



JEFFERSON-MADISON
REGIONAL LIBRARY

LIBRARY BOARD'S AGENDA – OCTOBER 25, 2021

Monday – 3:00 pm

HYBRID MEETING

NELSON MEMORIAL LIBRARY (8521 Thomas Nelson Hwy, Lovingson, VA 22949)

[VIRTUAL via ZOOM](#) or

PHONE NUMBER 888 788 0099 (Toll Free)

(Webinar ID: 896 2689 9140

Passcode: 385294)

3:00 p.m. Call to Order, Confirmation of Resolution Adopting Procedures for Public Meetings, & Disposition of the Minutes of the Previous Meeting

3:05 Announcements & Public Comments.

***Please consider leaving public comment in advance by emailing remarks to director@jmrl.org to be read into the public record. Otherwise the comment period will be open via the above link or phone number.**

3:10 Trustee Continuing Education

1. Proposed Cross-Training Plan, Susan Huffman

3:25 Committee Appointments and Reports

1. Personnel Committee Report
2. Policy Committee Report

3:45 New Business

1. JMRL Employee Handbook Resolution

4:00 Old Business

1. Reading of Policy 2.2 (Staff Training and Development)
2. FY23 Budget Discussion

4:30 Library Director's Report

4:45 Other Matters

4:55 Future Agenda Items

5:00 Proposed Adjournment

Optional Tour of Nelson Memorial Library Directly Following Adjournment

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Jefferson-Madison Regional Library

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DRAFT

MINUTES OF THE SEPTEMBER 27, 2021 MEETING OF THE LIBRARY'S BOARD OF TRUSTEES

TRUSTEES PRESENT

President Thomas Unsworth (Albemarle) (in person)
Vice President Wendy Wheaton Craig (Louisa)
(virtual)
Aleta Childs (Nelson) (in person)
Meredith Cole (Charlottesville) (in person)

Kathy Johnson Harris (Charlottesville) (virtual)
Michael Powers (Albemarle) (in person)
Tony Townsend (Albemarle) (virtual)
James West (Greene) (virtual)
Lisa Woolfork (Charlottesville) (virtual)

TRUSTEES ABSENT

None

OTHERS PRESENT

David Plunkett, Library Director (in person)
Ginny Reese, Staff Reporter & Greene Manager (in
person)
AJ Mosley, Business Manager (virtual)

Krista Farrell, Assistant Library Director (virtual)
Sierra Hammons, Specialist (in person)
Kayla Payne, Collections & Technology Manager
(virtual)

CALL TO ORDER & DISPOSITION OF THE MINUTES OF THE PREVIOUS MEETING

The regular monthly meeting of the Jefferson Madison Regional Library's (JMRL) Board of Trustees was convened **AS A HYBRID MEETING WITH SOME TRUSTEES PRESENT VIRTUALLY AND SOME PHYSICALLY CONGREGATED** on Monday, September 27, 2021 at 3:00 PM using videoconferencing software. (A recording of the meeting is available at: <https://www.youtube.com/watch?v=R80Br6LJm0Q>). Trustee Powers moved to accept the minutes for the August 23, 2021 Board Meeting. The motion passed unanimously.

ANNOUNCEMENTS AND PUBLIC COMMENTS

Director Plunkett introduced and welcomed Kayla Payne, JMRL's new Collections & Technology Manager. The Director also introduced Anne Lindberg, Scottsville Library's branch manager, and thanked her for hosting the Board meeting. No public comments.

TRUSTEE CONTINUING EDUCATION

President Unsworth presented to Trustees "Short Takes for Trustees Video -What It Means To Be A Trustee." Due to technical difficulties, Director Plunkett will circulate the video link among Trustees to watch, bringing any questions or comments to next month's meeting.

COMMITTEE APPOINTMENTS AND REPORTS

NA

NEW BUSINESS

1. Set Budget Objectives

Director Plunkett looked to the Board for guidance to ensure that Trustees are united in JMRL's FY23 budget objectives, and that staff budget work is recognizing the Board's priorities as well as the priorities of represented jurisdictions. Director Plunkett reported the main focus for the FY23 budget work has been to try to get JMRL staff to \$15/hr minimum wage beginning July 2022, and to also allow for a 2% annual raise for staff. Trustee Powers recognized staff as crucial to JMRL and acknowledged the importance of annual raises, as funding permits. Trustee Powers also recommended maintaining maximum JMRL service as a primary objective. President Unsworth mentioned the Central Branch Renovation and

reminded Trustees that capital projects are not part of JMRL's Operational budget, but that the renovation is still a priority of the Board. Trustee Townsend recommended that the compensation objectives be a budget priority.

2. JMRL Centennial Events

Director Plunkett informed the Board that 2021 marks 100 years of library service in the Charlottesville area. The film "Free and Open to the Public," by local filmmaker Lorenzo Dickerson, will premiere at the Paramount Theater on October 21, 2021 at 7pm; this event will be free and open to the public, but ticketing is required. Director Plunkett stated JMRL plans to make the film available on DVD and hopes to offer streaming. Prior to the film premiere, there will be an Open House, from 5-7pm, at the Central Library for the exhibit on the third floor displaying 100 years of library service. Following the film at the Paramount there will be a conversation with the filmmaker and Director Plunkett, moderated by Tom Chapman, the executive director of the Albemarle Charlottesville Historical Society.

OLD BUSINESS

1. Vote on Proposed JMRL Policy 2.13 (Nondiscrimination)

Trustee Powers presented the third revised draft of Policy 2.13 "Nondiscrimination Policy". Trustee Woolfork moved to accept the third draft of the Nondiscrimination Policy (2.13). The motion passed unanimously.

2. Board Self-Evaluation

President Unsworth presented the results of the Board Self-Evaluations. President Unsworth opened up a discussion with Trustees to discuss what the Board could do to better plan for the future, and what the Board could improve upon. Trustee Powers recommended having a way to track community satisfaction for both library and non-library users through outreach. President Unsworth proposed having the 5-Year Plan Committee set up a framework for this data and bringing it back to the Board in the future.

