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ARTICLE I: PURPOSE

It is the purpose of these regulations to establish a fair and uniform system of personnel administration for all employees of the Appalachian Regional Library to ensure that the most effective library service possible may be delivered to the citizens of Ashe, Watauga, and Wilkes Counties.

In order that this purpose may be accomplished, it shall be the policy of the Appalachian Regional Library that:

- A. Employment shall be based on merit and fitness, without regard to sex, race, religion, age, disability, or political affiliation.

- B. Just and equitable incentives and conditions of employment shall be established and maintained.

This document is intended to be a general guide to the ARL workplace and should not be considered to be a contractual agreement. No personnel policy can address all workplace issues or situations, and staff employees should consult their supervisors if questions arise, or clarification is needed.

The Appalachian Regional Library is an “at-will” employer and as such may terminate employment for any reason without affording due process.

Equal Employment Opportunity Statement

It is the policy of the Appalachian Regional Library that there shall be no discrimination in any employment practice against any qualified employee or applicant for employment because of his or her protected group status, including race, color, gender, national origin, religion, creed, age, or marital status. This policy covers all aspects of employment, including the following:

- Hiring
- Promotion
- Selection for training opportunities
- Rates of pay
- Layoff or termination.

For people with known disabilities, the library will attempt to provide reasonable accommodation.

ARTICLE II: DEFINITIONS

The following definitions shall apply in these regulations, unless the context clearly indicates otherwise:

- **ANNIVERSARY DATE** - date on which the employee began employment with the Library, or was promoted, that is used in computing length of service and fringe benefits.

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- **APPEALS** - procedures as prescribed by these regulations for appealing disciplinary action, employee evaluations and other individual grievances.
- **APPLICANT** - an individual who has or is applying in writing on an application for employment with the Appalachian Regional Library.
- **AT WILL EMPLOYEE** - an employee without a contract of employment. The employee serves at the will of the employer; simultaneously the employee serves the employer only as long as he or she “wills.” Thus, there is a reciprocal relationship, built on the satisfaction of both parties—the employee and the employer.
- **BOARD** - Board of Trustees of the Appalachian Regional Library.
- **CLASSIFICATION** - the method of classifying positions whereby positions having substantially equal duties and responsibilities are brought together to form a salary cluster or grade. Classification allows an arrangement for positions whereby equal pay is given for substantially equal responsibilities and authority.
- **COMPENSATORY TIME** - the time which may be credited to non-exempt employees when they are requested by their Manager to work in excess of 40 hours in one week.
- **DIRECTOR** - the Director of Libraries of the Appalachian Regional Library.
Used multiple times.
- **DISCIPLINARY ACTION** - action which may be taken when an employee fails to follow the rules and regulations for library operations or sections of the personnel regulations. The types of disciplinary actions may be oral reprimand, written reprimand, suspension, and dismissal.
- **DISMISSAL** - a type of disciplinary action which separates an employee from the Library employment for cause.
- **EMPLOYEE** - a person employed by the Appalachian Regional Library.
- **GRIEVANCE** - a complaint or dispute of an employee or employees regarding the application, meaning, or interpretation or personnel policies as they affect the work activity of such employee or employees. The term “grievance” shall not be interpreted to mean negotiations of wages, salaries, or fringe benefits.
- **HOLIDAY** - one of the official dates which has been declared a holiday by the Library. Full time employees get credit for a holiday as 8 hours. Part-time employees get credit for a holiday based on the hours normally worked that day or 8 hours, whichever is less.
- **INSUBORDINATION** – the willful failure or refusal to carry out a reasonable order from an authorized supervisor. (approved ARL Board-7-21-11)

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- **LAY OFF** - a separation from Library employment of an employee because of a shortage of funds, materials or work.
- **LIBRARY** - any component of the Appalachian Regional Library.
- **MILITARY LEAVE, RESERVE** - the period of fifteen working days or less per calendar year granted to employees who are members of a reserve military unit.
- **POSITION** - a group of duties and responsibilities assigned or delegated by appropriate authority, requiring the services of a full time or part time employee for which a written job description has been approved by the ARL Board.
- **PROBATIONARY PERIOD** - the designated period of time after an applicant is appointed or an employee is promoted in which the employee is required to demonstrate his/her fitness for the position by actual performance.
- **REGIONAL LIBRARY EMPLOYEE** – an employee whose duties primarily involve service to the Appalachian Regional Library as opposed to a specific county library. Regional Library Employees include the Director of Libraries, the Information Technology Manager, and the Finance and Personnel Manager. These Regional Library Employees are Class 1 at will employees. The IT Manager and the Finance and Personnel Manager work under the supervision of the Director of Libraries.
- **REPRIMAND** - a type of disciplinary action, oral or written, denoting a violation of personnel regulations. A written reprimand must be dated and signed by the employee or witness and supervisor and a copy be given to the employee. The original written report becomes part of the employee's record. If the employee refuses to sign the written reprimand, another employee or Board Member will sign the reprimand acting as a witness that the written reprimand was delivered to the employee.
- **SUPERVISOR** - any individual having authority to schedule, direct or discipline other employees; this individual would have major responsibilities in evaluating the employee(s) whom they supervise.
- **WORKWEEK** - the number of hours regularly scheduled to be worked during any seven consecutive days beginning with Sunday.

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Article III. EMPLOYMENT

Section 1. Appointments

A. Appointments. Appointments to positions with the Appalachian Regional Library shall be made on the basis of ability, experience, and educational, technical and personal qualifications. Employees are hired for specific kinds of work but are expected to perform any library-related activity when necessary. Employees assigned to a county library or branch will be appointed by the County Librarian after consultation with and approval by the Director of Libraries. County Librarians, the IT Manager, and the Finance and Personnel Manager will be appointed by the Director of Libraries in consultation with the Regional Board of Trustees.

B. Background checks. Every offer of employment with ARL will be made contingent on criminal background checks conducted at the Library's expense. Library management reserves the right to rescind a candidate's offer of employment based on the result of the criminal background check. The final determination to disqualify a potential employee for a county library or branch library due to the results of a background check shall be made by the Director of Libraries in consultation with the Personnel Manager and the County Librarian. The final determination to disqualify a potential employee for a regional position (Finance and Personnel Manager/Personnel Manager, Regional Technology Coordinator, County Librarian) due to the results of a background check shall be made by the Personnel Committee of the ARL Board in conjunction with the Director of Libraries. The final determination to disqualify a potential employee for the position of Director of Libraries due to the results of a background check shall be made by the Personnel Committee of the ARL Board.

Disqualifying information is identified based upon the nature and gravity of the offense; the time since the conviction/completion of the sentence; and the nature of the job in question and the relatedness of the conviction(s) to the duties and responsibilities of the position. Crimes of particular concern include crimes against persons, crimes involving weapons, crimes involving theft or fraud, and crimes involving drugs or alcohol. Professional discretion and consistent application will be used to ensure that only job-related disqualifications occur.

C. Family members. Family members may be employed by the library system only under the following circumstances: 1) they do not work in the same county; and 2) there is no supervisory relationship involved. The following persons are deemed members of the same family: spouse, brother, sister, parent, and child.
* Exception to requirement #1 above will be made for Digital Watauga Interns and Technicians.

Section 2. Kinds of Employees

All employees are at-will employees and work without a contract of employment.

Class 1: A regular full-time employee who is scheduled to work 1,560-2,080 hours annually (30-40 hours per week). Class 1 employees are eligible for all benefits offered by the Appalachian Regional Library. Vacation leave and sick leave are calculated based on a 40 hour work week and are prorated for employees working 30-39 hours per week.

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Class 2: A regular part-time employee who is scheduled to work a minimum of 1,000 hours annually but less than 1,508 hours annually (20-29 hours weekly). Class 2 employees receive vacation and sick leave on a prorated basis. They also receive retirement benefits and are eligible for the Floating Holiday. Class 2 employees may elect to join the North Carolina Local Government Employees' Federal Credit Union and/or participate in a supplemental retirement income program known as 401(k). Class 2 employees are eligible to join the region's health and dental insurance plans but must pay the full premium.

Class 3: A regular part-time employee who is scheduled to work no more than 19 hours weekly. Class 3 employees receive no benefits except for the Floating Holiday, Thanksgiving and Christmas holidays if needed to make their full number of hours for the week and the option to join the North Carolina Local Government Employees' Federal Credit Union.

Probationary Employee: A new employee appointed to a regular classified position or a current employee hired for or moved to a new position who is required to demonstrate his/her fitness for the position by actual performance for a period of three (3) months for Grades 1 through 7 and six (6) months for Grades 8 through 20. Probationary employees receive a written evaluation at the midpoint and at the end of their probation.

Temporary Employee: An employee whose employment duration is limited by the circumstances of the position for which he or she is hired, such as a position funded by a grant or a person filling in for a regular employee who is out on a protracted leave. Part-time temporary employees receive no benefits and generally work no more than 19 hours per week. Full-time temporary employees receive limited benefits (health insurance, sick leave, and vacation leave).

Exempt Employee: An employee who is exempt from the Fair Labor Standards Act overtime provisions (job descriptions indicate if a position is Exempt or Non-Exempt; see Appendix C).

Non-Exempt Employee: An employee who is not exempt from the Fair Labor Standards Act overtime provisions (job descriptions indicate if a position is Exempt or Non-Exempt; see Appendix C).

Section 3. Conditions of Employment

A. Workweek. The workweek begins on Sunday and runs through Saturday. With permission of the County Librarian, full-time employees may work their hours in four, five, or six days. With the permission of the Director of Libraries, Regional Library employees may work their hours in four, five, or six days.

B. Work Schedule. Each employee will have a regular work schedule. However, that schedule may be tweaked from time to time, or changed permanently, to meet the needs of the individual County library, as determined by the respective County Librarian, or as may be determined by the Director of Libraries for Regional Library employees. Weekly or monthly schedules will be provided to all employees via email with the understanding that these schedules may change often and on short notice due to unforeseen circumstances. It is the supervisor's responsibility to communicate any changes that will affect an employee's schedule to that employee in as timely a fashion as possible.

C. Work From Home. Work from home is defined as work done from home which is part of an employee's regularly scheduled work time. Almost all jobs in the public library setting require employees to

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be onsite at the library, either in direct public service, as a backup for direct public service, as a supervisor of library personnel, or in using materials and tools available only in the library workplace. Therefore, work from home is the exception rather than the rule. Work from home is never required, but may be an option, when an employee has no control over the circumstances which might call for it. (A situation such as a pandemic brings its own requirements which may differ from this policy.)

Work from home may be allowed for county library employees whose jobs include tasks that can be successfully completed at home, who have the tools necessary to complete those tasks at home, and who are working under specific, time-limited circumstances mentioned below. *Other circumstances will be considered upon request.*

- When an employee is out on sick leave to care for a family member
- When an employee is out on Family Medical Leave to care for a family member
- When an employee is out on Family Medical Leave due to his/her recovery from an accident, surgical procedure, or illness and cannot yet be on site but is otherwise permitted by his/her doctor to work
- When an employee's childcare situation temporarily requires him/her to be at home

Work from home must be pre-approved by the employee's supervisor and County Librarian and must have clear time limits. The Leave Request Form should be used to document Work from home.

Snow Hours, Snow Days, and other similar situations where a library building is closed due to a weather emergency do not impact scheduled Work From Home days or hours.

Work from home may be allowed for Administrative staff (Director, Finance and Personnel Manager, Information Technology Manager, and County Librarians) when the work can be successfully completed away from the library.

D. Overtime. Full time, non-exempt employees should not work over 40 hours per week unless an emergency arises and the supervisor or manager on duty authorizes the overtime. ARL, as a governmental agency, provides compensation for overtime for non-exempt employees *in paid time off*, not in pay. Time and one-half compensatory hours will be allowed for any hours worked over 40 hours. Compensatory hours must be scheduled with the employee's supervisor and if possible, should be taken during the same pay period in which the overtime occurred; if this is not possible it must be taken in the next pay period.

For part time, non-exempt employees, working over the scheduled number of weekly hours without prior authorization by the supervisor, even if under 40 hours during a week, is prohibited. An employee working more hours than authorized will receive pay for that time but is also subject to disciplinary action.

Exempt employees, as defined by the Fair Labor Standards Act, are encouraged to work only their scheduled weekly hours; however, they may work additional hours, when necessary, *either in the library or at home*. Exempt employees will receive no compensation for those hours. All work hours must be recorded on timesheets.

E. Time for Meals and Breaks. Meal periods are scheduled either as one hour or one-half hour of the employee's own (non-paid) time depending on each library's work schedule. For non-exempt employees, a lunch break of at least one-half hour must be taken for any workday consisting of 6 hours or more. Exempt

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employees may skip a lunch break, if necessary, but are discouraged from doing so. Each employee's daily schedule will contain time for an unpaid lunch break. Each employee is allowed a 15-minute break for every 4 hours worked. Breaks are on paid time and may be shortened if necessary due to customer service needs. Breaks cannot be added to the lunch time or taken so that an employee can leave early or come late.

Section 4. Compensation

A. Salary Schedule and Pay Plan. The Board has adopted a salary schedule and pay plan (see Appendix A). Amendments to the pay plan are made by Board action.

B. New or Transferring Employees. New employees or current employees transferring to a different position are usually appointed at the minimum salary of the position they are filling. New employees or transferring employees with related experience and/or training may be appointed at starting salaries above the minimum with the Director's permission.

C. Pay Increases and Bonuses. Depending on the Library's budgets and with the Regional Board's approval, current employees may receive a pay increase or a bonus at an appropriate time during the fiscal year. In addition, as the budget allows, and based on an evaluation of job performance, value to the regional or local library, and/or the needs of the individual library or regional library system, the Director of Libraries may give a pay increase to individual employees outside the general increases at any time during the year. Such increases will be reported to the Regional Board at the next regular board meeting.

D Pay Periods. The pay date for all employees of the Appalachian Regional Library shall be the last weekday of each month. For all employees the payment runs from the 24th of the previous month through the 23rd of the current month.

E. Timesheets. All employees must fill out time sheets on a daily basis and electronically sign them on the last work day of the week. If the 23rd of the month falls midweek, two time sheets must be signed that week. Supervisors will review and approve weekly time sheets. No later than the 24th of the month, the total monthly time sheet will be printed, signed, and approved by the supervisor, then forwarded to the Finance and Personnel Manager for processing.

Section 5. New Positions

To establish a new position, the Director shall create a new job description and recommend the assignment of the new position to a specific salary grade on the salary schedule. After receiving the information, the Board shall make the final determination.

Section 6. Performance Evaluations

Performance evaluations shall be completed annually within the first quarter of the following calendar year. The evaluations are a stand-alone process and not necessarily tied to pay increases. The purpose of the annual evaluation is to provide feedback to employees on their work performance in order to help them grow professionally and provide the best possible library service.

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Section 7. Personnel Records

- A.** The following information is a matter of public record: name, age, date of original employment, terms of any contract by which the employee is employed, current position, job title, current salary, date and amount of each increase or decrease in salary, date and type of each promotion, demotion, transfer, suspension, separation, or other changes in position classification, and the position to which the employee is currently assigned, date and general description of the reasons for each promotion, date and type of each dismissal, suspension, or demotion for disciplinary reasons (if the disciplinary action was a dismissal, a copy of the written notice of the final decision setting forth the specific acts or omissions that were the basis of the dismissal). Any person may have access to this information during regular business hours. (See NCGS 153A-98 for further details.)
- B.** The employee is responsible for promptly reporting changes in personal information, such as home address, telephone number, and emergency contact, to both his or her supervisor and to the Regional Finance and Personnel Manager
- C.** All personnel record information, other than the public records noted above, is confidential except for the instances as listed in North Carolina General Statutes 153A-98c, which include the following:
- a. Employee or his/her duly authorized agent may inspect his/her personnel file except letters of reference solicited prior to employment.
 - b. Employee's supervisor may examine employee's entire personnel file.
 - c. Court order may provide anyone access to examine a personnel file.

Section 8. Separation

- A. Types of Separation.** As an "at will" employer, the Appalachian Regional Library may terminate an employee's position for any reason without affording due process. All separations of employees from positions with the ARL shall be designated as one of the following: resignation, reorganization/reduction in force, disability, retirement, dismissal, or death.
- B. Resignation.** Employees are expected to give written notice at least two weeks before the last day of employment; department heads and County librarians are expected to give one month's written notice.
- C. Reorganization or Reduction in Work Force.** When a reorganization occurs or a reduction in work force becomes necessary, consideration will be given to the quality of each employee's past performance as documented in the annual employee performance reviews, seniority, and the needs of the Library in determining those employees to be retained. The Library will inform the employees to be terminated no less than two weeks before termination.
- D. Disability.** An employee may be separated for disability when the employee cannot perform the required duties because of a physical or mental impairment. The employee or library administration may initiate action for disability separation. In all cases, consideration for disability separation shall be supported by medical evidence as certified by a physician. The Library may require a physical and/or mental

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examination at its expense and by a physician of its choice. Before an employee is separated for disability, a reasonable effort shall be made to locate alternative positions within the Library for which the employee may be suited. The Library will at all times comply with the Americans with Disabilities Act and the North Carolina Persons with Disabilities Protection Act.

E. Retirement. When an employee meets the conditions set forth under the provisions of the North Carolina Local Governmental Employee's Retirement System, he or she may elect to retire and receive all benefits earned under the retirement plan.

F. Dismissal. An employee's job may be terminated because of unsatisfactory performance or because of gross misconduct. In either case the disciplinary steps as listed in Section 9 may or may not be followed depending upon the individual employee, his or her past documented performance history, and the present situation. County Librarians will consult with the Director of Libraries before dismissing an employee. Termination actions and recommendations regarding a County Librarian shall be subject to final review and decision by the ARLB.

- 1. Unsatisfactory Performance** - An employee's work will be deemed unsatisfactory and the employee subject to dismissal if the employee fails to fulfill the duties and responsibilities of his/her position.
- 2. Gross Misconduct** - An employee who demonstrates gross misconduct may be suspended without pay or terminated immediately, with written notice to be provided within one working day. Examples of gross misconduct are insubordination; refusal to do work that is part of the job description or reasonably requested by the employee's supervisor; wrongful use of Library property; theft of Library money or property; arguing or fighting with patrons or co-workers; falsification of records; coming to work under the influence of alcohol or illegal drugs; or using alcohol or illegal drugs at work. The use of prescription drugs which interfere with job performance may also be considered gross misconduct.

G. Death. All compensation due in accordance with Article VI, Section 8 of this policy will be paid to the estate of a deceased employee. The date of death shall be recorded as the separation date for computing compensation due.

Section 9. Disciplinary Action

A. Any employee conduct that interferes with or adversely affects the work of the Appalachian Regional Library is sufficient grounds for disciplinary action. This action can range from oral warnings to immediate dismissal. Depending on the conduct, it is the library's general policy to take disciplinary steps in the following order:

- Verbal warnings
- Written warnings to be signed by employee
- Suspension
- Termination of employment through dismissal

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B. To determine the appropriate action, the library may consider the seriousness of the conduct, past work performance, the employee's ability to correct the conduct, and actions the library has taken previously for similar conduct by other employees.

