Is your library staffed by people who are dedicated to service and motivated by a desire to serve the public in a competent, efficient, and friendly manner? The employment of qualified personnel is the most vital responsibility of the board and library administration. This section seeks to ensure that library administration select and train people who are dedicated to quality service.

A. EMPLOYEE MANUAL

A complete employee manual is an important part of human resources management. The Genesee District Library has provided a copy of their employee handbook. Genesee has achieved QSAC Excellent status and the handbook is one example of excellent human resources management.

**Genesee District Library Employee Handbook**

**Kent District Library Policy Manual**

Suggested topics for library personnel policies and/or handbooks:

- ADA accommodation
- Affirmative action
- Anti-harassment
- **Certification at the Library of Michigan**
- Classification schedule
- Computer and Social media use
- Conduct at work
- Continuing education
- Discharge procedures
- Disciplinary actions
- Emergency closing
- Employee Handbook Samples
  - St. Charles, MO District Library
- Employment at Will statement
- Equal employment opportunity provision
- Evaluation procedures
  - Municipal Research and Service Center of Washington: Personnel Performance Evaluations
  - New Jersey State Library: Library Director Performance Appraisal
- Grievance procedures
- Health benefits
• Hiring practices
• Hours of work and Overtime
• Interview Questions
  o Frequently Asked Interview Questions from the College of Communication and Information at Florida State University
• Job descriptions
  o ALA: Sample Job Descriptions
  o LibrarySupportStaff.com: Library Jobs: Descriptions and Classifications
  o Massachusetts Library System Job Descriptions Collection
• Job Descriptions for Trustees
  o Free Management Library: Sample Job Descriptions for Members of Boards of Directors
  o Pine Plains Free Library Job Description: Library Trustee
  o ASCLA Library Cooperative Board Member Roles and Responsibilities
• Leave of absences, paid and unpaid (Vacation, Family leave, Sick leave, Holidays, Jury duty, Compassionate leave, Administrative leave)
• Life insurance
• Nepotism
• Organizational chart
• Personnel records
• Probationary period
• Promotion
• Recruitment
• Retirement
• Salary schedule
• Staff competencies
  o LibrarySupportStaff.com: Library Staff Competencies
  o Youth Services: Librarians Roles and Competencies
  o New Jersey Library Association: Personnel and Salary Guide
• Staff development and training
  o Library Support Staff Resource Center from the American Library Association
• Staff Levels
  o Colorado State Library - Public Library Standards, Personnel
  o Staffing for Public Libraries
• Travel expenses
• Trustee training
  o Library of Michigan: For Public Library Trustees
  o KY Department for Libraries and Archives: Trustee Training Tips
  o Wisconsin Division for Libraries: Trustee Training Modules
• Volunteers
  o Capital Area District Library: Library Volunteer Application Form
B. EMPLOYEE ORIENTATION

Aside from the specifics of the particular job, an orientation programs contains the following items:

- Introduction to the library's mission statement, philosophy, goals, and services;
- Instruction on how the employee's position fits into the above;
- If applicable, explanation on how the library works with other branches of government;
- Customer training sessions;
- Library policies and procedures
- Organizational chart;
- Tour and map of the physical facility;
- Introduction to other staff;
- Telephone system training;
- Emergency and security policies including emergency telephone numbers
- Work schedule;
- Parking;
- Training in specific job duties, including training to assist patrons in the use of available electronic resources.
Some libraries assign a more experienced employee, a "buddy," to a new employee for the first month of service.

New Hire Training Materials from the Kent District Library

C. RESOURCES


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