3. Committee Assignments

President Unsworth announced the addition of Trustee Childs to the Budget Committee, fulfilling requirement to have all jurisdictions represented. New Trustees Cole and Childs were assigned to the Personnel Committee, with Trustee Harris as the new chair. Trustee Cole also joined the 5-Year Plan Committee, with Trustee Woolfork as chair.

LIBRARY DIRECTOR'S REPORT

Director Plunkett mentioned The Friends of the Library are hosting a warehouse book sale on Oct 2-10, at the Albemarle Square shopping center. JMRL's all-staff In-Service Day will be all virtual this year on Oct 11. Director Plunkett reported there is still a surge in COVID cases locally, resulting in less in-person programs, though virtual programs are still going strong. JMRL is also offering outdoor children's programs. Trustee Childs and Director Plunkett attended the grand reopening of the Nelson Memorial Library, which was attended by several members of the Board of Supervisors in Nelson. JMRL's application for a state highway marker has been approved; an historic highway marker commemorating the Swanson Court Case to go up at Central Library. Director Plunkett proposed a budget FY23 timeline: the Personnel Committee will meet in the next few weeks, followed by the Budget Committee meeting toward the end of October, then the full Board will have a chance to review and vote on the proposed draft for FY23 budget in November.

OTHER MATTERS

NA

FUTURE AGENDA ITEMS

Possible future agenda items include review of the finalized draft of the JMRL Employee Handbook and possible vote for endorsement, and reports from the Policy Committee and the Personnel Committee.

ADJOURNMENT

The meeting adjourned at 4:15pm.



JMRL Employee Handbook

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1. Welcome!

Thank you for joining the Jefferson-Madison Regional Library (JMRL) team. JMRL serves a population of over 200,000 residents with eight locations and a Bookmobile. With combined holdings of 500,000 items, the library circulates over 1,600,000 items annually. Library users have access to online databases and downloadable books 24 hours a day, 365 days a year.

JMRL is a valuable educational resource built on the sustained efforts of local residents for over a century. As a member of the team, you are the key to providing great service to our community, whether you work behind the scenes or are directly interacting with library patrons. You are JMRL's most important asset, and we hope that your experience here is positive and rewarding.

About this Handbook

This handbook will give you important information about working at JMRL. It will explain your benefits, as well as JMRL's employment practices and expectations of you as an employee. This handbook is based on JMRL's governing documents, the [JMRL Policy Manual](#) and the [City of Charlottesville's Personnel Regulations](#). You'll find links to relevant sections of those documents throughout. If you're looking for more information, those documents are a great place to start.

Though we've tried to cover as much information as possible, there may be some things that you have more questions about. Be sure to talk with your supervisor about any questions you have, or for help finding other sources of information.

About JMRL

Customer Service Statement:

Libraries are for everyone. We're pleased to offer you library service with kindness, respect, and understanding.

Mission:

JMRL fosters personal growth and life-long learning for all by connecting people with ideas, information, and each other.

Values:

WE SERVE OUR COMMUNITY. Our goal is to deliver exceptional service and honor our place at the center of the communities we support. We are committed to offering you qualified and well-trained staff equipped to meet your information needs. We appreciate diversity and are mindful of the culture and history of our organization, our region, and our communities.

WE PROVIDE FREE, EQUITABLE, OPEN ACCESS TO INFORMATION. We carefully curate a collection of physical and electronic materials that reflects our community. We believe public libraries play a critical role in fostering a democratic society, and we embrace our responsibility to amplify a full spectrum of voices. We advocate for intellectual freedom and make your privacy a priority.

WE INSPIRE LIFELONG LEARNING. We provide education and experiences to community members at every stage of life. We strongly promote reading and writing, and teach critical skills that help you navigate the world of information and technology. We offer free recreational and educational events for kids, teens, and adults where you can indulge your curiosity, explore your interests, and discover new passions.

WE CULTIVATE A WELCOMING ENVIRONMENT FOR COMMUNITY ENGAGEMENT. We want our libraries to be comfortable, inviting, accessible spaces where you can work and play. We create opportunities for people to connect, exchange ideas, and discover community resources. Our libraries are inclusive spaces for people of all backgrounds, where everyone is welcomed and respected. We promote kindness and believe in service to the community.

Organizational Chart

[This organizational chart](#) outlines JMRL's management structure.

Orientation

When you join JMRL, part of your orientation will be an introduction to the [JMRL training manual](#). There's a lot there to help you throughout your time at JMRL, but during your early days you'll want to check out the ["I'm New Here"](#) section. It has a helpful checklist of practical resources and timelines for new employees, including what training you'll receive in your first weeks on the job.

2. Employment Practices

Non-discrimination

- JMRL follows all [Equal Employment Opportunity Commission](#) and [Americans with Disabilities Act](#) laws and guidance.
- [JMRL does not discriminate](#) on the basis of sex, race, color, national origin, age, religion, disability, marital status, citizenship, genetic information, sexual orientation, gender identity or expression, military status, pregnancy, childbirth or related medical conditions, or any other legally protected characteristic in policy or hiring practices, and expects that you will do the same in interactions with other staff or members of the public.
- If you witness any act of discrimination at JMRL, immediately report it to your supervisor or any other person in your supervisory chain of command.

Sexual Harassment

- JMRL follows the [City of Charlottesville's policy on sexual harassment](#) and does not tolerate any form of sexual harassment in the workplace.
- If you see or experience sexual harassment at work, immediately report it to your supervisor or any other person in your supervisory chain of command.

Telework

- JMRL's general practice is that all employees work their full schedule in library facilities. However, there are times in which managers may make an exception to this standard in order to accommodate specific personnel situations. It is not intended that this telework be a permanent arrangement.
- Supervisors and staff who agree on a telework arrangement must both be familiar with the [City of Charlottesville telecommuting policy](#) and fill out a [JMRL telecommuting agreement](#). All telecommuting agreements must be approved in advance by the Library Director.
- Any staff approved for telework will need to fill out a daily work log and submit it to their immediate supervisor.
- If you have been approved for telework and have technology or other equipment needs, talk with your supervisor, who will make those requests directly to the Library Director. IT may be able to provide remote access to JMRL resources, but cannot provide technical support for personal computers or other hardware.

