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Mission

The Bridgton Public Library's primary purpose is to serve the community as its information and cultural enrichment center. It endeavors to provide access to educational, informational, and recreational resources in a friendly, safe atmosphere, and to be responsive to the changing needs of the community. (Approved July, 2016)

Code of Ethics (ALA)

The following Code of Ethics was developed by the American Library Association Code in 1997 and amended in 2008. The Code of Ethics was adopted by the Bridgton Public Library Board of Trustees on May 9, 2011.

- We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; and accurate, unbiased, and courteous responses to all requests.
- We uphold the principles of intellectual freedom and resist all efforts to censor library resources.
- We protect each library user's rights to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired, or transmitted.
- We respect intellectual property rights and advocate balance between the interests of information users and rights holders.
- We treat co-workers and other colleagues with respect, fairness, and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.
- We do not advocate private interests at the expense of library users, colleagues, or our employing institutions.
- We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.
- We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession.

(Source: <http://www.ala.org/ala/issuesadvocacy/proethics/codeofethics/codeethics.cfm>)

Conditions and Benefits of Employment

Equal Opportunity Employer Statement

The Bridgton Public Library complies with all federal and state laws and extends equal employment opportunity to all persons without regard to race, ethnicity, age, religion, gender, sexual orientation, ancestry, national origin, or physical or mental disability.

Employment at Will Statement

Employment with the Bridgton Public Library is a voluntary one and is subject to termination by you or the Bridgton Public Library at will, with or without cause, and with or without notice, at any time. The policy of employment-at-will may not be modified by any officer or employee and shall not be modified in any publication or document. The only exception to this policy is a written employment agreement approved at the discretion of the President of the Board of Trustees or by a vote of the full Board, whichever is applicable. These personnel policies are not intended to be a contract of employment.

Employee Classifications

There are two categories of employees at the Bridgton Public Library: exempt and non-exempt.

Exempt employees are those who:

- Receive an annual salary in excess of the Fair Labor Standards Act minimum amount designated in its definition of exempt status;
- Perform work requiring the consistent exercise of discretion and judgment; and
- Whose assignment includes supervision of two or more staff members.

Non-exempt employees are those who:

- Are paid on an hourly or salaried basis and
- Work under supervision of the Library Director or his/her designee.

Both exempt and non-exempt employees are assigned individual work schedules based on the needs of the library.

Recruitment and Selection

The Personnel Committee of the Bridgton Public Library Board of Trustees is responsible for recruitment and hiring of the Library Director, pending approval by the Board of Trustees. The President of the Board of Trustees notifies the successful candidate in writing with information that includes the position title and job description, beginning salary, benefits and the starting date of employment. The Library Director serves at the will of the Trustees.

The Library Director is responsible for the recruitment, selection and appointment of staff members. At least one member of the Personnel Committee of the Bridgton Public Library Board of Trustees may assist the Library Director in this process. The Library Director notifies the successful candidate in writing with information that includes the position title and job description, beginning salary, benefits and the starting date of employment.

Every employee receives and is required to review a copy of the Bridgton Public Library Employee Handbook with the Library Director and sign the Employee Acknowledgment to be included in the employee's personnel file.

Orientation/Probationary Period

The initial three months of employment are considered a probationary period for all employees. The Personnel Committee of the Bridgton Public Library Board of Trustees is responsible for the performance appraisal of the Library Director before the end of the probationary period based on the job description and a performance review. All other employees will receive formal orientation to their positions by the Library Director. Follow-up orientation meetings between each new employee and the Library Director occur at least once a month during the probationary period. Before the end of the probationary period, the Library Director conducts a performance appraisal with the employee based on the job description and a performance review.

Change in Position (Transfer, Promotion, and Job Change)

Employees who meet at least the minimum qualifications of an available position are eligible for consideration. The Bridgton Public Library does not require a minimum time in one position prior to transfer or promotion or prior to change in a job. When an employee transfers or is promoted a new probationary period begins.

