

## QSAC - HUMAN RESOURCES - APPENDIX A

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

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### A. EMPLOYEE MANUAL

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

[Genesee District Library Employee Handbook](#)

Suggested topics for library personnel policies:

- Affirmative action
- [Anti-harassment](#)
- [Certification at the Library of Michigan](#)
- Classification schedule
- Conduct at work
- Continuing education
- Discharge procedures
- Disciplinary actions
- Emergency closing
- Employee Handbook Samples
  - [St. Charles, MO District Library](#)
- Employment at Will statement
- Equal employment opportunity provision
- Evaluation procedures
  - [Work 911: Seven Stupid Things EMPLOYEES Do To Screw Up Performance Appraisal](#)
  - [Work 911: Ten Stupid Things Managers Do To Screw Up Performance Appraisal](#)
  - [Municipal Research and Service Center of Washington: Personnel Performance Evaluations](#)
  - [Fort Saskatchewan Public Library: Library Director Performance Evaluation](#)
- Grievance procedures

- Health benefits
- Hiring practices
- Hours of work and Overtime
- Interview Questions
  - [Frequently Asked Interview Questions](#) from the School of Information and Library Science at the University of South Carolina
- Job descriptions
  - [WebJunction: Sample Job Descriptions from Connecticut Public Libraries](#)
  - [LibrarySupportStaff.com: Library Jobs: Descriptions, Classifications, Evaluations](#)
- Job Descriptions for Trustees
  - [Free Management Library: Sample Job Descriptions for Members of Boards of Directors](#)
  - [Nebraska Library Commission: Sample Job Description of a Library Trustee](#)
  - [Superiorland Library Cooperative Board Member Roles and Responsibilities](#)
- Leave of absences, paid and unpaid (Vacation, Family leave, Sick leave, Holidays, Jury duty, Compassionate leave, Administrative leave)
- Life insurance
- Nepotism
- Organizational chart
- Personnel records
- Probationary period
- Promotion
- Recruitment
- Retirement
- Salary schedule
- Staff competencies
  - [LibrarySupportStaff.com: Library Staff Competencies](#)
  - [Youth Services: Librarians Roles and Competencies](#)
  - [New Jersey Library Association: Personnel and Salary Guide](#)
  - [Western Council of State Libraries: Library Practitioner Core Competencies](#)
- Staff development and training
- Staff Levels
  - [Colorado State Library - Public Library Standards, Personnel](#)
  - [Staffing for Public Libraries](#)
- Travel expenses
- Trustee training
  - [Library of Michigan: For Public Library Trustees](#)
  - [KY Department for Libraries and Archives: Trustee Training Tips](#)
  - [Wisconsin Division for Libraries: Trustee Training Modules](#)
  - [Library of Michigan: Trustee Manual](#)
- Volunteers

- [Capital Area District Library: Library Volunteer Application Form](#)
- [Chippewa River District Library: Application for Volunteer Position](#)
- [Greenfield Public Library: Services and support of individuals and groups who help the library](#)
  - Duties and any limitations
  - Friends groups
    - [Friends of Libraries USA](#)
    - [Friends of Michigan Libraries](#)
  - Recognition and awards
  - Recruitment and selection
  - Roles and responsibilities
- Worker's compensation
- Working conditions and standards
  - Samples of many policies can be found at the following Web sites:
  - [Municipal Research and Services Center of Washington: Personnel \(Human Resources\)](#)
  - [WebJunction Connecticut](#)
  - [Michigan Library Consortium Wiki](#)

Note: All employee information guides or personnel policies should be reviewed by the library's attorney.

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## **B. EMPLOYEE ORIENTATION**

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

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

Some libraries assign a more experienced employee, a "buddy," to a new employee for the first month of service.

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### **C. RESOURCES**

- Developing a Compensation Plan for Your Library by Paula Singer. Chicago: ALA, 2002.
- Human Resources for Results: The Right Person for the Right Job by Jeanne Goodrich and Paula Singer. Chicago: PLA 2007.
- Staffing for Results: A Guide to Working Smarter by Diane Mayo and Jeanne Goodrich. Chicago: PLA, 2002.

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[Library of Michigan](#)

Department of Education