



# **B&ECPL Page/Senior Page**



# **Orientation Guide**



## I. INTRODUCTION

**Welcome** to the Buffalo and Erie County Public Library. The Library provides information, education, and recreation for the people who live in Erie County. “Information” is provided in a variety of formats, including; books, magazines, videos, CD’s, online indexes, etc. Pages and Sr. Pages hold vital positions throughout the library. Every job is important to us and each of you will be making a valuable contribution to the success of the Library. We hope you will enjoy working with us. This guide has been developed to help you understand B&ECPL, its goals, and your role while the Library employs you.

### Description of Duties

Pages and Sr. Pages perform a variety of tasks. The following sample job descriptions are not meant as an exhaustive list of duties.

**Page:** A Page has responsibility for sorting and shelving books, keeping the shelves in order, assisting patrons as directed by their supervisors to use the library and perform minor clerical tasks. The work is performed under the direct supervision of a higher ranking library employee. Pages are employed throughout the library.

**Sr. Page:** A Sr. Page performs general supervisory responsibilities over pages. They may be responsible to train Page staff, sort and shelve books, supervise the Microform Room, assist patrons with computers located in the library, and perform minor clerical tasks. The work is performed under the direct supervision of a higher ranking library employee. Sr. Pages are employed throughout the library.

### Duration of Employment

The Library encourages individual achievement and free choice and neither the employee nor the Library is committed to an employment relationship for a fixed period of time. The right of either party to terminate the relationship is not limited by a contractual commitment.

### Purpose of the Handbook

This handbook is intended to familiarize employees with the overall policies and procedures of the Library. Since these policies are frequently revised or updated, the handbook can only provide a general description. The handbook should not be regarded as a promise to provide specific terms and conditions of employment.

If you have any questions about the information, which you receive, please contact your Supervisor. Questions that cannot be answered by your Supervisor should be directed to the Manager of Circulation Services.

## II. BASIC LIBRARY EMPLOYMENT FACTS

### Initial Employment Period

The initial employment period (i.e., the first few weeks) is a time for both the Library supervisory staff and the new employee to get better acquainted and to determine if there is a “good match” between the person and the job. Work performance will be evaluated frequently during this period.

### Performance Appraisal

Employees are subject to periodic performance review. The immediate supervisor evaluates the employee according to established criteria, i.e., time and attendance, job skill, job performance, etc. The performance appraisal is then reviewed with the employee. If needed, a plan for improvement is devised and a follow up review is scheduled. Performance appraisals will reflect the employee’s overall responsiveness towards his/her duties while employed with the Library.



## Confidentiality of Records

Employment records are the property of the Library and these records are confidential. Upon written request, to the Assistant Deputy Director/Human Resources, an employee may review his/her personnel file in the presence of a Human Resources Office staff member. Nothing may be removed.

Employees are obligated to keep the Human Resources Department, Payroll Office and their Department Supervisor informed about any changes in the information contained in the personnel file e.g., address, telephone number, person(s) to contact in case of an emergency, etc.

## Dress Code

Employees are expected to dress in a manner, which projects a positive image of the Library to its patrons. Neatness, safety and suitability to the work place should be evident in all clothing and jewelry selections for the job.

As examples, sleeveless tops, halter-tops, shorts, sweat pants and/or hats are **NOT** permissible. Socks (or stockings) are **REQUIRED**. Sneakers are acceptable; sandals and high heels are **NOT** permitted for safety reasons.

All articles of clothing must be clean and in good repair, i.e. free of holes.

*Since fashions change daily and "business-like attire" may not be specific enough a description for some, Supervisors, will counsel individuals about inappropriate choices. .*

## Hours/Schedule

Part-time employees are scheduled for a maximum of 19 hours per week. Each employee is responsible for checking his/her schedule for the week. Employees are expected to report to work in a prompt and ready for work fashion. They are to be at their workstation at their scheduled starting time.

