

# **GUAM PUBLIC LIBRARY**

## **EMPLOYEE HANDBOOK AND MANUAL**

**(December 1996)**

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**GUAM PUBLIC LIBRARY**  
**LIBRARY HOURS OF OPERATION**

**MAIN LIBRARY**

MWF	9:30 a.m. – 6:00 p.m.
TTH	9:30 a.m. – 8:00 p.m.
SATURDAY	10:00 a.m. – 4:00 p.m.
SUNDAY	12 noon – 4:00 p.m.

**BRANCH LIBRARY**

TUESDAY thru SATURDAY	10:00 a.m. – 6:00 p.m.
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\*\*\* If Monday is a holiday, Branch library closes on the following Tuesday.

# **GUAM PUBLIC LIBRARY**

## **EMPLOYEE WORK HOURS**

### **MAIN LIBRARY**

MWF	1 <sup>ST</sup> Shift:	8:00 a.m. – 5:00 p.m.	1 hour lunch
	2 <sup>ND</sup> Shift:	9:00 a.m. – 6:00 p.m.	1 hour lunch
TTH	1 <sup>ST</sup> Shift:	8:00 a.m. – 5:00 p.m.	1 hour lunch
	2 <sup>ND</sup> Shift:	11:00 a.m. – 8:00 p.m.	1 hour lunch
SAT		8:00 a.m. – 4:30 p.m.	
SUN		12 noon – 4:00 p.m.	

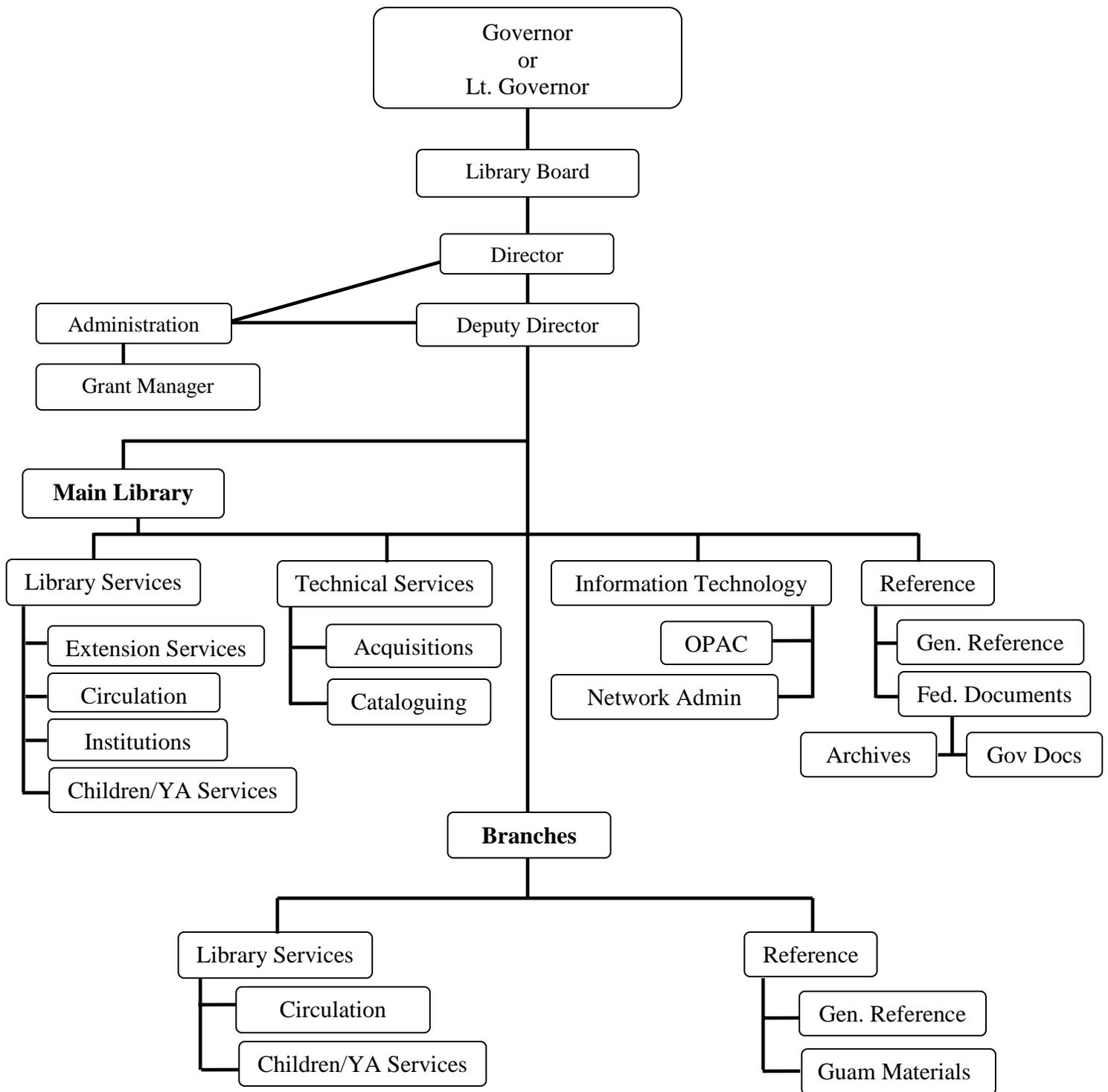
\*\*\* There will be a 15 minute break in the morning and afternoon. For the late shift (TTH – 11am – 8pm), there will be a break in the early afternoon and early evening.

