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HAM-TMC Library Administrative Guide, 2012

Texas Medical Center Library

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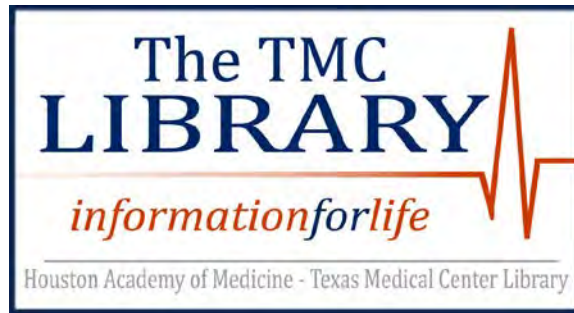
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**HOUSTON ACADEMY OF MEDICINE -
TEXAS MEDICAL CENTER LIBRARY
ADMINISTRATIVE GUIDE
2012**

Updated by Rosalind Bob, Deborah Halsted and Alice Richardson

This manual includes policies and procedures for dealing with many aspects of the employment relationship. The manual is intended *only* as a guideline for employees. The provisions of this manual are not binding contractual representations, and the manual is not to be deemed as forming any part of a contract of employment or a guarantee of continued employment. Finally, it should be noted that special circumstances may require departure from these guidelines to fit the facts of any particular case, and the policies and procedures in this manual are subject to change at any time.

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Chapter 1: Library History and Organizational Structure

Brief History and Introduction to the Library (Updated 07/10)

The Houston Academy of Medicine-Texas Medical Center (HAM-TMC) Library was founded in the Texas Medical Center (TMC) in 1949. At that time, two existing medical libraries -- the Houston Academy of Medicine Library (HAM) and Baylor University School of Medicine Library, now Baylor College of Medicine (BCM) -- combined their collections to better serve the physicians in Harris County and the teaching and research programs of BCM. HAM brought nearly 18,000 volumes to the 1949 merger. BCM brought almost 16,000 volumes. In 1954 the Library moved from the Roy and Lillie Cullen Building of BCM into the new Jesse H. Jones Library Building at 1133 M.D. Anderson Blvd. The street name changed to John Freeman Blvd. July 9, 2001.

As the TMC expanded through the 1960's so did the Library. In 1970 the University of Texas Medical School was established in Houston. With the Operating Agreement of 1970, the Library came under the joint governance of the five Participating Institutions through the Board of Directors and under the operational administration of an Executive Director.

In 2005, the Board of Directors voted to change the name of the Participating Institutions to Governing Institutions, since they all have representation on the Board. Currently, there are eight Governing Institutions including: Baylor College of Medicine, Houston Academy of Medicine, Texas Medical Center, Texas Southern University College of Pharmacy and Health Sciences, Texas Woman's University, The UT Health Science Center at Houston, The UT MD Anderson Cancer Center and The University of Houston Colleges of Optometry and Pharmacy.

Additionally, the Library serves as the Regional Medical Library for the National Network of Libraries of Medicine South Central Region (NN/LM SCR), with responsibility for the health information needs of health professional and consumers in a five-state region, which consists of Arkansas, Louisiana, New Mexico, Oklahoma and Texas.

Library Building Ownership (Updated 7/10)

The building is owned by HAM and building maintenance is handled by HAM through a contract with Houck Services. Any problems with the maintenance should be brought to the attention of the staff at the Circulation Desk.

[Library Operating Agreement](#) (Updated 08/05)

[Library Bylaws](#) (Updated 08/05)

Library Floor Plans (Updated 10/10)

Library Committees

Business Continuation (Added 6/11)

The charge of the Library's Business Continuation Committee is to prepare for and respond to any type of natural or man-made disaster. The preparation portion of this charge includes:

- Writing and updating the *Business Continuation Plan*
- Maintaining supplies in the disaster supply cabinets
- Communicating with the TMC and other TMC institutions on disaster preparedness, response and business continuity

Committee Members

Assistant Director, Circulation—Chair, Security Officer, Fire Marshall
Senior Associate Director, Operations
Associate Director, Information Technology
Associate Director, Collections
Assistant Director/Curator, McGovern Historical Collections and Research Center
Assistant Director/Curator, Historical Research Center
Associate Director, NN/LM SCR
Controller
Human Resources Specialist
Operations Manager
Public Relations Librarian
Executive Director, Ex Officio
Other staff members as necessary

Collection Development (Updated 7/10)

This Committee is responsible for writing, reviewing and updating the Library's collection development policy and reviewing all new print and electronic titles. The Committee, using documented selection criteria and expert opinion, makes recommendations on acquisitions and cancellations.

Committee Members

Associate Director, Collection Development (Chair)
Senior Associate Director, Operations
Licensing and Serials Librarian
Electronic Resources Librarian
Associate Director, Reference and Outreach
Curator, McGovern Historical Collections and Research Center
Manager, Interlibrary Loan

Compensation Review (Updated 07/10)

This Committee is responsible for monitoring the effectiveness of the classification scheme and recommending to the Executive Director any necessary changes. The Committee reviews and recommends appropriate salaries for each level.

Committee Members

Human Resources Specialist (chair)
Senior Associate Director, Operations
Controller
One Professional/Librarian
One Staff Level Employee

Department Managers (7/10)

The purpose of this committee is to report departmental activities and review Library policies and procedures. The Committee meets on the first and third Monday of each month. Members include departmental managers or their designee. The minutes from each meeting are posted on the Intranet.

Development (Updated 1/11)

The purpose of this committee is to strategize on development of funding from external resources other than our institutional partners. Members are appointed by the Executive Director. All library grants or funding proposals must be submitted to the Development Committee which will assist with budget preparation and be responsible for obtaining any needed salary information. All budgets must be approved by the Controller before the due date. Requests for assistance should be made well in advance to expedite submission. The Committee also reviews all grants for appropriate or required signatures and support documentation.

Executive Management (Updated 1/11)

Executive Management Committee meets the second and fourth Tuesdays and is the decision making group for the Library.

Committee Members

Executive Director
Associate Director, Collection Development
Associate Director, Information Technology and Institutional Relations
Curator, McGovern Historical Collections and Research Center
Associate Director, NN/LM SCR
Associate Director, Reference and Outreach
Controller
Senior Associate Director, Operations

Fire Marshals (Added 6/11)

Two representatives from each department or geographic area of the Library serve as Fire Marshals. The charge of the committee is to:

- Familiarize staff on facility evacuation routes
- Participate in fire drills
- Ensure safe evacuation of the Library when necessary

The committee could be called to assist with other events, such as an active shooter in the facility or a terrorist threat such as a bomb scare. The Assistant Director, Circulation serves as the committee chair. Other departmental representatives are named by managers.