A job change is revision to an employee's existing job description that does not represent a new position for the employee and is not a promotion. Job descriptions can regularly be updated to reflect duties the employee is expected to perform to meet the work needs of the Bridgton Public Library. A job change will not normally result in a change in compensation.

Resignation, Retirement, Layoff

Staff members who desire to leave the employ of the Bridgton Public Library will submit a written resignation to the Library Director that specifies the effective date of separation and the reason for the resignation. Except under extraordinary circumstances, the resignation is to be submitted at least ten work days in advance of the specified effective day.

In the event of a shortage of funds or library reorganization, the Bridgton Public Library may need to reduce its workforce. Whenever possible, employees will be given two weeks' notice in reduction of workforce, hours, or wage. Position and seniority will be considered if a reduction becomes necessary.

Discipline

When personal or professional problems interfere with job performance, a multi-step process is followed to correct the problem and prevent recurrence. Progressive corrective actions are undertaken in situations including, but not limited to: incompetence, misconduct, inattention to assigned duties, or unapproved absences from work.

1. Verbal warning: The Library Director will discuss the deficient job performance with the employee. The discussion will include constructive suggestions and tactful warning that further corrective action will follow if no improvement is shown within a clearly stated period of time (usually two weeks). The Library Director will also explain the progressive corrective action process and its documentation. The Library Director will document that a verbal warning occurred and place in the employee's personnel file.
2. Written warning and probation: If sufficient improvement is not shown within the stated time period, the

employee will be informed that s/he is on probation and may be dismissed if improvement is not demonstrated by the end of this process.

3. Review: The Library Director discusses the performance deficiencies or violations with the employee and documents the discussion, providing written steps or instructions for improvement
4. Notification: The employee is informed that the warning and comments will become part of the employee's personnel. The employee is asked to sign this written warning and, if desired, add any written comments.
5. Evaluation: An evaluation is conducted after another two-week period. If the employee is making reasonable progress the employee continues on the job. If the employee is not making noticeable progress, the employee is dismissed at this time with verbal and written notice.

In situations where the employee's performance is improving, a final evaluation is conducted one month after the last evaluation. If the employee has made adequate progress, the employee is considered off probation. The Library Director places a statement in the employee's file indicating that the employee successfully completed the corrective action.

Termination

The Bridgton Public Library reserves the right to dismiss an employee without notice in cases involving theft, drug or alcohol abuse, criminal activity, or in instances of serious misconduct. The Library Director consults with the Chair of the Personnel Committee of the Board of Trustees and/or the President of the Bridgton Public Library Board of Trustees when dismissal is contemplated.

Compensation & Benefits

Salaries

The Bridgton Public Library complies with all federal and state laws governing payment of compensation and payroll taxes and workers' compensation.

The Personnel Committee will work jointly with the Library Director on salary and wage recommendations to be presented to the Finance Committee of the Bridgton Public Library. In all cases, minimum wage standards, local wage levels, and general library pay levels in the state are to be considered in setting pay for the Library Director and the Library Staff.

Employees are paid every two weeks for work performed during the prior two-week pay period. To receive payment, all non-exempt employees are required to submit timesheets on a designated day. Exempt employees need not document hours worked, but must record hours of vacation, sick time, or any other type of leave time that was used.

The Library Director is responsible for distributing paychecks and pay vouchers for those who take direct deposit of their wages. Pay-related questions by the library staff should be directed to the Library Director.

Overtime

Exempt employees are not eligible for overtime pay or additional compensation for working holidays or evening hours. A non-exempt employee may not work more than 40 hours per week without first receiving advance approval from the Library Director, and will receive time and one-half time for hours worked above 40 hours per week. Overtime cannot include: professional development, sick, holiday or vacation time.

Travel Expenses

The Library will reimburse staff for mileage at the current rate per the IRS schedule for pre-approved travel for work-related and professional development travel. Work-related travel includes travel between your home and your business destination other than the Bridgton Public Library and using your car while at your business destination.

Benefits

Benefits begin to accrue on the employee's start date. This date is also considered the anniversary date for employee performance appraisal.