### **BRANCH LIBRARIES**

TUESDAY thru SATURDAY      9:30 a.m. – 6:00 p.m.

\*\*\* There will be a one hour lunch period and a 15 minute break in the morning and afternoon.

Guam Public Library  
 Organizational Chart  
 October 1996



## I. GENERAL OPERATION:

### A. State Personnel Overview

The Personnel Chart drawn up by the Guam's Personnel Division, Department of Administration dictates which job classifications are relevant to the Library as well as the number of positions in each classification available for staff. Each employee should read the Personnel Rules & Regulations & Operations Procedures Manual printed by the Department of Administration. The Library's personnel is governed by the rules as stated in the Employees Handbook and Manual. All employees are under the Merit System including the Director/Territorial Librarian and Deputy Director/Assistant Territorial Librarian who are selected by the Board.

### B. Agency Personnel Procedures

Each new employee before reporting to work should have completed all necessary forms and test (drug test to confirm to Drug Free in the Workplace Act, 1988) with the Department of Administration, Personnel Division.

Each employee is responsible for calling in (475-4751/2/3/4/5) by 8:15 a.m. if they are unable to report to work. On the first day of return, a leave form must be filed with the Supervisor.

#### 1. Pay periods

Pay periods are biweekly, beginning on a Sunday and ending on a Saturday. Checks are issued on Friday. There are a total of 26 pay periods per year.

#### 2. Address, Telephone, and Name Change

Staff members are asked to report promptly any change in name, address, or telephone number to their Supervisor. (For the staff members' protection, the same name should appear on all personnel, payroll and retirement benefits records.)

Any change of information for relatives and friends whose names are provided as emergency "contacts" on the address card filed with the Guam Public library personnel officer should also be reported promptly.

#### 3. Grooming

Staff members should always be well groomed and dressed in a manner which is suitable to their responsibilities.

4. Punctuality, Tardiness

The work day begins at 8:00 a.m. and ends at 5:00 p.m. Promptness in arriving at work is expected of every staff member. This is equally important for all members of the staff, regardless of position or classification. For staff members who have shift hours, punctuality is expected for scheduled working hours. (See GPL Hours of Operation)

Tardiness is sometimes unavoidable. A work of explanation to your supervisor will make this clear. We all occasionally slip up in our time estimates. What is cause for concern is frequent infringements. Habitual tardiness is not tolerated and will show on your records.

5. Weather

In case of extreme weather conditions, tropical storm or typhoon, listed to local radio and television stations for official information concerning the operation of all agencies of Government of Guam. You will be informed as to whether the Agency will open at its regular time, a later time, or not at all. Once weather is declared Condition 4, all employees must report to work. For further information of the weather, call Civil Defense operator at 475-9600/9637.

