



Cultural Services Division
789 Broadway Street, Box 3000
Wyoming, ON N0N 1T0

Telephone: 519-845-0801
Toll-free: 1-866-324-6912
Fax: 519-845-3872

LAMBTON COUNTY LIBRARY LIBRARY PAGE MANUAL

Welcome to the Lambton County Library!

Lambton County Library serves the public at 24 locations throughout Lambton County. We are pleased that you have joined our team and we welcome you to Lambton County Library.

GENERAL

Library Pages should have a solid academic standing and the ability to take directions from Library Supervisors in a cheerful, cooperative manner. Energy, reliability, regular attendance and punctuality are essential.

LIBRARY SERVICE

Library Pages are vital to the successful operation of the library. Materials required by library patrons must be accessible, well cared for, and readily retrievable by staff. The patrons and staff count on you to complete your assignments related to shelving, filing, or processing library materials courteously, accurately, and quickly.

CORPORATE POLICIES

Library Pages are contract employees of The Corporation of the County of Lambton. As such, you must work in accordance with the County of Lambton Corporate Policies and Procedures, as well as the policies of the Libraries Department. Your Supervisor will review these policies with you at the time of hire and as changes occur. Corporate Policies are stored on the employee Intranet. Departmental Policies are stored on the Library's shared network drive and will transition to the employee Intranet site.

Your contract is renewed annually, subject to your performance and the operational needs of Lambton County Library.

A Library Page can continue employment with the County of Lambton past the age of 18 as long as you are a full-time student attending an educational institution recognized under the Income Tax Act (Canada) and can continue to meet the scheduling needs of the Library.

Library Pages may also work as part of a community employment program or service.

RATES OF PAY

In accordance with the Employment Standards Act, student minimum wage applies to students under the age of 18 who work 28 hours a week or less when school is in session, or work during a school break or summer holidays.

If a Library Page is over the age of 18, you are paid minimum wage.

Vacation pay is calculated at 4% of gross earnings and is paid on the regularly scheduled pay.

In accordance with the Act, Library Pages will be paid for statutory holidays as outlined in corporate policy **H01.02 Paid Holidays**.

PAY PERIODS

The pay period for all library employees is two weeks in length beginning with the Saturday of the first week and ending on the Friday of the second week. Pay is directly deposited into your chosen bank account every other Thursday. You must submit your timecard confirmation to your Supervisor. All questions relating to pay cheques must be directed to your Supervisor.

See policy **F16.01 Payroll Timesheet and Attendance Record** for more information.

VACATIONS

Library Pages may take unpaid vacation at a mutually agreed upon time and approved by your Supervisor. Time off for holidays must be requested using the scheduling software. Requests must be submitted well in advance of the desired time period. All time off must be approved by your Supervisor and is subject to staffing requirements.

See policy **H07.03 Vacation Entitlement** for more information.

RESIGNATIONS

Library Pages are requested to submit to their Supervisor a written letter of resignation indicating the last day available for work. Where possible, please submit letters of resignation at the earliest opportunity and no later than two weeks before your planned last day of work.

LIBRARY PAGE DUTIES

Your assignments may include:

1. Shelf library materials in established order (eg. Dewey Decimal classification)
2. Tidy shelves
3. Empty drop boxes
4. Assist with program preparation/delivery
5. Assist with locating library materials in branch collections to fulfil branch requests
6. Assist with processing library materials
7. Assist with organizing library collections

These describe the general nature and level of work being performed by incumbents in this classification. They are not an exhaustive list of all job duties in the classification. Other duties may be assigned.

EMPLOYEE RECORDS

Upon joining the Lambton County Library staff team, all employees are given a unique employee number and an employee records file. The file is housed in the Human Resources Department at the County of Lambton Administration Building in Wyoming, Ontario, as set out in policy **A19.01 Corporate Employee Files**. Material contained in the file is considered confidential. The documentation contained within this file is available to that employee by making an internal request to the Human Resources Department.

EMPLOYEE PROBATION PERIOD

Library Pages employed by the library are subject to a provisional employment period of 60 working days. During this time, in house training is conducted by a designated supervisor and monitoring of work performance takes place in accordance with policy **H03.01 Performance Review**.