Vacation

The library vacation benefit covers employees according to the following schedule:

- After one year of service, two weeks paid vacation
- After three years of service, three weeks paid vacation

The library vacation benefit is calculated based on the average number of hours worked weekly.

Vacation time may not be accumulated from one year to the next.

Staff members must provide notice of at least two weeks to obtain approval from the Library Director for their scheduled vacation time. Years of service will determine priority in scheduling vacation dates. Exceptions require approval of the Library Director and, in the case of the Library Director, the President of the Board of Trustees.

Sick Days

Employees may take five (5) sick days per year. Sick leave pay is calculated based on the average number of hours worked per shift.

When taking a sick day, an employee should notify the Library Director as soon as possible, at least one hour before opening time. Sick days are not carried over into another year and do not accumulate.

Personal Days

Employees may take three (3) personal days per year. Personal days are calculated based on the average

number of hours worked per shift.

Personal days are not carried over into another year and do not accumulate.

Bereavement

All employees shall receive paid leave due to death in the immediate family. Immediate family is defined as spouse or domestic partner, children (including stepchildren), parents, grandparents, grandchildren, siblings, and father-in-law/mother-in-law. The duration of this leave is three (3) work days. The Library Director may extend this definition or duration upon special request for unusual cases.

Family Medical Leave

The Bridgton Public Library provides up to 10 work weeks of family medical leave in any 2 year period. The following conditions apply to family medical leave granted:

- The employee must give 30 days notice of intended date upon which family medical leave will commence and terminate unless prevented by medical emergency from giving that notice.
- The employee and Library Director may negotiate for more or less leave, but both parties must agree.
- Intermittent or reduced leave schedule family medical leave may be taken, but cannot equal more than 10 work weeks total unless otherwise negotiated.
- The Library Director may require the employee requesting family medical leave to transfer temporarily to an available alternative position offered by the employer for which the employee is qualified and that:
 - Has equivalent pay and benefits, and
 - Better accommodates recurring periods of leave than the regular employment position of the employee.

Leave for Victims of Violence

Leave may be granted to an employee who is a victim of violence, assault, sexual assault, or stalking and who needs to prepare for and attend court proceedings, receive medical treatment or obtain necessary services to remedy a crisis. Leave may also be granted to an employee to assist a daughter, son, parent or spouse who needs medical treatment as a result of being a victim of violence or assault. Documentation of the family relationship may be required.

Unpaid Leave and Leave of Absence

To recognize the need of employees who require time off in addition to other types of leave, Bridgton Public Library may consider an unpaid personal leave of absence without pay for up to a maximum of 30 days.

Jury/Witness Duty Pay

Employees will be compensated for the difference between their regular pay and their payment for serving during their period of jury duty. The employee must report to work if discharged from jury duty early enough in the day to work at least four hours that day.

Holidays

The Bridgton Public Library is closed on all major holidays. Paid holidays include: New Year’s Day, Independence Day, Veterans Day, Thanksgiving, the day after Thanksgiving, and Christmas. Holiday pay is calculated based on the average number of hours worked per shift for each individual employee and is paid to all employees.

The Bridgton Public Library is open a half day on December 24th and December 31st when those dates occur when the Library is typically open. Employees who normally work on those days will be paid according to their normal, full work schedule.

in addition, whenever the Library Board of Trustees announces a day closure beyond the scope of holidays designated above, that day will be considered a one-time paid holiday.

Hours of Work and Conduct

Hours of Work and Breaks

The standard workweek is Saturday beginning at 7:00 a.m. through the following Friday at 6:59 p.m.

The following applies to all library staff.

- For each six-hour work period, the employee is entitled to one half-hour paid lunch break.
- For each work period greater than seven hours the employee is entitled to an additional 15 minute paid break.

The Library Director determines the schedule of breaks and meal periods. Break times not taken do not accrue and must be used during the shift.

Employee Conduct

Staff may not conduct personal business while they are on the job.

Supplies and Personal Phone Use

Supplies are to be used for library business only. Library equipment is for library use only. Employees must pay the published rates for any services provided by the Bridgton Public Library that are for personal purposes. Personal telephone calls should be made and taken in the office and must be brief.

