falsification of work or time records; falsification of work application; sick leave abuse; or infractions of the law.
 - ii. Reporting for work under the influence of intoxicants or drugs (other than over-the-counter medications and those prescribed by a doctor) or consuming alcoholic beverages or the use of illegal drugs during work hours is prohibited.
 - iii. Personal business of employees is to be conducted outside the assigned hours of work. This includes "visiting" or excessive talking among employees while on duty.
 - iv. Personal telephone calls are to be made on employee break or lunch times if possible. Mobile phones should be used sparingly on work time, unless being used to conduct business.
 - v. The consumption of food should be reserved for the staff room. Light snacks and drinks may be consumed at the public desk, only if all patrons have been helped.
 - vi. Frequent tardiness, absenteeism, leaving work early without cause, or any pattern of absence.
 - vii. Failure to be at your work space at starting time without suitable excuse.
 - viii. Sleeping during working hours.
 - ix. Willful violation of rules and/or other written policies.
 - x. Harassment.

13. Harassment

- a. It is the policy of the City of Glenwood to strictly prohibit harassment based on sex and to maintain a professional and quality working environment for all employees or future employees.
- b. Harassment on the basis of sex is a violation of Section 703 of the Title VII Civil Rights Act of 1964. Unwelcome sexual advances, request for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when the following occur.
 - i. Submission to such conduct is made either explicitly or implicitly as a term or condition of an individual's employment, or
 - ii. Submission to or rejections of such conduct by an individual is used as the basis for employment decisions affecting such individual, or
 - iii. Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance, or creating an intimidating, hostile, or offensive working environment.
- c. Harassment encompasses harassment of subordinates or co-workers based on race, national origin, age, religion, sexual orientation, or handicap. Examples of prohibited behavior include the following.
 - i. Threats.
 - ii. Offensive jokes.

- iii. Subjecting employees to ridicule, slurs, or derogatory actions.
- iv. Basing employment decisions or practices on submission to harassment.
- v. Refusal to cooperate with employees in performing work assignments.

14. Employment at Will

- a. The employee understands and acknowledges that to the extent not otherwise prohibited by law or by other written agreement between the City and employee, employee's employment with the City is "at will." Such "at will" employment means that the City shall be able to hire, fire, promote, demote, discipline, and otherwise discharge an employee for any non-discriminatory reason or no reason. Any employee discharge shall be approved by the Board of Trustees. Employee further acknowledges and understands that the City of Glenwood or the Glenwood Public Library Policy and Procedures Manual does not constitute an employment contract guaranteeing employment between the City and employee and nothing herein shall be construed by any person, party, entity, commission, or court to defeat the employee's "at will" status with the City, and further that such work rules or prohibited acts listed within this manual provides only a basic guideline for a cooperative and conducive work environment.

15. Employee Performance Evaluations

- a. Employees are entitled to fair, impartial and accurate ratings and comments on performance evaluations.
- b. New employees will have a probationary period of 6 months. At that time, the Library Director will give the first performance evaluation. If employee is not meeting expectations, an action plan will be developed. If the action plan is not followed, the employee's job will be terminated.
- c. Formal annual performance evaluations are conducted upon completion of the probationary period. These evaluations are signed by the employee and the Library Director.
- d. Written reports may also be completed for special situations including consideration for awards, promotional potential, and disciplinary action.
- e. Written notices and performance evaluations become part of each employee's personnel file. Employees are entitled to see and respond to all evaluations which are included in their personnel file.

16. Resignations

- a. Resignations are to be submitted in writing to the Library Director and will then be forwarded to the Board of Trustees.
- b. Under ordinary circumstances, two weeks to one-month's notice is requested.
- c. The resignation is to include the date of departure and, if possible, the reason(s) for leaving.

17. Exit Interviews

- a. It is the policy of the library that employees will receive an exit interview by the Library Director upon termination, resignation, or retirement in order to obtain information concerning employee attitudes which may be used to reduce the causes of turnover and improve working conditions.
- b. Final paychecks will not be released prior to the exit interview and the return of all Library materials and/or keys.

18. Discontinuation of an Activity

- a. In an exceptional case, the best interest of the Library may warrant the discontinuance or curtailment of an activity. If this happens, it might be necessary to dismiss or transfer employees engaged in those activities. Every effort will be made to notify such employees as far in advance as possible and, if possible, to transfer them into another activity for which they are suited. This may result in a lower title or pay. If transfer is not possible, employee(s) will be terminated at the discretion of library administration, which may include the Board of Trustees.