Vehicle use

- JMRL has vehicles available for work-related travel needs other than your daily commute. These are typically parked at the Central Library. Staff wishing to use

the vehicles must have a valid Virginia driver's license. Vehicles can be reserved via MRBS under the staff use only heading.

- Please check with JMRL administration about the possibility of using a JMRL vehicle before using your own vehicle for work-related travel.
- Library vehicles are for official use only and must be operated within the strict confines of the law. Any summons for illegal operation received while driving a Library vehicle will be the sole responsibility of the operator.
- Notify your supervisor immediately if you are involved in an automobile accident while driving a JMRL vehicle.

General reimbursement

- JMRL's Friends of the Library organization generously supports library programming and other expenses each year. Every branch/department has an allotted budget to spend in support of library programming and staff each year.
- If you need to spend your own money on programming supplies or other expenses typically covered by the Friends budget, you can get reimbursed by using JMRL's [Friends Funding Request Form](#). Get approval from your branch or department manager *before* you spend the money.
- If you need to spend your own money for something not covered by the Friends budget, such as work-related travel, you can get reimbursed by using JMRL's [expense form](#) (formerly known as the Travel Expense or Reimbursement Form). Again, make sure you get approval from your branch or department manager *before* you spend the money.
- If you'll be using your personal vehicle [for work purposes \(other than your regular commute\), such as traveling to a professional development event](#):
 - Map out the trip using Google Maps or another online mapping service to get the total number of miles traveled round trip.
 - Multiply the total number of miles by the current IRS mileage rate to calculate the amount you'll be reimbursed.
 - Print out the map and attach it to the expense form.

Professional Development

- **Staff training requirements**
 - JMRL has a [staff training plan](#) that covers yearly training requirements, training you can request, and all the procedures for every step of the process: requesting, attending, evaluating, and getting reimbursed.
 - JMRL requires every staff member to complete a certain number of training hours every year. View the requirements [here](#).
 - JMRL hosts two In-Service Days each year: one at each individual branch in the spring and a big all-staff one in the fall. Each of these 8 hour days counts toward your total training hours for the year.
- **VLA institutional membership**

- JMRL has an institutional membership in the Virginia Library Association. All staff are official members and will receive email from VLA. Contact JMRL's Business Manager if you are not receiving these communications.
 - If you register for a VLA program or conference, you will need to mark the 'member' price to receive the discount.
- **Professional development funding and reimbursement**
 - JMRL sets aside money each year for staff to attend conferences and workshops. If you're interested in attending a professional development event, bring the information to your supervisor and ask for permission to attend.
 - If your supervisor gives their approval, fill out the Request for Training Form. If your request is approved by the Library Director, then you can either (a) register with your own credit card and submit for reimbursement, or (b) the Business Manager can provide you with a JMRL credit card number for you to complete the registration. Turn in any receipts from the JMRL credit card to the Business Manager as soon as possible afterward. Some things to keep in mind:
 - Only authorized expenses, such as meals, lodging, and travel, will be reimbursed.
 - You will have to make your own lodging reservations and ask for reimbursement afterwards.
 - If possible, library vehicles should be used for training travel.
 - Alcoholic beverages will not be reimbursed. If you choose to drink alcohol, it must be on a separate receipt.
 - Tipping maximum is 20%.
 - Ask for itemized receipts for everything you want reimbursed.
 - Meals and incidental expenses you want reimbursed should use the daily federal [General Services Administration breakdown](#) as a guideline.
 - After you return, use the [Expense Form](#) and attach original copies of all receipts.
- **Staff committees and affinity groups**
 - JMRL encourages staff to participate in regional committee work, if their job duties and branch staffing allow. There are a total of [16 staff committees](#), with a wide range of responsibilities and time commitments. Feel free to reach out to the chair of any committee to ask for details.
 - If you're interested in serving on a staff committee, speak to your manager about whether your work schedule and duties will allow for it.
 - Certain positions at JMRL come with committee assignments. For example, children's services staff are expected to participate in the Children's Committee.

- JMRL's Library Board also has [committees with staff representation](#). Speak to the Library Director if you're interested in learning more about any of these committees.
- JMRL offers staff the opportunity to form [Affinity Groups](#) so staff with shared interests can support each other and the organization. Email equity@jmrl.org with any questions, or [fill out an application form](#) if you are interested in starting an Affinity Group at JMRL.

Notaries

- Some staff may choose to become notaries, but it's not a requirement. Speak to your immediate supervisor if you're interested in becoming a notary.
- Being a JMRL notary is recognized on your annual assessment as a non-job related skill in the job criteria section.
- Many branches only perform notarizations by appointment, since staff notaries have many other job duties to prioritize.
- All notaries must keep their registration current and follow the appropriate procedures to ensure their notarizations are valid.
- JMRL reimburses for the cost of becoming a notary and associated equipment.
- Patrons wishing to have items notarized must provide valid unexpired photo identification. Patrons must bring their own witnesses if their document requires them, and they may not ask staff or other patrons to serve as witnesses.
- JMRL notaries will follow all protocols set forth in the [State of Virginia's Notary Handbook](#).
- JMRL's liability insurance covers individual employees providing notary service on behalf of the library.

Safety and Security

- **Emergency closings**
 - The Library Director decides if the library will close in the event of an emergency.
 - In the event of a closing, the Library Director will send an all-staff email out to let everyone know on the day of the precipitating event. This email is generally sent by 7 AM if a closing is necessary in the morning, to give people a chance to make plans for travel. The widget on the homepage is also updated to reflect changes. You can also call the JMRL weather line, which is 434.979.7151 x 6670. This is updated right after an email goes out. Lastly, JMRL notifies all the local media outlets. If you don't get an email from the Library Director, you should expect your normal workday. Feel free to gchat the Director if you have questions during a closing event, although there may be a delayed response, as there is generally a lot of activity in those times!

