

# Employee Handbook

## Welcome to the Newark Public Library!

We're so glad you have joined us. This handbook contains information about the library that we hope you will find helpful as you settle into your new job. Please do not hesitate to ask questions of any staff or the library director.

## The Mission of the Newark Public Library

*Our mission is to provide equal access to information, knowledge and experiences so that people of all ages may seek education, social and cultural growth.*

## History

The Newark Public Library was first chartered in 1897 with the help of Reverend Charles W. Tomlinson. However, it was Henry C. Rew who presented his family's homestead site at the corner of Mason and High Streets for the library's location.

The cornerstone of the building was laid in October of 1900. The northeast wing was added in 1937, while the northwest wing was added in 1954 for additional library space and to house the Hoffman Clock Museum. The children's room in the lower level was constructed in 1963.

The addition in 1989, after years of investing and planning, increased the total library space to 16,500 square feet. We automated in 1991 and in 1995 we provided the first public access computers for library users in the Pioneer Library System. The Teen Spot was created in 2002 to offer for the growing demand for space, library services, and materials for area teenagers. In 2006, we became a school district public library to broaden our tax support to include the residents of the Newark School District.

## Work Schedule

- Under federal law, employees are either exempt or non-exempt, as defined in the Fair Labor Standards Act. Exempt employees include the Executive Director and all department heads (Head of Adult Services and Head of Youth Services), all of whom are salaried employees. Non-exempt employees are paid on an hourly basis. Full-time employees are those who work 35 or more hours per week. All others are considered part-time employees.
- Each employee is assigned a regular work schedule. Work schedules can be found on Google Drive in a folder called "Staff\_Schedules & Calendars". (See the "Google Drive" section of the handbook for log in information.) Staff schedules may change on a daily, or even hourly, basis and are therefore not printed. Please check the schedule at the beginning of every shift to check for desk assignment changes due to staff absences. You can use the following login to access schedules: user ID [schedule@newarklibrary.org](mailto:schedule@newarklibrary.org), password wizard31.
- Staffing on Saturdays the library is open for business follows an A B C D rotation. When the library is closed for a Saturday holiday, the rotation skips the closed Saturday and resumes on the following Saturday. Please know which Saturday(s) you work. All Saturdays throughout the year are labeled A B C or D on the master schedule printed and hanging in the back room behind the main floor circulation desk.

## Clocking In and Out

- Each employee is assigned a log in and temporary password for timekeeping. Open the Employee Self Service Portal Web Clock on any staff computer and log in and out at the beginning and end of each shift worked. Timekeeping remote access: <https://payrollservers.us/pg/Ess/Default.aspx?l=1>

## **Breaks**

- Employees may take a 15-minute paid break for every 4 hours of work time that is uninterrupted by a lunch or dinner break, as staffing levels allow. Staff working more than 6 hours are required to take an unpaid 1/2 or 1-hour lunch or dinner break in accordance with New York State Labor Law: you must clock out for this unpaid meal period. Lunch periods and 15-minute breaks cannot be combined except with permission from the director.

## **Parking**

- Please save the few actual parking spaces the library has for our library patrons and visitors. There is sufficient street parking within convenient walking distance to the library and we have permission from Save-A-Lot for staff to park in their parking lot. If you have physical limitations that prevent you from walking easily or if you are transporting anything for the library, you may park in a library parking space.

## **Paid Time Off**

- Following a 90-day probationary period, all staff are considered "benefit eligible", meaning all staff can earn sick and vacation time.

### **Vacation Time / Personal Leave**

- See the library's personnel policy to see how vacation time is earned.
- All full-time staff are awarded personal days, according to the library's personnel policy.
- Newly hired hourly employees may not take paid vacation within the first six (6) months of employment, except with the approval of the Director or the Board of Trustees.

### **Sick Time / Reporting In Sick**

- Email [newstaff@pls-net.org](mailto:newstaff@pls-net.org) when reporting in sick and call the library.
- If you are scheduled to work the desk, please confirm that the scheduling clerk or the Director know that you are sick by calling them directly. This will ensure that someone is working to find a replacement as soon as possible.
- After you return from your sick time off, complete a "Time Off Request Form" (found on Google drive-->Forms-->Administrative--Time Off Request Form, or just search drive for "Time Off Request Form") and give it to the Circulation Manager.
- You may use sick time for doctor's and dentist's appointments that fall during your regular work schedule. Again, fill out a Time Off Request Form for each appointment.