19. Employee Complaint Procedure

- a. On occasion, an employee may have a complaint concerning an aspect of their employment with the library, such as working conditions, salary and benefit administration, discipline, etc. All employees of the Library shall have the privilege of seeking resolution of their complaints without discriminations, restraint, or reprisal.
- b. Provisions - The following employee complaint procedure will be used for resolution of complaints.
 - i. Step 1 - An employee who has a complaint shall first present this complaint orally to the Library Director. A complaint must be made within ten (10) calendar days after becoming aware of a problem.
 - ii. Step 2 - If the employee and the Library Director are unable to resolve the complaint informally, then it shall be submitted in writing and signed by the employee and the Library Director.
 - iii. Step 3 - The Library Director shall conduct such meetings or investigations as are necessary to apprise her/himself of the circumstances of the complaint and issue her/his decision in writing to the complainant within ten (10) calendar days.
 - iv. Step 4 - If the complaint is not satisfactorily resolved at Step Three, the employee may resubmit the complaint to the Library Director, who will set up a meeting with the employee and the Board of Trustees. The Board will meet to hear the complaint and will issue its decision simultaneously to the Library Director and the complainant in writing within ten (10) working days following the meeting.
- c. Time limits at any step of the employee complaint procedure may be extended to a specific date by a mutual written and signed agreement of the parties.
- d. If the complaining party fails to file within the specified time limits at any step of the complaint procedure, the complaint shall be considered to have been resolved by the last response of the Library.

20. Discipline and Discharge

- a. Provisions - Examples which will result in disciplinary action include, but are not limited to, the following.
 - i. Neglect of Duty
 - ii. Disobedience of Orders
 - iii. Misconduct or failure to properly perform work duties
- b. Discipline action or measures may include any of the following.
 - i. Oral reprimand
 - ii. Written reprimand
 - iii. Suspension
 - iv. Demotion and/or discharge
- c. Disciplinary action may be imposed upon an employee for just cause. Any disciplinary action or measure imposed upon a non-probationary employee may be processed as a complaint through the Employee Complaint Procedure.

- d. When there is a reason to reprimand an employee, such discipline shall occur, to the extent possible, in a manner that will not cause undue embarrassment to the employee.
- e. Copies of all written disciplinary measures which are signed by the employee and the Library Director shall be provided to the employee.

21. Hours of Work

- a. Full-Time Employees
 - i. The regular hours of work each day shall be consecutive except that they may be interrupted by a meal break, except in the case of an emergency.
- b. Work Day
 - i. Eight (8) consecutive hours of work, excluding the meal break, shall constitute a work shift, with the exception of Saturdays. All employees shall be scheduled to work on a regular work shift and each work shift shall have a regular starting and quitting time.
- c. Work Week
 - i. Full-time employees work Monday through Friday, covering Saturdays on a rotating basis.
- d. Saturdays
 - i. If the full-time employee is scheduled to work a five (5) hour shift on a Saturday, they shall take five (5) hours compensatory time during their normal Monday through Friday schedule, within the same work week.
- e. Scheduling
 - i. Work schedules showing the employee's shifts, work days, and hours shall be distributed at least one-week in advance.
- f. The Library Director may make temporary work schedule changes for reasonable cause and with as much notice to the affected employee(s) as possible.
- g. Part-Time Employees
 - i. Part-time employees shall be covered by this Article except that their work days in any given work week need not be consecutive and their hours may be less than eight (8) hours per day.
- h. Trade Time
 - i. Nothing in this Article shall be construed as to prohibit employees from trading hours of work, subject to the approval of the Library Director.
- i. Meal and Rest Periods
 - i. All employees will be granted a fifteen (15) minute rest period during each one-half (1/2) shift. The rest period shall be taken near the middle of each one-half (1/2) shift whenever this is feasible. All rest periods shall be paid.
 - ii. Employees who are scheduled 7 to 8 hours of work shall be granted a meal period of one-hour without pay and two fifteen (15) minute rest periods. Employees scheduled for 6 to 6.99 hours of work shall be permitted to take a meal period of one-hour without pay if they so choose; and granted one fifteen (15) minute rest period.
 - iii. Employees scheduled for 3.5 to 5.99 hours of work shall be granted one fifteen (15) minute rest period.
 - iv. Anything less than 3.5 hours of work shall not receive a rest period.
- j. Hours of Operation
 - i. If there are only two employees available to work on a weekday, the library will open to the public at 12:00pm and close at 6:00pm. Staff will report for work at 9:00am and must take their lunch hour before opening to the public.