- If the library closes due to an emergency and you are scheduled to work, you will be paid for that time as if the library were open. Substitutes are the exception and are only paid for hours worked.
 - If the emergency is weather-related, JMRL generally uses city/county offices as a guide. Managers may consult with the Library Director to determine library closings due to locally significant bad weather. Whenever the Albemarle County schools are closed due to bad road conditions, the Bookmobile will not run.
 - During inclement weather or any other emergency that may restrict travel, contact your immediate supervisor if you are going to experience delays or can't make it in during bad weather. It's up to you to determine what your comfort level is in terms of travel.
 - If the library opens during an emergency and you choose to stay home, then you will have to submit vacation or personal time for the entirety of your scheduled shift, even if the library is only open for a portion of it.
 - For more information see, the Emergency Closing [Policy](#) and [Procedure](#)
- **Workers' compensation and accident reporting**
 - Call 911 if you're experiencing a life or limb threatening emergency.
 - If you are injured at work, tell your supervisor right away.
 - As the injured staff member, you are responsible for immediately calling VML, JMRL's worker's compensation insurance program, at 1-877-234-0898 (JMRL's member number is 781).
 - If the injured staff member cannot or does not want to call, their supervisor is still required to report the injury to the worker's compensation insurance program.
- **Incident reports**
 - Fill out an [Incident Report](#) as soon as possible in the event of an emergency, injury, or serious misconduct in the library. If you aren't sure if the incident warrants a report, go ahead and do it anyway. Never hurts to have documentation.
 - Provide detail, but stick to factual statements about the incident. Incident reports are often shared with all staff for informational purposes.
 - For more information, see the Conduct [Policy](#) and [Procedure](#).
- **Safety and security information**
 - JMRL has an [Emergency Action Plan](#) that covers everything from what to do in case of a fire, hurricane, or bomb threat, to how to perform CPR.
 - Each branch has an evacuation route and procedure. You should familiarize yourself with both the [Emergency Action Plan](#) and the procedures for your individual branch.
 - Emergency [evacuation routes](#) for each branch are posted on the Intranet.
 - When approaching someone about behavior that violates the [Conduct Policy](#):

- Bring a colleague with you if possible.
 - Have the conversation without an audience whenever possible, away from the service desk and/or other patrons.
 - Introduce yourself and find out the person's name.
 - De-escalate the situation: remain calm, offer options, give the person the benefit of the doubt, and empathize with their frustration.
 - Do not make any physical contact with the person, and try to keep a table or desk between you and the person whenever possible.
- **Minimum staffing requirements**
 - Each manager, along with the Library Director, has determined the minimum number of staff required to safely operate each branch or department. Two is the absolute minimum per building under any circumstances.

Meal and Rest Breaks

- JMRL strives to offer staff a paid rest break of 15 minutes for every 4 hours of work. Breaks may not be taken at the beginning of the work day to come in late or at the end of the work day in order to leave early. They cannot be added to the lunch/dinner break without your supervisor's approval.
- If breaks are not pre-scheduled, it is up to you to request break time. Unused breaks can't be saved up for later use or considered overtime or comp time.
- For any shift of 6 hours or more, you're required to take a meal break of at least 30 minutes. This break is unpaid, and no work should be done during that time. Your meal break cannot be taken within an hour of the start or end of your shift.
- Central Library staff regularly working 20 hours per week or more are eligible for the City's parking reimbursement benefit.
- In general, Central library staff should not leave during the work day to move their vehicles except at break times. Breaks for parking shouldn't interfere with service to the public.

Religious accommodations

- JMRL will provide [reasonable accommodations](#) for your religious beliefs and practices, such as scheduling around religious holidays or exceptions to the dress code.
- If you need accommodations, please discuss with your supervisor and mention that the accommodation is for religious reasons. If you have scheduling needs, please follow the usual guidelines for scheduling requests and give your supervisor as much notice as possible.
- You will never be forced to participate (or not participate) in a religious activity as a condition of employment.
- For reference: [Religious accommodations](#) under the EEOC

Nursing parent accommodations

- JMRL will provide [reasonable break time and a private location](#) (not a bathroom) for any staff member who needs to nurse or express milk during the Library's operating hours.
- In [Virginia, parents have the right](#) to breastfeed in any location as long as they are legally allowed to be there. This applies to patrons nursing in the library.

3. Benefits and Pay

Pay periods/pay scale/progress through pay scale

- JMRL's [current pay period](#) information is posted on the employee intranet in the [Admin/Human Resources section](#). This document shows pay dates, due dates for timecards, and pay periods covered.
- JMRL's [current pay scale](#) is posted on the intranet in the same section.
- JMRL's payscale shows the minimum, midpoint, and maximum pay for each band and stage. The maximum salary in a position should be 60% over the minimum salary.
- JMRL's decompression goal is to have employees on track to reach the midpoint in their band/stage at 8 years of service. This is entirely dependent on funding, though. Often, an across the board cost-of-living raise is all that can be offered.

Leave

- **Annual (Vacation) Leave**
 - [Annual leave](#) is a benefit provided to all regular (non-probationary, non-substitute) part-time and full-time employees.
 - JMRL's Library Board sets [leave accrual rates](#) for employees based on hours worked and length of service. New leave hours are added to your total on the 15th of every month.
 - Annual leave should be requested in advance using [TimeClock Plus](#). Your supervisor will either approve or deny your request to let you know if those dates are available.
 - The more notice you can give your department about leave needs, the better!
- **Sick Leave**
 - [Sick leave](#) is a benefit provided to all regular part-time and full-time employees. It may be used to cover illness, injury, exposure to a contagious disease that may affect the health of others, pregnancy-related absences, or medical appointments.
 - To use sick leave, you must report your absence to a supervisor as early as possible in the day, and no later than half an hour before the start of your shift. If you need to be absent for more than one day, keep in touch with your supervisor daily.
 - If you need to leave during a shift due to the sudden onset of illness or injury (your own or a family member's), notify your supervisor or manager on duty before leaving and note the work time missed.
 - Medical documentation from a health professional may be required if you're gone for more than 3 days, or if there is reason to suspect abuse of

the sick leave benefit. Supervisors should notify the Library Director if a staff member's sick leave extends beyond a third day.