### **Holidays**

- All employees are eligible for holiday pay.
- A list of paid holidays can be found in the library's personnel policy. Full-time employees will be paid for paid holidays, up to 7 hours per holiday. Part-time eligible employees are paid the hours they would normally work on that day of the paid holiday, up to 7 hours per holiday.
- Refer to the library's Personnel Policy for more detail.

### **Snow Days**

- If the library closes because of extreme weather conditions or emergency conditions, employees scheduled to work will be paid for their hours scheduled.
- The library does not automatically close when the schools close due to weather conditions.
- Scheduled staff will receive a phone call from the library director or other staff, notifying them of the weather closing. Closing will also be posted on the library's Facebook page and announced on 13WHAM news online and on television. The same is true for any other emergency closings.

### **Time Off Requests**

- Paid time off (PTO) must be requested at least one full week in advance of the time requested, excepting unplanned sick time. Leave Without Pay (LWOP) must also be requested at least one full week in advance, also excepting unplanned sick time.
- Fill out a Time Off Request Form (in the shared drive→Forms→Staff Use) and give it to the scheduler. Check the appropriate box for the reason for the time off. Use “Other” for LWOP, bereavement, and other reasons not listed.
- If the scheduler is not available, the Director will approve Time Off Request Forms.
- If the time off is denied, the form will be returned to the employee.
- LWOP is offered at the discretion of the director and staff may be required to exhaust all accrued paid time off hours before LWOP may be requested.
- Any LWOP requests require prior approval from the Director or the Circulation Manager in order to avoid short-staffing issues.
- If an employee is requesting LWOP, the employee is responsible for finding someone to work the shift(s) they are requesting off. A list of employees and their phone numbers can be found on Google drive in the Contacts folder.
- See also: Newark Public Library Personnel Policy, IX: Benefits

### **New York State Retirement**

- All employees have the option of membership in the New York State Employees Retirement System.
- New registrants enter as “Tier 6” members. According to NY State Retirement, “Most Tier 6 members will contribute between 3 and 6% for their entire careers. The amount that Tier 6 members contribute is initially based on their annual wage.” Enrolled employee contributions to the retirement system will be automatically deducted from an employees pay. For additional details, please contact the NY State Retirement System directly ([www.contactNYSLRS.com](http://www.contactNYSLRS.com)).

### **Deferred Compensation**

- Any employee who is completely vested in the NY State Retirement System is eligible for Deferred Compensation benefit. Deferred Compensation is a voluntary retirement savings plan through which employees can put a portion of their income, pre-tax, into a plan account. Setting income aside into this plan can reduce your taxable income now as well as increase your savings for retirement. Contribution limits can be found on the website for New York State Deferred Compensation Plan.

### **Health Insurance**

- Any full-time personnel will be offered at least \$352.00 per month toward enrollment in the single or family plan. Part-time employees are eligible to enroll in the health insurance plan offered to full time employees if they work a minimum of 20 hours each week. These employees will pay 100% of the costs of enrollment and premiums.

### **Staff Perks**

- Staff members are offered the opportunity to order books through the library’s book supplier at the same discount the library receives. This discount varies, but is usually 40%. Fill out a Staff Order Form and put it in the mail bin on the director’s desk. Please give payments for staff orders to the Director.
- Employees may print or copy a reasonable amount of pages at no cost. High-volume printing or copying is offered at a reduced rate at the discretion of the library director.
- Employees may fax at half-price, or \$0.50.

### **Direct Deposit**

- You may have your paycheck deposited directly into your checking or savings account. The direct deposit registration form can be found on Google drive in the “Forms” folder. Completed forms can be returned to the bookkeeper (Heaven) and must have either a canceled check or a bank letter with account number and routing information attached.