Marketing (Updated 8/10)

The Marketing Committee is charged with planning and implementing the marketing goals as set out in the Library's *Strategic Plan*. Members include three to five staff members representing different departments of the Library and is chaired by the Executive Director. This committee reports back to the Executive Management Committee with recommendations and acts on approved items.

Public Relations (Updated 11/11)

The charge of this committee is to promote the Library's services. Members are appointed by the Executive Director with representation from as many different departments as possible. The Public Relations Librarian serves as permanent chair of the Committee. Responsibilities include:

- Producing and distributing the Library's newsletters
- Publication of the Library's Annual Report
- Planning the Library's lecture series
- Mounting exhibits in conjunction with the Library's goals and mission
- Developing and disseminating guidelines for the format and appearance of all Library publications, including the website, instructional materials, brochures, mailings, handouts, flyers, etc.
- Maintaining a contact list for public relations purposes
- Promoting Library activities and services by sending press releases to local media, including *TMC News*, other TMC publications and local/ national publications as appropriate
- Notifying appropriate media of faculty appointments and promotions

Search (Updated 7/10)

The Committee assists with the screening and interviewing of prospective professional staff and makes recommendations on hiring. The Executive Director appoints three members along with the supervisor of the vacant position, who serves as chair. The

Human Resources (HR) Specialist guides the Search Committee through the hiring process.

United Way (Updated 7/10)

The charge of this committee is the implementation and promotion of the Library's annual United Way campaign. Duties include distribution of promotional materials, the posting of campaign posters and the collection of contribution pledges. The HR Specialist chairs the committee and solicits volunteers from library staff.

Web Team (Updated 1/11)

The Team is charged with the design, content and implementation of the Library's websites and Intranet. The Team is chaired by the Lead Web Developer with other members appointed by the Executive Director.

Wellness Committee (Added 1/11)

The committee is comprised of volunteers and examines ways to improve health for all library staff.

External Committees (Updated 8/10)

South Central Academic Medical Library

- Board—Senior Associate Director, Operations
- Collection Development—Licensing and Serials Librarian
- Interlibrary Loan—Manager, Interlibrary Loan

Texas Health Science Libraries Consortium

- Board of Directors—Senior Associate Director, Operations
- Circulation Services Standards Team—Assistant Director, Circulation
- Resources Management Team—Associate Director, Reference and Outreach
- Steering Team—Associate Director, Collection Development
- Technical Services Standards Team—Representative from Collection Development

Texas Medical Center

- Bicycle Safety—Assistant Director, Circulation
- Chief Financial Officers—Controller
- Chief Human Resource Officers—Controller
- Food Drive—HR Specialist
- Governmental Relations— Executive Director
- Pandemic Influenza Planning—Associate Director, Reference and Outreach

- Parking and Mobility—HR Specialist
- Planning and Construction—Assistant Director, Circulation
- Policy—Executive Director
- Public Relations—Public Relations Librarian
- Security—Assistant Director, Circulation
- Student Affairs— Consumer Health Librarian
- Volunteer—Consumer Health Librarian
- Wayfinding—Assistant Director, Circulation

Scholarly Communications

This group is a cooperative effort among the TMC Library; Fondren Library of Rice University and the M.D. Anderson Library of the University of Houston. The group collaborates to present programs to students, faculty, researchers, librarians and other interested parties on various issues related to scholarly communications, such as copyright, digital libraries, mobile technologies, open access publishing and scholarly publishing in general. Representatives to this group from The TMC Library are on a volunteer basis.

Chapter 2: Employment

Employment Laws

Equal Employment Opportunity (Updated 08/10)

It is Library policy, as an Equal Opportunity Employer, to provide equal employment opportunities without regard to race, color, creed, religion, national origin, age, sex or physical or mental handicap. This policy applies to all employees and applicants for employment in connection with: hiring, placement, upgrading, transfer or demotion; recruiting, advertising or solicitation for employment; treatment during employment; rates of pay or other forms of compensation; selection for training, including apprenticeship; layoff or termination. Use of derogatory statement of conduct based on a person's race, creed, color, national origin, age, sex, or physical or mental handicap will not be tolerated. Each individual employee is entitled to equal treatment, respect and dignity. Below are categories covered by the Equal Employment Opportunity Commission (EEOC).

Race, Color, Religion, Sex, National Origin—Title VII of the Civil Rights Act of 1964, as amended, protects applicants and employees from discrimination in hiring, promotion, discharge, pay, fringe benefits, job training, classification, referral, and other aspects of employment, on the basis of race, color, religion, sex (including pregnancy) or national origin. Religious discrimination includes failing to reasonably accommodate an employee's religious practices where the accommodation does not impose undue hardship.

Disability—Title I and Title V of the Americans with Disabilities Act of 1990, as amended, protect qualified individuals from discrimination on the basis of disability in hiring, promotion, discharge, pay, fringe benefits, job training, classification, referral and other aspects of employment. Disability discrimination includes not making reasonable accommodation to the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or employee, barring undue hardship.

Age—The Age Discrimination in Employment Act of 1967, as amended, protects applicants and employees forty years of age or older from discrimination based on age in hiring, promotion, discharge, pay, fringe benefits, job training, classification, referral and other aspects of employment.

Sex (Wages)—In addition to sex discrimination prohibited by Title VII of the Civil Rights Act, as amended, the Equal Pay Act of 1963, as amended, prohibits sex discrimination in the payment of wages to women and men performing substantially equal work, in jobs that require equal skill, effort and responsibility, under similar working conditions, in the same establishment.

Genetics—Title II of the Genetic Information Nondiscrimination Act (GINA) of 2008 protects applicants and employees from discrimination based on genetic information in

hiring, promotion, discharge, pay, fringe benefits, job training, classification, referral and other aspects of employment. GINA also restricts employers' acquisition of genetic information and strictly limits disclosure of genetic information. Genetic information includes information about genetic tests of applicants, employees or their family members; the manifestation of diseases or disorders in family members (family medical history) and requests for or receipt of genetic services by applicants, employees or their family members.

Retaliation—Several federal laws prohibit covered entities from retaliating against a person who files a charge of discrimination, participates in a discrimination proceeding, reports fraud or otherwise opposes an unlawful employment practice. The Sarbanes-Oxley Act Section 1107 extends protection to any person who reports to law enforcement officer information related to a violation of a federal law. These whistleblowers are protected from any retaliation by the offender. Employees have the right to raise concerns without being subjected to reprisal. Violations will result in disciplinary actions up to and including termination. A violator may be fined and imprisoned for up to ten years.

Suspected Discrimination—There are strict time limits for filing charges of employment discrimination. To preserve the ability of EEOC to act on an employee's behalf and to protect the rights to file a private lawsuit, the claimant should contact EEOC promptly when discrimination is suspected: The U.S. EEOC, 1.800.669.4000 or 1.800.669.6820 (TTY number for individuals with hearing impairments). Additional information about EEOC, including information about charge filing, is available at <http://www.eeoc.gov>.

