

# *Personnel*

Personnel are the library district's most valuable resource and usually account for the largest portion of the budget, generally between 60 to 70%. Library staff are responsible for carrying out the mission and the service plan of the library. All library staff should be competent, well-trained and able to provide high-quality service in a friendly and courteous manner.

## **Standards**

1. Each library district has a regular, paid and properly qualified director/chief executive.
2. Each library district has qualified and well-trained staff members who are able to accomplish the goals of the library.
3. The library district establishes full-time equivalents per 1,000 population served. (See Appendix I, pg. 15)
4. Written job descriptions clearly define all staff positions.
5. The library district has written personnel policies and procedures. (See Appendix III, pg. 17)
6. Personnel policies comply with federal and state laws and encourage diversity. (See Appendix III, pg. 17)
7. An orientation is provided for all new staff.
8. Salaries and benefits are commensurate with other Missouri libraries and the regional marketplace and do not exceed 60 to 70% of the total budget.
9. Professional development opportunities are available for all staff and staff are encouraged to take advantage of them.
10. The library contributes to the director's professional association dues.
11. The director regularly attends MPLD and MLA.
12. Staff participate in community engagement opportunities.
13. Director and staff have a set of core competencies. (see Appendix II, pg. 16)

14. All key library staff have email accounts and access to a workstation with Internet access.
15. Exit interviews are conducted with all staff who resign.
16. Staff's performance and accomplishments are appropriately recognized.

## Guidelines

- \_\_\_ 1. The director/chief executive has at least 60 semester hours of college credit for populations under 10,000; a Bachelor's degree for populations from 10,000-20,000; and a graduate degree in library and information studies from an ALA accredited program for population of 20,000+. *Standard #1*
- \_\_\_ 2. FTE suggested equivalents are in Appendix I, pg. 13. *Standard #3*
- \_\_\_ 3. Job descriptions include essential functions, education requirements and necessary experience directly related to the library district's service plan. *Standard #4*
- \_\_\_ 4. Written hiring and termination procedures are in place. *Standard #5*
- \_\_\_ 5. Community demographics are kept in mind when recruiting and selecting staff. *Standard #6*
- \_\_\_ 6. The board provides salary schedules based upon measurable criteria such as levels of achievement, years of service and college or continuing education hours/degrees. *Standard #8*
- \_\_\_ 7. Supervisors regularly evaluate all staff members based on written job descriptions and annual goals and accomplishments. *Standard #4*
- \_\_\_ 8. Copies of personnel policies and practices are made available to all staff members. (See Appendix III, pg. 17) for suggested list of personnel policies.) *Standard #5*
- \_\_\_ 9. An orientation program introduces employees to the mission, philosophy, goals and services of the library district in addition to their job responsibilities. *Standard #7*
- \_\_\_ 10. Staff participate in at least two training programs per year, either by in house webinar or away training, to enhance job competence or customer service or to lead to new areas of library service. *Standard #9,#13*

\_\_\_\_ 11. Staff regularly attend and participate in MLA conferences. The director and key staff participate in national library associations such as ALA, PLA or ARSL.

*Standards #9, #10, #11*

\_\_\_\_ 12. Staff members who participate in appropriate professional development may be supported through paid leave, release time, fee reimbursement, expenses, etc. as outlined in the library district's personnel policies manual.

*Standards #8, #10*

# Appendix I

## FTE'S PER 1,000 Population

Population Group	Current Average	Standard	Range
Statewide	0.58	0.34	- 0.69
Under 1,500	0.66	0.37	- 0.81
1,500-2,999	0.69	0.42	- 0.79
3,000-5,999	0.73	0.4	- 0.81
6,000-9,499	0.61	0.37	- 0.84
9,500-14,999	0.43	0.32	- 0.51
15,000-29,999	0.45	0.29	- 0.55
30,000-74,999	0.39	0.23	- 0.57
75,000 & Over	0.65	0.34	- 0.73

Source: 2011 Missouri Public Library Annual  
Statistical Survey  
Compiled by: Library Development Division,  
Missouri State Library

The library employs paid staff at a level to meet the standard range. FTE (Full Time Equivalents) are given. 40 hours per week is set as the measure of full-time employment. To determine full time equivalents of employees, take the total number of hours worked by all paid employees and divide by 40. For example, a library with 70 hours of paid employees is considered to have 1.75 FTE

# **Appendix II**

## **Core Competencies**

### **Directors**

Ability to:

- Understand the legal framework in which the library operates
- Assess needs
- Set objectives, as well as, evaluate and measure the effectiveness of public library programs
- Select materials and provide guidance in the use of all library resources
- Manage, organize and maintain library collections
- Work within the political and social structures of the community
- Communicate and work effectively with board members and staff
- Make use of current and emerging technologies for information and communication
- Manage financial resources
- Manage fundraising, including grants, gifts, endowments, etc.
- Manage human resources
- Provide continuing education

### **Staff Members**

- Be able to explain library district policies to the public
- Be committed to the provision of excellent service to the public
- Be well trained in the procedures required by their position
- Have an understanding of the history and development of library services
- Project an image of competence and courtesy to the community they serve
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# **Appendix III**

## **Personnel Policies**

A personnel policy should address the following elements.

### **Employment**

- Recruitment
- Selection
- Promotions
- Staff evaluations
- Corrective action
- Due process
- Resignation & dismissal
- Retirement
- Salary schedule
- Dress & personal hygiene
- Continuing education

### **Hours of Work & Scheduling**

- Rest breaks & meal periods
- Compensatory time
- Holidays
- Emergency closings

### **Working Environment**

- Harassment
- Drug policy
- Cell phone
- Social networking
- Family in the workplace

### **Employment Benefit Programs**

- Insurance
- Retirement Benefits
- Worker's Compensation

## **Vacation & Leave**

- Vacation
- Sick leave
- Bereavement Leave
- Leave Without Pay
- Family Medical Leave
- Military Leave
- Jury Duty

## **Staff Recognition**

- Service Awards