## Lunches/Breaks

Lunches are scheduled in accordance with the New York State Labor Laws. Break periods are at the discretion of the employees Supervisor. Employees are expected to abide by their scheduled lunchtime and break time. Employees are expected to leave and return promptly.

Breaks are 15 minutes. No employee is to change his/her break period without permission from his/her Supervisor. Breaks must be taken within the building.

## Pay Checks

Employees are paid on alternate Fridays. For those employees who have direct deposit (all new employees after 1/98), a statement of employee pay is given in lieu of a paycheck. An employee's first paycheck is received on the third Friday after the first day of work. This paycheck covers pay for the first two weeks of work.

## Payroll Deductions

State and Federal taxes and FICA (Social Security) are mandatory deductions. Other deductions (e.g. credit union, U.S. savings bonds, insurance) are available and interested parties should inquire in the Library Payroll Office.

## Fringe Benefits

There are no fringe benefits such as paid vacation or medical insurance associated with part-time positions.



---

## **New York State Employee Retirement System**

Every employee is given the opportunity to join the NYSEERS upon joining the Library. Participation in the retirement system is optional for a part-time employee. The employee contributes 3% of his/her salary. For further information, contact the Human Resources Office at 858-7174 or 858-6103.

### **Attendance**

*Sick Time:* Part-time employees do not receive paid sick leave. In the case of illness, hours may be made up only with the permission of the Supervisor. The employee must make notification of illness. The Department Supervisor is to be notified at least 1/2 hour before the start of the employee's shift.

*Request for Time Off:* Part-time employees must request a change in their schedule at least 24 hours in advance, unless there are unusual circumstances. The Supervisor has sole discretion in deciding whether or not a change can be authorized.

*Leave of Absence:* Part-time staff members are not eligible under Erie County Personnel Rules for a leave of absence from their positions for any reason. Due to this organization's operating needs, the Library cannot hold a position if you are unable to work for an extended period. You can be considered for rehire at a later date. Documentable medical conditions (surgery, pregnancy disability) constitute the exception to the policy. In these cases, the employee must provide the Library with proper notice of the anticipated absence and, upon return, provide an acceptable physician's statement.

### **Overtime/Compensatory Time**

Part-time employees are not to be scheduled for more than 19 hours per week. In a bona fide Library emergency, a Supervisor may ask an employee to work in excess of 19 hours, but these situations are rare. Pay for the extra hours are at straight time rate. Compensatory time accrual is not permissible.

### **Personal Property and Lockers**

The Library is not responsible for loss or damage to personal property. It is suggested that precautionary measures be taken in safeguarding any valuables brought to work.

Any losses, thefts, or locker malfunctions must be reported to the Department Supervisor. Security should also be notified if items are believed missing or stolen.

On occasion, locker inspections may be conducted to ensure the safety, health, and security of B&ECPL's employees. All staff must cooperate with this procedure.

### **Seniority**

Length of service is only one of many factors that are considered in determining an employee's eligibility for promotion, lay off, transfer, recall, etc. Other factors include, but are not limited to, experience, skill, attendance and reliability.

### **Unions**

Pages and Sr. Pages\* are not covered by any collective bargaining agreement. For information regarding problem resolution, complaints, etc. see the section titled Problems/Questions/Suggestions. \*Sr. Page, RPT, is an AFSCME title.

### **Problems/Questions/Suggestions**

Employees are expected to observe the "chain of command" in the Library organization if they have a problem/complaint/suggestion. The "chain of command" is as follows: immediate Supervisor and then the Department Head. If the problem/complaint cannot be resolved at this level, the problem/question/suggestion should be placed in writing and addressed to the Assistant Deputy Director over the area (i.e. Central Library, Support Services, etc.). A copy should be sent to the Assistant Deputy Director of Human Resources.



---

## Sexual Harassment

The Buffalo & Erie County Public Library does not tolerate *sexual harassment*. If you believe you have been sexually harassed, or if you witness sexual harassment, you should report it to the Assistant Deputy Director of Human Resources.