### **Dress Code**

- The personal appearance of employees shall be one that emanates pride and professionalism to correspond with the position held. Extremes of any sort should be avoided. During business hours, staff is expected to present a clean, neat appearance. Clothing should be clean and cared-for. Nothing should be worn that has sexual innuendos, political messages, obscene language, etc. It is impossible to cover all contingencies of dress in a manual, so questionable attire should be cleared in advance with the director.

### **Email**

- All staff members are given a Pioneer Library System email account. The Director and many staff rely on email communication for important announcements, updates and training, so all staff should check email at least once per shift.

### **Staff Phone, Social Media and Internet Use**

- Please limit the personal use of your phone while working. Make personal calls away from public desks and arrange for coverage while doing so.
- Staff should limit the use of the internet for personal business, including social media and personal email.
- Staff use of the computer and internet should never interfere with excellent customer service.

### **Performance Evaluations**

- Our goal is for all employees to be successful at their jobs. Therefore, all employees will be informally evaluated on an ongoing basis and offered training, strategies and suggestions for improvement.
- Urgent performance issues will be addressed immediately and any ongoing issues will be brought to the attention of the employee so they may be corrected. Urgent and repeated performance issues will be documented and included in the employee’s personnel file.
- Employee termination will follow procedures outlined in Civil Service Rules (see Civil Service Law Section 75 for more information).
- Employees will be formally evaluated on an annual basis.

### **Employee Mailboxes**

- Most employees have a mailbox/bin in the back room behind the main desk. Important communication from the director and other staff may be found in your mailbox.

### **Forms**

- The library has many forms. Paper copies of most forms can be found on the cart behind the desk on the main floor. Electronic versions of forms can be found in the “Forms” folder on Google Drive. Please look through the printed forms to become familiar with them.

### **Google Drive**

- Procedures, forms, policies and many other critical library related documents are stored on Google drive for shared access with all staff. All staff are given log in information for Google Drive (or see the Library Director).
- The best way to find anything on Google Drive is to do a keyword search.

### **Staff Portal**

- On the library's website, scroll to the bottom to find the link for the Staff Portal.
- The password is wochic3.
- On the staff portal, among other things, you can find a link to the online calendar of events and Room Reserve. Please explore the Staff Portal to see what other resources are available to you there.

### **Training / Continuing Education**

- All staff are encouraged to attend trainings and workshops offered by the Pioneer Library System and the Rochester Regional Library Council. Check the calendars of both organizations for training opportunities. Let the director know of any workshops you are interested in attending by using the Training Request form found on Google Drive. If approved for attending, you will be paid for your time spent at the workshop, as well as for mileage.

### **Library Events and Classes**

- The library maintains an extensive menu of classes and events. They can be found on the library's website ([newarklibrary.org](http://newarklibrary.org)) under the Calendar tab. Calendars of youth events and adult events are created and printed monthly. These calendars can be found on Google Drive if you need to print additional copies. Please look these calendars over each month so you are familiar with what's going on.
- Many OWWL libraries also post events to a shared calendar of events which can be found on the library's website under the OWWL tab ---> OWWL Events Calendar.
- Library classes are often taught by non-staff. Class fees for classes taught by community members are not rung through the cash register, but are collected in the appropriate slot on the files hanging above the printer at the main desk. Checks should be made out to the non-staff instructor, not the library.
- People can sign up for classes and events through the online calendar.

### **Meeting Rooms**

- The library has 3 meeting rooms available for use by the public free of charge. The Fayette Hall Room has a capacity of 7 and the Renner Room has a capacity of 27. Both are available for use on a first-come, first-served basis or can be reserved up to 3 months in advance.
- The Community Room has a capacity of 56 and can also be reserved up to 3 months in advance.
- Please see the Meeting Room Policy for more details on public use of the library's meeting rooms.
- Library events and classes always have priority.
- Anyone who uses the Community Room must have read the policy and signed a "Newark Public Library Room Use Agreement".
- Use Spaces (<https://newarklibrary.evanced.info>) to reserve a room for library events and public use. If not auto-saved on the staff computer, login information can be found on the staff portal. Patrons may also reserve rooms themselves through the "Reserve A Room" link on the right side of the library's homepage. Reservations made by patrons are in "Pending" status until a staff member approves them through Spaces.
- The Fayette Hall and Renner meeting rooms are often available on a walk-in basis, but reservations for the room take priority.