6. Chain of Command

In the event that there are any differences among staff regarding office procedures, these differences should be dealt with the Supervisor first. If nothing can be resolved, it is then brought to the attention of the Deputy Director. If again nothing can be resolved, it is then brought to the Library board. (See Guam Public Library Organizational Chart)

C. Holidays

Since all leave is taken at the convenience of the department, please do not expect to take leave at the same time each year. The legal holidays on which government offices are closed are:

New Year's Day – January 1

Martin Luther King, Jr. – 3<sup>rd</sup> Monday in January

President's Day – 3<sup>rd</sup> Monday in February

Discovery Day – 1<sup>st</sup> Monday in March

Good Friday

Memorial Day – last Monday in May

Independence Day – July 4

Liberation Day – July 21

Labor Day – 1<sup>st</sup> Monday in September

Columbus Day – 2<sup>nd</sup> Monday in October

Veterans Day – 2<sup>nd</sup> Monday in November

All Soul's Day – November 2

Thanksgiving Day – 4<sup>th</sup> Thursday in November

Islandwide Elections

Our Lady of Camarin – December 8

Christmas Day – December 25

Such other day as may be designated by proclamation of the Governor

Holidays Falling on Sunday are observed the following Monday. Holidays falling on a Saturday are observed on the preceding Friday.

D. Leave

Sick and annual leave are charged on an hourly basis. Any part of an hour entered on a leave slip is counted as one hour of leave. Time taken off during midmorning or midafternoon must be in two hour increments.

Time taken off as part of a lunch hour, before work (arriving at 9:00 a.m.), or to leave before 5:00 p.m. can be taken in one hour increments.

Supervisors are responsible for seeing that leave forms are correctly filled out. (See Attachment #1)

1. Annual

Request for annual leave of one week or more must be approved by the immediate Supervisor at least one month in advance. All other requests should be made as early as possible. No leave is considered definite until signed by the Director/Territorial Librarian.

Employees in permanent positions shall earn annual leave with pay on the basis of biweekly pay periods as follows:

Employee's continuous service with:	Accumulation of leave per pay period	Annual accumulation
Fewer than 3 years of service	4 hours	13 days
3 but less than 15 years service	6 hours	19 days 4 hrs
15 years service or more	8 hours	26 days

Please refer to DOA's Personnel Rules & Regulations & Operations Procedures Manual for further information. No more than 60 days of accumulated annual leave may be carried over from one fiscal year to another.

2. Sick

An allowance of 4 hours for each biweekly period of service shall be made for sick leave. Unused portions of such allowance may be accumulated. Sick leave is defined as the absence from duty of an employee because of:

- a. Illness or visit to doctor or dentist.
- b. Bodily injury incurred off duty, or bodily injury or occupational illness incurred in line of duty, for which special leave is not granted.
- c. Attendance on members of the immediate family whose illness requires employee's care because of quarantine.

Sick leave taken in excess of two consecutive days, or for the day immediately before or after a holiday, weekend, day off or vacation, or while on vacation, is required to furnish a certification from a licensed physician.

The employee must fill out a leave form immediately upon his return. Supervisors are responsible for seeing that leave forms are correctly filled out. (See Attachment 1)

### 3. Maternity

When an employee is granted a leave of absence because of pregnancy, she may be paid twenty (20) days maternity leave not from accumulated sick leave. As much annual leave may be used as the department is willing to allow. Request for leave must be made in writing, pending the date of leave and expected date of return. The request must be made 30 days prior to the date of leaving and must state that it is the employee's intention to return to her job at the end of the leave.

### 4. Paternity Leave

- a. Five (5) days excused absence with pay and without charge to leave shall be granted for paternity purposes.
- b. The employee shall have the option of when to use the five days leave.
- c. The marital status of the expectant father shall not adversely affect his right to the use of paternity leave.

### 5. Bereavement Leave

- a. An employee shall be granted two days bereavement leave upon the death of an immediate member of the family. An immediate family member is defined as the employee's spouse, mother, father, guardian, children, sister, brother, mother-in-law and father-in-law. Step and adoptive parents/children would also be considered "immediate family".
- b. The employee may use the two days of bereavement leave in any manner which best satisfies his needs. For example, for hours of two different days for funeral arrangements and 8 hours on the day of the funeral, or the day preceding and the day of the funeral, or the day of the funeral and the subsequent day.