- ii. If there is only one employee available to work any day, the library will be closed to the public. That employee will work 9:00am to 6:00pm and will answer the library phone while performing other duties as assigned.

22. Personnel and Payroll Records and Wages

- a. The City Administrator or Clerk shall maintain a personnel record for each employee in the service of the City of Glenwood showing the name, title of position held, department to which assigned, salary, changes in employment status, and other such information as maybe considered pertinent. Each employee shall promptly report all changes of name, address, and telephone number to the City Administrator or Clerk, and the Library Director.
- b. The Library Director shall report any changes of assignment or employment status of an employee to the City Administrator or Clerk.
- c. Payroll registers shall be kept permanently. All other personnel records, not a part of a current employee's personnel file, including correspondence, applications, examinations, and reports may be destroyed after ten (10) years upon competent order.
- d. Pay periods: Both hourly and salaried employees of the City of Glenwood are paid every other Thursday. Pay periods begin on Thursdays and run 14 days ending on every other Wednesday. Timesheets are due at City Hall on Thursday mornings immediately following the end of the pay period. Paychecks are direct deposited the following Thursday. Employees are paid one week in arrears. Distribution of direct deposit notices shall be made through the Library Director.
- e. All current employees of the City and any employees hired after November 30, 2023 will receive their paychecks by direct Deposit. For direct deposit purposes: reloadable debit cards, cash cards, and prepaid debit card accounts are not permitted for direct deposit use. This includes, but is not limited to Greendot Bank, PayPal Prepaid Mastercard, Chime, Bluebird, MOVO, Serve, Walmart Moneycard, etc.. Online only banking institutions will be considered on a case by case basis by the City Administrator or designee.
- f. Any employee wishing to authorize a second party to pick up ~~his/her paycheck~~ their direct deposit notice must sign a form listing such individuals to be kept on file with the City Administrator or Clerk, and ~~with~~ the Library Director. At an employee's written request direct deposit notices can be mailed.
- g. Payroll Deductions: *Iowa Public Employee's Retirement System (IPERS)*. Starting with your first paycheck, it is mandated by law that deductions for retirement be made from each paycheck. The City also pays an amount designated by law of your gross pay for your retirement program.
- h. Employees hired for temporary employment of six (6) months or less duration will not be covered by IPERS or as allowed by IPERS.
- i. *Federal and State Deductions*. Withholding tax deductions are made routinely on the basis of the number of exemptions claimed by the employee.
- j. *Social Security*. The City deducts the required amount of Social Security from your salary, matches it with a designated amount, and forwards the total to a federal tax depository.
- k. Further deductions from an employee's paycheck may be made upon an employee's written request and the consent of the City Administrator. All requests made by the employee concerning payroll deductions must be kept on file.
- l. *Garnishments, Child Support and Other Withholding Orders/Deductions*: Employees will be made aware of any garnishment papers served on the City, court-ordered child support

withholding orders, or any other deduction the City is legally obligated to make. Deductions will begin immediately, unless otherwise stated in the order and will continue until a written order is received by the City from the Garnisher or by order of law.

21. Employee Benefits

a. Insurance

- i. Health and dental insurance is provided to full-time employees by the City of Glenwood. Please contact the City for the latest fees and coverage.

b. Insurance Waiver

- i. If an employee chooses not to accept the Health and Dental package offered by the City, they must sign an insurance waiver form and provide proof of insurance.
- ii. Employees who waive health and dental insurance will be paid \$250.00 per month through the first payroll of each month.

c. Reimbursable expenses

- i. If an employee is required to use private transportation to fulfill the job requirements of the library, and it is approved by the Library Director, the mileage allowance amount set by the State of Iowa will be used to calculate a reimbursement.
- ii. Employees shall be allowed lodging and meal expenses when required to travel outside the City of their official domicile, and the trip is approved by the Library Director.