### **Pioneer Library System (soon to be the OWWL Library System)/Delivery**

- Although each of the 42 libraries in the OWWL system is independent, the OWWL Library System supports the libraries in numerous ways, including network and tech support, training and continuing education opportunities, a shared catalog of materials and database of users (Evergreen), grants, system-wide email (Zimbra) and a robust delivery system that transports materials between libraries.
- Outgoing materials are picked up and incoming materials are delivered to the library Monday through Saturday.
- Outgoing materials are presorted into designated bins in the back room.
- Incoming materials are processed as soon as possible by desk staff.

- The OWWL Library System maintains docs, collaborative shared documents that contain information about the library system itself and its services, cooperative OWWL procedures and policies, and about Evergreen. The log in for docs is the same as your PLS email.

### **Celebration Fund**

- The celebration committee organizes staff events periodically throughout the year and supplies a “birthday basket” full of gifts from which a staff member can choose on his/her birthday.
- Celebration committee activities are funded completely by staff donations. A jar for collecting change (or bills!) is on the gray shelving unit in the back room behind the main floor desk.

### **Kids and Teens**

- The Children’s Room is exclusively for use by kids 11 years old and younger and their families/parents/caregivers.
- The Teen Room is for youth 11 - 17 years old. Youth 11-17 can only use the computers in the teen room.
- Kids and teens cannot congregate in the hallways downstairs or anywhere outside on the library’s property: groups of kids and teens block access and intimidate other library visitors. Please ask them to move to the teen or children’s rooms, whichever is appropriate for their age.

### **Confidentiality**

- Library records, including name, address, phone and titles and subjects of items borrowed, are confidential. You may only give out information about a patron’s account to the patron him-/her-self. This includes law enforcement. Law enforcement officers must show a warrant when requesting confidential patron information. Please notify the director if this happens.
- Information about a child’s account (under 14 years of age) can be released to the parent or legal guardian of the child, as they are financially responsible for the child and for all materials borrowed on the child’s account.
- When calling to inform a patron about holds and/or overdues, please remember confidentiality of library records and do not leave title/subject information on voice mail or with anyone other than the cardholder. Use the generic “items” or “materials” rather than naming the book or movie, etc. when leaving messages.

### **Request for Purchase**

- We are always looking to improve the library’s collection. If a patron is looking for an item that we do not own and it was published within the past year, the library director will consider purchasing it for our collection. Fill out a Purchase Request Form (found in the rotating rack behind the main desk) and give it to the Director for adult materials or to the Youth Services Librarian for kids’ and teen materials. If the item is available in OWWL, please place a hold for the patron to expedite their access to it.

### **Public Computer Use**

- Computers on the main floor are reserved for patrons 18 and older. Teen room computers are for youth 11-17 years old.
- Patrons who forget their library card can show a picture ID and then be given their patron ID and PIN.
- Residents are encouraged to get a library card, but if someone is visiting or doesn’t want a card, he/she can still use the computers with a guest pass. Follow the prompts on the Libki control screen for guest login information.
- Complete information can be found in the Library Technology Use Policy.
- The library offers one-on-one technology sessions on Wednesday afternoons. There is a clipboard with a signup sheet on the front desk.

### **Printing**

- There is no charge for printing resumes and cover letters.
- Homework can also be printed for free, within reason.
- Most printing is \$0.25 per page; color printing is \$0.50 per page.

### **The Phone**

- The phone is answered by staff at the main desk upstairs.
- If staff elsewhere in the library hear the phone ring more than 3 times, they should answer it.
- Dial 9 to dial out for all phones except in the Children's and Community Rooms. We added security to those two rooms because they are on the wall for anyone to grab--to dial out, you must enter \*1909.
- Patrons can leave messages when we are closed. The General Mailbox ("Gen Mbx") key on the circulation phone will blink red when messages are left. To check messages, press that key, and enter the passcode "1909". The first morning circulation staff in should check messages.
- The phones will not ring during closed hours, with the exception of calls to direct extensions. (Telephone "Night Mode" is automatic and the phones switch over themselves at closing.) If you need to reach someone in the library before opening or after closing, use the circulation desk extension 201, children's 204, community room 205, or any appropriate extension. A list of phone extension numbers is on each phone and can be found on Google Drive.
- Transfer a call to anyone's voice mail by pressing the V.T. button, and then the button of the person or their extension number.
- A complete manual for the phones can be found on Google Drive.