Appearance

Library employees should project a professional attitude and present a clean, well-groomed, and neat appearance.

Food

The Library Director may allow food or beverage in the library as appropriate. Staff may have food or drink in the office or meeting room. Unless served for a library-sponsored function or allowed by the Library Director,

alcoholic beverages are not permitted in the library building or on library grounds.

Children in the Workplace

Children of staff should not be brought to work as a substitute for making arrangements for regular childcare.

Weather/Emergency Closings

The Library Director will make all decisions relative to closing the library due to weather and other unforeseen issues. If the Library Director delays opening or closes the Bridgton Public Library due to inclement weather or other concerns, all employees are paid for the hours they were scheduled to work.

Staff Development

Professional Education and Conferences

Ongoing library training is essential and expected of all staff. The Library Director conducts formal and informal in-service training. Philosophy of service, policies, community interests, and new materials should be discussed on a regular basis.

As part of library work, an employee is expected to attend or participate in job-related conferences, workshops, or courses that are approved for that employee in advance by the Library Director. The Library may pay a portion or all of the registration fees or other expenses of conferences, workshops, or courses at the discretion of the Director. The Library also may reimburse staff for mileage at the current rate according to the IRS schedule.

Staff attending conferences or meetings as representatives of the Library may be required to prepare a post-conference report, agreed upon before attending the conference or meeting.

Employee Grievances

There may be times when an employee is dissatisfied with a management decision affecting him/her and may wish to initiate a formal grievance. Before the start of any formal grievance the employee must have discussed the problem with the Library Director. If the problem is not settled at that level to the employee's satisfaction the employee may take the grievance to the next step by filing the grievance in writing to the following in the order listed:

1. Chair of the Board of Trustees Personnel Committee
2. President of the Board of Trustees

Those reviewing the grievance at each stage must present their response in writing to the employee. The following schedule will be observed for each step of the procedure detailed below:

1. The employee has ten working days from the date of the event in question to file a written grievance.
2. A meeting must be scheduled with the employee to discuss the grievance within ten working days of receipt of the written grievance at every step.
3. The employee must receive a written response within five working days after each meeting.

The determination of the President of the Board of Trustees shall be final.

At each stage after the initial meeting with the Library Director or at any subsequent meetings with the Chair of the Board of Trustees Personnel Committee or the President of the Board of Trustees the employee may bring an individual of his/her choice from outside the library staff.

Protection of Employees Who Report or Refuse to Commit Illegal Acts (Whistleblower Policy)

Bridgton Public Library requires directors, officers and employees to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As employees and representatives of the Bridgton Public Library, we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations.

Reporting Responsibility

This Whistleblower Policy is intended to encourage and enable employees and others to raise serious concerns internally so that Bridgton Public Library can address and correct inappropriate conduct and actions. It is the responsibility of all board members, officers, employees and volunteers to report concerns about violations of Bridgton Public Library's code of ethics or suspected violations of law or regulations that govern Bridgton Public Library's operations.

No Retaliation

It is contrary to the values of Bridgton Public Library for anyone to retaliate against any board member, officer, employee or volunteer who in good faith reports an ethics violation, or a suspected violation of law, such as a complaint of discrimination, or suspected fraud, or suspected violation of any regulation governing the operations of Bridgton Public Library. An employee who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment.

Reporting Procedure

Bridgton Public Library has an open-door policy and suggests that employees share their questions, concerns, suggestions or complaints with their supervisor. If you are not comfortable speaking with your supervisor or you are not satisfied with your supervisor's response, you are encouraged to speak with the Personnel Committee Chair or Board of Trustees President. Supervisors and managers are required to report complaints or concerns about suspected ethical or legal violations in writing to the Bridgton Public Library's Personnel Committee Chair [or designated employee or board member], who has the responsibility to investigate all reported complaints. Employees with concerns or complaints may also submit their concerns in writing directly to their supervisor or the Executive Director.