C. Terminated employees who have past their one year employment date will receive payment for unused vacation leave.

Section 10. Grievance Procedure

A grievance is a process through which an employee can raise a workplace concern with library management. In order to accommodate employees with grievances, the following procedure is to be followed in the order indicated:

1. Within 5 working days of the occurrence/discovery of the grievance, the employee shall meet with the appropriate supervisor; together they will make a serious attempt to resolve the problem. This failing, the employee may proceed to Step 2.
2. Within 5 working days after the meeting in Step 1, the employee states the grievance in writing to the County Librarian. Within 5 working days after receiving the written complaint, the County librarian meets with the supervisor and the employee and attempts to resolve the problem. This failing, the employee may proceed to Step 3.
3. Within 5 working days after the meeting in Step 2, the employee refers the unresolved grievance in writing to the Regional Director. Within 5 working days of receipt of the written grievance, the Regional Director shall conduct a hearing with the County Librarian, the supervisor, and employee. Should this attempt at resolution fail, the issue may proceed to Step 4.
4. Within 5 working days after the meeting in Step 3, the employee will present the problem in writing to the Chair of the Local Board, who will call a meeting of the Board in a closed session with the Director and employee present. If resolved, the Local Board will submit a report of the grievance to the ARL Personnel Committee simply for their information. If unresolved, the matter will be referred with pertinent written information to the Personnel Committee of the ARL. The Chair of the ARL Personnel Committee shall bring the Committee's recommendation to the entire ARL Board for final resolution.
5. If the aggrieved employee is a Regional Library Employee, within 5 working days of the occurrence or discovery of the grievance, the employee shall meet with the Director of Libraries in an attempt to resolve the grievance, If the grievance is unresolved, within 5 working days the employee shall present the grievance in writing to the Chairman of the ARL Personnel Committee. Thereafter, the Personnel Committee will meet with the employee in an attempt to resolve the grievance. If unresolved, the Personnel committee will report the grievance to the full ARL board for final resolution.

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Section 11. Harassment

- A.** The Appalachian Regional Library prohibits all employees from engaging in sexual harassment. The library shall be responsible for sexual harassment of a person only if the library becomes aware of the conduct and fails to take reasonable corrective action.
- B.** Sexual harassment is defined by federal guidelines as any unwelcome sexual advances or requests for sexual favors, or any conduct of a sexual nature when:
- a. submission to such conduct is made explicitly or implicitly a term or condition of employment;
 - b. submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or
 - c. such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.
- C.** Sexual harassment encompasses a wide range of unwanted, sexually directed behaviors, both verbal and non-verbal. The most severe and overt forms of sexual harassment are easier to determine. On the other end of the spectrum, some sexual harassment is more subtle and depends to some extent on individual perception and interpretation.
- D.** If an employee believes that he or she has been sexually harassed at work by an employee or by some other person who either represents the library or is doing business with the library, the employee shall immediately notify his or her direct supervisor. The supervisor shall write up the incident and notify the Library Director. If the person whom the employee is directed to report is the offending person, the report should be made to the next highest level of supervision. If the complaint is directed towards the Library Director the report should be submitted to the Chairman of the Personnel Committee of the Appalachian Regional Library Board.
- E.** All reports of alleged harassment shall be confidential. Complaints of alleged harassment will be reviewed by the Library Director and/or the Personnel Committee and an investigation initiated promptly. Employees have the right of appeal through the library's grievance procedure.
- F.** It is also a violation of library policy for employees to engage in harassment of *any* type, such as that based on race, religion, age, gender, or disability. Reports of alleged harassment of this type will be addressed in the same manner as those related to sexual harassment.

ARTICLE IV. EMPLOYEE RESPONSIBILITIES

Section 1. Library Employees' Code of Ethics

The Appalachian Regional Library encourages employees to strive for the highest level of ethical conduct, and to that end employees will:

1. Provide the highest level of service through appropriate and usefully organized collections, fair and equitable policies, and accurate, unbiased and courteous responses to all requests for assistance.

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2. Protect each patron's right to privacy with respect to information sought or received, materials consulted or borrowed, and library services or programs used.
3. Recognize and respect intellectual property rights.
4. Treat co-workers and other colleagues with respect and fairness, and foster workplace conditions that safeguard the rights and welfare of all employees.
5. Avoid situations in which personal interests might be served or financial benefits gained at the expense of the library patrons, colleagues, or the Appalachian Regional Library.
6. Report any incidents of fraud, dishonesty or ethical misconduct on the part of library staff employees to the appropriate supervisor, as indicated in the library's fraud prevention policy (see Section 4 below).

Section 2. Employee Responsibilities Toward the Community/Library Users

The primary duty of library employees is to serve the public in a courteous, impartial, and efficient manner. It is important for employees to remember that in meeting the public they are representatives of the Appalachian Regional Library and that they play an important role in developing and maintaining good relations with the community. All library users regardless of age, disability, race, religion, sex, or status are to be granted the same high standard of service in all transactions with the Library. Each employee has an important set of assigned duties; however, these duties should never be given priority when a person is waiting to be served.

Library employees will honor the privacy of library users by maintaining the confidentiality of patron records as well as reference and other transactions, according to NC Statute 125-19, and set forth in the Library's Policy on Confidentiality of Patron Records.

Section 3. Employee Responsibilities Toward the Library

All employees owe a degree of loyalty to the Library and should not make derogatory remarks about other employees, services, or policies to the general public. Any dissatisfaction should be resolved within the Library setting following the proper chain of command and the procedures set forth in this manual.

Section 4. Employee Responsibilities Toward Fraud Prevention

The following fraud prevention policy is designed to ensure that Appalachian Regional Library employees and board members avoid fraud or related misconduct, and conduct themselves in accordance with high ethical standards in reporting, investigating, and resolving fraud or related misconduct as defined in number 1 below:

1. Fraud generally involves a willful or deliberate act with the intention of obtaining an unauthorized benefit, such as money or property, by deception or other unethical means. All fraudulent acts or

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related misconduct are included under this policy and include, but are not limited to, such activities as:

- a) Embezzlement, theft, misappropriation or other financial irregularities;
 - b) Forgery or alteration of documents (checks, time sheets, contractual agreements, other financial documents, or electronic files);
 - c) Improprieties in the handling or reporting of financial transactions;
 - d) Misappropriation of funds, securities, supplies, inventory, or any other asset (including furniture, fixtures or equipment);
 - e) Authorizing or receiving payment for goods not received or services not performed; and,
 - f) Authorizing or receiving payment for hours not worked.
2. Fraud or related misconduct will not be tolerated. Employees found to have participated in such conduct will be subject to disciplinary action, up to and including termination. Trustees found to have participated in such conduct will be subject to removal from the board of trustees by the appropriate county commissioners.
3. Any trustee or employee who knows or has reason to know of fraud or related misconduct shall report that to the chair of the board of trustees or the library director. Trustees and employees are expected to use their best efforts to recognize risks and exposures inherent in their areas of responsibility and to be aware of indications of fraud and related misconduct. If the chair of the board of trustees is involved in fraud or related misconduct, that shall be reported to the appropriate county commissioners. If the library director is involved in fraud or related misconduct, that shall be reported to the chair of the board of trustees and the State Library of North Carolina.
4. When fraud or related misconduct is reported to the chair of the library board of trustees or the library director, the board chair or library director will conduct an appropriate investigation and take all necessary action.
- a) All trustees and employees will cooperate fully in the investigation.
 - b) Trustees and employees should direct all inquiries from any individual who is believed to be involved in fraud or related misconduct, his or her representative, or his or her attorney, and all inquiries from the media to the chair of the board or the library director.
 - c) Once the investigation is completed the trustees and/or library director will take one or more of the following steps:
 - (i) Consult with the library's attorney. Take appropriate action and steps to minimize recurrence.
 - (ii) Report the results of the investigation to the appropriate authorities.

Section 5. Employee Responsibilities Toward the Library Board

While library employees should always be cordial to their local Advisory Board members and the members of the regional governing Board, no special treatment should be accorded to them.

Library Board members welcome input from individual employees but request that it be directed through their County Librarian.

Section 6. Employee Responsibilities Toward Co-Workers

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- A. Supervisor Toward Employees:** The primary responsibility of the supervisor is to ensure the smooth and procedurally correct operations of the Library section of which he/she has charge. In carrying out this responsibility, the supervisor must have a clear and workable knowledge of the personnel manual and the policies and procedures under which the Library functions. It is the obligation of the supervisor to provide each employee with the following:
1. A clear and precise job description.
 2. The training necessary to perform the job.
 3. The equipment and supplies necessary to perform the job.
 4. A working knowledge of the policies and procedures of the Library system.
 5. Together with the County librarian an annual evaluation to advise each employee of his/her strengths, areas of needed improvement, and to discuss and agree on goals for the upcoming year.
 6. A clear understanding of all Library matters as they pertain to the employee and his/her department.
- B. Employees Toward Supervisors:** Employees are responsible for doing the work assigned to them by their supervisor accurately, efficiently, and as pleasantly as possible. If a question or complaint about an assignment arises, an employee should discuss it privately with the immediate supervisor.

When an employee's supervisor is absent, the employee may be assigned tasks by the person in charge of the Library that day(s).

Article V. EMPLOYEE CONDUCT

While it is impossible to cover every aspect of acceptable behavior on the part of library employees, the personnel policy serves as a beginning frame of reference. In the absence of a written policy covering a situation, the employee should consult the ranking supervisor on duty.

Section 1. Conversations

Conversations should be kept to a minimum and should never interfere with services to patrons. Loud conversations are disturbing to everyone and should be avoided while on duty or in any way officially representing the Library, library employees shall not ~~to~~ voice opinions about controversial matters whether political, religious, or social. The Library System is an impartial institution supplying, as nearly as possible, material on all aspects of controversial questions.

Section 2. Equipment

Library employees should take care of Library equipment, furnishings, and property. At the end of the day, public and private desks should be straightened and work materials put away. All work areas should be maintained in a neat and orderly condition.

Section 3. Gratuities Restricted

Library employees shall not accept any gratuities from Library users or vendors for any service(s) he or she may render as an employee of the Library. Gifts to the Library may be accepted with the consent of either a County librarian or the Director.

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Section 4. Grooming

The public image of the Library is at least partially projected by the appearance of its employees. It is, therefore, very important that all employees be well groomed and properly dressed. It is expected that an employee hired by the Library will show good common sense and a maturity of self-expression. Clothing should be clean and neat, not distracting to either employees or patrons, but appropriate for a public service employee. Clothing with slogans of any type or otherwise promoting a political, religious, or social viewpoint, is not allowed.

Careful personal hygiene is essential, and shoes must be worn at all times. ARL recognizes that different appearance standards may apply based on specific job duties. Supervisors are responsible for evaluating the dress and appearance of employees under their supervision. If an employee comes to work in inappropriate attire, his/her supervisor may send the employee home to change into acceptable dress on the employee's own time.

Section 5. Eating in Public

Eating while on duty in a public area is not permitted. Beverages are allowed at public desks if contained in a spill-resistant container and if kept out of sight.

Section 6. Attendance/Punctuality

It is crucial that attendance be prompt and regular, and employees should be in the library and ready for work at their scheduled time. Absenteeism and tardiness cause a hardship on co-workers and may adversely affect service to library patrons. As such, tardiness or absenteeism that is considered excessive may result in disciplinary action, including termination. Excessive absences/tardiness will be determined on a case-by-case basis considering such factors as frequency of absence/tardiness, patterns of absence/tardiness, and causes of absence/tardiness.

When abuse is suspected (for example, when an employee's record indicates a pattern of absences/tardiness before or after holidays or weekends) the employee should be given an opportunity to justify the reason for absences/tardiness prior to disciplinary action being taken.

Documentation of absenteeism and tardiness as well as warnings regarding each will be placed in the employee's personnel file.

Employees going off duty from public desks should explain clearly and completely the work left to the employee replacing them. If an employee on duty needs to leave the public service desk, the immediate supervisor or co-workers should be notified so that another employee can cover the desk.

Section 7. Reading

Employees should be familiar with the book collection and keep themselves informed about new titles and services. Reading while on duty at a service desk is limited to professional periodicals, book reviews, and other materials required for job assignments; however, employees remain responsible for giving first priority to helping the public.

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Section 8. Telephone Calls

Personal telephone calls are discouraged except in emergencies. The Library shall be reimbursed for the cost of personal toll calls made in such emergencies. Employees must notify their County librarian after making such a toll call. All personal telephone calls whether on a land line or cell phone should be kept as brief as possible and made from a non-public area. Texting is not allowed at any public desk and cell phones must be kept out of sight with the ringer off.

Section 9. Internet and E-Mail Acceptable Use

Access to electronic communications is provided to library employees for the benefit of the library and its patrons. To ensure that all employees are responsible, productive Internet users, the following provisions have been established for appropriate Internet and e-mail use:

1. Personal use of the Internet should be governed by the test of reasonableness that applies to personal telephone calls:
 - There is no cost associated with the use;
 - Use is moderate in time;
 - Use does not interfere with an employee's or co-worker's work; and,
 - Use is restricted to breaks and meal times.
2. Internet access, hardware and software must be authorized and installed by appropriate library personnel.
3. All computer hardware and software are the property of the Appalachian Regional Library, and all messages composed, sent or received via electronic communications are the property of the library. They are not the private property of the employee, and no employee should have any expectations of privacy in such message.
4. The confidentiality of e-mail cannot be assumed. Even when a message is erased, it is possible to retrieve and read that message. Further, the use of passwords for security does not guarantee confidentiality. IT staff will issue passwords to new employees and only IT staff may change passwords associated with library equipment or software.
5. The Internet and electronic communications may not be used to solicit or proselytize for commercial ventures, religious or political causes, or other non-job-related solicitation.
6. Employees are strictly prohibited from using Internet access privileges to access and/or display any materials that may be offensive, derogatory, or pornographic.
7. The illegal or unauthorized use of any computer software, contrary to law, or the installation of any personal computer software or hardware on Appalachian Regional Library computers by any employee is prohibited.
8. Violation of any of the above provisions will result in denial of Internet and e-mail access and disciplinary action, up to and including dismissal.

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Section 10. Politics

Federal and state laws prohibit an employee from using any official authority or influence to interfere with or affect an election or nomination. One may not legally coerce, command, or advise another employee to lend or contribute time, money, or anything else of value for political purposes. It is deemed inappropriate for Library employees on duty to wear campaign buttons or exhibit any paraphernalia which shows support for a certain religious, political, or social stance.

Section 11. Public Office

An employee (full or part-time) may not hold an elective office within the state, county, or city government that has any supervisory or budgetary relationship with our Library system.

Section 12. Appointments

An employee (full or part-time) may not accept an appointment to any board, commission, or advisory group that has any supervisory or budgetary relationship with our Library System.

Section 13. Identification Badges

For security reasons and to identify library staff to the public, every employee is issued an identification badge with the employee's name and job title on it. This badge is to be worn whenever the employee is in a public service area or representing the library at an outside event. If a badge is lost, it is the employee's responsibility to notify his/her supervisor immediately.

Section 14. Work Related Activities and Affiliations

When approved by either the County librarian or the Director of Libraries, the preparation and presentation of library programs—broadcasts, speeches, story hours, etc.—is considered legitimate library work and may be performed as part of the employee's work schedule.

Section 15. Smoking

The use of all forms of tobacco including e-cigarettes is prohibited in the library or on library property, including the library parking lot, except in a closed vehicle.

Section 16. Drugs and Alcohol

The unlawful possession, distribution, dispensation, manufacture or use of intoxicants, illegal drugs or controlled substances are prohibited in and around Library facilities and premises. Library employees are required to report to work in a condition fit to perform their duties, unimpaired due to the use of alcohol or any type of drug. Any employee who violates this policy shall be subject to disciplinary action, up to and including termination. Where possible, appropriate methods of rehabilitation will be considered.

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Employees using any prescription or over-the-counter drugs which might impair their work performance must notify their supervisor. The County Librarian or Regional Director shall have the option of placing the employee on sick leave if their performance is adversely effected by the drug or might pose a threat to the safety of the public or to library employees.

The library recognizes that employees are valuable resources and is committed to helping employees maintain health and well-being. Employees who voluntarily seek treatment may use sick leave to attend a bona fide treatment or counseling program.

Section 17. Weapons

Possession of a weapon of any kind is prohibited on library property, except for law enforcement officials. Employees possessing weapons on library property are subject to immediate dismissal.

ARTICLE VI. FRINGE BENEFITS

Section 1. Worker's Compensation

All Library employees are covered by worker's compensation insurance which provides protection in case of injury or illness that is a result of a job-related accident or condition.

Section 2. Medical and Dental Insurance

The Library is a part of the North Carolina State Health Plan and our health insurance policies are dictated by that plan. Health insurance coverage is offered to any employee who works twenty or more hours per week. Employees working 20 – 29 hours per week must pay the entire premium. ARL pays the base premium for employees working 30 - 40 hours per week. On an annual basis, the State Health Plan determines the amount of additional monthly premiums that must be paid by employees. Employees wishing to add family members to their policy must pay the additional associated premiums.

Changes or cancellation of coverage can be made only during the library's open enrollment period for medical or dental insurance. However, qualifying events such as birth, adoption, death, divorce, or a spouse's loss of employment allow changes to be made at other times.

Dental insurance may be offered to Class 1 and Class 2 employees. New hires may receive this benefit effective the first of the month following 60 days of employment. For Class 1 employees, the library pays a portion of the employee's premium and the remainder is paid by the employee through payroll deduction. For Class 2 employees, the entire premium is paid by the employee through payroll deduction.

Section 3. COBRA

If an employee who is covered by the Library's medical or dental insurance plan leaves the Library's employ, federal law (Consolidated Omnibus Budget Reconciliation Act, or COBRA) requires the Library to continue this medical insurance coverage for a period of up to eighteen and perhaps as many as thirty-six months (depending on qualifying event) after termination. If the employee elects to continue coverage under

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COBRA, then he/she must pay the full monthly cost of such coverage. The Finance and Personnel Manager has detailed information covering insurance coverage under COBRA.

Section 4. Supplemental Insurance Program

The Appalachian Regional Library offers an optional supplemental insurance program to all employees. Some types of supplemental insurance are available on a pre-tax basis through the cafeteria plan. Enrollment in supplemental coverage occurs during the library's open enrollment period. New hires may receive this benefit effective the first of the month following 60 days of employment. The employee pays the entire premium for these products through payroll deduction.

Section 5. Standard Retirement Benefits

All Library employees are covered by Social Security. Inclusion in the N. C. Local Government Employees' Retirement System is mandatory for Class 1 and Class 2 employees (any employee scheduled to work more than 1,000 hours annually) at the date of hire; Class 3 employees are not eligible. Payments are made by the employee and the Library each month. Payment amounts may vary from year to year as the State determines. Details concerning the retirement system are available from the Finance and Personnel Manager.

Section 6. Credit Union

All employees are eligible to join the North Carolina Local Government Employees' Federal Credit Union. Services featured by the Credit Union are low interest loans, savings accounts, money market accounts, IRAs, checking accounts, credit cards, and automobile financing. Upon request the Library will handle transactions through payroll deductions; however, the employee must initiate the process at the Credit Union.

Section 7. 401(k)

The Library provides each Class 1 and Class 2 employee with the opportunity to participate voluntarily in a State-sponsored government employee supplemental retirement income program known as 401(k). Class 3 employees are not eligible. For additional information, please contact the Financial Manager.