### 6. Transfer of Leave

Volunteer transfer of annual or sick, leave from one Government of Guam employee is allowed to employees needing the same in any department or agency. (See Attachment 2, P.L. 22-10)

E. Professional Development

An agency is only as good as the skills of its employees and continued development by exposure to new methods and procedures is essential. There are various ways that this is done:

- a. Workshops and Seminars
- b. Conferences and Meetings
- c. Education Advancement

a. Workshops and Seminars

Attendance at any of these must be pertinent to the job and sponsored by a recognized organization or agency. Request to attend must be submitted in writing as far in advance as possible.

b. Conference and Meetings

For meeting and conferences which many will want to attend, the Board will decide, based on offices held, funds available, work load of the departments affected, and the number of times an employee has previously attended such meetings.

c. Educational Advancement

If an employee plans to attend school full time, the Supervisor should be notified when an application for admission is submitted so that plans for coverage can be considered. When acceptance by the school is received, a letter of intent should be sent to the Supervisor stating if the employee is resigning or requesting educational leave. If requesting educational leave, the letter should state how long the employee expects to be away, the date of return, a description of the courses taken, how this will relate to their job, and their intention to return to the agency upon completion of the source of study. The Director/Territorial Librarian may grant leave of absence depending on work load of the department, and the number of employees requesting educational leave. Final approval must be made by the Board and authorized by the Governor.

- 1. Scholarships are available on a full or part-time basis for those employees who want to get a degree in Library Science. The full time scholarship can be applied competitively with other applicants from a university offering library Science degree.

F. Compensatory Time

If the supervisor determines that overtime is necessary, it must be approved by the Director/Territorial Librarian, who will also authorize the compensatory time earned. Compensatory time is defined as any authorized work beyond the regular schedule, and it must be taken no later than the next pay period after it is earned. Breaks cannot be accumulated for compensatory time nor can they be used in conjunction with leave. Clerical and other non-professional positions when asked to work overtime may elect to receive pay or compensatory time, according to the regulations established by the personnel Department and if budgeted. Professional, administrative and executive employees are not eligible for overtime payment and may be given compensatory time off equivalent to the overtime worked. Compensatory time will be computed as follows:

1. If asked and required to work on a Saturday, Sunday or Holiday, compensatory time will be given equivalent to the number of hours worked. For Guam Public Library and its branches, Saturday and Sundays are considered regular working days.
2. No compensatory time is given for leaving early in the morning or the night before to get to a required meeting or appointment.
3. No compensatory time is given for the time used in the evening returning from a required meeting or appointment.
4. No compensatory time is given for attending professional meetings and/or conferences.
5. All compensatory time must be approved by the Supervisor and Director/Territorial librarian before being taken.

G. Voting

All citizens are encouraged to exercise their political preference by casting a vote for the issues and candidates.

H. Military Leave – see Handbook

I. Leave without Pay – See Handbook

J. Court Attendance/Jury Duty – see Handbook

K. Official Signatures

To establish responsibility on as high a level as possible or reasonable, all form letters, letters which explain or state basic library policy, or answers to letters of complaint should bear the signature of the Director/Territorial Librarian of the Library. This rule applies no matter who drafts the letter. Individual members of the staff will sign correspondence on specific matters of business involving their area of responsibility.

L. Evaluation

The immediate Supervisor makes an evaluation at the required time using personnel evaluation form. New employees are evaluated after their first six (6) month probationary period. All other employees are evaluated at the end of the employee's salary increment date.

1. After making the evaluation, the Supervisor will have a conference with the employee and discuss the evaluation before it is submitted to the Director/Territorial Librarian. Evaluation will be based on standard of performance prepared by employee and approved by the Supervisor.
2. The evaluation form should be signed and dated by the Supervisor and Director/Territorial Librarian and by the employee on the second sheet.
3. The original evaluation will be sent to the Director, Department of Administration. Two copies will be made, one will be put in the agency personnel file, and one will be sent to the employee.
4. If the employee is not in agreement with the evaluation, an additional sheet is provided for comments. This sheet and the evaluation form will be sent to the Director/Territorial Librarian's office with a request for an appointment. Refer to DOA's Personnel Rules & Regulations and Operations Procedures Manual for further information.

M. Resignation

When an employee plans to resign, a letter of resignation must be sent to the Director/Territorial Librarian of this Agency with a copy to the immediate Supervisor two weeks in advance. This letter should state the last day at work.