d. Sick leave

- i. Sick leave is a privilege rather than a right, and therefore, every effort shall be made by all employees to benefit from its intended purpose.
- ii. Sick leave shall only be used on regularly scheduled work days and not on vacation time, holidays, or other leaves of absence. Sick leave will be granted to all full-time employees in the following manner:
 1. Sick leave is earned at a rate of 1 ½ days per month. If not used by necessity, sick days can be accumulated up to a maximum of 100 days.
 2. After employees accumulate 100 sick days they can convert each 8 hours of unused sick leave per year to 4 hours of vacation time, up to a maximum of 40 hours. This conversion time must be used the following year. The formula for calculating sick leave to vacation time is as follows: (Days earned less days used) divided by two = days of vacation earned.
- iii. Sick leave will be granted to part-time employees in the following manner:
 1. Sick leave is earned at a rate of 24 hours per calendar year and cannot be accrued.
 2. Sick leave benefits are made available once the probationary period has been successfully completed.
- iv. If sick over three (3) consecutive days, a doctor's written verification as to the nature and extent of illness must be provided. Failure to do so without written permission from the Library Director may result in disciplinary action.
- v. Family Illness - An employee may utilize up to 40 hours of their sick leave for the purpose of attending to family illness. Any further absence will require the Library Director's approval. For the purpose of this provision, "family" shall be defined as spouse, children, stepchildren, mother or father.

22. Workers' Compensation

- a. To the extent allowed by law and as is practical for the City to implement, the employee may use accumulated sick leave while off work due to an injury or illness covered by workers' compensation payments so that the employee's weekly net income is not reduced from what he/she would normally have earned if working.
- b. The City has designated the Glenwood Physicians Clinic of Glenwood, Iowa, as its workers' compensation authorized treating clinic. Employees with a work-related illness or injury will be required to have their initial evaluation with one of these physicians.
- c. If the employee decides to go to another provider without the referral from an authorized treating physician, the employee will be responsible for all expenses related to those visits. No workers' compensation benefits may be claimed unless seen by an authorizing treating physician.
- d. Please note - This policy does not apply in an emergency situation or if an incident occurs that needs immediate attention and the Glenwood Physicians Clinic is not open.

23. Vacations

- a. Employees will submit their request for vacations to the Library Director.
- b. Vacations will then be granted on the availability of manpower. If multiple employees request the same day(s), a compromise will be worked out.
- c. Vacations after the first complete year of employment may be taken at any time during the following year, and vacation time will NOT be cumulative. The following is the formula for determining employee's earned vacation time.
 - i. After one year Forty (40) hours paid vacation
 - ii. After two years Eighty (80) hours paid vacation
 - iii. After three years Eighty (80) hours paid vacation with an additional eight (8) hours paid vacation for each additional year served until after ten years or until a maximum of one hundred sixty (160) hours.
 - iv. After ten years One hundred sixty (160) hours paid vacation.
 - v. In the event the employee is terminated by reason of layoff, resignation, retirement, or death, he/she or his/her estate will be paid the amount equal to any unused vacation time the employee may have earned.

24. Holidays

- a. The City employees will observe the following holidays.
 - i. New Year's Day
 - ii. Floating Holiday, 8 hours to be added January 1 of each year and used at any time with the approval of the Director.
 - iii. President's Day
 - iv. Memorial Day
 - v. Independence Day (July 4th)
 - vi. Labor Day
 - vii. Veteran's Day
 - viii. Thanksgiving Day and the day after
 - ix. Christmas Eve and Christmas Day
- b. Should a holiday fall within an employee's vacation period, he/she shall be entitled to an additional day of vacation. To be entitled to a paid holiday, an employee must work on the last regular work day previous to and first regular work day after the holiday, except while on vacation or excused absence. Sick leave will require verification.
- c. If a holiday enumerated in this section falls on Saturday, the preceding Friday shall be granted. If a holiday enumerated in this section falls on a Sunday, the following Monday should be granted.

- d. On the Wednesday before Thanksgiving and when New Year's Day is a Thursday the Library will close at 4:00.
- e. Offices will not be closed on Good Friday; however, employees will be allowed paid leave to attend church services. Equal consideration will be given to all faiths as their religious holidays occur during the year.
- f. When an employee is required to work on a holiday listed above, they will be provided holiday premium pay at the rate of one and one-half (1.5) times the employee's regular rate, in addition to earning the normal holiday. For work performed over eight (8) hours on a holiday, the employee shall be compensated at the rate of twice their regular pay.

25. Homecoming Parade

- a. Full-time library workers scheduled on the Friday of the Homecoming Parade will report for work at 9:00 a.m. The Library will close at 12:00 noon so staff can have lunch and attend the parade.
- b. The Library will not reopen following the parade.

26. Funeral Leave

- a. In the event of death of a regular full-time employee's spouse, child, parent, brother, sister, parent-in-law, brother-in-law, sister-in-law, grandparent or grandchild, step-child or step-parent, said employee shall be granted five paid bereavement days.
- b. Any other time off for a funeral will be at the discretion of the Library Director.