Compliance Officer

The Bridgton Public Library's Personnel Committee Chair is responsible for ensuring that all complaints about unethical or illegal conduct are investigated and resolved. The Personnel Committee Chair will advise the Library Director and/or the Board of Directors of all complaints and their resolution and will report at least annually to

the Treasurer/Chair of the Finance Committee on compliance activity relating to accounting or alleged financial improprieties.

Accounting and Auditing Matters

The Bridgton Public Library's Compliance Officer shall immediately notify the Audit Committee/Finance Committee of any concerns or complaint regarding corporate accounting practices, internal controls or auditing and work with the committee until the matter is resolved.

Acting in Good Faith

Anyone filing a written complaint concerning a violation or suspected violation must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense. Confidentiality Violations or suspected violations may be submitted on a confidential basis by the complainant. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

Handling of Reported Violations

The Bridgton Public Library's Personnel Committee Chair will notify the person who submitted a complaint and acknowledge receipt of the reported violation or suspected violation. All reports will be promptly investigated and appropriate corrective action will be taken if warranted by the investigation.

The current Personnel Committee Chair's contact information will be included in the Employee Handbook and updated as required. Contact information will also be posted in the Meeting Room/break room.

Confidential Files and Document Retention

Each employee has a confidential file in the office of the Library Director containing hiring and promotion information, performance evaluations, pay scale and hours record, requests for leave, letters of reference, records of attendance at job-related workshops, reports from job-related workshops or conferences as required, certification of completion for professional development courses, and commendations or letters relating to professional performance.

The Library Director keeps these confidential files in a locked drawer and will provide a copy of an individual's file to that individual, or their legal representative, upon written request. The original files may not be removed from the Library Director's office nor may an employee remove items from an individual file. Employee files are kept for seven years beyond the employee's termination date.

Electronic Communication and Social Media Privacy

The Bridgton Public Library strives to provide members and the public with accurate and timely information, communicated in a professional manner and in accordance with the laws regarding public access.

This policy provides guidelines for internal and external communications. Staff is responsible for communicating

basic and routine information to the public in relation to their specific job duties. Requests for private data or information outside the scope of a general reference request should be brought to the Library Director.

The Bridgton Public Library communicates to the public via a website (www.bridgtonlibrary.org). The website is the primary Internet presence and is the electronic “face” of the Bridgton Public Library.

Social media include sites such as Facebook, Twitter, YouTube, and others. The Bridgton Public Library Board of Trustees recognizes that the public increasingly gathers information through these and other electronics sites, sometimes to the exclusion of traditional media. It is necessary to use these tools to communicate effectively and fully.

The best, most appropriate uses of social media generally fall into two categories:

1. To disseminate time-sensitive material quickly
2. To enhance the Bridgton Public Library’s ability to put its messages before the widest audience possible

The Bridgton Public Library recognizes that the instantaneous, yet permanent, nature of these electronic tools can pose risk without effective controls. Information and statements posted on websites and through social media directly are direct communication from the Bridgton Public Library. Social media sites will be established as non-interactive, business/nonprofit posting pages with limits and controls for outside posts.

Communication via electronic and social media on behalf of the Bridgton Public Library will be posted by one employee designated by the Library Director.

It is important for employees to remember that some personal communication of employees may reflect on the Bridgton Public Library as an organization, especially if employees are commenting on anything political in nature, related to any level of government activity, or related to Bridgton Public Library business. The following guidelines apply to all electronic and social media communications:

- Refrain from sending or posting information that you would not want your supervisor or coworkers to read, or that you would be embarrassed to see in print
- All employees are expected to be truthful, courteous, and respectful toward supervisors, coworkers, patrons and the public.
- Bridgton Public Library resources and work time should not be used for personal profit or business interests, or to participate in personal political activity.
- Personal social media account names or email names should not be connected to the Bridgton Public Library.

