LAC Minutes
March 15, 2016


Absent: John Evans, Shelia Gaines

1. Changes to Liaison Program – Steve Knowlton
The Liaison program currently in place in the library will be changing from the traditional role of collection development and outreach. Library Liaisons will continue to be the primary contacts for departments on campus and will be involved in instruction. However, they will not be required to do collection development. A new form, on the Library Liaison webpage, will allow departmental representatives and other faculty to provide information on books they would like for the library to purchase for the collection. A full outline of the changes in the Liaison’s program is attached to the minutes.

2. Encouraging People Outside RIS to Participate in Opportunities to Promote the Libraries – Bess Robinson
RIS would like to encourage library employees from all departments to volunteer to assist with outreach projects. Opportunities to promote our services, like the Graduate Student Fair, need to be shared with library employees. We need to do everything we can with outreach projects to make the library more relevant. Department heads are asked to cooperate and help to make it possible for those in their departments to participate in outreach events.

3. Update on Searches – S. Ford
   • We have a number of faculty searches going on and at different stages. Some are in the phone interview stage while others are still narrowing the pools. The User Interfaces Librarian position is going to be extended. The ad will be reposted in an effort to establish a larger pool of candidates.
   • Committees have submitted their reports on staff searches and these reports have been forwarded to the Office of Institutional Equity. Hopefully, we will be hearing from them in the near future and continue to move forward on these searches.

Steve Knowlton will be leaving on March 18, 2016. Gail Barton will be assuming the position of Interim Department Head for the Collection Management Department effective Monday, March 21, 2016.
5. **Additional Agenda Items**  
**Expectations for Staff Members in the University Libraries**  
A draft document, *Expectations for Staff Members in the University Libraries* was presented to council members for review. This document is attached to the minutes. Questions or suggestions should be submitted to the Administration Office. Revisions will be incorporated prior to the next LAC meeting.

6. **Announcements**

**James Singleton**
VAV controls for the library’s heating and air conditioning system are now in place. When the system goes online, I will be asking employees not to use personal heaters in office areas, since they will interfere with temperature readings on the thermostats in the new system. Once the system is fully functional, please use the thermostats to adjust the temperature in offices.

**Bess Robinson**
Thank you to James Singleton for fixing the phone at the chat station.

**Perveen Rustomfram**
Last week we were visited by the interviewer with the GPO Work Practice Study. We are one of twelve libraries selected to participate in this study. The report should be out in May. The intent of the study is to see which tools are being used and how, as well as to determine how current processes can be improved.

**Archie Shelton**
There are two people who are considering including the University Libraries in their estate plans.

**Shanika Jones**
If you are planning on traveling before the end of this fiscal year (June 30), please submit your travel request as soon as possible.

Meeting Adjourned:  9:24 am  
Minutes Finalized:  March 17, 2016
Changes to Liaison Program

LAC, 3/14/16
Steve Knowlton
"If something cannot go on forever, it will stop."
-- Herbert Stein
Liaisons are being asked to serve more departments per librarian – as well as pick up more shifts on RIS, do more work in their departments, etc. All the areas of library work are receiving insufficient attention.

Something has to give.
Effective February 29, liaisons will not:
- Select material for their departments
- Convey requests from faculty members to the acquisitions team
Liaisons will still:
- Serve as the primary contact point for their departments
- Get first dibs on instruction requests from their department

Liaisons are welcome, but not required to:
- Make LibGuides for their departments
New method for requesting library materials:

https://memphis.co1.qualtrics.com/SE/?SID=SV_bxhjxao1mY2uJ8h

If materials submitted via this form do not exhaust a department’s allocation, we will select from our departmental approval plan profiles prepared by YBP
Possible negative ramifications:

- Fewer opportunities for outreach – may lead to lower engagement of faculty with the library

- Without being prodded, we may get less of the specialized material faculty desire
Possible positive ramifications:

- We may get more of the highly acclaimed, general interest titles that undergraduates need (due to heavier reliance on approval plan profile)

- More time devoted to other library activities will improve performance in those areas
Expectations for Staff Members in the University Libraries

The following expectations are provided to clarify the roles and responsibilities of Library Staff and the relationship between the staff member and the University Libraries. These expectations apply to all staff members within the University Libraries regardless of how their particular position is classified. The placement of an item on this list is essentially random and does not indicate the level of importance of that item.

