

**HEART OF AMERICA LIBRARY
RUGBY, NORTH DAKOTA**

PERSONNEL POLICY

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**PERSONNEL POLICY
HEART OF AMERICA LIBRARY**

I. INTRODUCTION

A. ROLE OF THE BOARD OF TRUSTEES:

The Heart of America Library is established under the laws of the State of North Dakota. The governing body of the Library is the Board of Trustees appointed by the Rugby City Council and Pierce County Commissioners. The Board's responsibilities include selection and appointment of the Director; securing adequate funds for a progressive, expanding program; controlling library funds, property, and equipment; and promoting library interests.

The Board approves the appointment of all staff members, acts on the policies and budget recommended by the Director, and is responsible to the people for library activities and services.

B. ROLE OF THE LIBRARY DIRECTOR:

The Library Director has the authority, delegated to him/her by the Library Board of Trustees, to administer and interpret the Library's personnel policy. He/she is responsible for hiring, determining classifications, setting work schedules and hours, and dismissing employees as approved by the Board.

C. ROLE OF THE STAFF MEMBER:

It is the responsibility of each staff member to conform to the spirit and the letter of the personnel policies as approved by the Board.

II. APPOINTMENTS

A. RECRUITMENT

The Heart of America Library is an affirmative action equal opportunity employer and will not discriminate in any of its employment practices based on race, color, creed, sex, age, marital status, national origin, or physical disability unless based upon a bona fide occupational qualification. Whenever possible, positions are filled by promotion within the staff. All vacancies within the Library should be advertised to existing staff members and the public. All candidates must file a written application with the Director or the Board of Trustees when selecting a Director.

B. SELECTION

Selection of staff members is based on the requirements of the position, with due attention to education and technical qualifications, as well as personality, intellectual ability, and general aptitude. Appointment of members of the immediate families of the Board and/or staff is prohibited.

All new hires are subject to a background check.

When positions are temporary, this is clearly stated at the time of appointment.

C. PLACEMENT

Appointments of all personnel, with the approval of the Board, are made by the Director. Notice of appointment is made by the Director and describes the position to which the individual is appointed. Acceptance of the appointment is made to the Director. Acceptance of the part of the prospective employee is in the nature of a contract and implies agreement to abide by the stated conditions of employment.

A copy of the personnel policy is given to each new employee, plus a copy of the Policies of the Library. Seasonal full-time employment of part-time personnel will not alter status.

Temporary appointments with appropriate compensation may be made by the Board for a period no longer than six (6) months, and no person shall receive more than two (2) consecutive appointments.

The service of a person serving under temporary appointment may be terminated at any time without recourse to the procedures applying to dismissal or to retrenchment.

D. PROBATION

Each new staff member is considered to be on probation for the first three (3) months of employment. If, for any reason, the administration wishes to terminate employment during the probation period, it may be done with the usual notice but without the right of appeal. An evaluation of the employees' work performance is made midway through the probation period as well as at the end of it. The evaluation should be signed and dated by both the employee and the Director, indicating that all points in the review are discussed. Upon promotion or transfer an employee enters a new probationary period of three months. In

extraordinary circumstances a probationary period may be extended—not to exceed the period of the original term.

While serving the probationary period, sick leave and vacation benefits will be accumulated. Benefits cannot be utilized until the probationary period is over.

III. CLASSIFICATION AND SALARIES

A. JOB CLASSIFICATION

Each position shall have a written job description. Positions are reviewed periodically to take care of changes in duties and to remove inequities. A request for review of any position may be made to the Director by the employee. Vacant positions are reviewed by the Director before being posted for applications.

B. SALARIES AND INCREMENTS

The salary schedule is established by the Board of Trustees. In all cases the Library's salary scale will abide by existing laws, such as that pertaining to minimum wage. Increments will be granted on a regular basis depending upon performance and budget. Increments, when approved, will take effect on Jan. 1. Scheduled annual reviews of the salary schedule take into consideration current library salary standards, the increase or decrease in the cost of living and budget constraints.

Merit adjustments will be made for superior performance on an individual basis with Board approval and will be considered following completion of the probationary period. Salary adjustments should reflect continuing education and any increase in the amount of individual responsibility.

IV. STANDARDS OF CONDUCT

Employment in the Heart of America Library carries with it special obligations and responsibilities. Every citizen has the right, as an individual, to participate in public debate or to engage in social and political activity. The only restrictions on the activities are those imposed by specific and well-publicized laws and regulations which are generally applicable. Because personal views and activities may be interpreted as representative of the institution in which the individual is employed, careful distinction must always be made between: (a) private actions of the employee as an individual and (b) those actions one is authorized to take in the name of the Library. The following ethical guidelines govern Heart of America Library employees:

