

2.75 Staffing of the Library

Purpose:

The Richland Community Library is committed to maintaining the highest standards of service for all patrons while ensuring the personal safety of both library visitors and our dedicated staff.

Minimum Staffing Levels:

During open hours of the library, a minimum of three staff members must be present, with one designated as the Librarian-in-Charge (LIC).

Roles and Responsibilities:

Two employees manage the circulation desks, allowing for a rotation off-desk as needed to provide necessary breaks.

The third employee undertakes various tasks to support the library's operations including re-shelving items, answering phones, and assisting patrons with computer use, copiers, and the fax machine.

Operational Tasks and Brief Absences:

The third non-desk employee may briefly leave the library to perform operational tasks (e.g., emptying book drops, retrieving mail, etc.) if the needs of patrons and circulation desk employees allow for such an absence.

Staff Member Definition:

A staff member, as defined in this policy, is a paid employee who regularly provides library services to patrons. This definition excludes the Library Page.

Insufficient Staffing Levels:

In situations where the minimum staffing requirement is not met, the following steps may be taken to ensure the continuity of library services and the well-being of both patrons and staff:

- Other staff members may be contacted to ascertain their availability to work and fill the staffing gap.
- Services may be temporarily curtailed, or the library may be closed until the required number of staff members is present, prioritizing the safety and quality of service.
- If the library has only two staff members present during the first and last operating hours, the decision to remain open will be at the discretion of the Director.

- If the library has only two staff members present, the Library page could be included as the third staff member at the discretion of the Director.
- On Saturdays, a staff member will be contacted to check their availability, with Librarians-in-Charge (LICs) contacted first.
- If additional staff members are not available to meet the minimum staffing requirement, the Library will be closed.

Notification and Reporting:

The Library Director will promptly inform the Board of Trustees in cases of staffing-related closures.

In the absence of the Director, this responsibility will fall to the Assistant Director.

Public Notification of Closure:

Notice of the Library's closure will be prominently posted on all patron entrances, the Library's web page, and applicable social networking sites, when feasible.

The notice will include the closing time, the reason for closure (if available), and the anticipated reopening time (if available), to keep patrons informed and updated.