Harassment

The Bridgton Public Library is an institution in which all employees are treated with professionalism and employees and patrons are treated with respect, regardless of differences, including, race, ethnicity, age, religion, gender, sexual orientation, ancestry, national origin, or disability. Harassment, including verbal, physical, and sexual, is unlawful and unacceptable conduct and will not be tolerated. While it is impossible to list all types of harassment, they include: unwelcome sexual advances; requests for sexual favors; other verbal or physical contact of a sexual nature; offensive sexual

remarks; offensive sexual flirtations; display of sexually offensive objects or pictures; verbal comments about an individual's body; any actions, words, jokes, or comments based on a person's sex, race, ethnicity, age, religion, or any other legally protected characteristic.

Harassment refers not only to Library Director-subordinate actions but also to actions between co-workers and actions between patrons and staff. The Library Director will promptly investigate any complaint of harassment. In the event that the Library Director is implicated in the alleged abuse, the investigation will be conducted by the Chair of the Board's Personnel Committee. There will be no intimidation, discrimination, or retaliation against any employee who makes a report of harassment.

If an employee feels that it is necessary, she/he may file a formal complaint with Maine Human Rights Commission, State House, Station 51, Augusta, ME 04333 (207-624-6050). An employee must file an employment discrimination complaint with the Commission within six months after an allegedly discriminatory act occurs. If the alleged perpetrator is an employee of the Library, the investigation will be conducted in a way to maintain confidentiality to the extent practicable under the circumstances.

The process will include an interview with the person filing the complaint and any witnesses. The alleged perpetrator will also be interviewed. When the investigation is completed, the results of the investigation will be discussed with the person filing the complaint and the alleged perpetrator. If it is determined that inappropriate conduct has occurred, the Library Director will act promptly to eliminate the offending conduct and, where it is appropriate, will impose disciplinary action.

Depending on the circumstances, such action may include, but not be limited to, suspension or termination of employment. A written record of the conduct, the investigator's conclusions based on the investigation, and disciplinary action, if any, will be placed in the employee's personnel file.

The staff should understand that all patrons of the Bridgton Public Library have the responsibility to maintain necessary and proper standards of behavior in order to protect individual rights and privileges of the other patrons as well as employees. If a patron engages in verbal, physical, or sexual harassment of other patrons or a Library employee on Library premises, that patron will be restricted from the Library and from the use of the library facilities. A patron who refuses to leave or does not leave within a reasonable amount of time after being instructed to do so by the staff will be subject to physical removal from the premises by law enforcement officials.

Employee Acknowledgment and Receipt

I have received my copy of the Bridgton Public Library Employee Handbook.

The Employee Handbook describes important information about Bridgton Public Library, and I understand that I should consult the Library Director or a member of the Board of Trustees Personnel Committee regarding any questions not answered in the handbook. I have entered into my employment relationship with Bridgton Public Library voluntarily and acknowledge that there is no specified length of employment. Accordingly, either I or Bridgton Public Library can terminate the relationship at will, with or without cause, at any time, so long as there is not violation of applicable federal or state law.

This manual and the policies and procedures contained herein supersede any and all prior practices, oral or written representations, or statements regarding the terms and conditions of employment by the Bridgton Public Library.

I understand that, except for employment at-will status, any and all policies and practices may be changed by Bridgton Public Library, reserving the right to change my hours, wages and working conditions at any time. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies. Only the Bridgton Public Library Board of Trustees has the ability to adopt any revisions to the policies in this handbook.

This handbook is neither a contract of employment nor a legal document.

I have received the handbook, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

Employee's Signature

(Date)

Employee's Name (Print)

I have asked the employee if there are any questions on any of the portions of the policies or procedures included in this handbook.