1. In the University Libraries, the personnel category ‘staff’ includes all employees who are neither members of the Library Faculty nor members of the libraries’ student workforce.

2. There are two broad categories of staff: hourly employees and administrative professionals. Both categories of employee can be either full-time or part-time. Full-time positions, in either group, are fully benefits eligible.

3. Hourly employees are so categorized because they are compensated for their work at an hourly rate. Full-time hourly workers are expected to work 37.5 hours in each work week or a total of 75 hours in each pay period. They receive a pay check on a bi-weekly schedule.

4. Hourly workers are not to work more than 37.5 hours per week unless the extra work hours (overtime) have been approved, in advance. An hourly worker who is approved to work overtime is entitled to compensation either in dollars or in time, in accordance with University policy and FLRB requirements.

5. Administrative professionals have a work schedule that reflects a 37.5 hour work week; however, if their work dictates, they might work more than 37.5 hours in a given week. No extra compensation is due if an administrative professional works more than the standard 37.5 hours in a week.

6. Administrative professionals are among the categories of employees that receive their pay checks once a month, typically the last work day of the month.

7. Staff positions typically have a pre-determined work schedule which addresses the staffing needs of the University Libraries. Modifications to the schedule may be considered, if warranted, and must be worked out with the immediate supervisor and the department head. Such modifications will only be considered if the proposed schedule change supports the needs of the University Libraries.

8. Flextime is an approved modification to the predetermined work schedule. A flex time arrangement must be requested by a staff member, in writing (there is a form on the HR website) and approved by the supervisor and department head before it can be adopted. The proposed modified schedule must support the needs of the University Libraries. If the staff member fails to adhere to the modified schedule or the modified schedule no longer meets the needs of the University Libraries, the flex time arrangement may be subject to cancellation. The flex time arrangement will be reviewed near the end of the approved period, not to exceed one year, and may be extended or cancelled depending on the needs of the University Libraries.
9. New staff are in a probationary status for the first six months of employment. During the probationary period the supervisor is expected to seriously evaluate the employee’s job performance paying careful attention to factors such as: quality of work, quantity of work, attendance record, customer service skills, ability to perform the tasks of the job, and cooperation, among others.

10. A staff member is expected to successfully complete the six month probationary period before he/she will be considered eligible to apply for any other position.

11. Full-time staff (or anyone working at least 6 hours a day) are required to have a lunch period each day. The lunch period is an unpaid hour that is to be scheduled in consultation with the supervisor, taking into consideration the needs of the department. The lunch period cannot be taken at the end of the day and used to leave work an hour early. If a staff member is using sick or annual leave, the lunch hour can be attached to the leave time to extend the time away from work by an hour.

12. Full-time staff are entitled to two 15 minute breaks during each day. The breaks are a part of the employee’s paid time. One break is intended to be scheduled before the lunch period and one after the lunch period. Breaks cannot be combined with each other or the lunch period. Breaks are not cumulative. Nor do they carry forward if they are not taken. If a break is not taken during the day, it cannot be taken at the end of the day and used to leave work early.

13. Within the University Libraries, the immediate supervisor of a staff position might be a faculty member or another staff member.

14. University Libraries employees are expected to behave in a manner that is professional, responsible, and respectful as they work with co-workers and/or library users. This includes matters such as: arriving to work on time; completing assignments on time, arriving on time for meetings, being prepared for meetings, voicing disagreement and/or concern about work related matters in a mature and respectful way; giving appropriate notice when it is impossible to be in place at an expected time; and following through on tasks in a timely manner.

15. For each position within the University Libraries, there is a specific, individual position description. The position description outlines the major duties of the position as well as the basic skills and knowledge required to be successful in the position. While some of the information is uniform in library position descriptions the responsibilities are unique to that position. It is expected that position descriptions are reviewed and if necessary updated each year, during the annual performance review period.

16. A staff member is expected to participate in meetings with his/her immediate supervisor to discuss progress on his/her work, seek clarification on assignments, address problems with work or job performance, and/or to discuss other matters related to the work of the department. As appropriate, these might be individual meetings, departmental meetings, or group meetings related to specific projects, tasks, or issues.
17. A staff member is expected to complete his/her assigned duties including those specified in his/her position description and those assigned by his/her immediate supervisor or the Dean of University Libraries in a timely manner with minimal supervision.