Section 8. Vacation Leave

A. **1.** Vacation leave is provided to Class 1 and Class 2 employees. Class 3 employees do not receive vacation leave. See Appendix B for accrual details, which are dependent upon the number of weekly hours for which the employee is hired and the number of years of employment with ARL.

2. Years of experience for newly hired Class 1 employees may be transferable subject to the Director's approval.

3. Vacation leave may be accrued but not used during the probationary period for newly hired employees.

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4. Vacation leave shall not be earned nor accrued during leave without pay.

B. Vacation leave must be taken in increments of 15 minutes.

C. 1. Vacation leave may be accumulated without any applicable maximum from December 24 of one year until December 23 of the next year. However, if an employee separates from library service, payment for accumulated leave shall not exceed the maximum number of hours as listed in the Monthly Vacation/Sick Leave Accrual Schedule (Appendix B).

2. At the end of each calendar year on December 24, any Class 1 or Class 2 employee with accrued vacation leave in excess of the maximum allotted annual number of hours (see Appendix B) shall have this excess leave converted to sick leave. This converted sick leave shall be used in the same manner as accrued sick leave and may be used for authorized sick leave purposes. And, like regular sick leave, any unused converted sick leave may be counted toward creditable service at retirement with no maximum (NCLGERS only).

D. Vacation leave will be credited to each eligible employee at the end of the pay period for which leave is earned and may not be used until the first day after the pay period in which it was earned. When an employee separates from ARL for any reason, accrued vacation leave as of the last full pay period worked, minus any vacation leave taken in the next pay period, will be paid out to that employee.

E. In case of death, the employee's estate shall be paid all accrued vacation leave up to the maximum as listed in Appendix B. Employees who are dismissed or resign before the end of their first full year of employment will not be paid for unused vacation leave. Upon any other kind of separation from employment, an employee with accrued vacation leave will be paid in a lump sum for the amount of unused vacation leave up to the maximum as listed in Appendix B.

F. No more than six weeks of vacation leave may be taken in a calendar year. A request to take more than two weeks of vacation leave at one time must be approved by the Director of Libraries. The request must be submitted to the employee's supervisor not less than four weeks in advance of the first requested day off. The ARL Board must approve the Director's vacation leave of more than two weeks at a time.

G. Requesting Vacation Leave

1. An employee wishing to take sixteen hours or two days in one work week, or less, of vacation leave must submit a written request to his/her supervisor at least one day ahead of time.

2. An employee wishing to take more than sixteen hours or two days in one work week of vacation leave must submit a written request to his/her supervisor not less than two weeks in advance.

Section 9. Paid Sick Leave

A. Sick leave with pay is granted to Class 1 and Class 2 employees based on their scheduled weekly hours (See Appendix B).

a. Sick leave is accrued based on earning 8 hours of sick leave for a 40 hour week of work.

b. Class 3 employees do not qualify for paid sick leave.

c. Accrual of sick leave begins in the first full pay period of employment.

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B. Paid sick leave may be used for the following purposes:

- a. Employee's personal illness, injury, or disability;
- b. The care of an employee's new child;
- c. Illness or injury of a parent, spouse, child, or other immediate family member;
- d. Required physical or dental examinations or treatments for the employee or employee's parent, spouse, child, or other immediate family member.

*Immediate family members for purposes other than the FMLA definition in Section 11 of this personnel policy will include spouse, mother, father, child, siblings, half-siblings, stepparents, parents and children in-law, grandchildren, step grandchildren, grandparents, niece, nephew, aunt and uncle.

C. After three consecutive days out of work on sick leave, an employee is may be required to provide a doctor's note excusing him or her from work. After five consecutive days out of work on sick leave, an employee is also required to fill out FMLA documents.

D. Paid sick leave is accrued indefinitely for Class 1 and Class 2 employees. Those who resign, retire, or are dismissed from Library employment shall not be paid for any accrued sick leave; however, sick leave is counted as creditable work time in the NC Local Government Retirement system for employees who retire from ARL or who retire within one year of separation from ARL. When an employee separates from ARL for any reason, accrued sick leave is computed as of the last full pay period worked minus any sick leave taken during the current pay period.

E. Earned sick leave is indicated on the employee's monthly pay stub. When paid sick leave is inadequate to cover an eligible absence, the uncovered time will be charged first to vacation leave, if any, and then to unpaid Family Medical Leave if applicable (See Section 11). Sick leave must be taken in increments of 15 minutes. Sick leave cannot be made up by working more hours later in the week or pay period unless approved by the employee's supervisor.

F. Sick leave shall not be earned nor accrued during leave without pay.

G. Requesting Paid Sick Leave: In order to be eligible for paid sick leave, employees must meet the following requirements:

- 1. Report to their supervisor the reason for their absence before or during the first hour they are regularly scheduled to work.
- 2. Keep their supervisor informed daily of their condition and their return-to-work expectations during their absence.
- 3. Notify their supervisor upon their return to work.
- 4. Employees are not required to give details of their illness. However, the employee's department head or County Librarian may require a statement from a physician or other acceptable proof that the employee was unable to report for work as a condition of approving sick leave.

H. Limits to Using Paid Sick Leave: No more than 12 weeks (480 hours) for a 40 hour per week employee of paid sick leave may be taken in any twelve-month period. (See Appendix B for limits for other employees.) This provision may be appealed to the Regional Personnel Committee which will present its recommendation to the Regional Board.

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Section 10. Bereavement Leave

Bereavement leave with pay is granted by the Library as follows:

- A.** Class 1 employees shall be granted three (3) consecutive days of paid leave per any one occurrence.
- B.** Class 2 employees shall be granted three (3) consecutive days of paid leave on a prorated basis (see Appendix B) per any one occurrence.
- C.** Class 3 employees do not receive paid bereavement leave.
- D.** Bereavement leave may be used upon the death of a family member, here defined as spouse, child, stepchild, daughter-in-law, son-in-law, parent, guardian, step-parent, parent-in-law, sibling, sibling-in-law, grandparent, grandchild, or other family who resides in the employee's home.
- E.** Upon the approval of the supervisor, an employee eligible for bereavement leave may use up to three (3) additional consecutive work days/prorated work days of leave (in this order: sick, vacation, unpaid).

Section 11. Family Medical Leave

The Family and Medical Leave Act of 1993 requires employers to provide up to 12 weeks in a 12-month period of paid or unpaid, job-protected leave to eligible employees for certain family and medical reasons. Class 1 and Class 2 employees are eligible if they have worked for the Appalachian Regional Library for at least 12 months and at least 1250 hours during the previous 12 months. The FMLA permits, and the Appalachian Regional Library requires, that while utilizing FMLA leave employees exhaust all accrued paid sick leave consistent with current library policy and all vacation leave and holiday leave, as applicable, prior to using any unpaid leave. All leave (paid or unpaid) taken for FMLA reasons will count toward the employee's FMLA leave entitlement. In determining how much remaining FMLA leave an employee has, the Appalachian Regional Library looks at the employee's usage in the previous 12 pay periods.

Using the "look-back" method, ARL will look back over the last 12 months from the date of the FMLA request, add all FMLA time the employee has used during the previous 12 months, and subtract that total from the employee's 12-week leave allotment.

The Appalachian Regional Library has the right to ask questions of the employee when he or she is absent from work to identify if the leave is protected by the Family and Medical Leave Act. All leave that qualifies will be recorded as protected time.

FMLA leave will be granted for any of the following reasons:

- a. To care for the employee's child after birth, or placement of a child with an employee for adoption or foster care;
- b. To care for the employee's spouse, son or daughter, or parent, who has a serious health condition;
- c. A serious health condition that makes the employee unable to perform his/her job.

The employee shall provide advance leave notice and medical certification. The leave request may be denied if the following requirements are not met:

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- a. The employee shall provide 30 days' advance notice to his/her supervisor when the need for leave is foreseeable. If unable to give 30 days' notice, the employee shall provide notice as soon as is practical. FMLA paperwork should be submitted by any employee out on sick leave for more than five consecutive days.
- b. The Library requires acceptable medical certification to support a request for leave because of a serious health condition or birth or adoption of a child. Medical recertification may be required every 30 days. In certain cases, the Library may require a second or third opinion or a health care provider at the Library's expense.
- c. The Library may require the employee to provide a fitness-for-duty certification to his/her supervisor prior to returning to work if the leave involves an employee's serious health condition.

This policy shall be governed by the provisions of the Family and Medical Leave Act of 1993 when applicable.

Section 12. Shared Leave

The purpose of the Appalachian Regional Library's Shared Leave policy is to provide an opportunity for library staff employees to donate vacation leave to another employee affected by a serious medical situation resulting in the depletion of all accumulated leave and possible loss of personal income.

Guidelines:

1. Donating or receiving Shared Leave is contingent upon the approval of the Regional Director. Shared Leave is available to all employees who have been approved for Family Medical Leave.
2. Non-probationary Class 1 and Class 2 employees are eligible to donate and receive shared leave.
3. Employees are eligible to receive Shared Leave only when all their accumulated leave (vacation, sick, petty, floating holiday) has been exhausted.
4. Shared leave may be donated even if not requested. The intended recipient of the leave may choose to accept or not to accept the shared leave.
5. The minimum amount of vacation leave that may be donated is four hours; the maximum amount of vacation leave that may be donated is the number equal to one work week for the donating employee. The amount of leave donated must not reduce the donor's vacation leave balance below five days.
6. The maximum amount of shared leave an employee may receive or use is twelve weeks per any twelve-month period.
7. While receiving shared leave, the recipient shall not earn holidays, vacation leave, sick leave, or petty leave.
8. Donating vacation leave is strictly voluntary and strictly confidential. No employee may approach another employee directly with a request to provide shared leave; doing so is grounds for dismissal.

Procedure:

1. An employee seeking shared leave must fill out a Request for Shared Leave form and must give the form, along with a copy of the Medical Certification form used in the FMLA application, to the County Librarian.
2. The County Librarian will forward the forms, along with a recommendation, to the Regional Director, who will approve or disapprove the request.

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3. If approved, the County Librarian will send an email to all ARL staff employees stating the request for shared leave. No details of the requestor's health will be revealed.
4. Employees who wish to contribute vacation leave must fill out the Donated Leave form and send it to the Regional Finance/Personnel Officer, who will verify that the donor has the time to share and will hold the form for record-keeping purposes.
5. The Finance/Personnel officer will transfer, on an as-needed basis, hours from the donor's account to the donee's account, using donors' hours on a first-come, first-used basis, and transferring the hours on a one-to-one ratio. (One hour of donated vacation leave will become for the donee one hour of sick leave.)
6. When the requesting employee's sick leave is over, either because he/she has reported back to work or because he/she has used up his/her twelve weeks of paid sick leave, any donated leave which has not been used will be returned to the donors' accounts.

Section 13. Petty Leave

Class 1 employees are eligible for up to 16 hours of paid petty leave each calendar year. Petty leave is not accruable and must be taken between January 2 and December 23. Petty leave hours should be requested at least one day in advance. It must be taken in increments of 15 minutes and no more than 4 hours may be taken at a time.

Section 14. Civic Leave

Class 1 and 2 employees who are called for jury duty or as a witness for the Federal or State governments or a sub-division thereof shall be entitled to leave with pay for such duty when it occurs during scheduled work time for up to two weeks. The employee must inform his/her supervisor immediately upon receiving jury duty notification.

If "on call" for jury duty, an employee must report to work at the library for his/her regular shift until such a time as he/she is called to report for duty.

While on paid civic leave, benefits and leave shall accrue as though on regular duty. Library employees may keep all fees received for jury duty in addition to their regular compensation.

If an employee is in court in his or her own case or is serving as a witness voluntarily, provisions for civic leave do not apply. In such a case, the employee is required to take vacation leave, petty leave, floating holiday, or leave without pay.

Section 15. Military Leave

The Director of Libraries may grant up to 15 days of military leave with pay in any calendar year to a Class 1 Library employee for Reserve or National Guard training. Military leave will not be charged against vacation leave to which the employee may be eligible.

In the event an Appalachian Regional Library employee is called to active duty, the library follows the guidelines set forth in The Uniformed Services Employment and Reemployment Rights Act of 1994.

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Section 16. Leave Requests and Reporting Tardiness

All leave requests must be made in the time frame specified in the sections above describing that leave. A leave request may be denied if the employee's absence would be detrimental to the library's ability to adequately serve the public.

The library understands that emergencies occur and that an employee may need to request leave on short notice. The employee should make every effort to contact his/her supervisor or failing that the County Librarian as soon as possible in such a situation.

Employees making emergency leave requests, or notifying management about being late or being out sick, must speak personally to the supervisor, another department manager on duty, or to the County Librarian, at the latest within one hour after their normal start time. Alternately, an employee may text his/her supervisor about being late or absent from work due to an emergency or sickness but unless a response is received within fifteen minutes of sending the text the employee must call by phone as directed in the first sentence of this paragraph. Leaving a message with another employee, leaving a voice mail, or sending an email is not sufficient notice.

Section 17. Leave of Absence and Unpaid Leave

A leave of absence is the excused absence of an employee for a period of time for an extraordinary reason during which he/she retains the right to return to his/her position. A leave of absence should be requested well in advance; it may or may not be approved. If granted, the length of time approved will depend upon the library's ability to operate effectively without the employee and without imposing too great a burden on other employees. The Director of Libraries must approve each leave of absence and will determine the period of time for which it is approved.

An employee granted a leave of absence must use all accrued paid time off (vacation, petty, floating holiday, and sick leave) before the leave of absence becomes unpaid. While on paid leave of absence, an employee is eligible to be paid for holidays. When the leave of absence becomes unpaid, no vacation, petty, or sick time accrues and no holiday pay is earned.

Employees may not take unpaid time off to "save" vacation, petty, sick, or holiday time for later.

Unpaid leave may be used only when the employee has exhausted all paid time off and when the employee's supervisor, County Librarian, and Director of Libraries agree to allow it.

Accrued Paid time off will be used for both excused and unexcused absences. Unapproved time off is reason for disciplinary action.

Section 18. Holidays

The Library is closed and Class 1 employees will receive pay equal to an 8-hour day for each of the twelve holidays listed below. If a holiday falls on a Class 1 employee's regularly scheduled day off, he or she must take another day off after the holiday but within the same pay period in which the holiday falls. This

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deferred holiday must be taken in one day and not spread out over more than one day. The date for the deferred holiday must be approved by the supervisor.

Class 2 employees will receive holiday pay (equal to that day's normal pay or an 8-hour day, whichever is less) when a holiday falls on one of their regular work days. In the case of Easter weekend and Thanksgiving weekend, when the Friday is a paid holiday but the Saturday is merely a closed day (no holiday pay), any Class 2 employee regularly scheduled to work on those Saturdays will receive holiday pay for their scheduled Saturday hours. Class 3 employees shall receive holiday pay during the Thanksgiving and Christmas holidays if they are regularly scheduled on those days of the week in order to make their full scheduled number of hours. Employees are required to make every effort to schedule hours within the available time period, and approval for this special pay is subject to manager approval. Temporary employees are not eligible for paid holidays.

If a scheduled holiday falls within an employee's vacation or sick leave, that day is not counted as vacation or sick leave.

Paid Holidays

New Year's Day	Veterans Day
Martin Luther King Day	Thanksgiving Day
Good Friday	Thanksgiving Friday
Memorial Day	Christmas Eve
Independence Day	Christmas Day
Labor Day	Day after Christmas

Employee's Birthday – this holiday may be used within the probationary period. Class 3 employees Will receive 4 hours regardless of tenure and Class 1 and 2 employees will receive 8 hours.

Section 19. Floating Holiday

Class 1, Class 2, and Class 3 employees who have worked continuously for ARL for three (3) or more years will receive a floating holiday. For employees working twenty (20) hours or more a week, the holiday will be an eight (8) hour day; for employees working less than twenty (20) hours a week, the holiday will be a four (4) hour day. This holiday will be effective on December 24 following the employee's three-year anniversary with ARL. The hours will not be cumulative (they must be taken during the calendar year or lost) and must be taken as one day (hours may not be spread over two or more days).

This holiday must be taken between December 24 of one year and December 23 of the next. In order to use this paid leave, it must be requested and approved by the employee's supervisor at least one day in advance. If necessary, the employee's schedule may be adjusted to accommodate the floating holiday.

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Section 20. Adverse Weather and Emergency Closures

In the event of severe weather or other emergencies, the County Librarians of each library, in consultation with the Director of Libraries, have the authority to alter their hours of operation based on the following factors:

- If one of the County Managers closes their county offices, the libraries in that county will also close.
- Review of weather advisories, road conditions, and other local closures suggests that altered hours are warranted.
- The library's parking lot and walkways cannot provide safe access to the building for vehicles and pedestrians.

If a library's hours of operation are altered, a reasonable attempt will be made to notify patrons and staff of the change. This includes regional staff who may be traveling to the library.

If a library closes for an entire day due to lack of staffing, employees who planned to work as scheduled will receive adverse weather leave for their scheduled hours based on the criteria below.

If a library closes for an entire day due to adverse weather or another emergency, employees scheduled to work that day will receive adverse weather leave for their scheduled hours based on the criteria below.

If a library delays opening or closes early due to adverse weather or another emergency, the hours the library is closed will be considered adverse weather leave for employees who were scheduled to work during that time based on the criteria below.

If an employee arrives at work earlier than required or stays at work later than required on a day when hours of operation have been altered, they will not earn compensatory or overtime.

Employees scheduled to work during the hours a library is closed due to adverse weather or another emergency will receive adverse weather leave under the following circumstances:

- Early closing: The employee is at work when the early closing is announced and remains at work until closing procedures are completed.
- Delayed opening: The employee reports for work 30 minutes before the library's delayed opening.
- All day closure: The employee has not been approved for vacation, sick, petty, floating, birthday, holiday leave, or unpaid leave prior to the announcement of the closure.

In all cases, employees should use their discretion to determine if it is safe to travel to and from the library. An absence or tardiness due to weather or road conditions, like any other unexpected schedule change, should be reported to an employee's manager or county librarian as soon as possible. Employees who decide, of their own volition, that they cannot work their scheduled hours due to adverse weather conditions although the library is open during all or part of their scheduled hours have three options:

- Employees may make up missed hours within the same pay period (as long as the employee does not work over 40 hours in any work week). Make-up time will be scheduled based on library needs.
- Employees may use accrued vacation, petty, floating, birthday, or holiday leave. Employees may also use sick leave, but this is not required.

Personnel Policy

Appalachian Regional Library

- Employees may be granted unpaid leave for any scheduled but unworked hours. This option is only available if the employee does not have any accrued vacation, petty, floating, birthday, or holiday leave.

Section 21. Overtime and Extra Work Hours

It shall be the policy of the Appalachian Regional Library to avoid overtime work (exceeding 40 hours per week) whenever possible. Prior authorization is necessary for overtime work performed by any non-exempt employee. Time and one-half compensatory hours will be allowed for any hours worked over 40 hours. Compensatory hours must be scheduled with the employee's supervisor. If possible compensatory time should be taken during the same pay period in which the overtime occurred; if this is not possible it must be taken in the next pay period.

Overtime for exempt employees as defined by the Fair Labor Standards Act is not compensated. Working over the scheduled number of hours for non-exempt employees without prior authorization by the supervisor is prohibited. An employee working more hours than authorized will receive compensatory time but may also be subject to disciplinary action.

