



Governance Policy
1/17/19

Introduction

The Governance Policy describes the practices and procedures applied to management of the Norfolk Public Library.

Board of Library Trustees

The Board of Library Trustees is the governing body of the Library, with legal responsibility for Library funding, property, policy, and service. The Board issues employment contracts to the Director and Associate Director in accordance with Massachusetts General Laws Chapter 78, Sections 33 and 34. It further delegates to the Director and their designates, direct responsibility for personnel, collection development, and Library operations conducted in accordance with policies approved by the Board. The Board advances the interests of the Library before local and state officials, and collaborates with the Friends of the Library. Policies are developed as needed, and are reviewed annually. Policies are consistent with Massachusetts General Laws, regulations, national and state library standards.

Board meetings are held monthly except for July and August. Meetings are open to the public, in compliance with the Massachusetts Open Meeting Law. Proceedings of the Board of Library Trustees meetings are public records. These records are posted to official town websites. The Board reserves the right to vote an executive session. Executive sessions comply with the requirements of the Massachusetts Open Meeting Law.

Library Director

The Library Director is hired by the Board of Library Trustees, and is responsible for all Library operations, including administration of the library's operating and capital budgets, hiring, supervising, evaluating, promoting and terminating staff on behalf of the Trustees, and organizing and maintaining the physical space of the Library. The Director participates in the Board of Library Trustees meetings, and collaborates with the Board of Library Trustees and leadership of the Friends of the Library.

Personnel

Personnel duties and responsibilities are contained in written job descriptions. Staff member performance is evaluated annually by the appropriate supervisor in accordance with performance review processes established by the Town of Norfolk and the Board of Library Trustees.

Personnel are compensated according to the established classification and compensation schedule for the Town of Norfolk, and are entitled to benefits as outlined in the Town of Norfolk Human Resources policies and applicable collective bargaining agreements. Applications for leaves of absence are considered by the Director and/or the Board of Trustees according to the Town of Norfolk Human Resources Policies and applicable Collective Bargaining agreements.

Staff Professional Development

Staff members are encouraged to participate in appropriate professional programs and activities offered by the Massachusetts Library Association, Massachusetts Regional Library System, and other organizations, with the approval of the Library Director. If approved meeting attendance results in a work week that exceeds an individual's normal schedule, compensatory time in the form of time off for full-time personnel or additional pay for part-time personnel, is granted. Mileage is reimbursed at the approved rate set by the Town of Norfolk.

Additionally, staff members are encouraged to extend their professional knowledge by enrolling in undergraduate and/or graduate level courses relevant to Library management and operations. A tuition reimbursement program is available to Library staff with more than one year of service at the time a request for reimbursement is made. All requests for tuition reimbursement must be made in writing to the Library Director in advance of undertaking an educational experience. The Director presents requests to the Board of Library Trustees. The Board of Library Trustees is the final approving authority on requests for tuition reimbursement. After receipt of the Library budget for the next fiscal year, the Board of Trustees identifies the maximum funding anticipated to be available for tuition reimbursement in that fiscal year. The amount of funding available, if any, is contingent on resources available to the Board of Trustees for the operation of the Library.

Tuition approved under the reimbursement program is paid according to the following schedule:

Employees with this number of years of service...	Are reimbursed at this rate...
Greater than 1 year but less than 2 years	50%
Greater than 2 years but less than 3 years	60%
Greater than 3 years but less than 4 years	70%
Greater than 4 years but less than 5 years	80%
5 years or greater	Up to 90%

The Board of Trustees may at their discretion deviate from or modify the reimbursement schedule if they have reason to believe that such deviation and/or modification is in the best interest of the Library.

Tuition reimbursement is granted only for courses that are successfully completed. Reimbursement must be requested prior to or during the course for which the staff member seeks reimbursement, and may not be awarded retroactively.

Volunteers

The Norfolk Public Library relies on volunteers to enhance service. Volunteers are not used to replace regular staff. The Board of Trustees values volunteers for their dedication, enthusiasm, and for the work they perform in support of the Library. The same management principles used in general Library administration apply to volunteers.

Volunteers receive orientation and training from a regular staff member. Volunteers will not be assigned tasks that could cause a disruption in Library service if there is an unanticipated absence. Further, it is recognized that making the best use of volunteers requires considerable staff time and effort. Therefore, there is a maximum number of volunteers that can be utilized at a given time. This number is established by the Library Director or their designate. Volunteers are encouraged to make a weekly commitment for a minimum of two (2) hours per week for an extended period of time.

Volunteers and staff are encouraged to apply for staff position vacancies for which they are qualified. Selection depends on individual qualification and ability. Consideration is not limited to current staff or volunteers.

The Town of Norfolk provides liability, property and Worker's Compensation insurance to all staff members and volunteers.

Budget and Finance

The Library Director is responsible for recommending an annual budget to the Board of Library Trustees. The Board acts on this recommendation and adopts a final budget request for presentation to the Town. The Director is responsible for expenditure of funds within approved budget categories, and submits a quarterly balance sheet to the Board of Library Trustees.

Fines, fees and all other monies collected by the Library are remitted to the Town according to approved Cash Control and Accounting Procedures.

Building and Grounds

The Norfolk Combined Facilities Department is responsible for maintaining the library building and grounds, including making arrangements for grounds maintenance, supervision of the custodian or custodial service, and all other routine matters.

The Director is authorized to close the Library in the event of severe weather or other emergencies that make travel difficult or occupancy of the building dangerous, uncomfortable or inappropriate.

The Library Director is the designated contact to receive emergency calls on a 7x24 hour basis, including when the Library is closed. He/she will inform the Library Director and the Board of Trustees as may be warranted.

Revised and Adopted 1/22/2014

Revised and Adopted 2/18/2015

Revised and Adopted 2/16/2017

Revised and Adopted 1/24/18

Revised and Adoped 1/17/2019