Inquiries regarding compliance with the laws or complaints regarding equal employment should be directed to the HR Specialist. If you need more information go to: <http://www.eeoc.gov/employees/index.cfm>.

Wage and Hour Law (Updated 09/10)

The Library is subject to the federal [Fair Labor Standards Act](#) (FLSA), generally known as the Wage and Hour Law. The law establishes a minimum wage, regulates overtime compensation and prohibits wage discrimination on the basis of sex. Federal posting requirements are posted in the staff lounge and the Human Resources office.

Exempt vs. Non-Exempt—Employees are classified as exempt or non-exempt using the FLSA guidelines. Exempt classifications are those employee groups which meet prescribed tests based on salary and job duties. Employee groups, which meet these tests, based on their executive, administrative or professional status will be exempt from laws governing the payment of minimum wage and compensation for overtime work. Non-exempt classifications are those employee groups which do not meet prescribed tests based on salary and job duties. These employee groups will be covered by minimum wage and overtime compensation. The HR Specialist will audit job descriptions on a regular basis to determine exemption status. Any changes to job descriptions should be reviewed by the HR Specialist to ensure that exemption status is not jeopardized.

Overtime Compensation—The FLSA also pertains to overtime hours and stipulates that time and a half is to be paid for overtime work or compensatory hours off at the rate of time and a half are to be given to non-exempt employees. The Library is not in a position to offer overtime pay. Supervisors may, at their discretion, request employees to work extra hours during a certain week. They must then arrange for compensatory time off for non-exempt employees during the succeeding week at the rate of one and a half hours for each overtime hour worked.

Unemployment Compensation Insurance (Updated 09/10)

The Texas Unemployment Compensation Act and related portions of the Labor Code 77th Legislate effective 9/1/01 provides guidelines on filing unemployment claims at <http://www.twc.state.tx.us/laws/tuca/tuca/tutoc.html>.

Family and Medical Leave Act (Updated 09/10)

The Family and Medical Leave Act (FMLA), signed into law on February 5, 1993, became effective August 5, 1993. The Library's Family Leave Policy became effective May 1, 1993. Under the legislation, any employer with at least fifty employees is required to offer unpaid leave of absence to employees to care for a newborn or newly adopted child, to care for a seriously ill family member or for the employee's own serious illness. The law requires employers to grant an employee a total of twelve weeks of unpaid leave in any twelve month period, although sick and vacation leave may be substituted. A final rule effective on January 16, 2009, updates the FMLA regulations to implement new military family leave entitlements enacted under the National Defense Authorization Act for 2008.

An employee is eligible for leave only if the employee has worked for at least twelve months and at least 1,250 hours during the twelve-month period before the leave. Part-time or temporary employees working fewer than 1,250 hours per year are not eligible for FMLA leave.

An employee is entitled to twelve weeks of unpaid leave during any twelve-month period to care for:

- Employee's newborn child
- Child placed with the employee for adoption or foster care
- Employee's spouse (or domestic partner as recognized by Texas law), child or parent with a serious health condition
- Employee's serious health condition that prevents performance of job functions

Leave for birth and after-care, or placement for adoption or foster care, must conclude within twelve months of the birth or placement.

Under some circumstances, employees may take FMLA leave intermittently (taking leave in blocks of time, or by reducing their normal weekly or daily work schedule) including:

- For birth or placement for adoption or foster care
- When the employee has a serious health condition but can work periodically
- When medically necessary to care for a seriously ill family member

Serious health condition means an illness, injury, impairment or physical or mental condition that involves either:

- Any period of incapacity or treatment connected with inpatient care in a hospital, hospice or residential medical-care facility, and any period of incapacity or subsequent treatment in connection with such inpatient care
- Continuing treatment by a health care provider which includes any period of incapacity (i.e., inability to work, attend school or perform other regular daily activities) due to:
 - A health condition (including treatment or recovery from) lasting more than three consecutive days, and any subsequent treatment or period of incapacity relating to the same condition, that includes treatment two or more times by or under the supervision of a health care provider or one treatment by a health care provider with a continuing regimen of treatment
 - Pregnancy or prenatal care
 - A chronic serious health condition, which continues over an extended period of time, requires periodic visits to a health care provider and may involve occasional episodes of incapacity (e.g., asthma, diabetes)
 - A permanent or long-term condition for which treatment may not be effective (e.g., Alzheimer's, a severe stroke, terminal cancer)
 - Any absences to receive multiple treatments for restorative surgery or for a condition which would likely result in a period of incapacity of more than three days if not treated (e.g., chemotherapy or radiation treatments for cancer)

Although substance abuse may be a serious health condition, an absence because of the employee's use of a substance, rather than treatment for it, is not protected.

Employees seeking to use FMLA leave are required to provide thirty-day advance notice when possible. The Library may also require employees to provide:

- Medical certification supporting the need for leave due to a serious health condition affecting the employee or an immediate family member
- Second or third medical opinions (at the employer's expense) and periodic recertification
- Periodic reports during FMLA leave regarding the employee's status and intent to return to work

When intermittent leave is needed to care for an immediate family member or the employee's own illness, and is for planned medical treatment, the employee must try to schedule treatment so as not to unduly disrupt the employer's operation.

The Library is required to post a notice explaining rights and responsibilities under FMLA. Posters are located in Human Resources and the staff lounge. Even if the employee does not request FMLA leave the Library must inform employees of their rights and responsibilities under FMLA.

The Library will require that the employee use any accumulated sick leave followed by accumulated vacation leave for personal medical leave or to care for the employee's spouse, child or parent with a serious health condition. Once paid leave is exhausted, the Library will provide an additional period of unpaid leave so that the total paid and unpaid leave equals twelve weeks.

The Library will continue group health, dental and life insurance coverage of an employee on leave at the same level and under the same conditions that existed while working. Leave is not a qualifying event under Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA). However, a qualifying event may occur when the employer knows the employee is not returning to work and ceases to be on leave. The Library will only continue to provide retirement contributions if the employee does likewise. The employee must make the decision to continue long-term disability insurance. Vacation and sick leave will not accrue during unpaid leave.

The employee must submit a [Leave of Absence Request Form](#) requesting leave to the immediate supervisor, which is forwarded to the Executive Director for final approval. The form should be submitted thirty days in advance, if possible, and should state the purpose of the leave, the date the leave will begin and probable ending date. Intermittent leave should be noted on the form. The form should document the employee's approximate accumulation of sick leave and vacation, plans to continue (or discontinue) dependent insurance coverage and plans to continue (or discontinue) retirement contributions and long-term disability insurance coverage during the leave.