## Privileges

Staff members are expected to properly check out materials and return materials within the assigned loan periods. Fines are not charged to staff if they return materials 7 days past the due date provided that the material was checked out on the employee's library card.

Deliberate retention of library material after the overdue notice is issued, or failure to pay the replacement cost if lost, or any attempt to remove material that has not been checked out will be considered grounds for disciplinary action.

## Committees/Organizations/Programs

### Employee Assistance Program

Persons who are experiencing personal difficulties which are affecting job performance (alcoholism, drug addiction, extreme mental stress, etc.) are urged to seek help from the Employee Assistance Program sponsored by Erie County. Any contact initiated by the individual is kept in strict confidence. Occasionally, supervisors require troubled employees to see the EAP Counselor for an evaluation when deteriorating job performance dictates such intervention. Staff members should call 854-1990 for more information or an appointment with an EAP representative.

### Safety Committee

The Library's Safety Committee, made up of staff members representing all three bargaining units, advises the Administration of existing or potential health and safety hazards and oversees their correction. Staff is encouraged to report any safety concerns to supervisors or members of the Safety Committee. A list of current committee members can be found in the Human Resources Department. This information is posted also on the Central Library bulletin board.

### United Way

Every Erie County employee is given the opportunity to contribute to the United Way Agencies through payroll deduction. The Library Administration endorses this annual campaign. Contributions may be directed to the Buffalo and Erie County Public Library or to the Library Foundation utilizing the donor choice option. Funds received by the Library are used to support literacy efforts through programming and materials' purchased.

### B&ECPL Staff Association

The Buffalo and Erie County Public Library Staff Association is open to all employees - full time and part time. Annual dues are minimal, and provide benefits year-round. Some of these benefits include the opportunity to purchase movie tickets at reduced prices, and receive discounts on book purchases. Contact any Staff Association board member for membership information.

## III. CONDUCT ON THE JOB

This section of the handbook deals with **what is expected of you** as a Library employee and the consequences if performance is **not** acceptable. Responsibilities, Library Rules, and Disciplinary Action are outlined.

### Responsibilities

The points listed below are **general standards** for conduct upon which each and every employee is evaluated.

- Report to work on time each day. Call the Department Supervisor of the Department to which you are assigned at least 1/2 hour before the start of your shift if you are unable to report to work on that day.



- Perform the duties assigned by the Supervisor. Request additional training or ask questions if there is something that is not clearly understood.
- Be respectful, courteous and friendly to your Supervisors, Co-workers and the Public.
- Observe the dress code.
- Follow all Library Rules.

## **Library Rules**

The rules listed below are to insure proper conduct by all employees so that the health and safety of the staff are protected, delivery of necessary services is not interrupted, and the Library's property is protected. It is not all-inclusive since no list of rules can cover every possible situation or substitute for good judgment and common sense.

- Sign your sign-in sheet when you come into and leave work each day. Sign in and out at your designated lunch break.
- Wear your identification badge at all times during working hours.
- Be at your work site unless you have your Supervisor's permission to be elsewhere.
- Do not engage in conversations with other staff members and members of the public while on duty. Exchanges should be brief and business-related.
- Charge out all materials properly before removing them from the building. Uncharged library materials should never be left in your locker. Material not available to the general public for checkout is not to be removed from a department or the library under any circumstances. All borrowed materials should be returned promptly and in good condition.
- Chewing gum is prohibited.
- Eating is permitted only in the Staff Lounge during scheduled break and lunch periods.
- Smoking is not permitted in the building.
- Library telephones are for business use only. Employees are not to receive or make telephone calls unless in an emergency. Employees should use the pay telephones only during break and lunch times, unless permission has been obtained from their Supervisor.
- No electronic devices of any kind may be used while on duty. Examples of such devices include, but are not limited to, "walkmans", "beepers", cellular telephones, radios, etc.