27. Jury Duty/Legal Leave

- a. An employee required to serve as a juror shall receive his/her regular wages. In order to receive payment for such duty, the employee must submit certification of service and assign all fees to the employer.
- b. When released from duty during working hours, the employee will report to work within two (2) hours.

28. Maternity Leave

- a. The employee must request in writing for use of maternity leave; she must also state that she intends to return to her position after her physician releases her.
- b. Complications caused or contributed to by pregnancy and recovery thereof shall be covered by accumulated sick leave or vacation before an employee is placed on unpaid leave. The employer may request a medical certificate from the employee if there is a question as to the employee's physical fitness to continue work before delivery or to return to work after delivery.
- c. An employee hired to replace an employee on maternity leave is given a "temporary classification" until the return of the employee, or upon termination of the employee on medical leave.

29. Military Leave

- a. A full-time employee may be granted a military leave of absence for a period up to thirty (30) days with pay as prescribed by Section 29A.28 of the Code of Iowa 2003, and any other applicable state or federal laws.

30. Leave of Absence Without Pay

- a. A leave of absence without pay is a predetermined amount of time off from work for whatever purpose, which has been requested by an employee who has completed the

probationary period and has been approved by the Library Director in writing. The employee will be given a copy of the authorization.

- b. Upon termination of any such leave of absence, the Library may, at its discretion, request that the employee visit a medical professional in order to ensure that the employee is physically and/or mentally able to return to work. The fee shall be paid by the employee. The Library may request a second opinion from a medical professional as to whether or not the employee is physically and/or mentally able to return to work. The Library shall select the medical professional and pay the fee. The employee shall return to work in the same capacity as when the employee left, provided the employee is able and capable of performing the essential functions of that position, and further provided that during such period of leave of absence, the employee shall not earn sick leave, vacation, or other leave.
- c. In the event an employee fails to return to work at the end of any such leave, the employee shall be deemed to have voluntarily resigned on the last day of work prior to such leave.
- d. During a leave of absence without pay the employee.
 - i. Must pay group health, dental and life insurance premiums falling due during any month the employee is not on the payroll.
 - ii. Shall not receive any other job benefits during the period of absence.
 - iii. Shall not acquire additional seniority during said leave.
- e. The Library may make exceptions to any of the above conditions for leaves not exceeding thirty (30) days.

31. Retirement Incentive

- a. An employee retiring after 15 years of service may receive the following for unused accumulated sick leave.
 - i. 50% - After 15 years of service
 - ii. 2% - Thereafter for each additional year of service
 - iii. 100% - After 40 years of service

32. Longevity Pay

- a. All full-time employees shall receive longevity pay. In order to qualify for longevity pay for any particular year, the employee must be in continuous work status from his/her anniversary date of employment through the following anniversary date. Longevity pay shall be paid on a separate check issued on the first pay period in December of the year in which the employee qualifies for any such longevity pay. The most current longevity pay scale is available from the Library Director.

33. Continuing Education

- a. Library employees who are requested by the Library Director to attend conferences, conventions, seminars, or workshops for the purpose of professional improvement will report on the conference/convention activities at a staff meeting.
- b. Normal business expenses will be reimbursed plus a paid leave of absence for the period necessary for such attendance.
- c. Employees may request and may receive reimbursement or partial reimbursement for expenses and time for attendance at non-required conferences, workshops, seminars, and conventions.
- d. Attendance at conferences and other meetings for employees shall be considered work time. Travel time (excluding meal periods) in one twenty-four (24) hour period shall be considered work time.

- e. If an employee wishes to attend a continuing education opportunity, they need to submit the registration form and information about the opportunity to the Library Director for approval.

Employee Handbook Verification

I hereby acknowledge receipt of my employee manual and certify that I have been provided an opportunity to review the work provisions specified herein. I understand that as an employee of the Glenwood Public Library, I am responsible for my compliance with all rules of conduct and performance and will do my best to responsibly execute the duties of my position.

Employee Signature

Date

This handbook is intended for informational purposes only. Neither it, Library practices, nor other communications create an employment contract or term. It does not contain all the information an employee will need during the course of employment. Additional information will be received through various notices, as well as orally. The policies, procedures, and benefits outlined in this handbook are subject to review and change by the Library Director, Board of Trustees, and/or the City of Glenwood.