Section 22. Attending School

Class 1 employees may count as Work From Home up to two hours per week per term if taking a job-related class offered by an accredited college, university, or professional organization and provided that:

1. The class/classes must be in pursuit of a degree and/or highly relevant to the employee's work at the library;
2. A written request is made by the employee to his/her supervisor, to the County Librarian, and to the Director of Libraries before the class begins, which explains how the class will benefit the employee and the library;
3. The employee's supervisor confirms that the employee's absence from work will not be detrimental to the library's ability to adequately serve the public;
4. The time counted as Work From Home reflects no more than the actual time spent in the class and no more than two hours per work week per term of class; and that
5. Permission is granted by the County Librarian and the Director of Libraries.

Class time is to be recorded on weekly timesheets as "Time Worked away from the Library" and a note to this effect made on the timesheets. At the end of the class, documentation must be provided that shows the class was both completed and passed. If documentation is not provided, or if the class was marked as Incomplete, or if the employee withdraws from the class, or if a grade of D or F (or the equivalent) was given, the hours paid to the employee will be deducted from the employee's leave bank.

Section 23. Travel for Library-Related Purposes

Employees are encouraged to attend job-related conferences, meetings, and workshops as funding and time away from the library is available. Permission to attend such events must be obtained from the County Librarian or Director of Libraries in order for allowable time involved to count as work time.

Personnel Policy

Appalachian Regional Library

- A.** Employees of the Appalachian Regional Library must request and receive written approval from their County Librarian or Director of Libraries in advance in order to qualify for reimbursement for travel, lodging, and/or meal expenses (See Travel/Travel Reimbursement Request Form).
- B.** Each employee of the Appalachian Regional Library is responsible for his/her own request for reimbursement. Requests for reimbursement must be filed with the Financial Manager within 30 days of the last day of the trip. Failure to request reimbursement within this time frame will result in no reimbursement being made.
- C.** The Appalachian Regional Library will reimburse for meals not to exceed the following rates:
IN-STATE meals per day = \$25
OUT-OF-STATE meals per day = \$35
Receipts must be presented for all meal expenses. The library will not reimburse for alcoholic beverages. Meals paid for during regular working hours within the Appalachian Regional Library service area (Ashe, Watauga, and Wilkes Counties) will not be reimbursed unless prior written approval is given by the County Librarian or Director.
- D.** Lodging arrangements must be approved in advance by the County Librarian or Regional Director
- E.** Library vehicles should be used for travel whenever possible. If a library-owned vehicle is available to be driven, and a library employee opts to drive his or her personally owned vehicle for library business, mileage reimbursement will not be made. When a library-owned vehicle is not available or is not appropriate to use (as approved by the County Librarian), the mileage reimbursement rate for privately-owned vehicles will be \$.50 per mile. Mileage is calculated from the home library to the destination and vice versa.
- F. Travel Time**
1. All travel time and active conference participation time (excluding social events, meals, etc.) should be recorded as work time on timesheets.
 2. As much as possible, staff schedules should be rearranged so that library work time plus travel and conference work time conform to normal work week hours.
 3. For non-exempt employees, any time over 40 hours is considered compensatory time and results in time-and-a-half time off the following week.
 4. For exempt employees, no compensatory time is earned for work time over 40 hours in one week.

**Personnel Policy
Appalachian Regional Library**

**ARL SALARY SCHEDULE
NOVEMBER 2023**

<u>GRADE</u>	<u>SALARY RANGE</u>	<u>CLASS TITLE/JOB TITLE</u>
1	\$8.51-\$13.61 \$17,692.31-\$28,307.69	<i>(Currently empty)</i>
2	\$9.10-\$14.56 \$18,930.77-\$30,289.23	LIBRARY ASSISTANT I Shelver Resource Sharing Assistant
3	\$9.74-\$15.58 \$20,255.92-\$32,4409.48	LIBRARY ASSISTANT II Courier
4	\$10.42-\$16.67 \$21,673.84--\$34,678.14	LIBRARY ASSISTANT III Circulation Assistant
5	\$11.15-\$17.84 \$23,191.01-\$37,105.61	LIBRARY ASSISTANT IV Adult Services Assistant Branch Assistant Youth Services Assistant Library Assistant
6	\$11.93-\$19.09 \$24,814.38-\$39,703.00	LIBRARY SPECIALIST I Outreach Specialist
7	\$12.77-\$20.42 \$26,551.38-\$42,482.21	LIBRARY SPECIALIST II Adult Services Specialist Youth Services Specialist
8	\$13.66-\$21.85 \$28,409.98-\$45,455.97	LIBRARY SPECIALIST III Adult Services and Digital Specialist Technical Services Specialist
9	\$14.61-\$23.38 \$30,398.689-\$48,637.89	LIBRARY ASSOCIATE I Assistant Circulation Manager Branch Manager, Traphill
10	\$15.64-\$25.02 \$32,526.59-\$52,042.54	<i>(Currently empty)</i>
11	\$16.73-\$26.77 \$34,803.45-\$55,685.52	LIBRARY ASSOCIATE III Librarian/Branch Manager, Traphill Digital Watauga Coordinator
12	\$17.90-\$28.65 \$37,239.69-\$59,583.50	MANAGER I Branch Manager

Personnel Policy
Appalachian Regional Library

		Technical Services Manager
13	\$19.16-\$30.65 \$39,846.47-\$63,754.35	MANAGER II Circulation Manager
		LIBRARIAN I Adult Services Librarian Youth Services Librarian
14	\$21.10-\$32.80 \$43,888-\$68,217.15	MANAGER III Adult Services Manager Youth Services Manager
15	\$21.93-\$35.09 \$45,620.22-\$72,992.35	MANAGER IV Information Technology Manager
16	\$23.47-\$37.55 \$48,813.63-\$78,101.82	MANAGER V County Librarian Finance/Personnel Manager
18	\$27.12-\$43.39 \$56,398.00-\$90,238.00	MANAGER VI Assistant Director/Finance Officer
20	\$30.76-\$49.22 \$63,984.72-\$102,375.55	MANAGER VII Director of Libraries

**Personnel Policy
Appalachian Regional Library**

APPENDIX B: APPALACHIAN REGIONAL LIBRARY				
Monthly Vacation and Sick Leave Accrual Schedule				
Scheduled Hours per week	Years of Employment	Vacation Leave Earned Monthly	Maximum Vacation Leave	Sick Leave Earned Monthly
20 hrs/week	0-4 years	3.34 hours	120 hours	4.00 hours
	5-9 years	5.00 hours	120 hours	4.00 hours
	10-14 years	6.67 hours	120 hours	4.00 hours
	15 + years	8.34 hours	120 hours	4.00 hours
21 hrs/week	0-4 years	3.50 hours	126 hours	4.20 hours
	5-9 years	5.25 hours	126 hours	4.20 hours
	10-14 years	7.00 hours	126 hours	4.20 hours
	15 + years	8.76 hours	126 hours	4.20 hours
24 hrs/week	0-4 years	4.00 hours	144 hours	4.80 hours
	5-9 years	6.00 hours	144 hours	4.80 hours
	10-14 years	8.00 hours	144 hours	4.80 hours
	15 + years	10.00 hours	144 hours	4.80 hours
25 hrs/week	0-4 years	4.17 hours	150 hours	5.00 hours
	5-9 years	6.25 hours	150 hours	5.00 hours
	10-14 years	8.33 hours	150 hours	5.00 hours
	15 + years	10.42 hours	150 hours	5.00 hours
26 hrs/week	0-4 years	4.34 hours	156 hours	5.20 hours
	5-9 years	6.50 hours	156 hours	5.20 hours
	10-14 years	8.67 hours	156 hours	5.20 hours
	15 + years	10.84 hours	156 hours	5.20 hours
30 hrs/week	0-4 years	5.00 hours	180 hours	6.00 hours
	5-9 years	7.50 hours	180 hours	6.00 hours
	10-14 years	10.00 hours	180 hours	6.00 hours
	15 + years	12.50 hours	180 hours	6.00 hours
32 hrs/week	0-4 years	5.34 hours	192 hours	6.40 hours
	5-9 years	8.00 hours	192 hours	6.40 hours

**Personnel Policy
Appalachian Regional Library**

	10-14 years	10.66 hours	192 hours	6.40 hours
	15 + years	13.34 hours	192 hours	6.40 hours
36 hrs/week	0-4 years	6.00 hours	216 hours	7.20 hours
	5-9 years	9.00 hours	216 hours	7.20 hours
	10-14 years	12.00 hours	216 hours	7.20 hours
	15 + years	15.00 hours	216 hours	7.20 hours
40 hrs/week	0-4 years	6.67 hours	240 hours	8.00 hours
	5-9 years	10.00 hours	240 hours	8.00 hours
	10-14 years	13.33 hours	240 hours	8.00 hours
	15 + years	16.67 hours	240 hours	8.00 hours

**Personnel Policy
Appalachian Regional Library**

APPENDIX C: JOB DESCRIPTIONS

**Adult Services Assistant
Adult Services Librarian
Adult Services Manager
Adult Services Specialist
Adult Services and Digital Specialist
Branch Assistant
Branch Manager
Branch Manager, Traphill
Circulation Assistant
Circulation Assistant Manager
Circulation Manager
Circulation Shelver
County Librarian
Finance and Personnel Manager
Information Technology Manager
Library Assistant
Outreach Specialist
Regional Courier
Resource Sharing Assistant
Technical Services Manager
Technical Services Specialist
Youth Services Assistant
Youth Services Librarian
Youth Services Manager
Youth Services Specialist**

Personnel Policy
Appalachian Regional Library

REVISION 2018

SALARY GRADE 5 CLASS TITLE: LIBRARY ASSISTANT IV

JOB TITLE: Adult Services Assistant

REPORTS TO: Adult Services Manager

FLSA STATUS: Nonexempt

STATEMENT OF DUTIES AND RESPONSIBILITIES

An employee in this position assists the Adult Services Manager with the library's services for adults in the county. The primary function of this position is to provide a first point of service to patrons visiting or calling the library. Duties involve assisting patrons in the computer lab, circulating materials, helping patrons navigate the catalog, and other tasks as assigned.

EXAMPLES OF WORK

1. Provides assistance in the use of computers in the library's lab
2. Provides ready reference and readers' advisory services to adults
3. Performs circulation functions
4. Assists the Adult Services Manager with special projects as assigned

KNOWLEDGE, SKILLS, AND ABILITIES

Ability to deal tactfully, courteously, and effectively with the public and other employees

Ability to use a computer, tablet, and other mobile devices

Ability to learn library system procedures

Ability to assist patrons in locating areas of the library collection pertinent to their needs

EXPERIENCE, EDUCATION AND TRAINING

Graduation from high school, preferably supplemented by two years of college and two years of applicable experience.

The preceding statements describe the nature and level of assignments normally given job incumbents. They are not an exhaustive list thereof, additional duties may be assigned.

PHYSICAL/ENVIRONMENTAL DEMANDS

	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand	___	___	<u> X </u>	___
Walk	___	___	___	<u> X </u>
Sit	___	___	<u> X </u>	___
Use hands to finger, handle, or feel	___	<u> X </u>	___	___
Reach with hands and arms	___	<u> X </u>	___	___
Climb or balance	___	<u> X </u>	___	___
Stoop, kneel, crouch, or crawl	___	<u> X </u>	___	___
Talk or hear	___	___	___	<u> X </u>

Working Conditions

Well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation.

Physical Activity Level

Moderate physical activity performing non-strenuous daily activities of a productive/technical nature. Lifts up to 30 pounds on a regular basis. This position includes a great deal of walking.

Manual Dexterity

Manual dexterity sufficient to reach/handle items, works with the fingers, and perceives attributes of objects and materials.

Vision Requirements

Close vision (clear vision at 20 inches or less); distance vision (clear vision at 20 feet or more); color vision (ability to identify and distinguish colors); depth perception; and ability to adjust focus.

Noise Exposure

Moderate

REVISION 2018

SALARY GRADE: 13 CLASS TITLE: Librarian I

JOB TITLE: Adult Services Librarian

REPORTS TO: Adult Services Manager

FLSA STATUS: Exempt

STATEMENT OF DUTIES AND RESPONSIBILITIES

An employee in this position assists the Adult Services Manager in planning, organizing, promoting, and implementing the public library's program of services for adults. This employee provides reference services and computer usage instruction for the public, and assists with collection development, publicity, programming, exhibits, and displays.

EXAMPLES OF WORK

1. Provides reference, readers' advisory services, and circulation duties
2. Responsible for collection development of a selected subject or buying area(s) as assigned
3. Plans, develops, and implements programming and special projects for the Adult Services Department as assigned
4. Provides computer instruction in a classroom setting and one-on-one.
5. Represents the library at outside functions.

KNOWLEDGE, SKILLS, AND ABILITIES

Ability to deal tactfully, courteously, and effectively with the public and other employees

Effective verbal and written communication skills

Ability to use computers for both internal and external projects and information

Ability to plan own work flow, set priorities, and meet deadlines

Knowledge of professional library principles, practices, and techniques

Knowledge of print and electronic reference, fiction, and nonfiction materials for adults

Proficiency with MS Operating System and MS Office Suite

Ability to assist patrons with computer/internet issues

Ability to conduct a successful reference interview and to assist patrons in meeting their informational and recreational needs

Ability to plan, prepare and present informational and/or educational programs for adults

Knowledge of and ability to implement basic library marketing practices across all media

Possession of a valid driver's license

EXPERIENCE, EDUCATION, AND TRAINING

Graduation from an ALA-accredited school of Library and Information Science with a Master's degree in library science; one year of library experience preferred; or an equivalent combination of relevant education and experience. Must be eligible for North Carolina Public Librarian Certification.

The preceding statements describe the nature and level of assignments normally given job incumbents. They are not an exhaustive list thereof; additional duties may be assigned.

PHYSICAL/ENVIRONMENTAL DEMANDS

	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand	___	___	<u> x </u>	___
Walk	___	___	<u> x </u>	___
Sit	___	___	<u> x </u>	___
Use hands to finger, handle, or feel	___	<u> x </u>	___	___
Reach with hands and arms	___	<u> x </u>	___	___
Climb or balance	<u> x </u>	___	___	___
Stoop, kneel, crouch, or crawl	___	<u> x </u>	___	___
Talk or hear	___	___	___	<u> x </u>

Working Conditions

Well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation.

Physical Activity Level

Light physical activity performing non-strenuous daily activities of a productive/technical nature.

Manual Dexterity

Manual dexterity sufficient to reach/handle items and work with the fingers.

Vision Requirements

No special vision requirements.

Noise Exposure

Quiet

REVISION 2024

SALARY GRADE: 5 CLASS TITLE: LIBRARY ASSISTANT IV

JOB TITLE: Library Assistant

REPORTS TO: County Librarian

FLSA STATUS: Nonexempt

STATEMENT OF DUTIES AND RESPONSIBILITIES

An employee in this position assists all library departments in providing services to library patrons. The primary function of this position is to provide desk coverage and other assistance as needed in order to allow each department to maintain consistent, excellent service at all times. This position requires an understanding of the workflows of each library department and the ability to adapt to these workflows, often in the course of a single shift.

EXAMPLES OF WORK

1. Maintains an awareness of relevant policies and procedures for all library departments
2. Performs circulation functions, including shelving materials
3. Provides ready reference and readers' advisory services
4. Provides information about library services, programs, and collections
5. Assists the County Librarian with special projects as assigned

KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to deal tactfully, courteously, and effectively with the public and other employees
- Ability to use a computer, tablet, and other mobile devices to assist patrons
- Ability to learn complex processes, procedures, and policies and implement them with a high degree of accuracy
- Ability to work well independently and in a team setting
- Possession of a valid driver's license

EXPERIENCE, EDUCATION AND TRAINING

Graduation from high school, preferably supplemented by two years of college and two years of applicable experience. Previous customer service experience is desirable.

The preceding statements describe the nature and level of assignments normally given job incumbents. They are not an exhaustive list thereof, additional duties may be assigned.

REVISION 2018

SALARY GRADE: 14 CLASS TITLE: MANAGER III

JOB TITLE: Adult Services Manager

REPORTS TO: County Librarian

FLSA STATUS: Exempt

STATEMENT OF DUTIES AND RESPONSIBILITIES

This employee is responsible for planning, organizing, directing, and promoting public library programs and services for adults in a particular county. This employee supervises all staff and volunteers assigned to the Adult Services Department. This employee is considered an expert in the delivery of library services to adults and provides guidance and assistance throughout the library system on an as needed basis.

EXAMPLES OF WORK

1. Responsible for collection development in print and electronic adult reference, adult fiction, and adult nonfiction sections of the library in accordance with the ARL Materials Selection Policy; on a rotating basis orders e-books for the region
2. Manages budget lines pertaining to Adult Services Department
3. Provides information service to area businesses
4. Answers ready reference, research, and readers' advisory questions
5. Aids patrons in selection of books, reference materials, and other special resources
6. Assists patrons with computer/internet issues
7. Oversees or performs interlibrary loan functions
8. Provides bibliographic instruction on an as needed basis
9. Prepares subject bibliographies in print and electronic format on an as needed basis
10. May serve as liaison between the public library and a public/private agency and/or school/home school serving people over 13 years of age

11. Performs circulation duties on an as needed basis
12. Responsible for programming in the Adult Services Department
13. Trains, supervises, and evaluates staff and volunteers assigned to the Adult Services Department
14. Working with the County Librarian, publicizes for departmental positions, interviews, and hires staff
15. Develops, implements, and evaluates short, middle, and long range plans of the Appalachian Regional Library as these relate to the Adult Services Department
16. In conjunction with the Information Technology Manager, maintains computer lab for public
17. Periodically serves as Manager on Duty, assuming full responsibility for the operation and security of the library
18. Plans, develops, and implements special projects and assignments for the Appalachian Regional Library as assigned by the Director of Libraries
19. Plans, develops, and implements innovative programs, concepts, promotions, etc. to increase circulation and patron registration
20. Actively participates in regional Adult Services Managers Team

KNOWLEDGE, SKILLS, AND ABILITIES

Ability to deal tactfully, courteously, and effectively with the public and other employees

Considerable knowledge of professional library principles, practices, and techniques

Considerable knowledge of reference, fiction, and nonfiction materials for adults

Proficiency with MS Operating System and MS Office Suite

Ability to assist patrons with computer/internet issues

Ability to assist patrons in locating areas of the library collection pertinent to their needs

Ability to conduct a successful reference interview and to assist patrons in meeting their informational and recreational needs

Ability to interact successfully with area parents, students, teachers, librarians, and business people to increase usage of the Adult Services Department services and materials

Knowledge of and ability to use available online interlibrary loan services

Ability to plan, prepare or produce informational and/or educational programs for adults

Ability to develop or adapt evaluative instruments for assessing effectiveness of programs

General knowledge of and familiarity with library's service community

Knowledge of and ability to implement basic library marketing practices across all media

Ability to prepare reports or other informational devices for library board, administrators, governing agencies, etc.