## **Disciplinary Action**

Failure to fulfill responsibilities, breaking of Library rules or other improper conduct will result in disciplinary action. The degree of action, verbal warning, written reprimand, termination, etc. will depend upon the individual circumstances. Listed below are examples of infractions for which disciplinary action is warranted.

- Insubordination, the refusal to follow a Supervisor's instructions.
- Theft or intentional destruction of property.
- Repeated absenteeism and/or tardiness
- Failure to follow proper call-in procedures to report absence.
- Attempts to remove library materials without following proper checkout procedures.
- Use/possession/under the influence of drugs or alcohol.
- Immoral, violent or other inappropriate behavior.
- Falsification of sign-in sheets.
- Eating or drinking in unauthorized areas.
- Smoking on the premises.
- Unauthorized use of library equipment, telephones, computers, etc.
- Violation of Library Rules.



---

## **IV. BUILDING FACILITIES - CENTRAL LIBRARY**

### **Accident/First Aid**

Employees are responsible to inform a Supervisor **immediately** if they are injured on the job. An accident report must be completed and promptly submitted to the Human Resources Department. If emergency first aid is needed, a Security Guard is to be called at extension 7171.

### **Alarm - Oak Street**

A security alarm is activated at the Oak Street door when a guard cannot be present.

### **Bulletin Boards**

The bulletin boards located adjacent to the Staff Lounge provide information on job vacancies and other staff news. Employees are reminded to check this bulletin board, as well as the bulletin board in the Stack Department Office for information pertinent to them.

### **Lockers**

Locker rooms are adjacent to the women's restroom and the men's restroom on the ground floor. The Security Office personnel assign lockers. Your Supervisor will assist you in obtaining a locker.

### **Lost and Found**

Articles found in the Library are held in the Security Department. The Security Office is located on the ground floor at the Ellicott Street entrance. Items are held for 30 days.

### **Parking**

The Library does not provide parking for its employees. The parking lot immediately behind the Library is for *Authorized* personnel **ONLY**. Do not park in this area.

Bicycles may be stored in the Maintenance area with permission only. Please contact the Maintenance Department to receive authorization. All bicycles should be secured with a lock.

### **Public Telephones**

Staff members may use the public telephones located on each floor during authorized breaks/lunch periods.

### **Restrooms**

Staff restrooms are located on the ground floor off of the main hallway and on the second floor near the Staff Lounge.

Public restrooms are on the first floor opposite the Rare Book Room adjacent to the escalators and on the second floor, off the hallway south of the escalators.

### **Staff Lounge**

The Staff Lounge, also known as the lunchroom or break room, is located on the second floor in the "staff only" section of the Library. Staff may bring their own meals or purchase food from the vending machines. There is a microwave oven for staff use.

Staff is required to clear the tables after use. Feet are not permitted on the tables or chairs. Any malfunctions with the vending machines should be reported to the Business Office.



**NOTICE** to Employees and Managers: Respecting the Rights of Fellow Employees:

**Every** employee has the right to work in an environment which is totally free of sexual harassment and offensive use of ethnic, racial, or sexual oriented joking or epithets. Such conduct does not advance the mission of the Library and, in fact, hinders Library service, e.g. through resultant loss of productivity and increased absenteeism and/or employee turnover. Such conduct is morally wrong and may subject the Library to legal action.

It is the right and responsibility of every employee to notify Library Management of any action of another employee, which is not in concert with this position. Any staff member who believes that he/she has been subjected to this prohibited conduct should notify the Human Resources Department immediately. All complaints will be handled as confidentially as possible. All incidents will be promptly investigated and resolved. In accordance with collective bargaining agreements and personnel rules, disciplinary action, up to and including termination, will result for those who violate this code of behavior.

I hereby acknowledge that I have received the Page/Sr. Page Orientation Handbook. I have reviewed and understand its contents. I agree to follow the rules and regulations set forth by the Buffalo and Erie County Public Library.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print name

\_\_\_\_\_  
Date