EMPLOYMENT AT WILL:

The employee understands and acknowledges that to the extent not otherwise prohibited by law or by other written agreement between the Library and employee, employee's employment with the Library is "at will". Such at will employment means that the Library Director shall be able to hire, fire, promote, demote, discipline, and otherwise discharge employee for any non-discriminatory reason or no reason. Employee further acknowledges and understands that the Glenwood Public Library Operations Manual does not constitute an employment contract guaranteeing employment between the Library and employee and nothing herein shall be construed by any person, party, entity, commission, or court to defeat the employee's at will status. Employee further acknowledges and understands that the Employee Ethics and Performance Expectations as set forth below are not an all-inclusive list of work rules and prohibited acts, and that such list does not in any fashion or manner defeat the employee's at will employment status with the Library, and further that such work rules or prohibited acts listed below provides only a basic guideline for a cooperative and conducive work environment.

Employee Name – Print Name

Employee Signature / Date Signed

Appendix I

JOB DESCRIPTION: LIBRARY DIRECTOR

Full Time / 40+ Hours per Week

Salaried, commensurate with experience

Summary of Job Responsibilities:

Under broad policy guidance and direction from the Library Board, performs professional and administrative duties in planning, developing, implementing and directing public library services for the Glenwood Public Library. These duties include budget preparation, evaluation, personnel, collection development, community relations, and facility maintenance.

Job Duties:

Administers board policies, makes policy recommendations to the Board, provides staff support and information to the Board, prepares budget for Library Board approval, monitors and approves expenditures as directed by the Library Board, administers gifts, state, and federal money; supervises personnel directly or through subordinates, hires and trains employees, assigns and monitors work, approves schedule, evaluates personnel, disciplines employees as necessary; attends all Library Board meetings; evaluates library services and makes recommendations for improvements, works with elected officials, school officials, and civic organizations to develop programs and resolve problems; administers maintenance of library facilities and equipment, works with architects and planners on facility development; reviews and approves selection of all materials for purchase; has final responsibility for the cataloging of all materials; participates in professional meetings, classes, conferences and workshops; reads professional materials to update and maintain knowledge and skills; accountable for all activities, programs and services; performs other related duties as assigned.

Knowledge, Skills, Abilities:

Thorough knowledge of the theories, principles, and objectives of library science, library organization theories, current trends and developments in the library field, and reference sources, print and online. Considerable knowledge of children's, young adult, and adult literature and online automation. Working knowledge of public relations procedures, budgetary and accounting processes of the department. The ability to plan, organize, supervise, and evaluate the work of employees in diversified library activities; superior human relations and communications skills; ability to establish and maintain effective and harmonious working relationships with employees, other agencies, and the general public; broad experience in collection development and programming; ability to communicate effectively verbally and

in writing; ability to follow written and verbal communications; and the ability to develop and carry out program services.

Tools and Equipment Used:

Library computer system; personal computer including world wide web search engines and the Library's web site; word processing and database management software; copy and fax machine, phone and automobile.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education, Experience, and Training:

The Library shall employ as director a person who holds the public librarian's professional or provisional certificate, or a certificate of qualification; a minimum of five years' experience as a librarian in an increasingly responsible supervisory and/or administrative position; and substantial experience in public services and dealing with the public. Bachelor's degree is required. A master's degree in library science is preferred.

Evaluation:

All members of the Board of Trustees will evaluate the director annually. Completed evaluation forms are to be turned into a committee of two trustees, who in turn, presents the evaluation to the Director, who will present a self-evaluation at that time. A copy is to be given to the Director for his/her personnel files. Evaluations will be conducted in July of each year.

Appendix I

JOB DESCRIPTION: Librarian I

Full Time / 40 Hours plus Benefits

Summary of Job Responsibilities:

Performs a wide variety of general library work in public services to assist adult patrons with daily operational needs of the library.

Job Duties:

Provides service at the adult desk, including: greeting and directing patrons; helping patrons locate materials; faxing, registering guests for library cards; checking materials in and out; statistics; retrieving the drop boxes; answering the phone; coordinating local book deliveries; providing instruction for the online catalog; readers' advisory; answering reference questions; shelf maintenance, including shifting and weeding materials; receiving/resolving complaints; maintaining interlibrary loan records; mailing; calling reserves; copying; maintaining displays; helping patrons at the public computers, including programs such as Microsoft Office and Internet; recording patron material requests; collecting fees; programming for adults; promoting adult services in the community; assisting with special projects;

Other duties consist of cataloging and processing all acquired library materials; recording all honor items and sending the information to the local newspaper; scrap-booking Library-related news; staffing the genealogy area of the library, which includes helping the public with genealogy and local history research; programming for adults; general cleaning; attending staff meetings to discuss ideas for improvement; applying all Board-approved policies and administrative procedures; and other duties as assigned.

general cleaning; attending staff meetings to discuss ideas for improvement; applying all Board-approved policies and administrative procedures; and other duties as assigned.