Ability to act as an advocate of public library information educational services to community in general

Ability to plan and conduct classroom visits to promote public library informational/educational services

Ability to plan own work flow and set priorities

Ability to train staff to select materials, access information online, and perform basic reference/readers' advisory work

Ability to exercise initiative and independent judgment

Ability to present ideas orally and in writing

Ability to supervise assigned staff

Ability to schedule/plan, produce and conduct workshops/continuing education opportunities for library staff members

Possession of a valid driver's license

EXPERIENCE, EDUCATION, AND TRAINING

Graduation from an ALA-accredited school of Library and Information Science with a Master's degree in library science and a minimum of 1 year of public library experience in addition to or including 1 year of supervisory experience; or an equivalent combination of relevant education and experience. Must be eligible for North Carolina Public Librarian Certification.

The preceding statements describe the nature of and level of assignments normally given job incumbents. They are not an exhaustive list thereof; additional duties may be assigned.

PHYSICAL/ENVIRONMENTAL DEMANDS

	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand	_____	_____	<u> x </u>	_____
Walk	_____	_____	_____	<u> x </u>
Sit	_____	_____	_____	<u> x </u>
Use hands to finger, handle, or feel	_____	_____	_____	<u> x </u>
Reach with hands and arms	_____	_____	<u> x </u>	_____
Climb or balance	_____	<u> x </u>	_____	_____
Stoop, kneel, crouch, or crawl	_____	<u> x </u>	_____	_____
Talk or hear	_____	_____	_____	<u> x </u>

Working Conditions

Well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation.

Physical Activity Level

Light physical activity performing non-strenuous daily activities of a productive/technical nature. This position requires the incumbent to lift up to 50 pounds on a regular basis.

Manual Dexterity

Manual dexterity sufficient to reach/handle items, works with the fingers.

Vision Requirements

Close vision (clear vision at 20 inches or less); distance vision (clear vision at 20 feet or more); color vision (ability to identify and distinguish colors); peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point)

Noise Exposure

Moderate noise (example: business office with computers and printers)

Revised May 2020

SALARY GRADE 7 CLASS: LIBRARY SPECIALIST II

JOB TITLE: Adult Services Specialist

REPORTS TO: Adult Services Manager

FLSA STATUS: Non-exempt

STATEMENT OF DUTIES AND RESPONSIBILITIES

An employee in this position assists the Adult Services Manager in planning, organizing, promoting, and implementing the public library's program of services for adults. Duties assigned may include adult programming, publicity, exhibits, computer training of library users, and collection development.

EXAMPLES OF WORK

1. Provides reference and readers' advisory services
2. Plans, develops, and implements special projects for the Adult Services Department as assigned
3. Schedules, plans, promotes, and implements programs for the Adult Services Department as assigned
4. Performs circulation functions as needed
5. Teaches computer classes and/or conducts one-on-one technology training.

KNOWLEDGE, SKILLS, AND ABILITIES

Ability to deal tactfully, courteously, and effectively with the public and other employees

Ability to use computers for both internal and external projects and information

Proficiency with MS Operating System and MS Office Suite

Effective verbal and written communication skills

Ability to set priorities and meet deadlines

General knowledge of reference tools, both in print and online

Ability to plan, prepare, or produce library-sponsored programs for people over the age of 13

Considerable knowledge of all types of library materials and procedures

Possession of a valid driver's license

EXPERIENCE, EDUCATION, AND TRAINING

Two year of college and three years of experience in a related field required; college degree preferred

The preceding statements describe the nature and level of assignments normally given job incumbents. They are not an exhaustive list thereof; additional duties may be assigned.

PHYSICAL/ENVIRONMENTAL DEMANDS

Amount of Time

	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand	_____	___	<u> X </u>	___
Walk	_____	___	<u> X </u>	___
Sit	_____	___	<u> X </u>	___
Use hands to finger, handle, or feel	_____	___	<u> X </u>	___
Reach with hands and arms	_____	<u> X </u>	___	___
Climb or balance	<u> X </u>	___	___	___
Stoop, kneel, crouch, or crawl	_____	<u> X </u>	___	___
Talk or hear	_____	___	___	<u> X </u>

Working Conditions

Well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation. Position is exposed to dust.

Physical Activity Level

Light physical activity performing non-strenuous daily activities of a productive/technical nature. This position requires the incumbent to lift up to 15 pounds on a regular basis.

Manual Dexterity

Manual dexterity sufficient to reach/handle items, works with the fingers and perceives attributes of objects and materials.

Vision Requirements

Close vision (clear vision at 20 inches or less); distance vision (clear vision at 20 feet or more); color vision (ability to identify and distinguish colors); peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point); depth perception; and ability to adjust focus.

Created July 2021

SALARY GRADE 8 CLASS: LIBRARY SPECIALIST III

JOB TITLE: Adult Services and Digital Specialist

REPORTS TO: Adult Services Manager

FLSA STATUS: Non-exempt

STATEMENT OF DUTIES AND RESPONSIBILITIES

An employee in this position spends 80% of the workweek assisting the Adult Services Manager in planning, organizing, promoting, and implementing the public library's program of services for adults. Duties assigned may include adult programming, publicity, exhibits, computer training of library users, and collection development. The other 20% of the job is assisting the Digital Watauga Project chairperson in overseeing and coordinating the daily activities of the Digital Watauga temporary employees and volunteers and in performing the ongoing tasks of the project.

EXAMPLES OF WORK

1. Provides reference and readers' advisory services
2. Plans, develops, and implements special projects for the Adult Services Department as assigned
3. Schedules, plans, promotes, and implements programs for the Adult Services Department as assigned
4. Performs circulation functions as needed
5. Teaches computer classes and/or conducts one-on-one technology training.
6. Takes minutes of monthly Digital Watauga Project Committee meetings.
7. Prepares and processes materials to be digitized.
8. Conducts research and prepares finding aids.
9. Reviews and updates metadata.
10. Creates social media posts and other promotional material.

11. Oversees and coordinates work of temporary employees and volunteers.

KNOWLEDGE, SKILLS, AND ABILITIES

Ability to deal tactfully, courteously, and effectively with library staff and Digital Watauga Committee members, volunteers, and the public

Proficiency working in a Windows environment and with various software programs including MS Word, MS Excel, Adobe Acrobat Reader, Photoshop, Canon’s scanning software, Omeka, Google Drive, and social media platforms

Effective verbal and written communication skills

Ability to set priorities and meet deadlines

General knowledge of reference tools, both in print and online

Ability to plan, prepare, or produce library-sponsored programs for people over the age of 13

Considerable knowledge of all types of library materials and procedures

Proficiency with standard archival practices, including appropriate forms of and protocols for archival housing and storage, handling of archival materials, and processing/cataloging of materials in an archival collection.

Proficiency with applying the standards outlined in Describing Archives: A Content Standard and the Dublin Core Initiative, as well as the FADGI guidelines as they apply to the Digital Watauga Project

Possession of a valid driver’s license

EXPERIENCE, EDUCATION, AND TRAINING

A bachelor’s degree in history or a related discipline is required. A graduate degree in history, historic preservation, art history, anthropology, library science, or a related field is strong preferred. Experience working with manuscript archives, digital archives projects, Omeka, and the Dublin Core Initiative is also strongly preferred.

The preceding statements describe the nature and level of assignments normally given job incumbents. They are not an exhaustive list thereof; additional duties may be assigned.

PHYSICAL/ENVIRONMENTAL DEMANDS

Amount of Time	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand		x		

Walk		x		
Sit			x	
Use hands to finger, handle, or feel				x
Reach with hands and arms			x	
Climb or balance	x			
Stoop, kneel, crouch, or crawl	x			
Talk or hear				x

Working Conditions

Well-lighted, heated and/or air-conditioned office/production setting with adequate ventilation. Frequent exposure to materials with dust, mold, mildew, a musty odor, or chemical odors (such as vinegar syndrome and nitrate off-gassing).

Physical Activity Level

Light physical activity, primarily involving various office tasks such as typing, writing, filing, sorting, and scanning, with occasional moderate physical activity and frequent lifting of objects weighing 15 pounds or less.

Manual Dexterity

Moderate level of dexterity required to type; write; reach/handle items; squeeze a rubber air jet; separate thin items (negatives, sheets of paper, etc.) from one another, often while wearing cotton gloves; control a computer mouse to make minute adjustments to settings; work with fingers.

Vision Requirements

Close vision (clear vision at 20 inches or less); distance vision (clear vision at 20 feet or more); color vision (ability to identify and distinguish colors); peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point); depth perception; and ability to adjust focus.

Noise Exposure

Moderate noise (example: conversation, business office with computers, printers, scanners, file and storage cabinets).

Approved 11/16/2023

SALARY GRADE: 18 **Salary range: \$56,398 - \$90,238**

CLASS TITLE: MANAGER VI

JOB TITLE: Assistant Director/Finance Officer

REPORTS TO: Director of Libraries

FLSA STATUS: Exempt

STATEMENT OF DUTIES AND RESPONSIBILITIES

An employee in this class is responsible for assisting the Director of Libraries in day to day library operations, in planning and goal-setting for the library system, and in developing and implementing library policies and procedures. This employee manages all accounting functions and related records concerning the receipt and expenditures of federal, state, county, and miscellaneous funds. Duties also include preparation of financial reports which require the application of accounting principles adopted by the Regional Library Board and approved by an independent auditor. This employee, working closely with the Director, also manages all personnel functions and related record keeping.

EXAMPLES OF WORK

1. Is responsible for the operation of the library system in the absence of the Director.
2. Directly supervises the Regional Courier and Administrative Assistant
3. Works with the Director and County Librarians to develop, lead, and manage multi-year plans.
4. Works with the Director and County Librarians to develop and implement library policies.
5. Assists Director and County Librarians in hiring and training staff.
6. Manages special projects.
7. Serves as library liaison to vendors and community partners.
8. Examines vouchers, invoices, audit reports, or other posting material to determine their accuracy, completeness, and conformance with laws and regulations

9. Classifies and codes receipts and expenditures, prepares check for payment of expenditures, pays bills, and posts such items to financial records
10. Responsible for cash flow and makes appropriate investments; maintains records on all bank deposits, donations, and checking account balances; maintains accurate records on all appropriated and unappropriated fund balances
11. Maintains general accounting records for the Appalachian Regional Library in conformity with generally accepted principles; cooperates fully with auditor in execution of annual audit and implements recommendations
12. Prepares monthly financial statements and state reports, both in print and electronic
13. Responsible for preparation of monthly payroll and related procedures for all employees of the region
14. Serves as point of contact for personnel/payroll problems/questions for the Appalachian Regional Library
15. Conducts orientation for new staff on personnel issues; maintains personnel records; notifies staff of personnel changes regarding fringe benefits, related new procedures or regulations
16. Alerts County Librarians to personnel issue deadlines and new developments regarding recruitment, hiring and firing of employees
17. Attends personnel and technology workshops
18. Compiles data and prepares statistical reports to assist the Director of Libraries with budgeting or purchasing matters; alerts Director to potential personnel and financial issues not covered in regional policies and procedures
19. Serves as point of contact for all payroll vendor related problems/questions
20. Maintains fixed asset files and records for the Appalachian Regional Library system

BOARD RELATED RESPONSIBILITIES:

1. Attends all meetings of County Library Boards – Local and Regional.
2. Periodically interprets and presents statistical, financial, and other reports to the Appalachian Regional Library Board, government officials, and community groups.
3. Advises Regional Library Board on policy/procedural matters.
4. Performs related work as assigned by the Appalachian Regional Library Board.

KNOWLEDGE, SKILLS, AND ABILITIES:

Ability to deal tactfully, courteously, and effectively with the regional library board and staff

Considerable knowledge of state, county, and federal fiscal and personnel regulations, policies, and procedures

Considerable knowledge of the application of established bookkeeping and accounting principles and techniques to governmental accounting transactions

Working knowledge of standard office methods and procedures Ability to learn customized accounting system

Ability to interact with Regional staff with tact and courtesy

Ability to understand and apply laws, regulations, and policies to the maintenance of both financial and personnel records

Ability to verify accounting documents and forms for accuracy and completeness

Ability to prepare standard financial statements and reports
Ability to meet deadlines and plan sequence of work

EXPERIENCE, EDUCATION, AND TRAINING

Bachelor's degree preferred. Course(s) in bookkeeping or accounting with experience in bookkeeping or accounting is/are required. At least 3 years appropriate work experience is required.

The preceding statements describe the nature and level of assignments normally given job incumbents. They are not an exhaustive list thereof, additional duties may be assigned.

PHYSICAL/ENVIRONMENTAL DEMANDS

	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand	___	<u> x </u>	___	___
Walk	___	<u> x </u>	___	___
Sit	___	___	___	<u> x </u>

Use hands to finger, handle, or feel	___	___	___	<u> x </u>
Reach with hands and arms	___	___	<u> x </u>	___
Climb or balance	<u> x </u>	___	___	___
Stoop, kneel, crouch, or crawl	<u> x </u>	___	___	___
Talk or hear	___	___	<u> x </u>	___

Working Conditions

Well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation.

Physical Activity Level

Sedentary physical activity performing non-strenuous daily activities of an administrative nature.

Manual Dexterity

Manual dexterity sufficient to reach/handle items and work with the fingers.

Vision Requirements

Close vision

Noise Exposure

Quiet (example: library, quiet office)

REVISION 2018

SALARY GRADE: 5 CLASS TITLE: LIBRARY ASSISTANT IV

JOB TITLE: Branch Assistant

REPORTS TO: Branch Library Manager

FLSA STATUS: Non-exempt

STATEMENT OF DUTIES AND RESPONSIBILITIES

An employee in this position assists the Branch Library Manager in performing tasks necessary for the operation of a branch library. Duties include circulation, shelving, reader's advisory and ready reference duties.

EXAMPLES OF WORK

1. Checks materials in and out using library's circulation system
2. Registers new library cardholders and updates patron account information; collects fines and fees
3. Helps library users locate various library materials within the ARL system and/or throughout the NC Cardinal consortium; helps library patrons use the online catalog
4. Provides ready reference and readers' advisory services to both adults and children
5. Assists patrons with computer and internet issues
6. Maintains book stacks in correct order
7. Maintains library interior in a neat and orderly manner
8. Shelves library materials
9. Regularly opens, closes, and works in the branch alone

KNOWLEDGE, SKILLS, AND ABILITIES

Ability to deal tactfully, courteously, and effectively with the public and other employees
Ability to work alone in a branch library and maintain all operations
Ability to use a computer

Effective verbal and written communication skills
 Ability to learn library procedures
 Ability to bend, lift, stoop and carry
 Ability to follow established routines, policies, and procedures

EXPERIENCE, EDUCATION, AND TRAINING

Graduation from high school, preferably supplemented by two years of college and two years of applicable experience.

The preceding statements describe the nature and level of assignments normally given job incumbents. They are not an exhaustive list thereof; additional duties may be assigned.

PHYSICAL/ENVIRONMENTAL DEMANDS

Amount of Time

	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand	_____	_____	<u> x </u>	_____
Walk	_____	_____	<u> x </u>	_____
Sit	_____	_____	<u> x </u>	_____
Use hands to finger, handle, or feel	_____	_____	<u> x </u>	_____
Reach with hands and arms	_____	_____	_____	<u> x </u>
Climb or balance	_____	<u> x </u>	_____	_____
Stoop, kneel, crouch, or crawl	_____	<u> x </u>	_____	_____
Talk or hear	_____	_____	_____	<u> x </u>

Working Conditions

Well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation.

Physical Activity Level

Light physical activity performing non-strenuous daily activities of a productive/technical nature. This position may require the incumbent to lift up to 10 pounds on a regular basis.

Manual Dexterity

Manual dexterity sufficient to reach/handle items, works with the fingers and perceives attributes of objects and materials.

Vision Requirements

Close vision (clear vision at 20 inches or less); distance vision (clear vision at 20 feet or more); color vision (ability to identify and distinguish colors); peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point); and ability to adjust focus.

Noise Exposure

Moderate noise (example: business office with computers and printers)

REVISION 2018

SALARY GRADE 12 CLASS TITLE: MANAGER I

JOB TITLE: Branch Library Manager

REPORTS TO: County Librarian

FLSA STATUS: Exempt

STATEMENT OF DUTIES AND RESPONSIBILITIES

An employee in this class is responsible for all tasks necessary for the operation of a branch library. Duties include circulation, programming, reference, and supervision.

EXAMPLES OF WORK

1. Schedules, supervises, trains, and evaluates the performance of Branch staff and volunteers
2. Working with the County Librarian, publicizes for departmental positions, interviews, and hires staff
3. Aids patrons in the selection of books, reference materials, and other items
4. Plans and organizes various programs to interest library patrons
5. Performs and supervises all circulation activities
6. Assists patrons with computer/internet issues
7. Works with the County Librarian in collection development for the branch, including selection and de-selection of materials
8. Maintain Branch Library webpage on ARL website as well as posting social media
9. In cooperation with the County Librarian meets with community organizations and other interested groups to promote services of the branch library
10. In cooperation with the County Librarian writes grant proposals when appropriate to benefit the branch library
11. Performs technical services functions when necessary, such as adding leased books and magazine records to online catalog

12. Manages budget line items pertaining to the Branch Library

13. As part of the “management team” periodically assumes full responsibility for the operation and security of the branch and the main library

KNOWLEDGE, SKILLS, AND ABILITIES

Ability to deal tactfully, courteously, and effectively with the public and other employees

Ability to work alone in a branch library and maintain all operations

Working knowledge of library systems, routines and procedures

Ability to keep records and prepare reports

Ability to use computers

Effective verbal and written communication skills

Ability to supervise assistants as directed by the County Librarian

Working knowledge of reference source materials

EXPERIENCE, EDUCATION, AND TRAINING

A Bachelor’s degree. A minimum of 2 years appropriate library experience required, preferably in a public library. Some supervisory experience required.

The preceding statements describe the nature and level of assignments normally given job incumbents. They are not an exhaustive list thereof, additional duties may be assigned.

PHYSICAL/ENVIRONMENTAL DEMANDS

	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand	___	___	<u> x </u>	___
Walk	___	___	<u> x </u>	___
Sit	___	___	<u> x </u>	___

Use hands to finger, handle, or feel	___	___	___	<u> x </u>
Reach with hands and arms	___	___	<u> X </u>	___
Climb or balance	<u> x </u>	___	___	___
Stoop, kneel, crouch, or crawl	___	___	<u> x </u>	___
Talk or hear	___	___	___	<u> x </u>

Working Conditions

Well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation. Position is exposed to dust.

Physical Activity Level

Light physical activity performing non-strenuous daily activities of a productive/technical nature. This position requires the incumbent to lift up to 25 pounds on a regular basis.

Manual Dexterity

Manual dexterity sufficient to reach/handle items, works with the fingers and perceives attributes of objects and materials.

Vision Requirements

Close vision (clear vision at 20 inches or less); distance vision (clear vision at 20 feet or more); color vision (ability to identify and distinguish colors); peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point); depth perception; and ability to adjust focus.

Noise Exposure

Moderate noise (example: business office with computers and printers)

REVISION 2018

SALARY GRADE 9 CLASS: LIBRARY ASSOCIATE I

JOB TITLE: Traphill Branch Manager (part-time)

REPORTS TO: Wilkes County Librarian

FLSA STATUS: Non-exempt

STATEMENT OF DUTIES AND RESPONSIBILITIES

An employee in this class is responsible for all tasks necessary for the operation of a branch library. Duties include circulation, programming, reference, and supervision.