## II. BUILDING OPERATION:

### A. Hours of Service

The normal work week for government employees is 40 hours. For most departments the work week is divided into five 8-hour days (8:00 a.m. – 5:00 p.m.). There are, however, many kinds of work which cannot be done in these working hours. In such cases, the Director/Territorial librarian may make different work schedules (which may involve longer hours). In such instances, equal treatment of all employees doing the same kind of work is required. The library has staggered lunch hours as well as a 15-minute morning and afternoon break. Lunch will be taken no earlier than 11:00 a.m. and not later than 1:30 p.m. Breaks cannot be taken away from the premises.

### B. Closing of the Building

At the closing of Library hours all supplementary exits will be locked and only main entrances shall be used to leave the building. Employees working the late shift are responsible to check to see that all doors are locked, and all lights are out. You must also determine if you are the last person to leave the building before locking up. Under normal conditions, certain assigned personnel are responsible for locking and unlocking all doors.

### C. Power outage

If there is a non-scheduled power outage any time during the day, a call should be made to the Guam Power Authority inquiring on the status of the power situation. If the outage will be longer than two hours, library services will continue until the two hours is up, and then, a call is once again made to GPA regarding the status. Depending on the length of time that power will be out, library services may close but only until power is restored depending on time of day or closing time whichever comes first. If power outage is during or around the evening hours (6:00 p.m.), for safety reasons, the Library will close.

Patrons should be made aware of the situation, i.e. power outage, duration of outage, and when the library may close, verbally and by putting up signs. If the decision to close the Library has been made, patrons should be informed and escorted out. Staff is responsible for putting up signs and securing the Library.

### D. Water Outage

If there is a non-scheduled water outage any time during the day, a call should be made to the Guam Waterworks inquiring on the status of the water situation. If the outage will be longer than two hours, library services will continue until the two hours is up, and then, a call is once again made to Guam Waterworks

regarding the status. Depending on the length of time that water will be out, library services may close but only until water is restored depending on time of day or closing time whichever comes first. If water outage is during or around the evening hours (6:00 p.m.), for safety and health reasons, the Library will close.

Patrons should be made aware of the situation, i.e. water outage, duration of outage, and when the library may close, verbally and by putting up signs. If the decision to close the Library has been made, patrons should be informed and escorted out. Staff is responsible for putting up signs and securing the Library.

For scheduled power and water outages, signs should be posted and the same procedures as a non-scheduled outage will be followed until power and/or water is restored.

E. Tours

School tours will be arranged by the Children's librarian. Prior arrangements and preparation should be made so that no one will be left to wait or wander in the building. We welcome guests to our building, but prior planning is necessary.

F. Telephone

1. Telephone lines are provided for library business. The office staff receives all incoming calls and routes them according to nature of business. All out-of-state calls are placed through the Secretary who keeps a record for the business office. Long distance calls may not be made by a staff member.
2. Personal calls should be kept to a minimum. An occasional personal call is necessary BUT keep it short and infrequent. If a personal toll must be made, the staff member must contact the operator and place the call collect or billed to a home phone.

G. Office Supplies

1. A central office supply room is maintained by the office Staff. Any routine desk supplies should be requested for and signed out for Monday thru Friday, between 8:00 a.m. to 5:00 p.m.
2. Special supplies which must be ordered from off-island or put out for bid should be brought to the attention of the Supervisor in enough time for a purchase order to be issued.
3. Custodial supplies are maintained by the Building custodian Supervisor.

## H. Mail

### 1. U.S.

- a. All in-coming mail, off-island and on-island will be received and stamped received by the Secretary and then directed to the Director/Territorial Librarian for review. After he/she has reviewed all correspondences, it is disseminated to the proper section. The secretary is responsible for sorting the mail and putting it in the interoffice mail boxes.
- b. Outgoing mail is taken from the main Office twice daily. Each person is responsible for seeing that out-going mail is put in the proper place.

### 2. Routed/Inter-Office Mail

Periodicals and other materials which need to be called to staff member's attention will have a route slip attached and placed in the interoffice mail box. Each staff member involved should pass the material along as quickly as possible. The last name to be checked should see that the material is returned to the person indicated at the bottom of the route slip.

## I. Handling of State property

Any accident or incident involving any piece of government property, motor vehicle, or equipment is to be reported to the employee's immediate Supervisor and building Custodian Supervisor at once. If it is determined that there is a need for service or repair, the Building Custodian Supervisor will contact the department involved. Records of service calls are to be signed by the building Custodian Supervisor and turned in to the business office. The Secretary should be advised of such calls so that she can notify the Building Custodian Supervisor when the repairman arrives. Each employee is graded on the yearly evaluation sheet as to how they handled state equipment.