Supervising Authority:

Supervises volunteers assigned to the adult services area. Directs library assistants when working in the adult services area.

Special Working Conditions:

Work is performed primarily in a library environment. This includes both sitting and/or standing for long periods of time. The employee will need the ability to lift heavy items from high and low settings; sufficient vision or other powers of observation for reading, sorting, shelving, retrieving library materials, and using a computer; and general mobility skills.

Minimum Qualifications:

One-year of work experience dealing with the public, proficient computer skills, or any equivalent combination of experience and training.

JOB DESCRIPTION: Librarian II

Full Time / 40 Hours Plus Benefits

Summary of Job Responsibilities:

Performs a wide variety of library work in the youth services area to assist younger patrons **and** with daily operational needs of the library.

Job Duties:

Provides service at the children's services desk, including reference/homework help, checking materials in and out, and collecting fees; collection development; readers' advisory; instructing patrons how to use the online catalog; shelf maintenance, including shifting and weeding materials; programming for children and teens; outreach at the schools and local daycares; promoting the children and teen services in the community; assisting with special projects.

areas of responsibility also include: bookkeeping, which includes processing honor books/materials, payroll, managing overdue items, accounts payable/received, and donations; monitoring operating supplies, preparing schedule, preparing newsletter and calendar, monitoring social media, updating website, compiling statistics, preparing items for Board Meetings, answering the telephone, coordinating and documenting volunteers and community service workers;

covering service desks as needed, general cleaning; attending staff meetings to discuss ideas for improvement, applying all Board-approved policies and administrative procedures; and other duties as assigned.

Supervising Authority:

Supervises volunteers assigned to the Children's Services Area. Directs library assistants when working in the children's area.

Supervises volunteers, including onboarding and tracking their hours.

Special Working Conditions:

Work is performed primarily in a library environment. This includes both sitting and/or standing for long periods of time. The employee will need the ability to lift heavy items from high and low settings;

sufficient vision or other powers of observation for reading, sorting, shelving, retrieving library materials, and using a computer; and general mobility skills.

Minimum Qualifications:

Substantial technology skills and at least three years working with children.

Working knowledge of library procedures and practices and previous library experience preferred.

Appendix I

JOB DESCRIPTION: ADMINISTRATIVE ASSISTANT

Full Time / 40 Hours plus Benefits

Summary of Job Responsibilities:

This position works under the general direction of the Library Director, performing professional administrative duties that include supervision and daily library operations.

Job Duties:

Primary areas of responsibility include: bookkeeping, which includes processing honor books/materials, payroll, managing overdue items, accounts payable/received, and donations; monitoring operating supplies, preparing schedule, preparing newsletter and calendar, monitoring social media, updating website, compiling statistics, preparing items for Board Meetings, answering the telephone, coordinating and documenting volunteers and community service workers; covering the adult and youth services desks as needed, general cleaning; attending staff meetings to discuss ideas for improvement, applying all Board-approved policies and administrative procedures; and other duties as assigned.

Supervising Authority:

Supervises volunteers, including onboarding and tracking their hours.

Special Working Conditions:

Work is performed primarily in a library environment. This includes both sitting and/or standing for long periods of time. The employee will need the ability to lift heavy items from high and low settings; sufficient vision or other powers of observation for reading, sorting, shelving, retrieving library materials, and using a computer; and general mobility skills.

Minimum Qualifications:

A minimum of a two-year technical degree as an administrative assistant or three-years of administrative assistant experience as well as proficiency with Microsoft Excel and Word. Working knowledge of library procedures and practices and previous library experience preferred.

Appendix I

JOB DESCRIPTION: ADULT SERVICES LIBRARIAN

Full Time / 40 Hours plus Benefits

Summary of Job Responsibilities:

Performs a wide variety of general library work in public services to assist adult patrons with daily operational needs of the library.