EXAMPLES OF WORK

1. Supervises branch library volunteers
2. Aids patrons in the selection of books, reference materials, using the online catalog and other items
3. Plans and organizes various programs to interest library patrons
4. Performs and supervises all circulation activities
5. Works with the County Librarian in collection development for the branch, including selection and de-selection of materials
6. In cooperation with the County Librarian, meets with community organizations and other interested groups to promote services of the branch library
7. In cooperation with the County Librarian, writes grant proposals when appropriate to benefit the branch library
8. Performs technical services functions when necessary, such as adding leased books and magazine records to online catalog
9. Assists the public in computer use
10. Responsible for reporting of statistics and monthly cash report

KNOWLEDGE, SKILLS, AND ABILITIES

Ability to deal tactfully, courteously, and effectively with the public and other employees

Ability to work alone in a branch library and maintain all operations

Working knowledge of library systems, routines, and procedures

Ability to keep records and prepare reports

Ability to use computers

Effective verbal and written communication skills

Working knowledge of reference source materials

EXPERIENCE, EDUCATION, AND TRAINING

Completion of at least two (2) years of college and three (3) years of public library experience.

The preceding statements describe the nature and level of assignments normally given job incumbents. They are not an exhaustive list; additional duties may be assigned.

PHYSICAL/ENVIRONMENTAL DEMANDS

	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand			x	
Walk		x		
Sit			x	
Use hands to finger, handle, or feel				x
Reach with hands and arms			x	
Climb or balance		x		
Stoop, kneel, crouch, or crawl			x	
Talk or hear				x

Working Conditions

Well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation. Position is exposed to dust.

Physical Activity Level

Light physical activity performing non-strenuous daily activities of a productive/technical nature. This position requires the incumbent to lift up to 25 pounds on a regular basis.annual
Dexterity

Manual dexterity sufficient to reach/handle items, works with the fingers and perceives attributes of objects and materials.

Vision Requirements

Close vision (clear vision at 20 inches or less); distance vision (clear vision at 20 feet or more); color vision (ability to identify and distinguish colors); peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point); depth perception; and ability to adjust focus.

Noise Exposure

Moderate noise (example: business office with computers and printers)

REVISION 2018

SALARY GRADE: 4 CLASS TITLE: LIBRARY ASSISTANT III

JOB TITLE: Circulation Assistant

REPORTS TO: Circulation Manager

FLSA STATUS: Nonexempt

STATEMENT OF DUTIES AND RESPONSIBILITIES

An employee in this position performs circulation, library account registration and maintenance, and readers' advisory service.

EXAMPLES OF WORK

1. Checks materials in and out through automated circulation system
2. Assists patrons to use the self-check
3. Registers new library cardholders, renews cards, and updates patron information
4. Helps library users locate various library materials within the local library, the ARL system, and the NC Cardinal consortium; helps library patrons use the online catalog
5. Places holds for patrons
6. Reads shelves to ensure materials are in proper order
7. Notifies users of overdue materials and reserves in person, by phone or mail
8. Collects fines and fees
9. Shelves books and other library materials as needed
10. Answers telephone at Circulation Desk and directs calls

KNOWLEDGE, SKILLS, AND ABILITIES

Ability to deal tactfully, courteously, and effectively with the public and other employees

Ability to use a computer

Ability to learn library procedures

Ability to bend, lift, stoop and carry

Ability to follow established routines, policies, and procedures

EXPERIENCE, EDUCATION, AND TRAINING

High school diploma and previous work experience required; some college and/or Spanish desirable.

The preceding statements describe the nature and level of assignments normally given job incumbents. They are not an exhaustive list thereof, additional duties may be assigned.

<u>PHYSICAL/ENVIRONMENTAL DEMANDS</u>	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand	_____	_____	<u> x </u>	_____
Walk	_____	_____	<u> x </u>	_____
Sit	_____	_____	<u> x </u>	_____
Use hands to finger, handle, or feel	_____	_____	_____	<u> x </u>
Reach with hands and arms	_____	_____	_____	<u> x </u>
Climb or balance	_____	<u> x </u>	_____	_____
Stoop, kneel, crouch, or crawl	_____	<u> x </u>	_____	_____
Talk or hear	_____	_____	_____	<u> x </u>

Working Conditions

Well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation.

Physical Activity Level

Light physical activity performing non-strenuous daily activities of a productive/technical nature. This position may require the incumbent to lift up to 10 pounds on a regular basis.

Manual Dexterity

Manual dexterity sufficient to reach/handle items, works with the fingers and perceives attributes of objects and materials.

Vision Requirements

Close vision (clear vision at 20 inches or less); distance vision (clear vision at 20 feet or more); color vision (ability to identify and distinguish colors); peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point); and ability to adjust focus.

Noise Exposure

Moderate noise (example: business office with computers and printers)

REVISION 2018

SALARY GRADE: 9 CLASS NAME: LIBRARY ASSOCIATE I

JOB TITLE: Assistant Circulation Manager

REPORTS TO: Circulation Manager

FLSA STATUS: Non-Exempt

STATEMENT OF DUTIES AND REPOSIBILITIES

An employee in this position assists the Circulation Manager in the administration, operation, and development of the library's Circulation Department. Duties involve all circulation functions, including training of Circulation Department staff and supervising shelvers.

EXAMPLES OF WORK

1. Checks materials in and out
2. Registers new patrons, renews cards, and updates account information
3. Trains and supervises one or more shelvers
4. Supervises circulation assistants in absence of Circulation Manager
5. Assists in the maintenance of the local patron and item database
6. Aids in the selection and processing of new materials
7. Responsible for cash reports and bank deposits
8. Assists with training of circulation assistants and volunteers
9. Assists the public in using the online catalog and self-check
10. Performs ready reference and readers' advisory as needed
11. Repairs of books
12. Evaluates & bills damaged items
11. Occasionally acts as manager on duty and may open and close the building

KNOWLEDGE, SKILLS AND ABILITIES

Ability to deal tactfully, courteously, and effectively with the public and other employees

Thorough knowledge of the ARL database and Evergreen system

Ability to use a computer

Ability to train others

Working knowledge of reference source materials

Ability to run basic reports on Evergreen

EXPERIENCE, EDUCATION AND TRAINING

Completion of at least two (2) years of college and three (3) years of public library experience.

The preceding statements describe the nature and level of assignments normally given job incumbents. They are not an exhaustive list thereof; additional duties may be assigned.

PHYSICAL/ENVIRONMENTAL DEMANDS

	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand	_____	_____	<u> x </u>	_____
Walk	_____	_____	<u> x </u>	_____
Sit	_____	_____	<u> x </u>	_____
Use hands to finger, handle, or feel	_____	_____	_____	<u> x </u>
Reach with hands and arms	_____	_____	_____	<u> x </u>
Climb or balance	_____	<u> x </u>	_____	_____
Stoop, kneel, crouch, or crawl	_____	<u> x </u>	_____	_____
Talk or hear	_____	_____	_____	<u> x </u>

Working Conditions

Well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation.

Physical Activity Level

Light physical activity performing non-strenuous daily activities of a productive/technical nature. This position may require the incumbent to lift up to 50 pounds on a regular basis.

Manual Dexterity

Manual dexterity sufficient to reach/handle items, works with the fingers and perceives attributes of objects and materials.

Vision Requirements

Close vision (clear vision at 20 inches or less); distance vision (clear vision at 20 feet or more); color vision (ability to identify and distinguish colors); peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point); depth perception; and ability to adjust focus.

Noise Exposure

Moderate noise (example: business office with computers and printers)

REVISION 2018

SALARY GRADE: 13 CLASS TITLE: MANAGER II

JOB TITLE: Circulation Manager

REPORTS TO: County Librarian

FLSA STATUS: Exempt

STATEMENT OF DUTIES AND RESPONSIBILITIES

An employee in this position is responsible for the administration, operation, and development of the library's Circulation Department.

EXAMPLES OF WORK

1. Administers circulation system, continually analyzes circulation activities and practices, and maintains an up-to-date circulation procedures manual
2. Manages activities at the library's circulation desk including patron registration and maintenance of patron records, check-out and check-in of library materials, holds, overdue, and maintenance of circulation records and statistics
3. Provides all circulation services for the public
4. Helps patrons become more knowledgeable about circulation procedures and judiciously resolves problems that involve patron complaints and/or interpretation of circulation policies
5. Working with the County Librarian, publicizes for departmental positions, interviews, and hires staff
6. Schedules, supervises, and evaluates the performance of the Circulation Department Staff and volunteers
7. Oversees training of Circulation staff
8. Oversees the maintenance of the patron database
9. As part of the management team periodically assumes full responsibility for the operation and security of the library

10. Bills for damaged or lost items
11. Responsible for mending of books
12. May order library supplies and manage that budget line
13. Generates reports from ILS as needed
14. May order library materials and manage the budget lines thereof
15. Actively participates in regional Circulation Managers Team

KNOWLEDGE, SKILLS, AND ABILITIES

Ability to deal tactfully, courteously, and effectively with the public and other employees

A basic knowledge of library procedures, operations and services

The ability and willingness to assume responsibility, make decisions, and solve problems

Ability to set priorities, organize and budget time effectively

Ability to supervise and motivate personnel

Ability to speak and write effectively

Proficiency with MS Operating System and MS Office Suite

Familiarity with all aspects of NC Cardinal's circulation module

Attention to detail

DESIRABLE EXPERIENCE, EDUCATION, AND TRAINING

A Bachelor's degree. A minimum of 2 years appropriate library experience required, preferably in a public library. Some supervisory experience required.

The preceding statements describe the nature and level of assignments normally given job incumbents. They are not an exhaustive list thereof, additional duties may be assigned.

PHYSICAL/ENVIRONMENTAL DEMANDS

	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand	___	___	<u> x </u>	___
Walk	___	<u> x </u>	___	___
Sit	___	<u> x </u>	___	___
Use hands to finger, handle, or feel	___	___	<u> x </u>	___
Reach with hands and arms	___	<u> x </u>	___	___
Climb or balance	___	<u> x </u>	___	___
Stoop, kneel, crouch, or crawl	___	<u> x </u>	___	___
Talk or hear	___	___	___	<u> x </u>

Working Conditions

Well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation.

Physical Activity Level

Moderate physical activity performing somewhat strenuous daily activities of an administrative nature. This position may require the incumbent to lift up to 50 pounds on a regular basis.

Manual Dexterity

Manual dexterity sufficient to reach/handle items and work with the fingers and perceives attributes of objects and materials.

Vision Requirements

Close vision (clear vision at 20 inches or less); distance vision (clear vision at 20 feet or more); color vision (ability to identify and distinguish colors); peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point); and ability to adjust focus.

Noise Exposure

Moderate noise (example: business office with computers and printers)

REVISION 2018

SALARY GRADE: 2 CLASS TITLE: LIBRARY ASSISTANT I

JOB TITLE: Shelver

REPORTS TO: Assistant Circulation Manager

FLSA STATUS: Nonexempt

STATEMENT OF DUTIES AND RESPONSIBILITIES

An employee in this position is responsible for shelving all library materials, searching for items on the shelves, and performing related computer functions.

EXAMPLES OF WORK

1. Sorts and shelves library materials
2. Maintains book stacks in correct order
3. Checks library materials in and out
4. Maintains current periodical section and periodical stacks
5. Prints and pulls the Hold List
6. Assists the public with simple questions in person and on telephone

KNOWLEDGE, SKILLS, AND ABILITIES

Ability to deal tactfully, courteously, and effectively with the public and other employees

Working knowledge of spelling, grammar, numbers, and vocabulary

Basic knowledge of NC Cardinal online catalog

Ability to follow library directions and procedures

Ability to recognize when materials need repairing or repackaging

EXPERIENCE, EDUCATION, AND TRAINING

Must have high school diploma or be actively working toward its equivalent; previous work experience preferred

The preceding statements describe the nature and level of assignments normally given job incumbents. They are not an exhaustive list thereof, additional duties may be assigned.

PHYSICAL/ENVIRONMENTAL DEMANDS

	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand	___	___	___	<u> x </u>
Walk	___	___	___	<u> x </u>
Sit	___	<u> x </u>	___	___
Use hands to finger, handle, or feel	___	___	___	<u> x </u>
Reach with hands and arms	___	___	___	<u> x </u>
Climb or balance	___	<u> x </u>	___	___
Stoop, kneel, crouch, or crawl	___	___	___	<u> x </u>
Talk or hear	___	___	___	<u> x </u>

Working Conditions

Well-lighted, heated and/or air-conditioned office/production setting with adequate ventilation.

Physical Activity Level

Light physical activity performing non-strenuous daily activities of a productive/technical nature. Lifts up to 25 pounds on a regular basis.

Manual Dexterity

Manual dexterity sufficient to reach/handle items, works with the fingers, and perceives attributes of objects and materials.

Vision Requirements

Close vision (clear vision at 20 inches or less); distance vision (clear vision at 20 feet or more); color vision (ability to identify and distinguish colors); depth perception; and ability to adjust focus.

Noise Exposure

Moderate noise

REVISION 2018

SALARY GRADE: 16 CLASS TITLE: MANAGER V

JOB TITLE: County Librarian

REPORTS TO: Director of Libraries

FLSA STATUS: Exempt

STATEMENT OF DUTIES AND RESPONSIBILITIES

An employee in this position provides leadership, direction, and professional guidance in the delivery of library services throughout the county. This employee is directly responsible for all operations necessary to the efficient management of a county library, including its branches and outreach services. This employee is the library's ambassador in the community and is responsible for promoting the library and its services in the community through networking and partnering with other agencies.

EXAMPLES OF WORK

Personnel Management

1. Directly supervises department heads and indirectly supervises all staff on an ongoing, daily basis
2. Provides leadership to staff in the development of new programs, resources, and services
3. Responsible for orientation, training, scheduling, and development of department heads and branch managers
4. Responsible for hiring, evaluation, and dismissal of staff with input from the Director of Libraries
5. Facilitates and exemplifies communication up, down, and throughout the library and system.

Library Functions

1. Oversees collection management
2. Oversees programming activities

3. Plans and develops innovative programs, concepts, promotions, etc. to fulfill the objectives of ARL's Five Year Plan
4. Plans, develops and implements special projects and assignments for the Appalachian Regional Library as assigned by the Director of Libraries
5. Responsible for maintaining building, grounds, equipment, and vehicles
6. Plans, prepares, and presents qualitative and quantitative reports

Financial Functions

1. Develops cost efficient methods for purchasing goods and services
2. Monitors all assigned line items to ensure budget discipline is maintained
3. Assists the Director of Libraries with development and presentation of annual budget proposal
4. Identifies and writes grants and administers or assists in administration of grants

Community Relations

1. Develops and maintains positive relationships with county and town elected and appointed officials and other key library stakeholders
2. Represents the library on committees and/or boards of directors of non-profit organizations in the community which share library interests
3. Speaks to civic groups and other agencies to promote the library and educate the community about library services

KNOWLEDGE, SKILLS, AND ABILITIES

Ability to deal tactfully, courteously, and effectively with the public and other employees

Thorough knowledge of the principles and practices of modern library management

Thorough knowledge of the principles and practices of library science

Thorough knowledge of library techniques, systems, working tools, and procedures

Ability to administer daily activities of a division in a public library system

Ability to supervise technical services, circulation, adult services, youth services, branches, and outreach services

Ability to plan and direct the work of staff engaged in carrying out generalized and specialized library functions

Ability to present ideas orally and in writing

Ability to establish and maintain effective working relations with library board of trustees, governmental officials, library personnel, Friends of the Library groups, community organizations, and the general public

Ability to plan own work flow and set priorities

Ability to plan, produce, and conduct continuing education workshops for library staff members

Ability to plan, develop, and present programs for the general public

Ability to develop or adapt evaluative instruments for assessing effectiveness of library services

Ability to promote and market the library using basic marketing techniques

Possesses basic computer competencies and displays willingness to learn and implement the latest library technology

In-depth knowledge of and familiarity with library's service community

Ability to read and understand financial reports

EXPERIENCE, EDUCATION, AND TRAINING

Graduation from an ALA-accredited school of Library and Information Science with a Master's degree in library science and three years of public library administration experience; or an equivalent combination of relevant education and experience. Eligible for North Carolina Public Librarian Certification.

The preceding statements describe the nature and level of assignments normally given job incumbents. They are not an exhaustive list thereof, additional duties may be assigned.

PHYSICAL/ENVIRONMENTAL DEMANDS

	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand	___	<u> x </u>	___	___
Walk	___	<u> x </u>	___	___
Sit	___	___	___	<u> x </u>
Use hands to finger, handle, or feel	___	___	___	<u> x </u>
Reach with hands and arms	___	___	<u> x </u>	___
Climb or balance	<u> x </u>	___	___	___
Stoop, kneel, crouch, or crawl	___	<u> x </u>	___	___
Talk or hear	___	___	___	<u> x </u>

Working Conditions

Well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation.

Physical Activity Level

Light physical activity performing non-strenuous daily activities of an administrative nature. This position may require the incumbent to lift up to 50 pounds.

Manual Dexterity

Manual dexterity sufficient to reach/handle items and work with the fingers.

Vision Requirements

No special vision requirements

Noise Exposure

Moderate noise (example: business office with computers and printers)

REVISION approved 11/16/2023

SALARY GRADE: 20 Salary Range \$63,984-\$102,375

CLASS TITLE: MANAGER VII JOB TITLE:

JOB TITLE: Director of Libraries

REPORTS TO: Appalachian Regional Library Board of Trustees

FLSA STATUS: Exempt

STATEMENT OF DUTIES AND RESPONSIBILITIES

An employee in this position provides professional leadership, direction, and guidance in planning, organizing, and directing the growth and overall activities of the Appalachian Regional Library System. This employee analyzes public library services for Ashe, Watauga, and Wilkes Counties and recommends improvements in staffing, materials, equipment, and/or facilities to meet these needs. This employee makes recommendations to the Appalachian Regional Library Board on the hiring, promotion and/or dismissal of management-level employees of the Appalachian Regional Library System. This employee has extensive public contact and frequent conferences with Regional Library Board members, county/city officials, and community leaders in all three counties. This employee cultivates and maintains professional relationships with the State Librarian and staff of the State Library of North Carolina, state and local legislators, and the North Carolina Public Library Directors' Association to actively pursue increased financial support of public libraries. The Director of Libraries works independently in carrying out assignments under the general review of the Appalachian Regional Library Board.

EXAMPLES OF WORK

Library Staff Responsibilities

1. Assumes overall responsibility for the performance of employees of the Region
2. Interviews, selects, and releases all management-level Appalachian Regional Library employees with the approval of the Regional Library Board.
3. Directly supervises:
 - A.) County Librarians, Financial/Personnel Manager, Information Technology Manager, Administrative Assistant, Regional Courier, and other regional staff as addedor
 - B.) Assistant Director/Finance Officer, County Librarians, Information Technology Manager and other Regional Staff as added
4. Maintains and administers the position classification plan and salary schedule
5. Develops, implements, and evaluates an ongoing program for staff development for all employees of the Region

6. Monitors annual evaluation process of each employee

Financial Responsibilities

1. Determines financial requirements of the entire Regional Library
2. Supervises the expenditure of local, state, and federal funds
3. Develops budgets (local, state, and federal) for Appalachian Regional Library Board approval; confers with the County Librarians on the preparation, implementation, and modification of annual budget
4. Monitors budget expenditures on a monthly basis
5. Identifies and pursues external funding sources
6. Develops grant proposals

Planning and Evaluating Responsibilities

1. Develops work plans with County Librarians in each of the three counties
2. Analyzes and evaluates accomplishments of the member libraries of the Appalachian Regional Library system
3. Facilitates the long-range planning of library services for each of the three county libraries and the Region
4. Determines future space requirements and plans for new building or additions to existing structures
5. Attends professional meetings, workshops, and seminars in order to keep up to date with the latest trends in public library services and management

Board-Related Responsibilities

1. Acts as executive officer of the Appalachian Regional Library Board by attending all meetings and submitting reports of library activities.
2. Attends all meetings of County Library Boards.
3. Periodically interprets and presents statistical, financial, and other reports to the Appalachian Regional Library Board, government officials, and community groups.
4. Alerts Regional Library Board to policies needed and recommends changes.