## J. Government of Guam Vehicles

A staff member needing a car for official business should schedule one with the Building Custodian Supervisor. If an Agency car is not available, the staff member will arrange for his person car. A trip ticket, key and gasoline credit card are to be picked up and returned to the Building Custodian supervisor. The Building Custodian Supervisor's attention should be called to any malfunction of vehicle when trip ticket, keys, and credit cards are returned to him. The individual using a government car is responsible for returning the car in a clean

condition (inside only). Only with the permission of the Director/Territorial Librarian may a personal car be used and reimbursement for mileage claimed.

K. Service Deliveries

The Building Custodian Supervisor is to be notified of any delivery of supplies and/or equipment. The Building Custodian Supervisor will sign for each delivery and turn the signed receipt in to the Administration Office.

L. Travel

1. Off-Island Travel

A request form for off-island travel must be sent to the Bureau of Budget & Management Research fifteen (15) days prior to departure for approval. Upon return, an expense account is to be filed with the Department of Administration Travel Section. Cost of each meal including the tip must be itemized but no receipt is necessary. Receipts for the following items must be attached to expense account: (1) registration for convention or meeting, (2) hotel room, (3) plane fare if not charged, and (4) boarding passes.

A government employee is reimbursed for travel away off-island on a per diem schedule. No travel allowance is paid for less than six hours. For a trip of six to twelve hours duration, a meal allowance is allowed. For more information, please call the Travel Section at the Department of Administration.

M. Staff Meetings

Meetings are an important way for group members to communicate but too many meetings can impair the efficiency of an operation. For this reason, meetings are held when necessary. The Director/Territorial librarian will meet with the full or professional staff when necessary.

N. Staff Lounge

There is a staff lounge in the main library building and one in every branch. The lounges are convenient to all employees so food and drink is not to be consumed at desks, public areas or in stack areas. The main library lounge has a microwave oven which is for the use of all staff. Each person holding a meeting will be responsible for supplying and making coffee, etc., as well as cleaning up afterwards.

1. Bulletin Board

Official announcements affecting the entire staff will be placed on the bulletin board in the staff lounge. Each person is responsible for checking this board daily.

2. Rules

a. Refrigerator

- 1) Do not leave unused, opened, and unfinished containers on the shelves.
- 2) Anything left in the refrigerator on Friday after 4:00 p.m. will be thrown away.

b. General

- 1) Anything spilled, dropped or broken must be cleaned up immediately.
- 2) Wipe the table where you used it.
- 3) Use coasters or paper towel under bottles on end tables.
- 4) Be sure to turn off stove after use. Wipe the stove when you are finished.
- 5) Wash all utensils you use
- 6) Smokers, empty and clean the ash tray when finished.
- 7) Smoking is not allowed in public areas (P.L. 21-139).
- 8) Return all empty aluminum cans to the recycle container.

c. Coffee

- 1) If the cup of coffee you take in the morning is the last one, make another pot. Do not leave just enough to keep the pot from cracking. If you don't know how to make coffee, ask. After 12:00 noon, make coffee only as needed.
- 2) When you use the cream and sugar, wipe up. Put the spoon/stirrer in the appropriate place.
- 3) If you use the last of the sugar or cream, replace it.
- 4) Each staff member will furnish their own coffee cup.

d. Other

Anyone caught stealing, whether it is food, money, government property, etc., will be dismissed immediately.

O. Social Functions

1. Serious Illness

Send flowers or gifts to Staff members in case of sickness in hospital or serious illness at home. (Not for hospitalization for check-up or tests). There will be no flowers the second trip to the hospital for the same illness. A card will be sent instead.

2. Cards

A card is to be sent, in case of sickness, to staff members and their families. It is the employee's responsibility to let the unit representative know of illness in the family.

3. Death

In case of death, a card will be sent to include the immediate family --- husband, wife, children, father, mother, sister or brother, guardian, mother-in-law, father-in-law, step and adoptive parents/children, and common law spouses.

4. Wedding

Wedding gifts shall be given to employees only.

5. Retirement

Gift and party in lounge. (Please respect wishes of employee who is retiring, in case they do not want gift or party.)

6. Birthday party

Monthly birthday party for all with birthdays within that month may be celebrated at the end of the month.