- If you need to use sick leave for a medical appointment, schedule it in advance with your supervisor.
- Sick leave must be used in quarter-hour increments. Unused sick leave can be rolled over to the following fiscal year.
- Sick leave can also be used to cover the illness or injury of an immediate family member. The immediate family is defined as spouse, mother, father, child, brother, sister, grandparent, mother-in-law, father-in-law, foster parent or a blood relative who has served as a foster parent.

- **Personal Days**

- JMRL gives all regular (non-substitute) employees a personal leave allowance each fiscal year.
 - Staff who work 10-20 base hours per week get 8 hours (two 4 hour days) annually.
 - Staff who work 20+-30 base hours per week get 12 hours (two 6 hour days) annually.
 - Staff who work 30+-40 base hours per week get 16 hours (two 8 hour days) annually.
- New hires for permanent positions are eligible to use personal days after 90 days of service.
- Personal days must be taken by June 30 and cannot be carried over to the next fiscal year.
- To request and use personal days, please follow all the same procedures as annual leave.

- **Other types of Leave:**

- [FMLA](#) - The Family and Medical Leave Act of 1993 requires that covered employers provide job-protected leave to eligible employees.
- [Parental Leave](#) - Pregnant employees should also file for FMLA, which can cover up to 12 weeks of leave (both paid and unpaid).
- [Injury Leave](#)
- [Bereavement Leave](#)
- [Civil Leave](#)
- [Education Leave](#) - All requests for Education Leave will be approved at the discretion of the Library Director.
- Personal Day Leave (see below)
- [Military Leave](#)
- [Extraordinary Leave](#)

- **Leave Carryover:**

- JMRL's "leave year" is the fiscal year, which runs from July-June.
- Sick leave carries over and accumulates from year to year with no cap on the amount that accumulates.

- Personal leave does not roll over into the next fiscal year. Use it by June 30th.
- Annual leave: The maximum amount you can carry over is the amount you accumulate in one year plus two weeks. If you have any accumulated leave over that limit at the end of the fiscal year, the overage gets converted to sick leave at the start of the new fiscal year.
 - Example 1: If you work 40 hours a week and earn 10 hours of vacation per month, you could carry over 120 hours (the total you accumulate in a year) + 80 hours (two work weeks) for a total of 200 hours.
 - Example 2: If you work 20 hours a week and earn 5 hours of vacation per month, you could carry over 60 hours (the total you accumulate in a year) + 40 hours (two work weeks) for a total of 100 hours.
- For more detail on leave carryover, read section 9.4.2.3 of the [City Employee Manual](#)

- **Paid Holidays:**
 - Each year before the start of the new fiscal year, the Board of Trustees votes on the [Schedule of Library Closings](#) for the upcoming fiscal year. This is updated annually in [JMRL's policy manual](#).
 - Currently, regular (non-substitute) employees receive 13 paid holidays each year.
 - If a paid holiday falls on your day off, you'll get compensatory time instead. Comp time must be used within the same fiscal year, ideally within 30 days of earning it. Work with your supervisor to schedule the time off as usual.
 - Part-time employees get holiday time off [in proportion to the number of hours they work](#) (e.g. if you work 20 hrs per week, you get 4 hours of leave for each holiday. If you work 30 hours per week, you get 6 hours of leave).
 - If you're taking leave around a holiday, you are not required to submit leave for the paid holiday.

- **Requesting Leave:**
 - JMRL uses [TimeClock Plus \(TCP\) to manage employee leave requests and approval](#).
 - [Documentation for TCP](#) can be found on the intranet. Questions about TCP or leave balances should be directed to JMRL Administration.
 - Comp time is not tracked via TCP. You'll need to keep track of it locally between you and your supervisor.
 - JMRL does not budget for overtime pay. Any requests for overtime (more than 40 hours in a week) must be approved by the Library Director ahead of time.

Retirement

- **Retirement savings plans**
 - JMRL's retirement plans are administered by [MissionSquare](#). To speak to our representative, contact JMRL administration for help in scheduling an appointment.
 - JMRL has two different retirement savings plans:
 - **If you were hired *before* July 1, 2012, you may be on the Defined Benefit Plan (DB)**, also called the "Pension Plan." It uses a formula based on years of service and average salary to determine the amount paid at retirement. Any questions about the DB plan should be sent to JMRL administration.
 - **If you were hired *on or after* July 1, 2012, you are on the Defined Contribution Plan (DC)**. This is a 401a plan where the City pays the equivalent of 8% of your salary into a retirement account. This money is *not* deducted from your paycheck and there is no way to make additional contributions to this plan.
 - For the DC plan, your retirement funds get invested into a mutual fund to grow over time. You can actively choose which fund you want to invest in or leave it on the default choice.
 - When you are "vested" in your DC retirement plan, that means you've earned the right to keep all contributions.
 - [Employees on the DC plan are vested on a graduated schedule:](#)
 - 1 year of service: 33% vested
 - 2 years of service: 67% vested
 - 3+ years of service: 100% vested
 - 457b deferred compensation plan:
 - The City of Charlottesville also offers an optional 457b deferred compensation account, a special type of savings account offered only to state, local government, and some nonprofit employers.
 - When you contribute to this account, the money is taken directly from your paycheck *pre-tax*, meaning it lowers your total taxable income for the year.
 - Just like with a retirement account, the money gets invested into a mutual fund to grow over time. You can actively choose which fund you want to invest in or leave it on the default choice.
 - You can contribute a percentage or fixed dollar amount from each paycheck up to [the IRS's contribution limit](#).
 - Unlike retirement accounts (401a, 401k, IRAs, etc.), the money in this account can be withdrawn without penalty any time after you separate from JMRL.