5. Advises Regional Library Board on all policy/procedural matters.
6. Performs related work as assigned by the Appalachian Regional Library Board.

Professional Responsibilities

1. Develops and maintains good working relationships with State Librarian and staff of State Library of North Carolina and serves on State Library committees when appropriate
2. Actively participates in the North Carolina Public Library Directors' Association on a regular basis
3. Maintains membership in North Carolina Library Association and participates in workshops and other NCLA-sponsored activities as appropriate
4. Establishes working relationships with state and local elected officials to promote increased financial support of public libraries

KNOWLEDGE, SKILLS, AND ABILITIES

Ability to deal tactfully, courteously, and effectively with the public and employees

Ability to plan own work flow, set priorities

Ability to schedule, plan, produce, and conduct workshops and continuing education opportunities for employees of the Appalachian Regional Library

Thorough knowledge of the principles and practices of modern library management

Thorough knowledge of the principles and practices of library science

Thorough knowledge of library techniques, automated systems, working tools, and procedures

Ability to plan, organize, and administer a public library system

Ability to supervise the use of specialized library methods and principles in bibliography, classification, circulation, and reference service

Ability to plan and direct the work of library staff engaged in carrying out generalized and specialized public library functions

In-depth knowledge of marketing techniques

In-depth knowledge of and familiarity with the Regional library's service community

Excellent interpersonal skills and ability to present ideas orally and in writing

Ability to establish and maintain effective working relations with the Appalachian Library Board, government officials, library staff, Friends of the Library groups, and the general public

Willingness to learn new methods of library management and library technological Advancements

Possession of a valid driver's license

EXPERIENCE, EDUCATION, AND TRAINING

A master's degree in library science from an ALA accredited library school, 7 years of professional public library experience preferred (including a minimum of 5 years of public library administrative or management experience), and eligible for certification by the North Carolina Librarian Certification Committee.

The preceding statements describe the nature and level of assignments normally given job incumbents. This is not an exhaustive list; additional duties may be assigned.

PHYSICAL/ENVIRONMENTAL DEMANDS

Task	None	Under 1/3	1/3 to 2/3	over 2/3
Stand		x		
Walk		x		
Sit				x
Use hands to finger, handle, or feel			x	
Reach with hands and arms			x	
Climb or balance		x		
Stoop, kneel, crouch or crawl		x		
Talk or hear			x	

Working Conditions

Well-lighted, heated and air-conditioned indoor office setting with adequate ventilation.

Physical Activity Level

Light physical activity performing non-strenuous daily activities of an administrative nature. This position may require the incumbent to lift up to 50 pounds.

Manual Dexterity

Manual dexterity sufficient to reach/handle items and work with the fingers.

Vision Requirements

No special vision requirements

Noise Exposure: Moderate noise (example: business office with computers and printers)

REVISION 2018

SALARY GRADE: 16 CLASS TITLE: MANAGER V

JOB TITLE: Financial/Personnel Manager

REPORTS TO: Director of Libraries

FLSA STATUS: Exempt

STATEMENT OF DUTIES AND RESPONSIBILITIES

An employee in this class manages all accounting functions and related records concerning the receipt and expenditures of federal, state, county, and miscellaneous funds. This employee, working closely with the Director, also manages some personnel functions and related records. Duties also include preparation of financial reports which require the application of accounting principles adopted by the Regional Library Board and approved by an independent auditor.

EXAMPLES OF WORK

1. Examines vouchers, invoices, audit reports, or other posting material to determine their accuracy, completeness, and conformance with laws and regulations
2. Classifies and codes receipts and expenditures, prepares check for payment of expenditures, pays bills, and posts such items to financial records
3. Responsible for cash flow and makes appropriate investments; maintains records on all bank deposits, donations, and checking account balances; maintains accurate records on all appropriated and unappropriated fund balances
4. Maintains general accounting records for the Appalachian Regional Library in conformity with generally accepted principles; cooperates fully with auditor in execution of annual audit and implements recommendations
5. Prepares monthly financial statements and state reports, both in print and electronic
6. Responsible for preparation of monthly payroll and related procedures for all employees of the region
7. Serves as point of contact for personnel/payroll problems/questions for the Appalachian Regional Library
8. Conducts orientation for new staff on personnel issues; maintains personnel records; notifies staff of personnel changes regarding fringe benefits, related new procedures

or regulations

9. Alerts County Librarians to personnel issue deadlines and new developments regarding recruitment, hiring and firing of employees
10. Attends personnel and technology workshops
11. Attends ARL regional board meetings, budget committee and personnel committee meetings, and appropriate meetings of County Librarians
12. Compiles data and prepares statistical reports to assist the Director of Libraries with budgeting or purchasing matters; alerts Director to potential personnel and financial issues not covered in regional policies and procedures
13. Serves as point of contact for all payroll vendor related problems/questions
14. Maintains fixed asset files and records for the Appalachian Regional Library system

KNOWLEDGE, SKILLS, AND ABILITIES

Ability to deal tactfully, courteously, and effectively with the regional library board and staff

Considerable knowledge of state, county, and federal fiscal and personnel regulations, policies, and procedures

Considerable knowledge of the application of established bookkeeping and accounting principles and techniques to governmental accounting transactions

Working knowledge of standard office methods and procedures

Ability to learn customized accounting system

Ability to interact with Regional staff with tact and courtesy

Ability to understand and apply laws, regulations, and policies to the maintenance of both financial and personnel records

Ability to verify accounting documents and forms for accuracy and completeness

Ability to prepare standard financial statements and reports

Ability to meet deadlines and plan sequence of work

EXPERIENCE, EDUCATION, AND TRAINING

Bachelor's degree preferred. Course(s) in bookkeeping or accounting with experience in bookkeeping or accounting is/are required. At least 3 years appropriate work experience is required.

The preceding statements describe the nature and level of assignments normally given job incumbents. They are not an exhaustive list thereof, additional duties may be assigned.

PHYSICAL/ENVIRONMENTAL DEMANDS

	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand	___	<u> x </u>	___	___
Walk	___	<u> x </u>	___	___
Sit	___	___	___	<u> x </u>
Use hands to finger, handle, or feel	___	___	___	<u> x </u>
Reach with hands and arms	___	___	<u> x </u>	___
Climb or balance	<u> x </u>	___	___	___
Stoop, kneel, crouch, or crawl	<u> x </u>	___	___	___
Talk or hear	___	___	<u> x </u>	___

Working Conditions

Well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation.

Physical Activity Level

Sedentary physical activity performing non-strenuous daily activities of an administrative nature.

Manual Dexterity

Manual dexterity sufficient to reach/handle items and work with the fingers.

Vision Requirements

Close vision

Noise Exposure

Quiet (example: library, quiet office)

REVISION 2018

SALARY GRADE: 15 CLASS TITLE: MANAGER IV

JOB TITLE: Regional Technology Manager

REPORTS TO: Director of Libraries

FLSA STATUS: Exempt

STATEMENT OF DUTIES AND RESPONSIBILITIES

An employee in this position plans, implements, oversees and manages technology for the regional library system.

EXAMPLES OF WORK

1. Orders and installs computer hardware and software
2. Identifies, troubleshoots, and resolves hardware, software, and network problems
3. Implements upgrades and fixes to computer hardware and software
4. Maintains security of the network
5. Establishes maintenance, security, and disaster recovery procedures
6. Maintains and updates the ARL website
7. Serves as systems administrator for the regional network
8. Manages all regional servers, including maintenance of the staff e-mail server, domain controller, utility server and digital archive server.
9. Serves as liaison with hardware and software vendors and providers of telecommunications services
10. Responsible for filing and maintaining all records pertaining to e-rate and keeping apprised of procedural changes and current regulations associated with the USAC filing requirements
11. Evaluates present and future technology needs of the regional library system and makes recommendations for implementation to the Director of Libraries

12. Assists with planning and managing the regional technology budget
13. Coordinates technical training of staff
14. Keeps abreast of current trends in technological procedures, processes, and equipment
15. Performs routine network administration and maintenance, including network documents
16. Performs backups of computers and servers as needed
17. Maintains records for computer-related items including hardware and software service contracts
18. Maintains inventories of computer-related items (PCs, laptops, printers, etc.)
19. Works with NC Cardinal to resolve issues related to Evergreen ILS on the regional level
20. Assists in the preparation of the annual report to the State Library of North Carolina
21. Manages and updates public access labs using Envisionware time and print management software in conjunction with Deep Freeze software
22. Manages credit card transaction set-up and provides monthly reports to the finance officer

KNOWLEDGE, SKILLS AND ABILITIES

Ability to deal tactfully, courteously, and effectively with the public and other employees

Ability to exercise initiative and independent judgment

Ability to plan own work flow and work with minimal supervision

Ability to train “non-technical” staff in the effective use of all relevant systems

Ability to handle multiple priorities

Ability to work flexible hours

EXPERIENCE, EDUCATION, AND TRAINING

Minimum of two years of advanced education with a degree in computer technology (four-year degree preferred), with a minimum of five years’ experience working with integrated computer

technology. Desirable industry certifications include Microsoft Certified Professional and CompTIA Network+ or A+. Required technical skills include working knowledge of: (a) Microsoft Windows Server 2016, (b) Microsoft Windows 7, Microsoft 10, Microsoft Office, etc., (c) Microsoft Exchange Server, and (d) Active Directory, TCP/IP, DNS, SMTP, etc. Also required is experience with network equipment (switches, routers, firewalls, managed wireless, printers) and installing and configuring 3rd party software such as antivirus, backup, and desktop applications. Previous library experience desirable. Experience in driving, possession of a valid North Carolina driver's license, and clean driving record required. (A motor vehicle records check will be made prior to employment.)

The preceding statements describe the nature of assignments normally given job incumbents. They are not an exhaustive list thereof; additional duties may be assigned.

PHYSICAL/ENVIRONMENTAL DEMANDS

	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand	___	<u> x </u>	___	___
Walk	___	<u> x </u>	___	___
Sit	___	___	___	<u> x </u>
Use hands to finger, handle, or feel	___	___	___	<u> x </u>
Reach with hands and arms	___	<u> x </u>	___	___
Climb or balance	___	<u> x </u>	___	___
Stoop, kneel, crouch, or crawl	___	<u> x </u>	___	___
Talk or hear	___	<u> x </u>	___	___

Working Conditions

Well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation.

Physical Activity Level

Light physical activity performing non-strenuous daily activities of an administrative nature. May lift up to 40 pounds occasionally.

Manual Dexterity

Manual dexterity sufficient to work with the fingers.

Vision Requirements

Close vision (clear vision at 20 inches or less)

Noise Exposure

Moderate noise

REVISED 2018

SALARY GRADE: 6 CLASS TITLE: LIBRARY SPECIALIST I

JOB TITLE: Outreach Specialist

REPORTS TO: Circulation Manager

FLSA STATUS: Nonexempt

STATEMENT OF DUTIES AND RESPONSIBILITIES

An employee in this position is responsible for providing library outreach services to aged (60 years and older), physically handicapped, and homebound citizens, individually and in group settings.

EXAMPLES OF WORK

1. Drives vehicle throughout county to scheduled stops
2. Selects books and other library materials based on individual interests of clientele
3. Performs all circulation functions
4. Responsible for maintenance of Outreach Services vehicle
5. Responsible for planning, implementing, and delivering programming to OR patrons as time allows
6. Provides outreach programming in conjunction with other library departments

KNOWLEDGE, SKILLS, AND ABILITIES

Ability to deal tactfully, courteously, and effectively with the public and other employees

Ability to use a computer

Ability to learn library procedures

Effective verbal and written communication skills

Considerable knowledge of the reading levels and interests of OR patrons

EXPERIENCE, EDUCATION, AND TRAINING

Completion of at least two (2) years of college and three (3) years of public library experience.

The preceding statements describe the nature and level of assignments normally given job incumbents. They are not an exhaustive list thereof, additional duties may be assigned.

<u>PHYSICAL/ENVIRONMENTAL DEMANDS</u>	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand	___	___	<u> x </u>	___
Walk	___	___	<u> x </u>	___
Sit	___	<u> x </u>	___	___
Use hands to finger, handle, or feel	___	___	<u> x </u>	___
Reach with hands and arms	___	___	<u> x </u>	___
Climb or balance	___	<u> x </u>	___	___
Stoop, kneel, crouch, or crawl	___	<u> x </u>	___	___
Talk or hear	___	___	___	<u> x </u>

Working Conditions

Divided between well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation, driving conditions, and exposure to the elements.

Physical Activity Level

Light physical activity performing non-strenuous daily activities of a productive/technical nature. Incumbent may lift up to 25 pounds on a regular basis.

Manual Dexterity

Manual dexterity sufficient to reach/handle items, works with the fingers, and perceives attributes of objects and materials.

Vision Requirements

Close vision (clear vision at 20 inches or less); distance vision (clear vision at 20 feet or more); color vision (ability to identify and distinguish colors); depth perception; and ability to adjust focus.

Noise Exposure

Moderate noise (examples: business office with computers and printers, light traffic)

REVISION 2018

SALARY GRADE: 3 CLASS TITLE: LIBRARY ASSISTANT II

JOB TITLE: Regional Courier

REPORTS TO: Director of Libraries

FLSA STATUS: Nonexempt

STATEMENT OF DUTIES AND RESPONSIBILITIES

An employee in this position is responsible for transporting library materials; library-related documents such as employee timesheets, paychecks, invoices; small equipment such as computers; and other library supplies within the geographical limits of the ARL region.

EXAMPLES OF WORK

1. Uses a library vehicle to transport materials throughout the regional library system on a regular schedule that is determined by the Director of Libraries
2. Sorts materials throughout the delivery day to insure materials are delivered to the correct locations as soon as possible
3. Responsible for regular maintenance, fueling, and cleaning of library vehicle

KNOWLEDGE, SKILLS, AND ABILITIES

Ability to deal tactfully, courteously, and effectively with the public and library employees

Ability to follow library directions and procedures

Ability to lift and carry 50 lbs.

EXPERIENCE, EDUCATION AND TRAINING

Graduation from high school required. Experience in driving, possession of a valid North Carolina driver's license, and clean driving record required. (A motor vehicle records check will be made prior to employment.)

PHYSICAL/ENVIRONMENTAL DEMANDS

Amount of Time

	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand	—	<u>x</u>	—	—
Walk	—	<u>x</u>	—	—
Sit	—	—	<u>x</u>	—
Use hands to finger, handle, or feel	—	—	—	<u>x</u>
Reach with hands and arms	—	—	<u>x</u>	—
Climb or balance	—	—	<u>x</u>	—
Stoop, kneel, crouch, or crawl	—	<u>x</u>	—	—
Talk or hear	—	—	—	<u>x</u>

Working Conditions

Outdoors but in an enclosed vehicle protected from extreme weather conditions. Employee is exposed to fumes and vibration.

Physical Activity Level

Physical activity performing semi-strenuous daily activities of a productive nature. This position may require the incumbent to lift up to 50 pounds on a regular basis.

Manual Dexterity

Manual dexterity sufficient to reach/handle items and work with the fingers.

Vision Requirements

Close vision (clear vision at 20 inches or less); distance vision (clear vision at 20 feet or more); color vision (ability to identify and distinguish colors); peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point); depth perception; and ability to adjust focus.

Noise Exposure

Moderate noise (example: business office with computers and printers; light traffic)

REVISION 2018

SALARY GRADE: 2 CLASS TITLE: LIBRARY ASSISTANT I

JOB TITLE: Resource Sharing Assistant

REPORTS TO: Technical Services Manager

FLSA STATUS: Nonexempt

STATEMENT OF DUTIES AND RESPONSIBILITIES

An employee in this position is responsible for sorting and boxing up materials, correctly addressing the boxes for materials being shared with other NC Cardinal libraries, and for unboxing and sorting materials returned to ARL libraries.

EXAMPLES OF WORK

1. Retrieve materials from circulation areas and sort for shipping
2. Open boxes and sort materials from daily UPS deliveries
3. Pack, weigh, and label boxes for shipping
4. Maintain statistics for NC Cardinal on materials received and shipped
5. Maintain recycling containers; keep work area free from clutter

KNOWLEDGE, SKILLS, AND ABILITIES

Ability to deal tactfully, courteously, and effectively with library staff at home location and throughout the NC Cardinal consortium

Working knowledge of spelling, grammar, numbers, and vocabulary

Computer skills including ability to learn Evergreen software, online shipping software, Word and Excel, and Google Docs

Ability to follow library and consortium directions and procedures

Ability to recognize when materials need repairing, repackaging, or discarding

EXPERIENCE, EDUCATION, AND TRAINING

High school diploma and previous work experience required.

The preceding statements describe the nature and level of assignments normally given job incumbents. They are not an exhaustive list thereof, additional duties may be assigned.

PHYSICAL/ENVIRONMENTAL DEMANDS

	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand	___	___	___	<u> x </u>
Walk	___	___	___	<u> x </u>
Sit	___	___	<u> x </u>	___
Use hands to finger, handle, or feel	___	___	___	<u> x </u>
Reach with hands and arms	___	___	___	<u> x </u>
Climb or balance	___	<u> x </u>	___	___
Stoop, kneel, crouch, or crawl	___	___	___	<u> x </u>
Talk or hear	___	___	___	<u> x </u>

Working Conditions

Well-lighted, heated and/or air-conditioned office/production setting with adequate ventilation.

Physical Activity Level

Moderate physical activity performing sometimes-strenuous daily activities of both a physical and technical nature. Lifts up to 40 pounds on a regular basis.

Manual Dexterity

Manual dexterity sufficient to reach/handle items, works with the fingers, and perceives attributes of objects and materials.

Vision Requirements

Close vision (clear vision at 20 inches or less); distance vision (clear vision at 20 feet or more); color vision (ability to identify and distinguish colors); depth perception; and ability to adjust focus.

Noise Exposure

Moderate noise

REVISION 2018

SALARY GRADE: 12 CLASS TITLE: MANAGER I

JOB TITLE: Technical Services Manager

REPORTS TO: County Librarian

FLSA STATUS: Exempt

STATEMENT OF DUTIES AND RESPONSIBILITIES

An employee in this position assumes full responsibility for the supervision, operation, and development of the library's Technical Services Department.