- (1) A special responsibility to maintain the principles of the Library Bill of Rights.
- (2) The duty to understand and execute the policies of the Library and to endeavor to change those which conflict with the spirit of the Library Bill of Rights and community needs and standards through existing channels.
- (3) An obligation to protect the essential confidential relationship which exists between the library user and the Heart of America Library (see policy governing library circulation records).
- (4) A responsibility to avoid any possibility of personal financial gain at the expense of the Library.
- (5) An obligation to maintain a standard of personal behavior which is complimentary to the Library as a social institution, and to refrain from abusing working conditions and benefits.
- (6) The responsibility to avoid pettiness, gossip and rumors concerning other staff members, and instead to express objectively through appropriate channels any dissatisfaction with a fellow staff member's performance.
- (7) An obligation to ensure equality of opportunity and fair judgment of competence in actions dealing with staff appointments, retentions, and promotions.
- (8) An obligation when making appraisals of the qualifications of any individual to report the facts clearly, accurately, and without prejudice, according to applicable law concerning the disclosure of personal information.
- (9) To carry out all assignments so that fellow staff members need not assume added responsibilities, except in times of emergency or at the Director's discretion.
- (10) To acknowledge the importance of the work done by all staff in all departments, and to maintain a sense of loyalty to and cooperation with fellow staff members in the line of duty.
- (11) To keep informed and seek to improve work performance by making oneself aware of new ideas, standards of library service and methods of job performance through participation in available continuing education programs.

V. EMPLOYEE RELATIONS

A. TO THE COMMUNITY

All staff members are expected to give a high standard of service to all patrons regardless of social standing, sex, creed, religion, race, or age. Staff members are encouraged to take an active interest in the concerns of the community in which they work.

B. TOWARD SUPERVISORS

Employees are expected to cooperate with their supervisors in attaining the common goals of the institution. In resolving problems between employee and supervisor, the employee will follow the established chain of command. (See part X, section E)

C. SUPERVISORS

Supervisors' welcome inquiries and suggestions from employees. The employee has the right to expect direction from a designated number of supervisors, thus avoiding conflicting directions.

D. SPECIAL RESPONSIBILITIES

Each employee is responsible for providing the Director and immediate supervisor with a current address, telephone number, and an emergency contact. The staff member is also responsible for all keys and/or other equipment given in trust and the return of same upon termination of employment.

VI. PUBLIC RELATIONS

The responsibility for maintaining good public relations with the patrons and with fellow employees must be shared by each and every employee. Maintaining effective and courteous contacts with citizens is a basic requirement in every employee's job. It helps to remember that almost every person we greet is helping to pay our salaries through the taxes which s/he pays each year. The "chronic griper" should be treated with the same courtesy and tact with which you treat others. Time spent listening to patron's complaints, criticisms and problems is not wasted and will reap great dividends in improving the public relations program. We are responsible to all the citizens of Pierce County, and we should remember this in our day-to-day dealings with our patrons.

All new items for the press are released through the Director's office or specifically authorized personnel.

Here is a list of public relations guidelines which, if followed, will usually result in fewer complaints and an increase in the effectiveness of the public relations programs:

1. Identify the Library and give your name when you answer the telephone. A cheerful "good morning" or "good afternoon" is much appreciated by the public.
2. If you are approached by a patron asking information or making a complaint, give assistance if you can. If you are not able to help, or if the patron seems dissatisfied, courteously suggest that the patron see the Library Director.
3. Let the patron who has a complaint express his/her opinion - don't interrupt them. Even if you feel that the complaint is completely unjustified, be very hesitant in disputing an irate patron. It is better to promise to check the matter or have it checked than to argue with him/her.
4. Keep a written record of any complaints or requests that you receive. Complaints not written down are easily forgotten to the embarrassment of yourself and the Library.
5. Do not "downgrade" another employee in explaining a problem to a patron – our organization is judged by the effectiveness of our entire operation, and we should strive to improve the image of all.
6. Maintain the best possible personal appearance in keeping with the work that you are doing.
7. Strive to keep your working area, desk, or space in a clean, presentable, and attractive condition.
8. Always be tactful and courteous, keeping in mind that service is our only product.

You should always bear in mind that even outside the office and working hours people will assume that you, as a Library employee, know a lot about city/county government and will give importance to what you say about the Library and the other city/county departments and will judge city/county employees in general by your appearance, behavior, etc.

VII. STAFF DEVELOPMENT

A. COMMUNICATIONS

The Director is always held accountable for informing subordinates. To promote cooperation and the sharing of information, a meeting for aids and assistants will be held at the Directors discretion.

B. IN-SERVICE TRAINING

The necessary orientation and training are provided for all new staff members immediately upon commencement of employment. Supervisors have direct responsibility for the continuing development of their staff. They are expected to train the individual in the effective and efficient performance of each duty; in addition, they must effectively convey the evolving plans and policies of the institution.

C. PROFESSIONAL ACTIVITIES

It is the policy of the Heart of America Library to provide membership in the North Dakota Library Association (NDLA) for the Director and Assistant Director. The Director will request funds from the Board for financial assistance at conferences. At the minimum, time with pay will be allowed staff members wishing to attend meetings and conferences sponsored by professional library or library-related organizations of which they are members. A reasonable amount of preparation time is allowed for staff members participating in programs. Note - Article V of Operational Policy.

The Board of the Heart of America Library recognizes the need for professional growth of its professional personnel through attendance at the national and regional conferences. Authorization will be made upon the recommendation of the Director and will be based on one or more of the following criteria:

- a. Professional attitude reflected in the performance of the staff members' duties.
- b. Staff members' interest and participation in other professional growth activities.
- c. Relevance of the conference to the staff members assigned duties and professional interests.

