missoula public library

PERSONNEL POLICY

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Table of Contents

Mission Statement of the Missoula Public Library	3
Preface	3
Management Commitment to Staff	3
General Library Personnel Policies	3
Social Media Staff Policy	5
Parking	5
Staff Rights	5
Respectful Service	6
Appendix A: Union Contract	7
Appendix B: Missoula County Personnel Policy	7

Approved July 2025

Library Director	Date
Chair, Board of Trustees	Date

Mission Statement of the Missoula Public Library

Spark Curiosity. Make Connections. Thrive Together

Preface

Missoula Public Library's ability to manage and provide public services with efficiency and effectiveness depends upon the capability and performance of its employees. The library strives to provide a rewarding work environment with open communication and sensitivity to employee needs.

Management Commitment to Staff

The library staff should know what will be expected of them and how they fit within the overall structure of the library. Any questions about the information in this document should be addressed to the Library Director.

The library enforces zero tolerance for sexual harassment, as defined in the Missoula County Personnel Policy. The library board and staff will adhere to all statutory requirements regarding sexual harassment in the workplace.

Standard Operating Procedure manuals exist electronically for all departments.

Minimum staffing levels are set by the Library Board.

The Library supports professional development of all library staff through attendance at conferences and other training opportunities where funding permits.

General Library Personnel Policies

Library personnel policy is a supplement to the MPLEA Union Contract (Appendix A) and Missoula County Personnel Policies (Appendix B).

- Regular work attendance is required for all employees.

- Staff will be in the scheduled work area and be ready to work at the scheduled time. Staff should call in absences at least 30 minutes before their shift begins.

- Food and beverages (in covered beverage containers) may be consumed at public service stations so long the consumption of food or beverages does not interfere with the library's customer service standards.

- If a building key is issued for any reason, staff and MPL associates are responsible for the whereabouts and return of the key at the end of employment. Building keys should not be loaned to or shared with another person. Loss of a key or failure to return a key may result in a charge to rekey the lock(s) in question.

- Staff and MPL associates who are issued a swipe card are responsible for the whereabouts and return of the swipe card. Swipe cards should not be loaned to or shared with another person. The cost for replacing a lost or damaged swipe card is $5.00.

- Staff will wear approved apparel or identity tags provided by management which clearly identify them as library employees when working directly with the public.

- To project a professional public image and enhance morale and efficiency, as well as to provide a safe working environment, each employee is required to maintain a clean and orderly work area.

- For safety reasons, staff should notify management if they require access to the MPL building outside of its hours of operation.

- At the director's discretion, staff may utilize library equipment for personal business. Public use has priority. Personal use of library equipment or personal devices must not conflict with library use and must be done during non-work hours. Staff use of library equipment is subject to the same rules and procedures that apply to the general public.

- Staff use of library materials is subject to the same rules and procedures that apply to the general public.

- Per Missoula County Personnel Policy, Section 501.00.U, management may discuss with a staff person their professional appearance and demeanor, should it interfere with the staff person's ability to perform the essential functions of their job.

Social Media Staff Policy

All staff are expected to abide by MPL's Internal Communications policy found in the MPL Standard Operating Procedures manual.

MPL staff who wish to create professional MPL social media accounts are expected to obtain approval from their supervisors. Personal accounts do not require supervisor approval. Staff are encouraged to maintain separate personal and professional accounts; however, staff must be aware that, in the online environment, the lines between public and private are blurred.

Parking

Building staff parking is provided on a first-come, first-served basis. All employees who work in the library building must display a decal in such a way that the Missoula Parking Commission is aware that a vehicle belongs to a staff member. Parking decals may not be loaned to or shared with people who do not work in the library building.

Staff Rights

MPL employees have rights that should not put them in conflict with the rights of patrons:

- The right to be treated respectfully.
- The right to work in a safe environment.
- The right to ask a patron to abide by the policies of the library.
- The right to offer options when a patron's request exceeds MPL's resources.

- The right to conduct their essential tasks and library work without interference.

Staff should not provide assistance to patrons in a way that exceeds their role as a library employee or poses a liability or legal risk to the staff person, the library, or the patron.

Respectful Service

Staff shall respect patron confidentiality.

- Staff will not engage with patrons on their selection of library materials for checkout unless the patron initiates a conversation.
- Information in library patron records will be accessed or used by staff only for library-related purposes.
- Staff will receive patron comments or submissions on the appropriateness of the collection, exhibits or displays in the library, or requests for reconsideration courteously and without engaging in discussion.

Appendix A: Union Contract

The current MPLEA Union contract can be found on the Missoula County's webpage regarding collective bargaining agreements.

https://www.missoulacounty.us/government/administration/human-resources/new-hire-documents/collective-bargaining-agreements

Appendix B: Missoula County Personnel Policy

Missoula County Human Resource Policy can be found on the Missoula County's webpage regarding County policies, forms, and documents.

https://www.missoulacounty.us/government/administration/human-resources/policies-forms-documents