EXAMPLES OF WORK

1. Oversees the processing of all library materials
2. Monitors the entering of new materials in the database
3. Interviews candidates for the Technical Services staff, and, together with the County Librarian, makes hiring decisions for the Technical Services Department
4. Trains, schedules, supervises, and evaluates the performance of the Technical Services staff.
5. As part of the management team, periodically assumes full responsibility for the operation and security of the Library
6. Staffs the public service desks when library is short staffed
7. Receives and verifies library orders for library materials
8. Independently catalogs library materials according to Dewey Classification as indicated by ARL guidelines
9. Maintains library catalog by editing, adding, and deleting bibliographic and item records
10. Modifies and creates bibliographic records in consortium-level database
11. Generates ILS reports as needed by Technical Services team
12. Attends ARL staff committee meetings and NC Cardinal cataloging meetings as required

13. Checks for MARC records with vendors
14. Explores more efficient methods of materials processing
15. Maintains inventory of processing supplies and professional materials for Technical Services department
16. Maintains ARL Technical Services manual and Standard Practices document in cooperation with other ARL Technical Services managers

KNOWLEDGE, SKILLS, AND ABILITIES

Ability to deal tactfully, courteously, and effectively with the public and other employees

Ability to supervise employees in an effective manner

Working knowledge of automated library system

Ability to learn and stay current on RDA trends and consortium requirements

Detail-oriented, with the ability to prioritize tasks, manage details, and work efficiently and accurately

Effective verbal and written communication skills

Working knowledge of library collection

EXPERIENCE, EDUCATION, AND TRAINING

Bachelor's degree and three years of public library experience, or ten years of public library experience which has included database management and cataloging assignments with increasing responsibility.

Completion of the NC Cardinal Item Cataloging Assessment and NC Cardinal Bibliographic Cataloging Assessment within three months of hire date.

The preceding statements describe the nature and level of assignments normally given job incumbents. They are not an exhaustive list thereof, additional duties may be assigned.

PHYSICAL/ENVIRONMENTAL DEMANDS

Amount of Time

	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand	—	<u>x</u>	—	—
Walk	—	<u>x</u>	—	—
Sit	—	<u>x</u>	—	—
Use hands to finger, handle, or feel	—	—	<u>x</u>	—
Reach with hands and arms	—	<u>x</u>	—	—
Climb or balance	—	<u>x</u>	—	—
Stoop, kneel, crouch, or crawl	—	<u>x</u>	—	—
Talk or hear	—	—	—	<u>x</u>

Working Conditions

Well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation.

Physical Activity Level

Moderate physical activity performing somewhat strenuous daily activities of an administrative nature. This position may require the incumbent to lift up to 50 pounds on a regular basis.

Manual Dexterity

Manual dexterity sufficient to reach/handle items and work with the fingers and perceives attributes of objects and materials.

Vision Requirements

Close vision (clear vision at 20 inches or less); distance vision (clear vision at 20 feet or more); color vision (ability to identify and distinguish colors); peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point); and ability to adjust focus.

Noise Exposure

Moderate noise (example: business office with computers and printers)

REVISED 2018

SALARY GRADE: 8 CLASS TITLE: LIBRARY SPECIALIST III

JOB TITLE: Technical Services Specialist

REPORTS TO: Technical Services Manager

FLSA STATUS: Nonexempt

STATEMENT OF DUTIES AND REPOSIBILITIES

Technical Service Specialist is responsible for cataloging and processing of library materials using regional and consortium standards. This employee performs a variety of technical and specialized functions in relation to the preparation of original bibliographic and item records for all library materials, as well as bibliographic record maintenance in a consortium-level database.

EXAMPLES OF WORK

1. Independently catalogs library materials according to Dewey Classification as indicated by ARL guidelines
2. Maintains library catalog by editing, adding and deleting bibliographic and item records as necessary
3. Modifies and creates bibliographic records in consortium-level database
4. Processes and prepares library materials for checkout
5. Generates reports needed by Technical Services team
6. Troubleshoots catalog/circulation system in absence of TS Manager
7. Attends ARL staff committee meetings and NCCardinal cataloging meetings as required

The preceding statements describe the nature and level of assignments normally given job incumbents. They are not an exhaustive list thereof, additional duties may be assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

Ability to deal tactfully, courteously, and effectively with the public and other employees

In-depth knowledge of RDA, AACR2R, MARC, Library of Congress cataloging rules, Dewey Classification System, Library of Congress Subject heading and Genre classification systems

Knowledge of general library operations and library technology

Knowledge of the ARL Cataloging Standardized Practices

Experience with various computer hardware and software applications; for example: variety of printers and scanners, Microsoft Word, and Microsoft Excel

Ability to maintain concentration and attention to detail for prolonged periods of time

Ability to prioritize tasks, manage detail, and work efficiently and accurately

EXPERIENCE, EDUCATION, AND TRAINING

Completion of two years of college and at least five years of library experience which included working with the public and using an automated circulation system

Completion of the NCCardinal Item Cataloging Assessment and NCCardinal Bibliographic Cataloging Assessment within three months of hire date

PHYSICAL/ENVIRONMENTAL DEMANDS

	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand	___	<u> x </u>	___	___
Walk	___	<u> x </u>	___	___
Sit	___	___	<u> x </u>	___
Use hands to finger, handle, or feel	___	___	___	<u> x </u>
Reach with hands and arms	___	___	<u> x </u>	___
Climb or balance	___	<u> x </u>	___	___
Stoop, kneel, crouch, or crawl	___	___	<u> x </u>	___
Talk or hear	___	___	___	<u> x </u>

Working Conditions

Well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation.

Physical Activity Level

Light physical activity performing non-strenuous daily activities of an administrative nature. This position may require the incumbent to lift up to 50 pounds on a regular basis.

Manual Dexterity

Manual dexterity sufficient to reach/handle items and work with the fingers.

Vision Requirements

Close vision (clear vision at 20 inches or less); distance vision (clear vision at 20 feet or more); color vision (ability to identify and distinguish colors); peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point); depth perception; and ability to adjust focus.

Noise Exposure

Moderate noise (example: business office with computers and printers)

REVISION 2018

SALARY GRADE: 5 CLASS TITLE: LIBRARY ASSISTANT IV

JOB TITLE: Youth Services Assistant

REPORTS TO: Youth Services Manager

FLSA STATUS: Nonexempt

STATEMENT OF DUTIES AND RESPONSIBILITIES

An employee in this position assists the Youth Services Librarian in organizing, promoting, and implementing the library's program of services for children and young adults in the county. Duties involve delivery of programming, ready reference, and readers' advisory services to children, young adults, and parents.

EXAMPLES OR WORK

1. Provides programming for children and young adults as needed
2. Provides ready reference and readers' advisory services to children and young adults
3. Performs circulation functions as needed
4. Shelves materials

KNOWLEDGE, SKILLS, AND ABILITIES

Ability to deal tactfully, courteously, and effectively with the public and other employees

Ability to use a computer

Ability to conduct programs (booktalks, puppet shows, fingerplays, etc.) as assigned

Working knowledge of picture book, juvenile fiction, young adult fiction, juvenile reference, and juvenile nonfiction collections

Ability to assist patrons in locating areas of the library collection pertinent to their needs

Possession of a valid driver's license

EXPERIENCE, EDUCATION AND TRAINING

Graduation from high school, preferably supplemented by two years of college and two years of applicable experience.

The preceding statements describe the nature and level of assignments normally given job incumbents. They are not an exhaustive list thereof, additional duties may be assigned.

PHYSICAL/ENVIRONMENTAL DEMANDS

Amount of Time

	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand	___	___	<u> x </u>	___
Walk	___	___	<u> x </u>	___
Sit	___	<u> x </u>	___	___
Use hands to finger, handle, or feel	___	<u> x </u>	___	___
Reach with hands and arms	___	<u> x </u>	___	___
Climb or balance	___	<u> x </u>	___	___
Stoop, kneel, crouch, or crawl	___	<u> x </u>	___	___
Talk or hear	<u> x </u>	___	___	___

Working Conditions

Well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation.

Physical Activity Level

Light physical activity performing non-strenuous daily activities of a productive/technical nature. Lifts up to 25 pounds on a regular basis.

Manual Dexterity

Manual dexterity sufficient to reach/handle items, works with the fingers, and perceives attributes of objects and materials.

Vision Requirements

Close vision (clear vision at 20 inches or less); distance vision (clear vision at 20 feet or more); color vision (ability to identify and distinguish colors); depth perception; and ability to adjust focus.

Noise Exposure

Moderate noise

REVISION 2018

SALARY GRADE: 13 CLASS TITLE: LIBRARIAN I

JOB TITLE: Youth Services Librarian

REPORTS TO: YS Manager

FLSA STATUS: Exempt

STATEMENT OF DUTIES AND RESPONSIBILITIES

An employee in this position assists the Youth Services Manager in planning, organizing, promoting, and implementing the public library's program of services for children and teens. This employee provides reference services and computer usage instruction for the public, and assists with collection development, publicity, programming, exhibits, and displays.

EXAMPLES OF WORK

1. Responsible for collection development of a selected subject or buying area(s) as assigned
2. Plans, develops, and implements programming and special projects for the Youth Services Department
3. Provides reference, readers advisory, and/or circulation services on an as needed basis
4. Provides computer instruction
5. Represents the library at outside functions.

KNOWLEDGE, SKILLS, AND ABILITIES

Ability to deal tactfully, courteously, and effectively with the public and other employees

Effective verbal and written communication skills

Knowledge of professional library principles, practices and techniques

Knowledge of reading process, reading problems, and readability of library materials

Knowledge of current youth culture

Knowledge of child/adolescent psychology and child/adolescent developmental stages in planning collections and services

Knowledge of print and electronic reference, fiction, and nonfiction materials for children and young adults, as well as adult literature suitable for young people

Ability to conduct a successful reference interview and to assist patrons in meeting their informational and recreational needs

Ability to plan, develop, and present programs for children and young adults

Knowledge of and ability to implement basic library marketing practices across all media

Ability to exercise initiative and independent judgment

Ability to supervise volunteers

Ability to plan own work flow, set priorities, and meet deadlines

Ability to use computers for both internal and external projects and information

Proficiency with MS Operating System and MS Office Suite

Ability to assist patrons with computer/internet issues

Possession of a valid driver's license

EXPERIENCE, EDUCATION, AND TRAINING

Graduation from an ALA-accredited school of Library and Information Science with a Master's degree in library science; one year of library experience preferred; or an equivalent combination of relevant education and experience. Must be eligible for North Carolina Public Librarian Certification.

The preceding statements describe the nature of and level of assignments normally given job incumbents. They are not an exhaustive list thereof, additional duties may be assigned.

PHYSICAL/ENVIRONMENTAL DEMANDS

	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand	___	___	<u> x </u>	___
Walk	___	___	<u> x </u>	___
Sit	___	<u> x </u>	___	___
Use hands to finger, handle, or feel	___	___	<u> x </u>	___

Reach with hands and arms	_____	<u> X </u>	_____	_____
Climb or balance	_____	<u> X </u>	_____	_____
Stoop, kneel, crouch, or crawl	_____	_____	<u> X </u>	_____
Talk or hear	_____	_____	<u> X </u>	_____

Working Conditions

Well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation.

Physical Activity Level

Light physical activity performing non-strenuous daily activities of an administrative nature. Lifts up to 25 pounds on a regular basis.

Manual Dexterity

Manual dexterity sufficient to reach/handle items, works with the fingers, and perceives attributes of objects and materials.

Vision Requirements

Close vision (clear vision at 20 inches or less); distance vision (clear vision at 20 feet or more); color vision (ability to identify and distinguish colors)

Noise Exposure

Moderate noise levels

REVISION 2018

SALARY GRADE: 14 CLASS TITLE: MANAGER III

JOB TITLE: Youth Services Manager

REPORTS TO: County Librarian

FLSA STATUS: Exempt

STATEMENT OF DUTIES AND RESPONSIBILITIES

An employee in this position is responsible for planning, organizing, directing, and promoting public library programs and services for youth and teens in a particular county. This employee supervises all staff and volunteers assigned to the Youth Services Department. This employee is considered an expert in the delivery of library services to children and provides guidance and assistance throughout the library system on an as needed basis.

EXAMPLES OF WORK

1. Responsible for collection development for print and electronic easy, juvenile, and young adult collections of the library in accordance with the ARL Collection Development Policy
2. Manages budget line items pertaining to Youth Services Department
3. Develops, implements, and evaluates short, middle, and long range plans of the Appalachian Regional Library as these relate to the Youth Services Department
4. May serve as liaison between the public library and a public/private agency and schools and home schools serving people under 13 years of age and between 13 and 18 years of age
5. Develops a network with other youth services professionals
6. Working with the County Librarian, publicizes for departmental positions, interviews, and hires Youth Services staff.
7. Trains, supervises, and evaluates staff and volunteers assigned to the Youth Services Department
8. Plans, develops, and implements special projects and assignments for the Appalachian Regional Library as assigned by the Director of Libraries
9. Plans, prepares, and presents qualitative and quantitative reports

10. Plans, develops, and implements innovative programs, concepts, promotions, etc. to increase circulation and patron registration
11. Responsible for programming for the Youth Services Department
12. Provides reference, readers advisory, and/or circulation services on an as needed basis
14. As part of the management team periodically assumes full responsibility for the operation and security of the library
15. Actively participates in regional Youth Services Managers Team

KNOWLEDGE, SKILLS, AND ABILITIES

Ability to deal tactfully, courteously, and effectively with the public and other employees

Considerable knowledge of professional library principles, practices and techniques

Considerable knowledge of reading process, reading problems, and readability of library materials

Considerable knowledge of current youth culture

Considerable knowledge of child/adolescent psychology and child/adolescent developmental stages in planning collections and services

Considerable knowledge of children's and young adult literature as well as adult literature suitable for young people

Considerable knowledge of professional materials about literature for children and young adults

Considerable knowledge of children's and young adult media

Considerable knowledge of reference and nonfiction materials for children and young adults

Considerable knowledge of picture book, juvenile fiction, and young adult fiction collection

Ability to conduct a successful reference interview and to assist patrons in meeting their informational and recreational needs

Ability to plan, develop, and present programs that meet public library goals/objectives, seasonal needs, and child growth/development needs

Ability to develop or adapt evaluative instruments for assessing effectiveness of programs
General knowledge of basic marketing practices

Proficiency with MS Operating System and MS Office Suite

Ability to plan, develop, and produce displays and bulletin boards

Ability to exercise initiative and independent judgment

Ability to present ideas orally and in writing

Ability to supervise assigned staff and volunteers

General knowledge of and familiarity with library's service community

Ability to plan own work flow, set priorities

Ability to schedule/plan, produce, and conduct workshops/continuing education opportunities for library staff members

Possession of a valid driver's license

EXPERIENCE, EDUCATION, AND TRAINING

Graduation from an ALA-accredited school of Library and Information Science with a Master's degree in library science and a minimum of 1 year of public library experience in addition to or including 1 year of supervisory experience; or an equivalent combination of relevant education and experience. Must be eligible for North Carolina Public Librarian Certification.

The preceding statements describe the nature of and level of assignments normally given job incumbents. They are not an exhaustive list thereof; additional duties may be assigned.

PHYSICAL/ENVIRONMENTAL DEMANDS

	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand	___	___	<u> x </u>	___
Walk	___	___	<u> x </u>	___
Sit	___	<u> x </u>	___	___

Use hands to finger, handle, or feel	_____	_____	<u> x </u>	_____
Reach with hands and arms	_____	<u> x </u>	_____	_____
Climb or balance	_____	<u> x </u>	_____	_____
Stoop, kneel, crouch, or crawl	_____	_____	<u> x </u>	_____
Talk or hear	_____	_____	<u> x </u>	_____

Working Conditions

Well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation.

Physical Activity Level

Light physical activity performing non-strenuous daily activities of an administrative nature. Lifts up to 25 pounds on a regular basis.

Manual Dexterity

Manual dexterity sufficient to reach/handle items, works with the fingers, and perceives attributes of objects and materials.

Vision Requirements

Close vision (clear vision at 20 inches or less); distance vision (clear vision at 20 feet or more); color vision (ability to identify and distinguish colors)

Noise Exposure

Moderate noise levels

Revised May 2022

SALARY GRADE: 7 CLASS TITLE: LIBRARY SPECIALIST II

JOB TITLE: Youth Services Specialist

REPORTS TO: Youth Services Manager

FLSA STATUS: Nonexempt

STATEMENT OF DUTIES AND RESPONSIBILITIES

An employee in this position assists the Youth Services Librarian in planning, organizing, promoting, and implementing the public library's program of services for children and young adults in the county.

EXAMPLES OF WORK

1. Develops, plans, and presents programs on and offsite as assigned by Youth Services Librarian
2. Responsible for collection development of selected subject area(s) in Youth Services Department as assigned by Youth Services Librarian
3. Plans, develops, and implements special projects for Youth Services Department as assigned
4. Performs circulation functions as needed
5. May serve as contact between public library and public/private/home schools (K-8) for class assignments, class visitations, etc.
6. Supervises volunteers as directed by Youth Services Librarian
7. Serves as coordinator of Arly as assigned: scheduling, updating websites, serving as handler, and marketing

KNOWLEDGE, SKILLS, AND ABILITIES

Ability to deal tactfully, courteously, and effectively with the public and other employees

Ability to supervise volunteers effectively

Ability to use computers and to provide instruction on computer use to patrons

Effective verbal and written communication skills

General knowledge of children's and/or young adult literature as well as adult literature suitable for young people

General knowledge of children's and/or young adult media in a variety of formats

General knowledge of the use and maintenance of various equipment (multimedia projector, laminator, etc.) required to perform duties of the Youth Services Department

Knowledge of and ability to read books to individual or groups of children, young adults, and adults, and ability to maintain control of a large audience

Knowledge of and ability to produce and use a variety of storytelling techniques including but not limited to flannel boards, puppets, props, etc. when and where appropriate

Knowledge of and ability to use child related activities such as songs, games, fingerplays, and crafts in programming

Ability to conduct reference and readers' advisory interviews to assist patrons

Ability to encourage reading through booktalks to children, young adults, and parents

Ability to plan, prepare, or produce programs with/for other child care providers, i.e. daycare workers, children's literature classes, school librarians

Possession of a valid driver's license

EXPERIENCE, EDUCATION, AND TRAINING

Two years of college and three years of experience in a related field required; college degree preferred

The preceding statements describe the nature and level of assignments normally given job incumbents. They are not an exhaustive list thereof, additional duties may be assigned.

PHYSICAL/ENVIRONMENTAL DEMANDS

Amount of Time

	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand	—	—	<u>x</u>	—

Walk	—	—	<u>x</u>	—
Sit	—	<u>x</u>	—	—
Use hands to finger, handle, or feel	—	—	<u>x</u>	—
Reach with hands and arms	—	—	<u>x</u>	—
Climb or balance	—	<u>x</u>	—	—
Stoop, kneel, crouch, or crawl	—	—	<u>x</u>	—
Talk or hear	—	—	—	<u>x</u>

Working Conditions

Well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation.

Physical Activity Level

Light physical activity performing non-strenuous daily activities of a productive/technical nature. Incumbent may lift up to 25 pounds on a regular basis.

Manual Dexterity

Manual dexterity sufficient to reach/handle items, works with the fingers, and perceives attributes of objects and materials.

Vision Requirements

Close vision (clear vision at 20 inches or less); distance vision (clear vision at 20 feet or more); color vision (ability to identify and distinguish colors); depth perception; and ability to adjust focus.

Noise Exposure

Moderate noise (examples: business office with computers and printers, light traffic)