- d. Membership of the staff member in the organization sponsoring the conference.
- e. Years of service with Heart of America Library and prior convention attendance.

Special consideration for attendance will be made for those staff members who are invited by the conference to be a part of the program.

Attendance at meetings, lectures, institutes, and workshops on the local level will be considered independently from attendance at national and regional conferences.

D. CONTINUING EDUCATION OF LIBRARIANS (Full-time Employees)

Further education is encouraged at all levels. Adjustments of time or special assignments in order that employees may take advantage of the opportunity for special study are subject to the approval of the Director. Leaves of absence without pay to pursue regular courses of study at accredited library schools, or to undertake further education in a discipline related to an individual's library work are subject to Board approval.

1. Workshops and Seminars:

If attendance by professional staff at seminars or workshops other than State Library Association Meetings is approved by the Library Board, the Library will pay at least 50% of the cost. Time off shall be granted without loss of pay or benefits.

VIII. PERFORMANCE EVALUATION

Annual performance evaluation will be used: for the development of each individual staff member; for consideration of transfers, promotions and the granting of salary increases; and in replying to outside requests for individual recommendations.

IX. PROMOTIONS, DEMOTIONS, AND TRANSFERS

Promotions are based upon; (1) the availability of an open position allowing for upward mobility; (2) the promise of an individual potential for future development; (3) educational, technical and personal qualifications subject to all provisions for affirmative action equal opportunity implementation; (4) evidence of previous satisfactory performance. Seniority is a determining factor only when two or more candidates have equal qualifications. When an employee without a break in service is promoted, the individual will be entitled to the lowest step in the next higher classification

that provides an increase over the salary range last received. The employee is considered on probation in the new assignment. (See Article II Section D PROBATION.)

If an employee fails to fulfill the duties and responsibilities of the new position, the individual may be returned to a lower grade position. Employees may apply by letter for promotion as positions become vacant.

Transfers are changes in assignments in which salary remains the same, but the job duties may differ. A transfer may be initiated in writing, to the Director by a supervisor or by a staff member. Transfers are made for the good of the service and the development of a staff member's potential. Whenever possible, the needs and desires of the employee are taken into consideration. Transfers will be made only after consultation with the Director and the employee involved. Promotions, demotions, and transfers are subject to board approval.

X. TERMINATIONS

A. RETIREMENTS

Retirement from the Library is unstipulated due to age discrimination laws. The Age Discrimination in Employment Act of 1967 (ADEA) secures individuals who are 40 years of age or older from employment discrimination based on age. This Act applies to both employees and job applicants. Under this Act, it is unlawful to discriminate against a person because of his/her age with respect to any term, condition, or privilege of employment, including hiring, firing, promotion, layoff, compensation, benefits, job assignments, and training.

The Director and Board Members will discuss the retirement of all staff members. The retirement of the Director and Circulation Manager must be submitted six months in advance to the Board Members. To fill the position adequately, retirees must give this notice in order to properly educate incoming personnel.

B. RESIGNATIONS

Resignations are submitted in writing to the Director. Four weeks notice (before the last working day) is the minimum requirement for all positions. Whenever possible a staff member in an administrative position should give longer notice. The Director shall submit resignation in writing to the Board of Trustees four weeks prior to the last working day.

C. DISMISSALS

Failure of a new employee to improve quantity or quality of work as determined by evaluation during probation will be grounds for immediate dismissal by the Director without recourse to established grievance procedure. All other employees are dismissed or suspended by the Board upon recommendations of the Director. An employee may be dismissed for incompetence and unfitness, insubordination, frequent unexplained absences from duty or conduct which is criminal, infamous, or dishonest in the eyes of the law. The dismissal procedure policy is as follows:

1. Employees shall be notified in writing by the Library Director of the contemplated dismissal and reasons for such contemplated dismissal.
2. Employees shall have five days after receipt of notice of contemplated dismissal in which to request in writing a hearing before the Library Board of Trustees.
3. Failure of employee to request hearing shall give Library Director full discretion in handling of dismissal.
4. Hearing shall be held within ten (10) days after receipt of request for hearing by employee.
5. Notice of time and place of hearing shall be given to the employee at least 48 hours before the hearing.
6. The employee shall be entitled to be represented at the hearing by legal counsel or by one other person and shall have the right to present evidence on his or her own behalf and to examine any person who presents testimony in support of dismissal.
7. Hearing shall be closed to the public unless employee requests in writing that it be open to the public.
8. The Board of Trustees shall submit their decision in writing to the employee within seven (7) days after the hearing.

Aids and assistants are under the direct supervision of the Director who will deal with most of the problems privately on a person-to-person basis. If this is not satisfactory it can then be brought to the attention of the Board of Trustees.

D. RETRENCHMENT

Financial exigencies, changes in library service, realignment of functions or adoption of new methods may require the elimination of positions. Reductions in staff will be made at the discretion of the Director and the Board of Trustees. In such cases, as much notice as possible will be given. Affected staff members should have the opportunity to ask for reassignment to vacancies for which they are qualified. If requested, the employee will be given an opportunity for a hearing by the Board.

