

Toulon Public Library District
Personnel Manual
Amended and Adopted 8/12/2019

A. STAFF GUIDELINES

Each member of the staff owes loyalty to the library and an active interest in its improvement and development. To co-workers, the staff member owes courtesy, good teamwork, and a willingness to share disagreeable assignments.

There is a segment of library work which does not directly relate to the patron (filing, revising, shelving, straightening, shelf reading and typing). **Accuracy** is the most important part of this kind of work. Mistakes cause problems and waste time. Personal conversations among staff members should be kept quiet and at a minimum.

Staff members shall be neat, clean and well groomed. Dress should be appropriate to the duties performed. Nice jeans and shorts are acceptable, "cut-offs" and "holly" jeans are not. Open toed shoes are not appropriate and shoes must have a back strap. The image you present represents our library.

Employees shall be prompt and ready to work when their scheduled shift is set to begin. Employees shall not use personal cell phones to conduct non library related business. Employees should keep cell phone use to a minimum while behind the circulation desk. An Employee's first priority is always to the patron. Ignoring a patron, or delaying service to them because of personal bias, or business, or cell phone use will not be tolerated. The employee may be dismissed immediately.

B. PATRON SERVICE

The first duty of staff members at the circulation desk is to the patron. A person coming into the library should be made to feel like a welcome guest. Look up and greet the patron. Stop what you are doing and ask if you may be of help. Service to the patron is the only justification for the existence of the library or its staff. Keep personal conversations and gossip to a minimum. Do not push your problems and concerns onto the patron.

Every question that a patron asks is important; you may need to offer help. Give

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the patron a chance to talk about his or her question. You may be able to find a satisfactory answer quickly and easily, but if the question is a very specific or complicated, a note should be left for additional searching. Include the patron's name, phone number, the question with as much detail as possible and information on what help you provided.

1. Listen carefully to the question.
2. Respect the patron's privacy but at the same time find out as much information as needed, and be sure you know enough about the question before you start to look for the answer.
3. Repeat the question to the patron in order to clarify any misunderstood information.

If you can't find anything in the library to answer the request, you may need to send the request on to Back-Up Reference. Your request should include the patron's name, phone number, the question and details on what help you provided.

When people are studying in the library, it is especially important that it should be quiet. On the other hand, discussions are often necessary. Good judgment will tell you when to remind a patron (or yourself) that others are trying to concentrate.

Food or drink is allowed in the library provided the patron is over 14 and the beverage is contained. Smoking is not permitted by anyone at any time on library property

C. COMPLAINTS FROM PATRONS

When a patron has a complaint, listen carefully and direct their problem to the staff member who is best able to reply to the problem. If a patron wishes to object to library material, a form is available. Response to this formal complaint will be made by the library director.

D. PUBLICITY

Since publicity is the responsibility of the Director, all items must be submitted to

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the Director for approval. Staff members' suggestions are encouraged and should be brought to the Director's attention. Do not make statements to the media or on social networking sites without the director's approval. The director and youth services librarian are responsible for the library website and Facebook page.