While on leave, it is the employee's responsibility to regularly check in with immediate supervisor. The supervisor, in turn, has the right to contact the employee regarding job-related questions, estimated date of return to work, etc.

If the employee fails to return for reasons other than a serious health condition or other circumstances beyond the employee's control, the employee will be required to reimburse the Library for medical and dental insurance premiums the Library paid for the employee's coverage during the leave. Life insurance is considered non-health coverage and cannot be recovered by the employer.

Consolidated Omnibus Budget Reconciliation Act (Updated 09/10)

Congress passed the landmark Consolidated Omnibus Budget Reconciliation Act (COBRA) health benefit provisions in 1985. The law amends the Employee Retirement Income Security Act (ERISA), the Internal Revenue Code and the Public Health Service Act to provide continuation of group health coverage that otherwise would be terminated.

COBRA contains provisions giving certain former employees, retirees, spouses and dependent children the right to temporary continuation of health coverage at group rates. This coverage, however, is only available in specific instances:

- Termination of employment (other than for gross misconduct) or reduction of hours worked which renders the employee ineligible for coverage
- Death of employee
- Divorce or legal separation
- For a spouse and eligible dependent, loss of coverage due to the employee becoming eligible for Medicare
- For a dependent child, ceasing to qualify as a dependent under the plan.

The law generally covers group health plans maintained by employers with twenty or more employees in the prior year. The law applies to plans in the private sector and those sponsored by state and local governments. The law does not, however, apply to plans sponsored by the federal government and certain church- related organizations.

Group health plans sponsored by private sector employers generally are welfare benefit plans governed by ERISA and subject to its requirements for reporting and disclosure, fiduciary standards and enforcement. ERISA neither establishes minimum standards or benefit eligibility for welfare plans nor mandates the type or level of benefits offered to plan participants. It does, though, require that these plans have rules outlining how workers become entitled to benefits.

For COBRA purposes, a group health plan ordinarily is defined as a plan that provides medical benefits for the employer's own employees and their dependents through insurance or otherwise (such as a trust, health maintenance organization, self-funded pay-as-you-go basis, reimbursement or combination of these). Medical and dental benefits provided under the terms of the plan are also available to COBRA beneficiaries. Life insurance, however, is not a benefit that must be offered to individuals for purposes of health continuation coverage.

Employment Policies (Updated 9/10)

Employment at Will

The State of Texas is an Employment-at-Will state, which provides that if employment is for an unspecified or indefinite period of time, either the employee or the employer may terminate the employment relationship for good cause, bad cause or no cause at all. When hired by the Library, employment is for no definite period and may, regardless of the date or manner of payment of salary, be terminated with or without cause, and with or without notice, at any time, at the option of either the Library or the employee. No modification of this provision shall be effective at any time unless it is in writing and signed by the employee and the Executive Director of the Library. In addition, the Library can modify the terms of employment when it has unequivocally notified the employee of definite

changes in employment terms. After notification, the employee's continuing employment will constitute acceptance of the modification.

Employment of Relatives (Nepotism)

The Library normally does not hire relatives. In cases where an exception is made, there must not be a supervisory relationship between related employees.

Lateral Transfers and Promotions

Employees with the necessary qualifications are encouraged to apply for open Library positions and will be considered with any outside candidates. To be eligible for a transfer or promotion, an employee must not be on initial or disciplinary probation. When an employee is promoted or transferred or changes positions substantially, the employee will be placed on probation in the new position. Additionally, if an employee makes a lateral move, there will be no merit increase given. The immediate Supervisor and/or the Executive Director approve and recommend internal promotions to the HR Specialist, who then offers the position to the employee.

Office Romances

The Library prohibits intimate relationships between a supervisor and a subordinate under their direct supervision. If an intimate relationship develops, the Library requires that the relationship be severed or one of the two will have to resign.

Promotions and Transfers

If an employee from a department is promoted or transfers to an open position within the same department, it is not necessary to post the position or interview other in-house applicants.

Hiring Policies (Updated 10/10)

Professionals

A Search Committee is appointed for every vacant professional position and is chaired by the immediate supervisor. Resumes are reviewed by HR Specialist and forwarded to the Committee. After review, the HR Specialist arranges interview schedules, transportation and lodging if necessary for the candidate. The Search Committee and the appropriate department are involved in the interview process and the subsequent evaluation of the candidates. The Search Committee makes the recommends to the Executive Director, who makes the final appointment.

Full-Time Staff (Updated 09/10)

Internal Candidates—All positions are posted internally for three days before posting outside the Library. Current Library employees are encouraged to apply for open positions, if qualified, but will be considered along with the external candidates.

External Candidates—The immediate supervisor selects candidates from the pool of submitted applications along with internal candidates. The immediate supervisor, Search Committee and other members of the department participate in the interview process and make a recommendation to the Executive Director, who makes the final appointment.

High School Students (Updated 09/10)

The Texas Department of Labor and Standards has several regulations concerning the hiring of minors under the age of sixteen:

- A minor must be at least fourteen years old and have completed the seventh grade to be eligible for employment
- Minors who are under fifteen years old may not work between 9:00 p.m. and 5:00 a.m.
- During the school year minors under fifteen may not work:
 - Before 7:00 a.m. and after 7:00 p.m.
 - More than three hours a day, Monday–Friday
 - Over eighteen hours per week, though eight of these hours can be accumulated on a Saturday or Sunday
 - Work during school hours
- Minors under fifteen may not work as messengers or around hazardous machinery or equipment
- During the summer, minors can work eight hours a day or a forty-hour week, but not past 9:00 p.m.

Employee Status Change Report (Updated 09/10)

The supervisor completes the [Employee Status Change Report](#) (ESCR) when a new employee is hired or the status (e.g. resigned, hired, promoted, transferred, schedule change, etc.) of a current employee changes and submitted to the HR Specialist. The HR Specialist makes the necessary changes in the payroll, benefits, etc.

Hours of Work (Updated 06/11)

Part-Time Staff Schedules

All part-time staff members are scheduled according to the needs of the department and the Library. A thirty-minute lunch break will be deducted from any shift of six or more hours.

Support Staff Schedules

The normal work week for full-time staff is forty hours. Staff may be scheduled according to the needs of the department and the Library as follows:

- Work periods will begin on the hour or half-hour
- Lunch periods are required and may be one hour or one-half hour
- A fifteen minute break is allowable during four hours or longer, but time is not carried over if a break is not taken

Librarians/Professionals Schedules

The Library recognizes that the work of librarians and professionals does not always fall into forty-hour units. All professional staff should choose a basic schedule of optimum convenience for needs of the department and the Library. A standard work day consists of eight hours, plus either an hour or half-hour lunch.