E. GRIEVANCE PROCEDURE

Any employee with a grievance must first discuss it fully with the Director. Should they not reach an accord on the matter; the employee must make a written statement of the problem within three (3) working days to the Board of Trustees; one (1) copy of this written statement to be presented to the Director and another to the President of the Board of Trustees. A hearing will be held within five (5) working days after the receipt of the letter of complaint. The problem will then be resolved. (The exception to this time limit is a complaint of alleged discrimination which must be referred to the Board of Trustees immediately.) Failure to comply with the grievance procedures may result in dismissal of the complaint. A record of these proceedings must be kept on file by the Director and the Secretary of the Board.

XI. WORKING CONDITIONS

A. HOURS OF WORK

On a regular schedule, individual staff members will not work more than forty (40) hours in a five-day week. The official work week will begin each Monday and end at midnight on the following Sunday. Personnel may be required to work evening shifts within the forty (40) hours per week limitation. Paychecks will be issued monthly on the last day of the month.

Thirty-two (32) hours or more per week will be considered full-time employment. Less than thirty-two (32) hours per week will be considered part-time employment.

B. OVERTIME

Overtime work must be approved in advance by the Director with the Board approval. Compensatory time off later may be allowed or payment may be given at the discretion of the Director, with Board

approval. When allowed overtime, reimbursement shall be in the form of payment of one and one-half (1.5) times each employee's regular rate of pay. Compensatory time will occur if scheduled or in an emergency. All overtime work not approved in advance will be considered volunteer time without pay. Overtime policy applies to hours worked in excess of forty (40) hours per week.

C. VACATION

Director – 1 year	-	1 week with pay
2 years or more	-	2 weeks with pay
after 10 years	-	22 days with pay
Full-Time – 1 year	-	1 week with pay
2 years or more	-	2 weeks with pay
after 10 years	-	22 days with pay
Part-Time – 5 years or more	-	1 week with pay
Student/Relief Employee	-	Will be a temporary position. No accrued vacation time.

Holidays will not be counted in the vacation period.

Vacation pay is determined on a basis of forty (40) hours per week and eight (8) hours per day.

D. VACATION LEAVE USE

The purpose of vacation benefits is to allow each employee time away from the job for rest, recreation, and the pursuit of non-employment objectives. Request for any leave should be submitted one month in advance to the Director. Vacation time may be taken as accrued. The time when vacation can be taken will be determined by the Director after considering the needs of the service and seniority and wishes of the employees. Staff members are required to use their vacation annually before the end of the calendar year or accrued vacation benefits will be lost.

E. PAYMENT FOR VACATION LEAVE

Upon separation from the service for any cause, an employee shall be paid for any unused or accumulated vacation earned through the last day worked. Upon death of an employee, a payment for vacation time accrued to the individual's credit will be made to the employee's beneficiaries or estate. Payment to employees for time accrued in lieu of vacation leave will not be allowed, except for job termination.

F. LEGAL HOLIDAYS

The holidays which are allowed the staff and during which the Library will be closed include:

- a. The first day of January – New Year’s Day
- b. President’s Day – 3rd Monday in February
- c. The last Monday in May – Memorial Day
- d. The Fourth of July – Independence Day
- e. The first Monday in September – Labor Day
- f. Veterans Day – November 11th
- g. The fourth Thursday in November – Thanksgiving Day
- h. December 25th – Christmas Day
- i. Christmas Eve – December 24th
- j. New Year’s Eve – December 31st
- k. Good Friday, which is the Friday before Easter
- l. Other days as designated by the Library Board

When Christmas Day falls upon a Sunday, the Monday following will be considered the legal holiday and the Library will be closed on Monday. Full-time staff will be paid if Library is closed on Monday because the holiday falls on Sunday. The full-time staff will be reimbursed for legal holidays if it falls on a working day.

For individuals belonging to religious groups which have special observances on days other than the legal holidays observed, the Director will, upon request, cause the schedule to be so arranged to permit the individual to be absent for the day of observance with the time to be made up as agreed upon.

G. SICK LEAVE

Sick leave with pay shall accrue to full-time employees at the rate of one (1) day per calendar month cumulative to a maximum of twenty-three (23) days. Part-time and Student/Relief Employee will not accrue sick leave.

Sick leave will be granted to an employee because of the individual’s incapacity to properly perform duties unless such incapacity was self-inflicted. Sick leave shall be granted in case of serious illness in the immediate family of the employee (spouse, son, daughter, or parent) at the discretion of the Director. The Director may, at his/her discretion request a doctor’s certificate before the employee may return to work; said certificate must be from a licensed physician and must state that the

employee was incapacitated to properly perform duties and the cause thereof.

Maternity/paternity/adoptive leave with pay shall be granted up to the amount of sick leave and/or other earned time accumulated with additional to be granted within limitations described in Part XI Section I which follows.

Employees are encouraged to make medical and dental appointments during their days off. If this is not possible, time missed for such appointments may be either counted as sick leave, made up by arrangement with the Director or employee may use compensation time earned.