Other benefits

- The following benefits are also available. For more information, check charlottesville.hrintouch.com or contact HR. Your login name for HRintouch is COCXXXXXXXXX where the Xs represent your employee number, found on your paystub.
 - Medical, Vision, and Dental
 - Life and AD&D Insurance
 - Flexible Spending Account
 - Dependent Care Account
 - Short Term Disability, Cancer, and Hospital Confinement Insurance
 - Parking Subsidy (partial reimbursement for parking in the downtown parking garages)
 - Bicycle Reimbursement Allowance
 - Discounted Gym Membership
 - Staff printing
 - Out-of-Area card reimbursement

4. Workplace and Professional Conduct

Attendance & Punctuality

- To keep things productive and fair, JMRL expects all employees to be on time for their shifts. [Tardiness and absenteeism](#) place an unfair burden on other staff members.
- The definition of “on time” is being in the building and ready to work at the assigned time. If you’re going to be late, you should notify your supervisor as early as possible and no later than your assigned start time.
- If you’re less than 15 minutes late, the time can be made up at the discretion of the manager. Anything over 15 minutes and you’ll need to use leave.
- Excessive and unreasonable tardiness and absenteeism will result in disciplinary action. Failure to show up for a work shift without notifying your supervisor will lead to disciplinary action. Failure to show up for 3 consecutive work days without notice may lead to automatic dismissal.

Schedules and Requesting Leave

- Requests to use annual leave (aka vacation) must be made in advance ([via TCP](#)) to the supervisor. The supervisor will also respond in writing. It is available only to staff who have completed their probationary period, and you can only access hours that have already been accrued. Vacation time cannot be taken in less than .25 hour increments. Employees are responsible for monitoring their leave balances.
- To use sick leave, you must notify a supervisor as early as possible and no later than the earlier of 8:00 AM or 30 minutes before the start of your shift. Keep your supervisor informed daily if you need to be out for more than one day. If you need to leave during a shift due to the sudden onset of illness or injury or due to the illness of a family member, notify your supervisor or manager on duty and note the work time missed.
- See Section 3 for detailed Leave information.
- You can ask your manager to make a temporary schedule change or accommodation if you need time off, but it will be at the manager’s discretion. The more advance notice, the better. The first option is usually to use leave.
- Staff may trade shifts among themselves with prior supervisor approval, so long as it is an equivalent trade.

Professional Attire

- Your attire should be clean, neat, and appropriate to your role and duties. Everyone is expected to be well-groomed and wear clothing free of holes, tears,

or other signs of excessive wear. The way we present ourselves and the quality of our interactions with patrons impacts how they feel about JMRL.

- Wear your JMRL name tag or “staff” badge whenever you’re in a public space. This is a requirement of JMRL’s [Safe Child Policy](#).
- Dress is business casual. Clothes or other items with graphics not related to the library or books are not permitted. Undergarments shouldn’t be visible.
- Exemptions may be made for special occasions, events, or programs. Clothing and grooming styles dictated by religion or ethnicity are exempt from these restrictions.
- Individual branches and departments may set standards within these guidelines. Your managers or supervisor will inform you if you are violating the dress code. Employees in violation are expected to immediately correct the issue. This may include having to leave work to change clothes. You’ll have to use leave time if asked to leave work for a dress code violation.

Personal Social Media

- Be mindful of the impact that personal use of social media may have on library services. Don’t make discriminatory or harassing comments about patrons in general or about specific questions from patrons.
- If you can be identified as an employee of the Library, make it clear that the views expressed are yours alone and do not represent the views of the Library.
- You should not make any posts to personal social media during paid work hours.
- The Library does not endorse or actively monitor or review the content of personal, non-Library related social media activity of its employees.

Drugs & Alcohol

- JMRL follows [the City of Charlottesville’s drug and alcohol policy](#).
- JMRL is committed to a drug-free, healthful, and safe workplace. Staff must come to work in a mental and physical condition that allows them to perform satisfactorily.
- Employees must not manufacture, distribute, sell, purchase, traffick, dispense, possess, use or be under the influence of alcohol, unlawful drugs or controlled substances while on the library premises. Employees must not be impaired while conducting library business off-site. Misuse of prescription drugs is not acceptable in the workplace.
- Violations will lead to disciplinary action up to and including termination. Staff are encouraged to use the EAP (Employee Assistance Program) if they have concerns about substance dependence or abuse.

Children of Staff at Work

- Children of staff may be in the library as patrons, following the protocols of JMRL's [Safe Child Policy](#).
- Staff who wish to bring their children into non-public areas of the library need to ask permission first, to be approved at the Branch Manager or Library Director's discretion. If any staff member has a concern about the arrangement, they can speak to either their Branch Manager or the Library Director as needed.

Ethics

- **Statements of Ethics**
 - JMRL follows the tenets of the [American Library Association's Bill of Rights](#).
 - Additionally, as library workers and public employees, JMRL employees follow a [Library Employees' Code of Ethics](#), and a [Public Employees' Code of Ethics](#).
- **Confidentiality**
 - **Patrons:**
 - [All library users have a right to privacy and confidentiality](#). Don't share a patron's personal details or information about what they've checked out, viewed on the computer, etc., even with other members of the patron's family, unless that patron has given express permission for that person to have access to their account. Permissions should be noted on their library record.
 - Parents, legal guardians, and others listed as having full access [can view a child's library account details until age 16](#) when the card converts to an adult card. Access permissions should be reviewed with the child after they turn 16.
 - If a law enforcement officer requests information about a library user, consult the Library Director immediately for guidance. If the Director cannot be reached, contact your Branch Manager.
 - If a law enforcement officer makes a request **without a warrant** and neither the Library Director or Branch Manager can be reached, the only information you can share is security camera footage and computer use logs (i.e. who was on what computer and when). Do not share any information from a patron's library account.
 - If the officer **does have a warrant**, feel free to comply as you are able, but the Library Director and Branch Manager should still be notified.
 - **Staff:**

- Keep information about colleague’s work schedules and personal contact information private. If someone would like personal contact information for a specific staff member, take that person’s information so the staff member can respond (rather than sharing the staff member’s information with that person).
 - If patrons want to get in touch with specific staff, you can refer them to [JMRL’s contact information webpage](#) or give them a business card for the person, if available.
 - As public employees, most written communications regarding library business are subject to Freedom of Information Act requests. In other words, if you don’t want to see it printed on the front page of the Daily Progress, don’t say it! JMRL has [a very detailed policy](#) with further information for you to review.
 - When using [JMRL’s work email or hardware](#), staff should have no expectation of privacy. If taxpayers have paid for it, chances are that they have access to it if requested. JMRL managers and administration also have that access, should circumstances require it.