18. Depending on the nature of his/her work, a staff member may be expected to submit reports, including appropriate statistical data, to his/her supervisor on a predetermined schedule (usually monthly) in a timely manner and as requested.

19. A Library Department Head is responsible for setting priorities for the department, determining work assignments, establishing deadlines, compiling and submitting reports related to the work of the department, among other things and both faculty and staff within the department are expected to comply with the reasonable and legal directives of the Department Head as they relate to these matters.

20. Each staff member is expected to provide input into the annual evaluation of his/her job performance. Staff members are encouraged to maintain a file that documents their job performance for the evaluation period. They are especially encouraged to document any recognitions received or special projects taken on.

21. When a staff member must be away from work, it is his/her responsibility to apply for the appropriate type of leave in a timely manner. He/she is expected to promptly enter the appropriate information on his/her time sheet. If the staff members’ absence will have a detrimental effect on the work of the department, the leave request might be denied.

22. A staff member may request professional leave in order to participate in activities such as professional meetings, conferences, and/or workshops. These requests require the approval of the immediate supervisor and the department head and must subsequently reach the Dean’s desk for her approval no less than 5 working days before the planned event. If the request includes funding as well as leave time, then the lead time is longer.

23. A staff member who wishes to use annual leave to be away from his/her primary work site must submit a request for approval, in advance of the desired leave time, to the immediate supervisor and Department Head. These requests are expected to be submitted at least 3 days before the desired leave time is to begin.

24. A staff member who wishes to use professional leave to be away from his/her primary work site must submit a request for approval, at least 3-5 days in advance of the desired leave time, to the immediate supervisor and the Department Head. If funding is also requested and any prepayment of fees is desired, then the request must be submitted at least 15 working days before any stated submission/registration deadline in order to allow appropriate time for necessary committee review, approvals, and processing.

25. When a staff member who has responsibility for participating in the staffing of a public service desk, plans to be away from work using annual, sick, or professional leave, as a part of his/her planning he/she is expected to take steps to arrange for coverage of his/her scheduled time on the public service desk.
26. A staff member who is unable to report to work because of illness or other unexpected occurrence is expected to notify his/her supervisor immediately so that necessary adjustments to workflows and schedules can be made in a timely manner.

It is University Libraries’ policy that when returning to work from an unplanned sick leave absence of 5 or more consecutive days a library faculty or staff member may be asked by the immediate supervisor to present a Doctor’s statement which not only confirms the illness but also certifies that he/she is approved to return to work.

27. A staff member who fails to report to work and does not call-in to report his/her absence for 3 consecutive days, is guilty of job abandonment. Job abandonment is grounds for termination.

28. Staff members who are asked to teach classes in academic departments outside of the University Libraries are expected to teach those classes and handle their course related work outside of their normal library work schedule. If a conflict exists between the staff member’s work schedule and the time the course must be offered, then the staff member must request a schedule adjustment in consultation with the immediate supervisor and the department head. If he/she and his/her immediate supervisor and department head cannot agree on a schedule modification that will accommodate the time needed for teaching the class and still includes 37.5 hours of work dedicated to the work of the library as described above, then he/she will not be able to teach the course.

29. If a library staff member is considering applying for a grant that will require the commitment of resources of the University Libraries, he/she is expected to discuss the proposed project not only with his/her immediate supervisor and department head but also with the Dean of University Libraries before submitting such an application. University Libraries’ resources include time and effort of Libraries’ employees, University Libraries’ space, computer resources owned by the University Libraries, and funds controlled by the University Libraries.

30. Library staff members are encouraged to participate in workshops, conferences, and other professional activities that will enhance their knowledge of the field and/or develop their skill set. Those wishing to participate in professional activities are expected to follow established University Libraries and University policies and procedures.

31. Funding and leave to support participation in professional activities are intended to benefit both the staff member and the University Libraries. A request that does not meet this criteria is subject to non-approval.

32. If an individual who has received approval of funding to participate in a professional activity, resigns from the University Libraries before the event occurs and/or in a timeframe that is such that his/her participation in the event will have no benefit for the University Libraries, the funding approval is subject to cancellation.

33. Libraries’ staff should always be mindful that the Library is a service organization. It exists to meet the information needs of the faculty, staff, and students of the University and the broader community. The goal of everyone working in the University Libraries should be to make every library encounter a good one.
Expectations for Staff Members in the University Libraries