For overuse of sick leave, proportionate pay is to be deducted from the salary unless special arrangements have been made with the Director to make up lost time.

H. BEREAVEMENT LEAVE

A maximum of three (3) days with pay sick leave may be taken in the event of death in the family of the employee. Family will be defined as including spouse, son, daughter, mother, father, sister, brother, and grandparents of the employee. A maximum of one (1) day with pay of sick leave may be taken in the event of death of an immediate in-law. Immediate in-law will be defined as including mother-in-law, father-in-law, sister-in-law, brother-in-law, son-in-law, or daughter-in-law.

Additional bereavement leaves without pay may be granted at the discretion of the Director.

I. LEAVES OF ABSENCE

Leaves of absence without pay are subject to Board approval. Requests for such leave shall be submitted in writing to the Director stating the reasons why such leave should be granted, the effective date of the beginning of such leave and the probable date of return. Such leave will be granted only in the case it is determined that it will not interfere with the normal operation of the library.

J. JURY DUTY

In the case of jury duty, an employee shall receive an amount which will equal the employee's regular rate of pay when added to the compensation received for jury duty. (Normally this means the employee will turn over the check for jury duty to the Library and receive a regular paycheck). Or the employee may have the option of taking vacation leave and retain the amount received for jury duty.

K. MILITARY LEAVE

Staff members working full-time who are in the military reserve corps and are ordered to temporary active duty will be granted leave with pay for twelve (12) working days. Those entering military service are granted leaves of absence in conformity with federal and state regulations.

XII. RESPONSIBILITIES

A. PUNCTUALITY

Employees are expected to report to work on time. If you are, or will be, late or absent from work, it is most important that the Director be notified no later than the normal starting time and earlier if possible. This notification is essential so that the Director can plan his/her day's activities. Absence from work without giving adequate notice or repeated incidents of appearing late for duty are grounds for disciplinary action. These practices are not fair to other employees who must carry additional duties during your absence.

B. OUTSIDE EMPLOYMENT

Outside employment will never be permitted to interfere with duties either in terms of "conflict of interest" or in physical capabilities. It is required that an employee consult with his department head when outside employment is contemplated.

C. INJURY ON THE JOB

Any injury received on the job, even a slight one, should be reported immediately to your supervisor and an accident report should be completed at once.

D. TIME RECORDS

Each employee is responsible for his/her own time record and only he/she may record his/her time. Neglect and improper recording of your

time will affect your check. The monthly record is to be turned into Director at the end of each month. Time sheets will always be available to the Director and submitted to the Treasurer at month's end. Time sheets will be retained for a minimum of three (3) years.

E. PERSONAL AFFAIRS

An employee is expected to maintain personal affairs, including financial dealings, outside of the library work environment in keeping with acceptable standards of conduct. It is hoped that each employee will not let their private life reflect unfavorable upon the Library or their work with the Library.

The telephones located in the Library are there for use in the conducting of Library business. Please keep personal calls to a minimum. Personal cell phones are allowed during library hours but used sparingly. Cell phones will not disrupt the general operations of the Library.

If it is necessary for you to take time off to attend to personal matters, plan with the Director well in advance so that the affairs of the Library can be adjusted to compensate for your absence. Time off for personal affairs will be deducted from salary earned.

If a personal matter is of such nature that it affects your ability to perform your work satisfactorily, plan to discuss the problem generally with the Director, so that your efficiency records will accurately reflect your average performance.

XIII. DRUG AND ALCOHOL USE

It is the Library's desire to provide a drug-free, healthful, and safe workplace. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner.

While on the premises and while conducting business-related activities off the Library premises, no employee may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace.

Violations of this policy may lead to disciplinary action, up to and including immediate termination of employment, and/or required participation in a substance abuse rehabilitation or treatment program. Such violations may also have legal consequences.

XIV. SEXUAL AND OTHER UNLAWFUL HARASSMENT

The Library is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, or any other legally protected characteristic will not be tolerated.

Sexual harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser.

If you experience or witness sexual or other unlawful harassment in the workplace, report it immediately to your supervisor. If the supervisor is unavailable or you believe it would be inappropriate to contact that person, you should immediately contact the Library Director or Board of Trustees. You can raise concerns and make reports without fear of reprisal or retaliation.

All allegations of sexual harassment will be quickly and discreetly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of the investigation.

PERSONNEL - Organization and Responsibility

The Library is governed by a ten (10) member Board of Trustees. The Board carries legal responsibility for the library and is its legislative body. The Board and the Director share the responsibility of establishing and changing policy. The Director is appointed by the Board and is responsible to them for the total operation of the library including the appointment, scheduling, and supervision of personnel; material selection and withdrawal; bookkeeping procedures; public relations and building maintenance.

All staff is appointed by the Director with approval of the Board.

All newly appointed personnel will serve a three (3) month probationary period after which time they will receive a permanent appointment, have the probationary period extended or be dismissed. All personnel are responsible to the Director. Staff members

must be able to function in all areas and perform in co-operation with the other members of the staff.