- **Conflicts of Interest, Gifts, and Tips**
 - The [Public Employees’ Code of Ethics](#) and [Library Employees’ Code of Ethics](#) state that JMRL employees will not use their position for personal gain or accept any personal gift, favor, service, money, or anything of value from the public.
 - Although less common, this also applies to vendors that are doing (or seeking) business with JMRL. Don’t accept any gifts, meals, favors, etc. from anyone selling library products.
 - A common exception to this rule is gifts of food from library patrons, to be shared among all staff at a branch.

- **Statements to the Press**
 - JMRL’s [policy on official statements](#) says that only the Director and President of the Board of Trustees can make official statements on behalf of the library. Library staff are often called upon to speak to the press when conducting library events; this is allowed, but you should strive to stick to factual statements (“the anime club meets the first Tuesday of each month”). If you voice an opinion, you should make clear that you are speaking as an individual and not on behalf of the library. (“I” statements, not “we” or “the Library” statements.)

- **Conduct with Minors**
 - Though library staff don’t have the responsibility of acting as guardians for unaccompanied children and youth, we do have guidelines to work toward providing a safe environment. This includes following the “two person / open door” rule outlined in the [Safe Child Policy](#):

- You should make every reasonable effort to avoid situations where you or a volunteer worker is alone with a child or youth in a closed room with no outside visual contact.
 - Any solid panel door should be open any time an employee or volunteer worker is alone with a child or youth.
 - Never give a child or youth a ride home, or take a child or youth outside the building except on official library business, or remain in a building alone with an unattended child.
 - Each department and branch should have a procedure in place to handle the situation of unattended minors at closing. The procedure should include:
 - a closing routine that identifies minors without an adult;
 - how to determine who will stay with the minor (minimum of two staff);
 - information to gather from the minor;
 - how long to wait for the parent/guardian to arrive;
 - in what circumstances to call the police non-emergency number;
 - what record-keeping is necessary.
- **Physical Contact**
 - There should never be any physical contact between staff and any library patron, unless that patron is a threat to themselves or others. Staff may intervene physically in any situation in which a patron is in danger. This is the only time staff should ever touch a patron without prior consent.
 - If a patron is sleeping at a table, knock on the table. If a child is searching for a missing parent, have them hold one end of a stuffed animal while you hold the other. Good intentions do not matter in these cases, as the decision about someone's personal space and level of comfort with physical contact is entirely up to them (or their parent, in the case of a child). While you might be trying to help, we should never assume permission to touch anyone.
- **Records Retention:**
 - JMRL has a [policy](#) that covers how long staff should keep every kind of document under the sun, **including email**. The [procedure](#) gives a clear breakdown of which emails to keep and which to delete.
 - Staff should discard old records regularly to avoid large backlogs.
- **Boundaries and Best Practices for Communication:**
 - JMRL should be a safe work environment for everyone. If you ever feel your boundaries are being violated by either patrons or staff, please feel free to end the interaction and discuss with your supervisor or a member of JMRL's administrative staff.
 - Boundaries with other staff

- Any staff contact information you are given should only be used for time sensitive and urgent professional work-related communication unless otherwise agreed upon by both people.
- Communication should be kept to JMRL platforms (email and google chat) and JMRL devices as much as possible.
- Boundaries with patrons
 - While JMRL has some of the best patrons ever, it's important to maintain a healthy professional distance.
 - Email and phone communication with patrons should be related to library topics and should not take up an undue amount of time. If a regular correspondence or personal friendship develops between a staff member and a patron, it should be moved to a personal email account and off work hours.

Conduct in Public Workspaces

- Greet every patron and make eye contact as they approach the desk. Make sure that you remember to look up regularly while you're at the desk so patrons know you're available to help them.
- Prioritizing: when multiple patrons need assistance, help the patron in front of you first, then answer the phone, then answer questions sent by email.
- Personal phones or other devices should not be used when providing service in a public area, unless they're being used for official library business. If an emergency phone call needs to be made or accepted, then staff should leave the public area of their library and take it in private.
- Reading and Internet use while on the public service desk are permitted if they are related to job duties, such as preparing for programming or to enhance reader's advisory or collection development skills. All other duties must be completed before reading or using the Internet at the desk.
- Specific guidelines for food and drink at public workspaces vary branch by branch. In general, staff should not have food at public service desks, and if drinks are allowed they must be covered.
- All conversations should stay workplace-appropriate. Please be mindful of who can hear you at all times.
 - Don't make negative comments or have conversations about patrons or other staff members at a service desk or in any area where they might be overheard.
 - Please respect the beliefs and convictions of others and avoid discussing controversial or overly personal topics at work, both with patrons and fellow staff members. This includes politics. You can't assume that

everyone in earshot agrees with you or is comfortable being involved with these discussions.

- Staff conversations must not be disruptive to patron use of the library. As a general rule, your voice shouldn't be heard outside of your immediate area.

5. Job Performance

Job Descriptions

- Descriptions for all JMRL positions [are found on the City's website](#). They are based on the postings written to advertise open positions.
- If you ever feel like your job description does not match your actual duties, please speak with your supervisor.

Probationary period

- All new JMRL employees start on a probationary status. The probationary period is six months, but it may be extended if additional time and training are needed to determine that you're ready to be a regular employee.
- You can't use annual leave until you complete your probationary period. Sick leave can be used as it accrues, and personal days can be used after 90 days of service.
- You should meet with your manager at the halfway point of the probationary period (three months) to discuss job performance and ensure that you are on-track for a successful end of probation.
- Upon the successful completion of your probationary period, your supervisor will notify you and JMRL administration that you are now a regular JMRL employee and are eligible to use annual leave.
- Within three months of the end of your probation, you should receive an end of probation assessment from your supervisor. A copy should go to JMRL Administration. More details can be found in [section 7.12 of the City of Charlottesville Employee Manual](#).