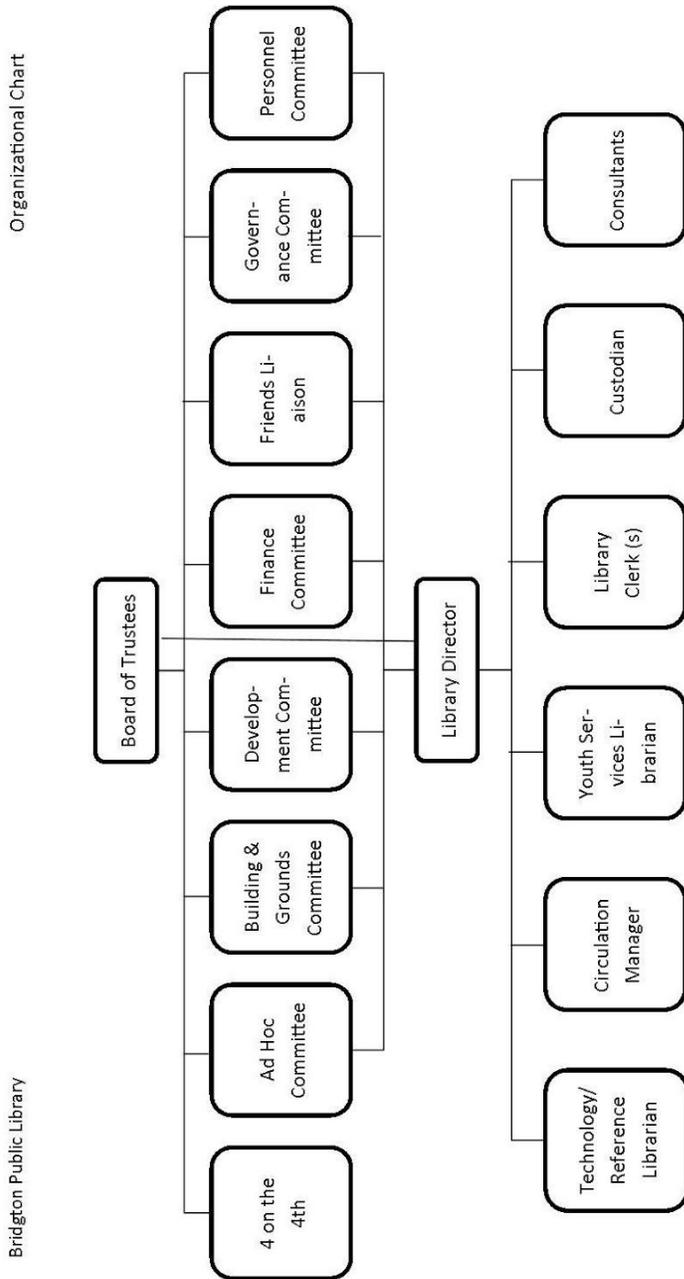
Library Director's Signature

(Date)

Library Director's Name (Print)

TO BE PLACED IN EMPLOYEE'S PERSONNEL FILE

Appendix A: Organizational Chart



6/1/2017

Appendix B: Performance Evaluation Form

Employee Name		Manager Name	
Job Title			
Period			

	Task	# of Hours	Completed	Demonstrated	Date
Learning Goal:			<input type="checkbox"/>	<input type="checkbox"/>	
			<input type="checkbox"/>	<input type="checkbox"/>	
Professional Engagement:			<input type="checkbox"/>	<input type="checkbox"/>	
			<input type="checkbox"/>	<input type="checkbox"/>	
Professional Behavior:			<input type="checkbox"/>	<input type="checkbox"/>	
			<input type="checkbox"/>	<input type="checkbox"/>	
For Future Development:					

ADDITIONAL COMMENTS

GOALS
(as agreed upon by employee and manager)

By signing this form, you confirm that you have discussed this review in detail with your supervisor.

Employee Signature		Date	
Manager Signature		Date	

Appendix C: Personnel Code of Conduct

Our goal at the Bridgton Public Library is to provide the best service to the public by following a Code of Conduct. All professional evaluations will include these measures of Customer Service and Professional Conduct.