PERSONNEL CLASSIFICATION

DIRECTOR

Education/Experience:

1. High School Graduate or equivalent
2. Library Science Minor preferred or three (3) years' experience in library work.
3. Computer skills/bookkeeping experience

Job Overview: This is a full-time, salaried position with 1-2 Saturdays a month. The Director shall oversee the administration of the Library under the direction and review of the Library Board. The Director shall be responsible for the care of the building and equipment, for the employment (with the approval of the board) and direction of the staff, for the efficiency of the Library's services to the public and for the operation of the Library under the financial conditions set forth in the annual budget. He/she must also assume responsibility of publicizing the resources of the Library and promoting the image of the Library in the community. The Director shall attend all board meetings except those at which his/her appointment or salary are to be discussed.

CIRCULATION MANAGER

Education/Experience:

1. High school graduate or equivalent.
2. 1 years' experience in library work or equivalent education in Library Science preferred.

Job Overview: This is a full-time, hourly position, forty (40) hours per week, with 1-2 Saturdays a month. The Circulation Manager is responsible for working at the circulation desk during library hours. The Circulation Manager greets and directs library patrons, and charges and discharges library materials in accordance with established library policies and procedures. This position reports to the Library Director.

Work Schedule: As assigned by the Director.

TYPIST/CATALOGER

Education/Experience:

1. High School Graduate
2. Computer skills

Job Overview: This is a part-time, hourly position, twenty (20) hours per week. At least one Saturday per month will be required. This person will be responsible for cataloguing

library materials, readying items for inclusion in the collection, some book repair, performing inventory and any other routine library procedures that may be assigned. This position reports to the Library Director.

Work Schedule: As assigned by the Director.

STUDENT/RELIEF EMPLOYEE

Education/Experience:

1. High School Student/High School Graduate
2. Computer skills

Job Overview: This is a part-time, hourly position. This person is responsible for assisting with routine library duties as assigned by the Director or other staff person. This position reports to the Library Director.

Work Schedule: As assigned by the Director.

CUSTODIAN

Education/Experience:

1. Working mechanical aptitude
2. Self-motivating
3. Basic concern for cleanliness

Job Overview: This is a salaried, part-time position responsible for the cleaning and maintenance of the library building and grounds. Average 12-15 hours per week. Most cleaning and maintenance will be performed outside the library's hours of operation. This position reports to the Library Director.

Work Schedule: As assigned by the Director.

See official Job Descriptions in Appendix.

**PROCEDURE FOR HANDLING A COMPLAINT REGARDING
LIBRARY MATERIAL IN THE COLLECTION**

(Recommended by the Board of Trustees so the patron may
be assured that his complaint receives a fair hearing.)

THE MATERIALS SELECTION POLICY of the Heart of America Library states “the final responsibility for selection resides with the Library Director.” Therefore, all COMPLAINTS WILL BE DIRECTED TO THE ATTENTION OF THE DIRECTOR. The Board of Trustees, in its adoption of the MATERIALS SELECTION POLICY, the LIBRARY BILL of RIGHTS, and the FREEDOM TO READ STATEMENT, supports the DIRECTOR in the exercise of the selection responsibility.

When a complaint occurs, STAFF MEMBER on duty should.

- a. Listen sympathetically to complaint, neither condoning the complaint nor defending the item.
- b. TAKE COMPLAINT TO THE DIRECTOR.
- c. Give “request for consideration of library materials” form to complainant, asking to have it completed and signed. (IF DIRECTOR IS NOT AVAILABLE)
- d. Inform patron that he or she will receive a response within ONE (1) WEEK.

Upon receipt of complaint form, DIRECTOR will:

- a. Examine complaint, material in question and circumstances involved.
- b. Submit a response to patron WITHIN ONE (1) WEEK. Response will be based on reasons for selection and a copy of the MATERIALS SELECTION POLICY of the library.
- c. Advise the patron that if he is not completely satisfied with the response, a hearing of the Board of Trustees may follow.

The members of the BOARD OF TRUSTEES may review a complaint or legally refuse to hear it. To feel justified in reviewing the matter, the Board of Trustees must assume that either the MATERIALS SELECTION POLICY statement or the interpretation of it

is in question. Should it be necessary, the Board can ask the Director to inform the INTELLECTUAL FREEDOM COMMITTEE OF NDLA, The INTELLECTUAL FREEDOM COMMITTEE OF ALA, the STATE LIBRARIAN and other concerned persons or groups of the situation, requesting their opinion, recommendations, or involvement.

REQUEST FOR CONSIDERATION OF LIBRARY MATERIALS

Author _____ Book _____ Periodical _____ Other _____

Title _____

Publisher or Producer _____

Your Name _____ Telephone _____

Address _____ City & State _____ Zip _____

As the complainant, do you represent:

Yourself?