Requesting Time Off

All paid leave must be approved in advance by the supervisor by requesting time off in ezLaborManager using the appropriate earnings code. All unpaid leave is requested on an [Absence Report](#). Supervisors or Circulation should record all leave on the [Leave Calendar](#).

Working Remotely (6/11)

It may be appropriate for some employees to carry out some of their duties remotely. Such arrangements must be made on an individual basis with the immediate supervisor and be reported on an ESCR. The benefits for both the employer and the employee include greater flexibility in working hours, higher quality work due to fewer interruptions and reduced traveling times.

Regularly scheduled is defined as more than eight hours per month as agreed upon by employee, supervisor and Human Resources. The policy also allows for times when staff may need to work from home on specific occasions and for specific purposes. For occasional work from home days, at least a twenty-four hour prior approval from immediate supervisor is required.

Time spent working from home must be clearly noted on timesheet as *Other* with a note indicating *Work from Home*. The supervisor should mark the leave calendar indicating the employee is working from home.

While working from home employees must be available and contactable during agreed working hours, via phone and/or email. The Library reserves the right to rescind the privilege of working from home for any reason that adversely impacts productivity, including but not limited to performance issues and lack of availability.

It is the employee's responsibility to check that occasionally working from home will not affect their mortgage/rent agreement, insurance or taxation. The Library is not responsible for and will not pay costs relating to occasional work from home arrangements (i.e. lights, heating, telephone, etc.). Working from home is not, and should not be seen as an alternative to the Library's leave of absence scheme. Please keep these limitations in mind when requesting to work from home.

Not all jobs are suitable for working remotely. Each request will be judged on its merits and the following issues will be considered:

- Implications for departmental effectiveness
- Need for regular face-to-face contact with colleagues, clientele, etc.
- Availability and practicality of using library resources at home

The TMC Library policies and procedures presented in the *Employee Handbook* apply for employees working at remotely.

Time Sheets (Updated 05/11)

The Library is subject to the FLSA and compliance with this federal regulation means that all employees must complete a biweekly time sheet using [Automated Data Processing's \(ADP\) ezLaborManager](#). All regular hours worked should be reported. The type of hours worked should be recorded using the drop down menu, including sick, vacation, floating holiday, jury duty, etc. The *Other* hours type is to be used for:

- Offsite hours when working remotely or traveling on business
- Sick leave under four hours for Support Staff Level 5 and Librarians/Professionals
- Voting
- Military leave
- Adverse weather if the Library is closed

Supervisors are responsible for approving timesheets on the Friday before the next payday.

Compensatory Time (Updated 05/11)

The FLSA addresses overtime hours and stipulates that time and a half is to be paid for overtime work or compensatory hours off at the rate of time and a half are to be given the non-exempt employee. It is the policy of the Library to plan, organize and schedule its activities so that overtime work is not required. Supervisors may, at their discretion, request employees to work extra hours during a certain week. They must then arrange for compensatory time off for these employees during the succeeding week at the rate of one and a half hours for each overtime hour worked.

Payroll Policy (Updated 05/11)

The pay period for all employees is every two weeks beginning 12:01 a.m. Sunday and ending 12:00 midnight Saturday. All payroll changes must be submitted to the HR Specialist five working days prior to payday. Changes include deductions, addresses, phone numbers, pay rates, etc.

Payday for all employees is every other Friday. Paystubs are available for viewing using [ADP's iPay](#) website on Thursdays before payday. Checks are available on payday after 9:00 a.m. and on weekends from the Circulation Manager.

Payroll Deductions

See The HR Specialist to setup, change or delete a payroll deduction. Certain payroll deductions may be changed at any time including contributions to retirement plans, contract parking and direct deposit. Payroll deductions set up during open enrollment periods include dependent medical insurance, Cafeteria Plan deductions, supplemental insurance and pledges to the United Way.

Merit Increases (Updated 05/11)

Salary increases are included in the Library budget submitted by the Executive Director to the Library's Board of Directors in the spring of each year. The total salary increase requested may or may not reflect a cost of living increase, depending on the national and local economy. Raises for both full and part-time employees are effective at the beginning of the fiscal year. Employees will not be considered for a raise if they are on initial or disciplinary probation.

Multiple Jobs (Updated 09/10)

FLSA regulations require that any non-exempt employee working more than forty hours per week for a single employer be paid time-and-a-half for all time over forty hours. These regulations apply even if an individual wishes to hold two distinct jobs in the Library.

Part-time employees may hold more than a single part-time job as long as the following conditions are met:

- A part-time employee may not create a full-time position by combining two (or more) part-time jobs
- A part-time employee may work up to forty hours per week by combining part-time jobs if special permission is granted by the Executive Director
- Part-time employees hours will be separately maintained for each part-time job held, even if the wages are the same
- No part-time employee may work over forty hours per week

Holding jobs outside the Library is acceptable. Library policy prohibits employees from dealing in a business sense, or engaging in a business with Library clients, for personal gain in competition with the Library, both during and after business hours. Such practices may result in disciplinary action, including termination.

Privacy Policy (Updated 09/10)

To protect the privacy of employees, the Library does not give out home phone numbers or addresses of staff. If necessary, the immediate supervisor or HR Specialist will forward a message to the staff member.

Desks, computers and offices are provided by the Library for employee use for business purposes. If necessary, supervisors and colleagues might need to enter another employee's office and check the computer or desk for files during an employee's absence.

Termination and Clearance Procedures for Library Employees (Updated 05/11)

When an employee resigns or is terminated, the supervisor must complete an ESCR and return it to the HR Specialist indicating the last day of employment. After receiving the ESCR, the HR Specialist is responsible for sending the employee a [Termination & Clearance Checklist](#), [COBRA Health Continuation Election Form](#) and an optional [Employee Exit Interview Form](#). The employee is responsible for completing and submitting forms to the HR Specialist on the final workday.

Upon an employee's termination, the HR Specialist will send a Final Evaluation Form to the employee's supervisor. The supervisor should complete the form in a timely manner.

Volunteers (Updated 05/11)

Supervisors must coordinate the use of volunteers through the HR Specialist who completes a waiver form and provides necessary keys and key card. The Library has no special funds to pay volunteers.