CUSTOMER SERVICE

1. Staff must provide the highest level of service to all patrons using appropriate resources and accurate, unbiased and courteous responses to all requests. (A smile does wonders for customer relations.)
2. Staff will greet every library user, as they approach the circulation desk, in a warm and friendly manner and ask how they may help the library user. Be alert to patrons who may be just out of your view and who need help.
3. Staff members will not yell "Next!" or "I can help someone over here!" or some such other exclamation from one side of the Circulation Desk to the other. Staff members will walk to the area where library users are waiting and calmly ask if they can help someone over at the other side of the Circulation Desk. Staff members/volunteers will walk with the patron to locate items when possible.
4. All library users will be served efficiently and in a friendly manner and staff will thank the library user for using the library when the transaction is ending. The service will be even and constant for all library users, every day that we are open for business. Always ask if the patron found what they needed.
5. The Circulation Desk will be attended by the staff member or volunteer assigned to Circulation Desk coverage. There will be times that, due to heavy demand, lines will form at the Circulation Desk. Staff members will continually monitor the desk and assist patrons as available.

PROFESSIONAL CONDUCT

1. Staff members will not pass any information, tell, or make any personal judgment on or about any library user. These are our customers and are to be treated with courtesy and respect. If it is necessary, staff members may pass information to other staff members about a library user if the information is pertinent to carrying out the procedures and policies of the Bridgton Public Library.
2. Staff may not discuss or reveal confidential library information to anyone, under any circumstances, except within the scope of his/her duties. Patron accounts may not be accessed except for working with the patron who is present or who is on the telephone. No list of patrons, either with card numbers or without card numbers, may be kept for any reason.
3. Staff members are to treat their fellow staff members with the same professionalism, courtesy, and friendly manner as we expect to be given to library users. We work together as a team. We expect staff to help out their fellow staff member. Staff members are not to gossip, complain, or be rude to their fellow staff members.
4. Staff members are not to demonstrate or show obvious signs of emotion or frustration in reaction to a patron, another staff member, or their supervisor. If you have problems with a patron, let another staff handle him/her. If you are frustrated, angered, or otherwise prompted to give to emotional outburst, control yourself and speak of your concerns in a professional manner to your supervisor in a private location. Speaking to your supervisor puts into motion the proper chain of events that very well may correct the situation.
5. Personal lives of staff members are to be left outside the Library. Please don't discuss personal or

Bridgton Public Library

Personnel Policy

personnel issues in public areas of the library. When you are in the Library, your professional obligations take precedence over your personal beliefs.

- 6. Negative comments about the Library, library patrons or fellow staff members will not be tolerated. Issues that a staff member may have are to be discussed with his or her supervisor. Gossiping and complaining to others is counter-productive, spreads bad morale, and creates a negative work environment, which eventually affects the service to library users. Speaking to your supervisor puts into motion the proper chain of events that will correct the situation.
- 7. The Library work environment will be kept in a clean and neat condition so that the appearance of the Library is pleasant and enjoyable for both the library user and staff members. Staff members are expected to keep the Circulation desk and work areas in a neat, clean, clutter free, state. Any broken items or damaged areas of the Library and equipment are to be reported to your supervisor immediately. Litter on floor areas throughout the Library is to be picked up during the day. Chairs, tables, etc. around the Library that are in disarray are to be straightened. Books left on ends of shelves, atop shelves, on tables, etc. are to be picked up and placed on the carts. Book displays and brochure stands are always to be kept filled.
- 8. Staff may not advance private interests at the expense of patrons or colleagues.
- 9. Staff must distinguish between personal convictions and professional duties and must not allow personal beliefs to interfere with fair representation of the library’s mission or the impartial provision of access to the library’s information resources.
- 10. Staff may not request or permit the use of the library vehicle, equipment, materials or property for personal convenience or profit.
- 11. Email use while on desk duty is to be limited to bona-fide library purposes. Personal emailing should be from a personal account, and only on break and/or meal times. Staff must be aware that there is no assurance of privacy in any email communication.
- 12. Internet “surfing” while on duty is discouraged except in the furtherance of library operations.
- 13. No personal information about other staff may be furnished to non-library persons.

I understand that failure to follow this code of conduct will result in some form of discipline ranging from written warnings up to dismissal.

Staff Signature: _____ Date _____

Library Director Signature: _____ Date _____

TO BE PLACED IN EMPLOYEE'S PERSONNEL FILE