An Organization? _____

Another group? _____

1. To what do you object? (Please be specific. Give page number, etc.....)

2. What do you feel might be the result of having this material in the library collection?

3. For what age group would you recommend this material? _____

4. Is there anything good about the material? _____

5. Did you read, view, or listen to the entire material? _____ What parts? _____

6. Are you aware of the judgment of this material by critics? _____

7. What do you believe is the theme or main idea of this material? _____

8. What would you like your library to do about this material? _____

9. In its place, what material would you suggest serving a similar purpose in a better way?

Signature of Complainant

**HEART OF AMERICA LIBRARY
RUGBY, NORTH DAKOTA**

PERSONNEL POLICY APPENDIX

Heart of America Library
Rugby, North Dakota
Job Title: Library Director

Job Overview: This is a full-time, salaried position with 1-2 Saturdays a month. The Director shall oversee the administration of the Library under the direction and review of the Library Board. The Director shall be responsible for the care of the building and equipment, for the employment (with the approval of the board) and direction of the staff, for the efficiency of the Library's services to the public and for the operation of the Library under the financial conditions set forth in the annual budget. He/she must also assume responsibility of publicizing the resources of the Library and promoting the image of the Library in the community. The Director shall attend all board meetings except those at which his/her appointment or salary are to be discussed.

Education/Experience:

1. High School Graduate or equivalent
2. Library Science Minor preferred or three (3) years' experience in library work.
3. Computer skills/bookkeeping experience

Essential Responsibilities:

- Plans, implements, and evaluates library services.
- Develops and administers policies concerning library operations, budgets, and programs.
- Handles complaints in accordance with policy.
- Provides supervision and delegates responsibilities to the library staff.
- Prepares the annual budget and presents it to the Library Board.
- Directs and controls the expenditure of fund allocations within approved budgets.
- Provides reports to the board on library operations & attends Board of Trustee meetings.
- Supervises maintenance of library building, equipment, and furnishings.
- Oversees the collection in response to overall community needs, accessing appropriate vendors, supporting ongoing weeding, and evaluation of donated materials.
- Works at Circulation Desk and provides direct services to patrons as needed.

Requirements:

- Excellent communication skills and organizational skills.
- Ability to administer the activities of a public library and to supervise the work of others.
- Ability to develop short- and long-term development, plans, and objectives.
- Maintains knowledge of standard library principles and practices, concepts of freedom of speech, copyrights, collection development, patron confidentiality, censorship, and other library ethical issues.
- Proficiency with computers, internet, and digital communications.
- Enjoys working with people.

- Ability to work independently as well as with a team.
- Detail oriented.
- Ability to prioritize work.
- Ability to maintain professional manner when dealing with patrons of all ages and library staff.

Physical Requirements:

- Requires sitting, standing, stooping, bending, and lifting/moving books and carts.
- Ability to communicate effectively, both orally and in writing.
- Ability to hear, comprehend and respond to library patrons both in person and in telephone conversations.
- Requires sitting for extended period at a computer screen.

1/26/2023

Applications can be submitted to: heartofamerica@hotmail.com (Attention Hiring Committee)

Questions: Heart of America Library 701-776-6223

Heart of America Library
Rugby, North Dakota
Job Title: Circulation Manager

Job Overview: This is a full-time, hourly position, 40 hours per week, with 1-2 Saturdays a month. The Circulation Manager is responsible for working at the circulation desk during library hours. The Circulation Manager greets and directs library patrons, and charges and discharges library materials in accordance with established library policies and procedures. This position reports to the Library Director.

Education/Experience:

- High school graduate or equivalent.
- 1 years' experience in library work or equivalent education in Library Science preferred.

Essential Responsibilities:

- Provides exceptional customer service to library patrons and the public greets visitors and directs them to areas of library; provides assistance and information related to library programs, services, materials, facilities, equipment, fees, and procedures.
- Assists patrons in requesting, selecting, and locating library materials; research book titles, book availability, patron records, or related information and assists patrons in the use of public access computers and internet.
- Checks items in and out to patrons; shelves returned items.
- Makes recommendations for book purchases.
- Processes inter-library loan requests from patrons and other libraries verifies and identifies requested materials; receives/processes borrowing requests and incoming material; and completes documentation.
- Maintains records and prepares reports relating to library usage and activities.
- Changes front book display as needed.
- Changes bulletin board for holidays or seasons.
- Changes to the outdoor library sign as needed.
- Removes outdated, worn, and little-used materials from library collection as needed.
- May be required to lead story hour.
- May be required to lead book group.

Requirements:

- Enjoys working with people.
- Ability to work independently as well as with a team.
- Proficiency in computer skills and ability to operate basic office equipment.
- Detail oriented.
- Good organizational abilities.
- Demonstrates excellent interpersonal and communication skills.
- Ability to prioritize work.

- Ability to maintain professional manner when dealing with patrons of all ages and library staff.
- Ability to learn general library functions.

Physical Requirements:

- Requires sitting, standing, stooping, bending, and lifting/moving books and carts.
- Ability to communicate effectively, both orally and in writing.
- Ability to hear, comprehend and respond to library patrons both in person and in telephone conversations.
- Requires sitting for extended period at a computer screen.

1/26/2023

Heart of America Library
Rugby, North Dakota
Job Title: Cataloger

Job Overview: This is a part-time, hourly position, 20 hours per week. At least one Saturday per month will be required. This person will be responsible for cataloguing library materials, readying items for inclusion in the collection, some book repair, performing inventory and any other routine library procedures that may be assigned. This position reports to the Library Director.