Chapter 3: Employment Status

Librarian/Professional Classification (Updated 01/11)

Librarian/Professional positions are classified into levels based on required knowledge and experience. Individual employees are ranked by step depending on performance and on-the-job progress. The classification scheme serves as an internal mechanism for recognizing professional development in terms of service. Newly hired librarians/professionals with previous experience and advanced training may be appointed to any step consistent with their qualifications. An employee can move to the next level by obtaining on-the-job experience and professional development such as: continuing education, publication, participation in professional associations, teaching and consultation.

| Professional Staff | Level I | Level II | Level III | Level IV | Level V |
|-------------------------------|--|--|--|--|---|
| Job Complexity | Entry-level position, requires direct supervision | Able to work independently | Supervision begins at this level; management of a department | Management of multiple departments or a division; large financial responsibility | Responsibility for the administration of the Library in the absence of the Executive Director |
| Minimum Qualifications | ALA-accredited master's degree of library science or master's degree in relevant field | ALA-accredited master's degree of library science or master's degree in relevant field | ALA-accredited master's degree of library science or master's degree in relevant field | ALA-accredited master's degree of library science or master's degree in relevant field | ALA-accredited master's degree of library science or master's degree in relevant field |
| | Fewer than two years of professional experience | Three or more years of professional experience | Five or more years of professional experience | Eight or more years of professional experience | Ten or more years of professional experience |
| | | | Demonstrated effective job performance and participation in professional activities | Demonstrated contributions to the profession | Demonstrated contributions to the profession at the national and/or international level |
| Professional Knowledge | Basic knowledge of industry standards | Applied knowledge of industry standards | Advanced knowledge of industry standards | Advanced knowledge of industry standards | Advanced knowledge of industry standards |
| | Basic knowledge of library resources | Applied knowledge of library resources | Advanced knowledge of library resources | Advanced knowledge of library resources | Advanced knowledge of library resources |

| Professional Staff | Level I | Level II | Level III | Level IV | Level V |
|-----------------------------|---------------------------------------|--|---|--|--|
| | | Basic understanding of the Library's mission, goals and objectives | Advanced understanding of the Library's mission, goals and objectives | Contribute to the evolution of the Library's mission, goals and objectives | Contribute to the evolution of the Library's mission, goals and objectives |
| | | Awareness of technologies, trends and national regulations | Knowledge of technologies, trends and national regulations | Implementation of technologies, trends and national regulations | Implementation of technologies, trends and national regulations |
| Research Knowledge | Basic knowledge of computer operation | Knowledge of electronic resources | Advanced knowledge of electronic resources | Understanding of resources required to meet needs of clients | Understanding of resources required to meet needs of clients |
| Business Knowledge | | Knowledge of basic marketing principles and techniques | Knowledge of marketing principles and techniques | Application of marketing principles and techniques | Demonstrated application of marketing principles and techniques |
| | | | Knowledge of financial & accounting principles | Applied knowledge of financial & accounting principles | Demonstrated knowledge of financial & accounting principles |
| | | | Knowledge of legal and contractual regulations | Advanced knowledge of legal and contractual regulations | Demonstrated knowledge of legal and contractual regulations |
| Client Service | Basic knowledge of client needs | Ability to assess client needs | Ability to assess client needs | Ability to create services to meet client needs | Ability to create services to meet client needs |
| Cognitive Skills | Basic ability to identify problems | Ability to assess and suggest resolutions to problems | Ability to assess and resolve problems | Authorize problem resolutions | Authorize problem resolutions |
| | Ability to follow basic instructions | Ability to follow advanced instructions | Develop instructions | Authorize new procedures | Authorize new procedures |
| | | Analytical and conceptual thinking | Analytical and conceptual thinking | Analytical, conceptual and strategic thinking | Analytical, conceptual and strategic thinking |
| Work Skills | Organization and prioritization | Organization, planning and prioritization | Demonstrated managerial skills | Advanced managerial skills | Advanced managerial skills |
| Interpersonal Skills | Ability to work in a team | Contribute to team dynamics | Team leadership | Team evaluation | Team evaluation |
| | Basic internal networking | Internal and external networking | Internal and external networking | Advanced Internal and external networking | Advanced Internal and external networking |

| Professional Staff | Level I | Level II | Level III | Level IV | Level V |
|---------------------------------|----------------------------|---------------------------------------|--|------------------------------------|------------------------------------|
| | Basic communication skills | Demonstrated communication skills | Advanced communication skills | Expert communication skills | Expert communication skills |
| | Basic training skills | Demonstrated training skills | Advanced training skills | Expert training skills | Expert training skills |
| <i>Management Skills</i> | | Basic knowledge of project management | Demonstrated project management skills | Advanced project management skills | Advanced project management skills |
| | | | Performance management | Performance management | Performance management |
| | | | Resource management | Resource management | Resource management |
| | | | Conflict resolution skills | Conflict resolution skills | Conflict resolution skills |

Faculty Appointments (Updated 3/11)

Baylor College of Medicine and the University of Texas Health Science Center at Houston appoint eligible professional staff to academic status. These appointments do not include salary or tenure from the appointing institution. The minimum requirement for appointment is a master's degree in the specialty of the position assigned and final approval by the institution involved. Rank will be assigned by the institution based on individual qualifications. Librarian/Professional employees eligible for academic status will be appointed to one of the following ranks: Adjunct Instructor, Adjunct Assistant Professor, Adjunct Associate Professor or Adjunct Professor.

The HR Specialist will submit proposals from employees that include a current resume, Without Salary/Without Tenure Appointment Request Form, Without Salary Appointment Criteria Form Letter, and a cover letter demonstrating how the potential appointee could contribute to the institution.

Post Graduate Degree Policy (Updated 2/11)

Support staff who earn post-graduate degrees are eligible to apply for professional openings in the Library, but are not automatically promoted to Librarian/Professional rank at the completion of the degree.

Support Staff Classifications (Updated 2/11)

Support staff positions are classified into levels based on required knowledge and experience. Individual employees are ranked by step depending on performance and on-the-job progress. The classification scheme serves as an internal mechanism for recognizing professional development in terms of service. Classification of a particular position will depend on the level of complexity of job duties assigned to that job. Newly hired support staff with previous experience and advanced training may be appointed to any step consistent with their qualifications.

| Support Staff | Level I | Level II | Level III | Level IV | Level V |
|--------------------------------------|--|---|--|--|--|
| <i>Job Complexity</i> | Entry-level position, requires direct supervision | Requires direct supervision | Requires considerable judgment and versatility in following diverse routines | Requires considerable independent judgment and decision-making | Excellent management and/or advanced technical skills; requires flexibility, accountability, and excellent independent judgment |
| <i>Minimum Qualifications</i> | High School diploma/GED or equivalent experience | High School diploma/GED or equivalent experience | Some college or technical school plus two years of relevant work experience | College degree or professional certification plus two years relevant work experience | Bachelor's degree or professional certification plus three years work experience or at least five years relevant work experience |
| <i>Knowledge</i> | Basic understanding of the Library's mission, goals and objectives | Advanced understanding of the Library's mission, goals and objectives | Contribute to the evolution of the Library's mission, goals and objectives | Contribute to the evolution of the Library's mission, goals and objectives | Contribute to the evolution of the Library's mission, goals and objectives |
| | Basic knowledge of industry standards | Applied knowledge of industry standards | Advanced knowledge of industry standards | Advanced knowledge of industry standards | Advanced knowledge of industry standards |
| | Basic knowledge of library resources | Applied knowledge of library resources | Advanced knowledge of library resources | Advanced knowledge of library resources | Advanced knowledge of library resources |
| | | Awareness of technologies and trends | Knowledge of technologies and trends | Implementation of technologies | Implementation of technologies |
| <i>Business Knowledge</i> | | | Knowledge of legal and contractual regulations | Advanced knowledge of legal and contractual regulations | Demonstrated knowledge of legal and contractual regulations |
| | | | Knowledge of financial & accounting principles | Applied knowledge of financial & accounting principles | Demonstrated knowledge of financial & accounting principles |
| <i>Client Service</i> | Basic knowledge of client needs | Basic knowledge of client needs | Ability to assess client needs | Ability to meet client needs | Ability to meet client needs |