### **Patron Phone Calls**

- Kids and teens may use the library's phone for free to call a parent, grandparent or caregiver.
- Phone use by adults is restricted to emergency or urgent situations. No one can use the library's phone as their personal phone.

### **Emergency Procedures**

- For all emergencies, please call 911 immediately and inform the library director.
- Follow the step-by-step procedures outlined in the Disaster Plan Manual, which is available on Google Drive and a printed copy is located on the cart behind the main desk.
- Complete an incident report for any incident that results in banning library patrons, calling the police or results in an injury. Incident report forms can be found in the Forms folder on Google Drive.

### **Donations**

- We accept donations of books, DVDs and music CDs in good to very good condition on an ongoing basis. Please put donations on the cart behind the Circulation Manager's desk.
- If a patron asks if they will be added to the library's collection, you can tell them that depends on the item. Few will be put into the collection (only very new and/or in high or sustained demand). Most will either be sold in the book sale or sent to our Better World Books. Better World books does a combination of re-sale, donation to organizations and recycling.
- We have a receipt for donations that details what was donated, but we are unable to assign monetary value. This receipt can be found on Google Drive under Forms-->Patron Services-->ReceiptForDonations.

### **Job Applications**

- We accept job applications on an ongoing basis. Copies of the application can be found on the cart behind the main desk or on Google Drive under Forms-->Employment Application. Have the person fill out the application. When they return it, tell them that we will keep it on file for 6 months in case we have an opening, then give the completed application to the Director.

### **Volunteers**

- If someone inquires about volunteering for the library, please first explain to them that the only job/task we have to offer on a regular basis is straightening books on shelves and dusting the shelves. We do keep applications on file for other events and volunteer needs.
- Have anyone interested fill out a Volunteer Application, which can be found in Google Drive in the Volunteers folder.
- Completed volunteer applications are given to a designated staff person for adult applicants or the Head of Youth Services for youth applicants.
- Please have all volunteers log their time in the log book, found in the cabinet above the fax machine behind the main desk.

### **Staff Holds**

- There is a designated shelf behind the main desk for all staff holds available for pick up.

### **3D Printer**

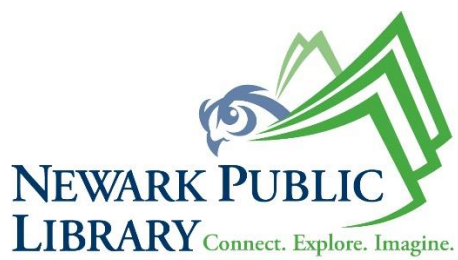
- The 3D printer is available for use by the public. Cost is \$1 per ½ hour. Instructions for use can be found on Google Drive (“3D Printer Procedures”).

### **Clock Museum**

- The Clock Museum is open all hours the library is open. It is self-guided, and an audio tour is available for smart phones.
- If you have an opportunity to do so, please ask guests to sign the guest book.
- The curator of the museum is Dave Richardson. Business cards with his contact information on them are kept on the cart behind the main desk. Dave is generally at the library on Tuesdays to maintain the clocks.

### **Policies and Procedures**

- All library policies can be found under the “About” tab on the library’s website. New employees should read all policies and become familiar with them.
- Information about and procedures for just about everything can be found on Google Drive. Do a keyword search to locate what you need. If there is something you don’t know how to do, you can likely find out by looking on Google Drive.



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Newark, NY 14513  
315-331-4370  
newarklibrary.org

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Date

I have been provided with a copy of library's Employee Handbook, which I have read and understand.

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Employee Name

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Employee Signature

*Please sign and return this acknowledgement to the library director.*