WORK PERFORMANCE

Employees of The Corporation of the County of Lambton are expected to adhere to the highest standards of personal and professional conduct, integrity and impartiality. Below are some expectations for work performance; however, see policy **H08.01 Code of Conduct** for detailed information regarding the minimum standards expected during the course of work.

Library Pages are expected to be courteous, helpful and businesslike at all times. DO NOT chew gum, eat, talk loudly, use your phone, or carry on personal conversations while on duty.

County of Lambton employees must be dressed in business appropriate attire, as set out in policy **A16.01 Dress Code**. Library Pages must always be neat, clean and dressed in good taste, with clothing that is free from wrinkles, holes or frays. **Your**

clothing must be clean, neat and professional. Clothing bearing offensive language, logos, or symbols is not permitted. Clothing that depicts political statements, or advertises third parties must not be worn in the workplace. Should you arrive to work wearing unacceptable attire, your Supervisor will send you home from work.

County property shall not be used for personal use. Library telephones are for library business only. All staff members should avoid both incoming and outgoing personal calls or email. If it is necessary for you to make or retrieve a personal call, make it brief (see Acceptable Use Policies of email, cell phone and Internet).

When library patrons request assistance, always direct them to the staff members on duty. NEVER attempt to answer a reference question or tell a patron that we do not have a book or a service.

If you notice anything unusual about either a patron or library materials, DO NOT attempt to deal with the situation yourself. Notify a supervisor or senior staff member on duty immediately.

If difficulties arise in the workplace between Library Pages and members of the public or other staff members, the problem must be reported immediately to your Supervisor. If your Supervisor is not available, report to a staff member, and speak to your Supervisor at the first available opportunity.

If you wish to report the difficulties anonymously, you may do so by using the County of Lambton Alert Line at 1-888-625-0348 or by visiting <https://lambton.alertline.com>.

If during a slack period, you run out of work and your shelves are in good order, ask a Supervisor or the staff on duty for something to do.

Failure of a Library Page to comply with work standards will result first in a performance interview scheduled by your Supervisor. Should work performance not improve within a set reasonable time period, a written notice will be given to the Library Page. Continued failure to comply with work standards could result in dismissal from employment.

WORK SCHEDULES

Library Pages are scheduled to work afternoons, evenings and weekends as required by the library. It is important to be punctual. Be sure to report to a Branch Assistant or your Supervisor at the beginning of your shift.

A fifteen minute break is allowed for Library Pages working more than three consecutive hours. You are expected to notify a staff member when leaving your work area.

The schedule agreed upon represents a commitment to work at specific times. This commitment MUST be honoured. Only rare and important occasions warrant an adjustment to hours.

To get a scheduled afternoon, evening or Sunday off, a Library Page must switch with another Library Page so that staffing levels remain constant. You must clear ALL changes to schedules through your Supervisor.

ABSENCE

Most absences should follow the procedure set out in policy **H01.05 Personal Leave of Absence**. However, should an absence be unavoidable during scheduled hours (due to illness, etc.), you must inform your supervisor IN ADVANCE and as soon as possible. It is not acceptable to offer an explanation after the fact.

Library Pages are not paid for hours they do not work.

WORKPLACE HARASSMENT / VIOLENCE PREVENTION IN THE WORKPLACE

The Corporation of the County of Lambton is committed to providing and maintaining a safe work environment where individuals are free from acts of violence, harassment and sexual harassment. Employees, including Library Pages, are to refrain from committing workplace harassment or violence, and hold a responsibility to report acts of harassment or violence in the workplace. Lambton County Library will not tolerate any mistreatment of Library Pages by library patrons, or co-workers. Please report any instances of workplace harassment (including bullying) in any of the following manners:

- To Your Supervisor - the Library Supervisor of your region.
- To the Library Operations Supervisor - Greer Macdonell - 519-328-1960
- To the Manager, Library Services - Darlene Coke - 519-383-2101
- To the Deputy CAO / General Manager, Cultural Services Division Andrew Meyer - 519-381-9999
- To an HR Consultant or the Corporate Manager, Human Resources - 519-845-0801
- To the confidential Alert Line Program - 1-888-625-0348 or <https://lambton.alertline.com>. When you use the alert line, the County of Lambton will not disclose the name of the complainant / witness or any circumstances about a complaint, to anyone, except where necessary to intervene or investigate in a matter, take disciplinary / corrective action or where required by law.