| Support Staff | Level I | Level II | Level III | Level IV | Level V |
|------------------------------------|--------------------------------------|---|---|---|---|
| <i>Cognitive Skills</i> | Basic ability to identify problems | Ability to assess and suggest resolutions to problems | Ability to assess and suggest resolutions to problems | Ability to assess and resolve problems | Authorize problem resolutions |
| | Ability to follow basic instructions | Ability to follow basic instructions | Ability to follow advanced instructions | Ability to follow advanced instructions | Develop instructions |
| | | | Analytical and conceptual thinking | Analytical and conceptual thinking | Analytical, conceptual and strategic thinking |
| <i>Work Skills</i> | | Organization and prioritization | Organization and prioritization | Organization, planning and prioritization | Advanced managerial skills |
| <i>Interpersonal Skills</i> | Ability to work in a team | Contribute to team dynamics | Contribute to team dynamics | Team leadership | Team leadership or evaluation |
| | Basic internal networking | Internal and external networking | Internal and external networking | Advanced internal and external networking | Advanced internal and external networking |
| | Basic communication skills | Basic communication skills | Demonstrated communication skills | Advanced communication skills | Expert communication skills |

Ranking of New Positions (Updated 2/11)

New positions are to be ranked before recruitment begins. The department manager will use the job description to establish a level on which a salary can be based. Once the position has been filled the step will be assigned based on individual qualifications.

Reclassification (Updated 2/11)

A department manager may initiate a reclassification request based on the classification scheme tables. The steps include:

- Update resume
- Update job description
- Submit documents to HR Specialist for review
- HR Specialist submits documents to Executive Director for approval
- If approved, an [ESCR](#) is completed by the department manager

Compensation Plan (Updated 10/10)

The following compensation plan serves as a guide to determine salary ranges in the Library. The levels are assigned to positions and steps are assigned to position

incumbents based on qualifications such as education and experience, knowledge, skills and personal characteristics.

| Professional Level | Hourly | Step 1 | Step 2 | Step 3 | Step 4 | Step 5 |
|---------------------------|---------------|---------------|---------------|---------------|---------------|---------------|
| I | 18.15 | 37,750 | 42,750 | 47,750 | 47,850 | 52,850 |
| II | 21.11 | 43,900 | 51,900 | 59,900 | 67,900 | 75,900 |
| III | 24.95 | 51,900 | 63,400 | 74,900 | 86,400 | 97,900 |
| IV | 31.73 | 66,000 | 77,750 | 89,500 | 101,250 | 113,000 |
| V | 35.00 | 72,800 | 99,050 | 125,300 | 151,550 | 177,800 |
| Support Level | Hourly | Step 1 | Step 2 | Step 3 | Step 4 | Step 5 |
| I | 7.43 | 15,450 | 19,200 | 22,950 | 26,700 | 30,450 |
| II | 8.44 | 17,550 | 22,550 | 27,550 | 32,550 | 37,550 |
| III | 10.07 | 20,950 | 27,700 | 34,450 | 41,200 | 47,950 |
| IV | 14.57 | 30,300 | 37,550 | 44,800 | 52,050 | 59,300 |
| V | 18.63 | 38,750 | 46,250 | 53,750 | 61,250 | 68,750 |

Chapter 4: Employee Orientation, Training and Development

New Employee Orientation (Updated 09/10)

The Library provides an orientation for all new full-time employees within the first quarter of employment. Most part-time employees do not require as extensive an orientation as full-time employees unless the supervisor sees a need. Orientation sessions are scheduled by the HR Specialist in conjunction with the employee's supervisor. A copy of the orientation schedule is given to all staff participating in the orientation.

The employee's supervisor should review departmental procedures including items listed on the [Departmental Orientation Checklist](#). Following the orientation session, the employee completes an [Orientation Evaluation Form](#) and is asked to make recommendations for improvement.

The goal of the orientation process is to ensure a smooth transition into the Library by providing specific information concerning expectations, job description, reporting relationships and values. The orientation session should include all departmental managers and provide:

- Benefits information
- General information such as pay periods, keys, identification badge
- Introduction to general library policies
- Library tour and introductions
- Information on departmental policies and procedures
- Introduction to Library website and intranet
- Network, software applications, hardware and email training
- Library publications (*Annual Report, Employee Handbook, Administrative Guide, etc.*)
- Overview of the Library and the Texas Medical Center

Employee Handbook

All employees are given a copy of the *Employee Handbook* at the time of hire which contains information on benefits and policies. The [Handbook](#) is also available on the Library's intranet.

Identification Badge

All employees receive a picture identification badge on the first day of employment, which also serves as key to access areas of the library depending on position and job needs. The badge also controls the time each employee can gain access to the Library and departments. Lost badges should be reported to the HR Specialist immediately. There is a \$10 charge to replace a lost badge and a \$5 charge to replace a broken badge.

Interlibrary Loan

All Library employees are eligible to use the Interlibrary Loan service at no cost. Book loans and journal articles can be requested from other libraries for professional or personal use. To use the service, register with the [ILLiad Request Management System](#) the Library's online order management system.

Keys and Equipment

All Library keys, equipment and tools must be requested on the Key and Equipment Request/Return Form. HR Specialist is responsible for issuing keys upon employment and collecting keys and equipment before departure. Lost keys should be reported to the HR Specialist immediately. The employee will be charged \$5.00 for each lost key.

Library Card and Remote Access (Updated 09/10)

Every employee is entitled to Library privileges. A card can be obtained by filling out an application at the Circulation Desk. All staff are eligible to register for [Remote Access](#) to electronic resources.

Notary Public (Updated 09/10)

The HR Specialist and Administration Executive Assistant are Notary Publics and will notarize personal documents for the Library staff.

Staff Photocopiers (Updated 09/10)

The staff photocopiers are located in Administration and Collection Development. Departmental codes are needed to use the machines. Library staff members may make personal use of the copy machines at no charge; however such use should be kept to a minimum.