Job Competencies

- Each position at JMRL has an accompanying list of competencies, a combination of skills, knowledge, and behaviors necessary for success in that position.
- There are three types of competencies: Job Criteria, Core Competencies, and Technical Competencies.
 - Job Criteria are basic qualities such as your level of education and years of service.
 - Core Competencies, such as timeliness and customer service skills, are shared by all JMRL staff.
 - Technical Competencies are the skills, knowledge, and behaviors specific to your position at JMRL.
- Each competency consists of a general definition and a description of three levels of proficiency: Partly Proficient, Proficient and Highly Proficient.

- Your annual evaluation is based on your proficiency at the defined competencies for your position. To see the competencies for your position, follow [this link](#) to the staff intranet.

Annual Evaluation

- The purpose of the evaluation process at JMRL is to promote a healthy dialog between you and your supervisor about your performance at work. It's helpful in determining training needs and provides a way to document and recognize how you're doing at work.
- JMRL has an [Assessment Manual](#) covering the library's performance appraisal system. It includes a history of the system, an outline of the positions at JMRL (bands and stages), a timeline for evaluations, a sample of the assessment forms, and directions for the process. The manual aids your supervisor in fairly and consistently appraising the performance of their employees.
- Every spring, you'll have an annual review meeting with your supervisor. During this meeting, you will:
 - Discuss your performance with your supervisor, using the competencies as a guide;
 - Verify that your required professional development hours for the year have been fulfilled;
 - Set goals for the upcoming year.
- The outcome of your annual evaluation determines your eligibility for a raise, which your supervisor will indicate on the form.
- The annual evaluation consists of three forms to cover the three competency areas described above: job criteria, core, and technical.
 - If you've been in your current position for **less than 3 years**: Your supervisor will fill out all three forms in their entirety.
 - If you've been in your current position for **more than 3 years**: unless there are issues which need to be addressed using job descriptions and competencies, then only the Job Criteria form needs to be filled out. This still includes the goals and objectives section, professional development requirements, and recommendation for a raise.
 - After the annual evaluation meeting, you'll be asked to sign the forms, which will be sent to Administration to be stored in your personnel file. You'll also be provided with copies for your own records.

Employee Records

- **Changes**
 - Any change in status, such as a transfer, promotion, or dismissal, will be reported to the Library Administration and added to your personnel file.
- **Access**
 - You have access to all the information in your personnel records on request. Contact JMRL Administration to make a request.
 - Portions of your individual personnel record (including your evaluations and any disciplinary or medical files) are exempt from public records requests.

Disciplinary Action

- JMRL follows the [City of Charlottesville's disciplinary procedures](#).
 - The first step is a verbal reprimand:
 - You and your supervisor will meet to discuss specific discipline or job performance issues.
 - This is often the only step necessary to resolve the issue, and is designed to eliminate any misunderstandings.
 - The second step in the disciplinary process is a written warning:
 - If a verbal reprimand doesn't resolve the issue, a written warning is the next step. The written warning should discuss the nature of the problem, previous attempts to rectify the issue, and resulting consequences if the matter is not corrected. Copies of the written warning will be sent to all involved, plus library administration and City HR.
 - After a period of twelve months, the warning will be destroyed if the employee's performance and conduct have been satisfactory during that time.
 - If a verbal reprimand and a written warning do not succeed in resolving these issues, more serious consequences may be invoked. Library Administration will be involved. Discipline can involve withholding of a pay raise, suspension without pay, reduction in pay, demotion for cause, or dismissal.

Grievances

- JMRL follows the [City of Charlottesville's grievance procedures](#), with all references to the City Manager referring instead to the Library Director. This process is not available to probationary employees or substitutes.
- The library is committed to providing the best possible working conditions for its employees. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from library supervisors and management.
 - The Library's desire is to resolve grievances informally if at all possible. Consideration, cooperation and common sense can solve most problems, but some may require further action. The informal procedure is not required, nor is it appropriate for all matters of grievance (e.g. sexual assault). Using or starting an informal procedure does not restrict an employee from filing a formal grievance later.

6. Separation

Resignation and Retirement

- To resign your position at JMRL, please submit a resignation letter to your supervisor, which will be kept in your personnel file. This letter should clearly state the last day of employment. You can send this letter as an email.
- You [cannot use leave on your last day](#). You must be physically at work.
- Retirement from JMRL requires close contact with the City of Charlottesville HR department. Please contact JMRL administration to help facilitate this process, which may differ between employees depending on length of service and retirement plan.

Unused Leave Time

- On separation from JMRL, you may be eligible to receive pay for any unused annual vacation leave. Sick and Personal Leave are not paid out.
- If eligible, you may receive pay for up to one week above your [annual leave accumulation limit](#).
- In order to receive this payout, you must have successfully completed your probationary period and have already accrued the time.

To Do Before Leaving

- Any employee who may want staff at JMRL to serve as a reference for them must have a copy of [JMRL form 2.44](#) on file. All requests should [start with the Library Director](#), who may designate another staff member with more direct supervisory contact with you to respond.
- On your last day with JMRL, your manager will collect any keys you have for physical access to your branch. Your digital access (email account, ILS access, meeting room access, etc.) will be deactivated within one week of your last day of work. Your supervisor will need to fill out [JMRL's employee exit/transfer form](#) in order to start this process.
- JMRL supports staff and supervisors having an exit interview. This is a chance for staff to provide feedback on their work experience at JMRL and help the Library on its path to provide the best working environment possible for our employees.

STAFF TRAINING AND DEVELOPMENT

The Library shall support the training and development of staff based on the following:

1. The Library's needs and priorities for development of specific expertise to meet future growth of services
2. Staff members' individual needs to ~~develop~~ enhance specific competencies in their positions
3. The Jefferson-Madison Regional Library's role in support of statewide library activities
4. The Library's need for staff to meet minimum competencies in the use of new technology
5. The need for staff to meet JMRL standards (in JMRL's Staff Training Manual, Core Competencies, Mission and Values, and other applicable documents) when providing service to the public, including in areas of equity, diversity and inclusivity-

The Jefferson-Madison Regional Library supports Virginia Library Association membership for staff. JMRL offers a Library Degree scholarship to encourage pursuit of a professional degree.