Essential responsibilities:

- Catalogs library materials in the Atrium online catalog.
- Prepares items for inclusion in the collection (covering, labeling).
- Performs inventory.
- Removes outdated, worn, and little-used materials from library collection as needed.
- Other routine library procedures.
- Works at circulation desk as needed.

Qualifications:

- High School Diploma or equivalent
- Enjoys working with people.
- Proficiency in computer skills
- Detail oriented
- Good organizational abilities
- Ability to learn general library functions.

Physical Requirements:

- Requires sitting, standing, stooping, bending, and lifting/moving books and carts.
- Ability to communicate effectively, both orally and in writing.
- Ability to hear, comprehend and respond to library patrons both in person and in telephone conversations.
- Ability to maintain professional manner when dealing with patrons of all ages and library staff.
- Requires sitting for extended period at a computer screen.

Heart of America Library
Rugby, North Dakota
Job Title: Student Worker

Job Overview: This is a part-time, hourly position. This person is responsible for assisting with routine library duties as assigned by the Director or other staff person. This position reports to the Library Director.

Education/Experience:

- High School Student

Requirements:

- Enjoys working with people.
- Must be able to work independently as well as with a team.
- Proficiency in computer skills and ability to operate basic office equipment.
- Detail oriented.
- Good organizational abilities.
- Must have demonstrated interpersonal and communication skills.
- Must maintain professional manner when dealing with patrons of all ages and library staff.
- Ability to learn general library functions.

Physical Requirements:

- Requires sitting, standing, stooping, bending, and lifting/moving books and carts.
- Must be able to communicate effectively, both orally and in writing.
- Must be able to hear, comprehend and respond to library patrons both in person and in telephone conversations.
- Must have visual ability to see computer screens.

1/26/2023

Heart of America Library
Rugby, North Dakota
Job Title: Custodian

Job Overview: This is a hourly, part-time position responsible for the cleaning and maintenance of the library building and grounds. Average 12-15 hours per week. Most cleaning and maintenance will be performed outside the library's hours of operation.

This position reports to the Library Director.

Essential Responsibilities:

Custodial work includes but is not limited to:

- vacuuming carpets
- dusting and cleaning furniture, shelves, and equipment
- sweeping and mopping floors
- washing windows
- cleaning and supplying restrooms.
- removing trash
- mowing lawn
- snow removal

Requirements:

- Working knowledge of equipment, tools, and supplies used in building and grounds maintenance and of safety precautions.
- Ability to work independently with minimal supervision.
- Ability to communicate effectively, both orally and in writing.
- Ability to lift and move 40 pounds on a regular basis.

1/26/2023

CUSTODIAN DETAILED LIST

Duties and Responsibilities

DAILY (5-6 times per week)

Empty wastebaskets (upstairs and downstairs) as needed and take trash to library dumpster, new can liner at least once a week.

Wipe down/disinfect **all** tables, chairs, computer areas, and circulation desk area.

Vacuum/sweep/mop high traffic areas:

around circulation desks; by restrooms, elevator, and stairs; public computers and entrance

Clean restrooms (including floors) and water fountain.

Restock supplies as needed in restrooms.

Clean glass on entrance doors

Wipe down all bars and handles on interior and exterior doors, including auto door opener panels.

Clean sink in employee work area

Sweep/Shovel front sidewalk, if necessary, before the library opens

WEEKLY (or more often if needed)

Vacuum all carpeted spaces, including lower level and back stairwell.

Sweep/mop back stairwell

Dust tables, counters, tops of short bookshelves, tops of radiators, windowsills, window frames, including those in back stairwell.

Tables, counters, and furniture may require occasional cleaning instead of just dusting.

Clean all surfaces of elevator interior.

Set out dumpster for garbage pickup.

Water all plants

MONTHLY

Dust clear spaces on shelves (not necessary to move books or magazines)

Check furnace filter, replace as needed.

Change vacuum cleaner bag/empty canister.

QUARTERLY

Sweep or vacuum furnace room and storage areas.

Dust air vents, including "holes" in brick columns on first floor & basement rooms, bathroom ceiling vents.

Dust tops of tall bookshelves

Dust tops of door frames all doors including entry.

Steam clean carpets and upholstered chairs as needed.

TWICE A YEAR

Check emergency lights.

Dust walls, especially those areas around air vents

Wipe down all surfaces of doors and woodwork.

Clean inside of windows

ONCE A YEAR

Remove, clean, and replace air conditioner filters.

AS NEEDED

Change fluorescent bulbs; LED in Director's office – south lights.

Sweep/shovel walks

Pick up trash in the yard.

Perform minor repairs.

Report to library director when supplies are running low and larger repairs are needed.

Mop plastic chair mats on floor

SEASONAL

Maintain grass areas on library property as needed (Clean yard in spring; remove leaves in fall)

Trim bushes and plants in beds along building, as needed.

Remove snow from and sprinkle de-ice salt on sidewalks, as needed and before the library opens.

Other maintenance items, may need to hire out:

Washing outside windows

Watch gutters and roof for debris; remove as needed.

Shampoo carpet, as needed.

Other tasks as assigned.

This is a general guide to the duties and responsibilities of the job and is not intended to list every possible task an employee may be called upon to perform.

1/13/2026