Job Duties:

Provides service at the adult desk, including: greeting and directing patrons; helping patrons locate materials; faxing, registering guests for library cards; checking materials in and out; statistics; retrieving the drop boxes; answering the phone; coordinating local book deliveries; providing instruction for the online catalog; readers' advisory; answering reference questions; shelf maintenance, including shifting and weeding materials; receiving/resolving complaints; maintaining interlibrary loan records; mailing; calling reserves; copying; maintaining displays; helping patrons at the public computers, including programs such as Microsoft Office and Internet; recording patron material requests; collecting fees; programming for adults; promoting adult services in the community; assisting with special projects; general cleaning; attending staff meetings to discuss ideas for improvement; applying all Board-approved policies and administrative procedures; and other duties as assigned.

Supervising Authority:

Supervises volunteers assigned to the adult services area. Directs library assistants when working in the adult services area.

Special Working Conditions:

Work is performed primarily in a library environment. This includes both sitting and/or standing for long periods of time. The employee will need the ability to lift heavy items from high and low settings; sufficient vision or other powers of observation for reading, sorting, shelving, retrieving library materials, and using a computer; and general mobility skills.

Minimum Qualifications:

One-year of work experience dealing with the public, proficient computer skills, or any equivalent combination of experience and training.

Appendix I

JOB DESCRIPTION: CATALOGING & GENEALOGY LIBRARIAN

Full Time / 40 Hours plus Benefits

Summary of Job Responsibilities: Performs a wide-variety of general library work in the technical services, and assists patrons with the daily operational needs of the library.

Job Duties:

Primary duties consist of cataloging and processing all acquired library materials; recording all honor items and sending the information to the local newspaper; scrap-booking Library-related news; staffing the genealogy area of the library, which includes helping the public with genealogy and local history research; programming for adults; general cleaning; attending staff meetings to discuss ideas for improvement; applying all Board-approved policies and administrative procedures; and other duties as assigned.

Supervising Authority:

Supervises volunteers assigned to the department. Directs library assistants when assigned to cataloging and genealogy area.

Special Working Conditions:

Work is performed primarily in a library environment. This includes both sitting and/or standing for long periods of time. The employee will need the ability to lift heavy items from high and low settings; sufficient vision or other powers of observation for reading, sorting, shelving, retrieving library materials, and using a computer; and general mobility skills.

Minimum Qualifications:

One-year of work experience dealing with the public, proficient computer skills, or any equivalent combination of experience and training.

Appendix I

JOB DESCRIPTION: LIBRARY ASSISTANT

Part Time / 20-29 Hours per Week / 50 Weeks per Year

Summary of Job Responsibilities: Performs a wide-variety of general library work in the public and/or technical service areas to assist patrons with the daily operational needs of the library.

Job Duties:

Primary duties consist of assisting the Adult Services Librarian, the Youth Services Librarian, and the Genealogy/Cataloging Librarian in their areas as needed; assisting with programming for adults, teens, and children; general cleaning; attending staff meetings to discuss ideas for improvement; applying all Board-approved policies and administrative procedures; and other duties as assigned.

Supervising Authority:

None

Special Working Conditions:

Work is performed primarily in a library environment. This includes both sitting and/or standing for long periods of time. The employee will need the ability to lift heavy items from high and low settings; sufficient vision or other powers of observation for reading, sorting, shelving, retrieving library materials, and using a computer; and general mobility skills.

Minimum Qualifications:

One-year of work experience dealing with the public, proficient computer skills, or any equivalent combination of experience and training preferred.

Appendix I

JOB DESCRIPTION: YOUTH SERVICES LIBRARIAN

Full Time / 40 Hours Plus Benefits

Summary of Job Responsibilities:

Performs a wide variety of library work in the youth services area to assist younger patrons with daily operational needs of the library.

Job Duties:

Provides service at the children's services desk, including reference/homework help, checking materials in and out, and collecting fees; collection development; readers' advisory; instructing patrons how to use the online catalog; shelf maintenance, including shifting and weeding materials; programming for children and teens; outreach at the schools and local daycares; promoting the children and teen services in the community; assisting with special projects; general cleaning; attending staff meetings to discuss ideas for improvement; applying all Board-approved policies and administrative procedures; and other duties as assigned.

Supervising Authority:

Supervises volunteers assigned to the Children's Services Area. Directs library assistants when working in the children's area.

Special Working Conditions:

Work is performed primarily in a library environment. This includes both sitting and/or standing for long periods of time. The employee will need the ability to lift heavy items from high and low settings; sufficient vision or other powers of observation for reading, sorting, shelving, retrieving library materials, and using a computer; and general mobility skills.

Minimum Qualifications:

Substantial technology skills and at least three years working with children.