Performance Appraisals (Updated 09/10)

Performance appraisals are conducted formally once a year in the month each employee was hired. Factors considered during this assessment of job performance include:

- Completes job duties and special assignments
- Solves problems creatively
- Uses initiative
- Assumes responsibility
- Relates the job function to the Library's Strategic Plan
- Has effective verbal and written communication skills
- Uses good judgment
- Demonstrates leadership ability
- Has a professional outlook

The HR Specialist provides supervisors with the performance appraisal form along with guidelines and instructions. Performance appraisals should be completed and returned to the HR Specialist no later than the end of the month after the appraisal is issued. The original performance appraisal will be made part of the employee's permanent personnel record. Managers may make and keep copies for their files and for the employee.

Employee Recognition Program (Updated 01/11)

The Employee Recognition Program is designed to recognize the efforts and contributions of staff and volunteers. Long-term employees and those who have made notable contributions to the Library are recognized at an annual luncheon in September.

The HR Specialist solicits nominations from departmental managers for part-time and full-time Employee of the Year and Volunteer of the Year. The nominations are sent to the Executive Management Committee which approves the final selection decision. The HR Specialist handles administrative details. The Executive Director presents gifts and certificates at the reception.

Library Longevity—Employees completing two, five, ten, fifteen, etc. years of employment by August 31st are eligible for a longevity award.

Employee of the Year—All candidates (full or part-time) must have been employed by the Library for at least two years at the time of the nomination. Members of the Executive Management Committee are not eligible. The Library rewards employees who are competent, consistently perform well and demonstrate the following:

- Proven willingness to go beyond job description (outstanding cooperation)
- Creative input that results in improved procedures, departmental performance, etc.
- Demonstrated initiative to change or improve something
- Consistent, high standard of performance during absence of supervisor

Volunteer of the Year—Supervisors of volunteers are given the opportunity to submit a nomination accompanied by a supporting statement.

Administrative Travel (Updated 01/11)

Administrative Travel is travel considered to be of direct benefit to the Library and its operations, meeting the requirements of the NN/LM SCR contract or for professional development. Requests are subject to approval by the departmental manager, Controller and the Executive Director. If appropriate, funding should be requested through the Friends of the TMC Library *Mary and Ben Anderson Fund* (*Anderson Funds*) and other sources.

Administrative Travel consists of consulting and travel to meetings, conferences or training events such as the following:

- Participation in the a professional library, archive, human resource, accounting or information technology association
- Teaching classes
- Serving as an officer or committee chair of a professional organization at the local, regional or national level
- Presenting papers, posters or sharing sessions at a meeting of a professional organization
- Professional job-related training
- Providing local or regional outreach

Travel Requests—All requests for support of any professional activity, whether for financial support or paid absence, must be submitted on the [Request for Administrative Travel](#) form. A library issued procurement card should be used to pay for all possible expenses.

Travel Allowances

- Transportation—Coach or Economy class by including baggage fees.
- Travel by automobile is reimbursed at the IRS allowance rate
- The lower cost of travel by automobile or the public carrier will be paid
- Travel within ten miles of the Library will not be reimbursed
- When possible, use Library van for city-wide travel
- Meal reimbursement is based on the GSA rate for the city per day maximum
- Registration fees
- Parking fees
- Ground transportation
- Hotel expenses (room rate + occupancy taxes only)
- Other relevant expenses (mileage, tips, etc.)

Travel Reimbursement Procedure—Complete a [Travel Reimbursement Form](#) within thirty days of travel to be reimbursed for travel expenses, including signature of the supervisor, and send it to the AP Accountant with the appropriate receipts (airfare, hotel, conference registration, parking, car rental and gas) attached. The Library only reimburses up to 10% of expenses beyond those originally requested. All travel reimbursements are paid via payroll.

Travel Advances—The Library does not provide loans to employees. Travel advances will only be approved in exceptional cases by the Executive Director.

International Travel—Examples of fundable international travel include:

- Participation as the designated Library representative
- Teaching classes
- Providing outreach

- Serving as an officer or committee chair
- Presenting certain invited papers, poster sessions or participating in a panel discussion
- Consulting on behalf of the Library

Continuing Education (Updated 01/11)

Library employees classified as Support Staff Level 5, Library Associate and all Librarians/Professionals are eligible to attend one college course per semester during work hours, with the approval of their supervisor and provided that they can satisfy their employment responsibilities. A maximum of three hours per week is available for travel and actual class work. This does not include time off for studying or other course-related activities. *Anderson Funds* may be available for tuition reimbursement.

Procedure for Requesting Continuing Education Leave

Employees should complete a [Request for Administrative Travel Form](#) requesting time only and should include the course title and institution. The supervisor will add any comments and forward the form to Administration for final approval. Proof of course completion must be provided to the HR Specialist at the end of the semester.

Chapter 5: Employee Benefits

Benefits Summary (Updated 10/03)

A summary of all the benefits is given to prospective employees when interviewed and to new hires on the first day of employment. The benefits summary is included in the [Employee Handbook](#). The HR Specialist updates this document as benefits change.

Cafeteria Plan (Updated 10/11)

The Library has a Cafeteria Plan administered by Comprehensive Insurance Consultant (CIC). The Plan offers employees the option to have dependent care, medical and dental expenses not covered by insurance, insurance premiums and parking (but not parking sales taxes) deducted from paychecks pre-tax. The maximum allowed for dependent care is \$5,000 and the maximum allowed for medical and dental reimbursements is \$2,500. Enrollment period is during the month of December for the next calendar year.

See the [Summary of 125 Cafeteria Plan Reimbursement Programs](#) for details. Forms used with the plan include the Enrollment Form (available from the HR Specialist), [Medical Expenses Voucher](#) and the [Dependent Care Voucher](#).

Employee Assistance Program (EAP) (Updated 04/11)

The Library has a contract with the University of Texas Health Science Center at Houston Employee Assistance Program (UTEAP). Assistance is available for professional, personal, financial or legal problems. For more information on the UTEAP contact the HR Specialist.

Employee Emergency Fund (Added 10/11)

The *Gloria Bates Emergency Fund (GBEF)* is a program available to assist eligible employees who are experiencing a personal financial crisis and who have exhausted all other avenues for obtaining assistance. The Fund, which is allocated to employees who demonstrate emergency financial need, is designed to provide limited assistance and is not a loan. The Fund is designed to address an event or catastrophe that is sudden, unexpected and critical, such as a family crisis, acute illness or natural disaster. Funds are donated to the program by outside supporters and present employees in support of current employees during times of need. The GBEF [policy](#), [brochure](#) and [application](#) can be found on the Intranet.

Insurance Benefits

Disability Insurance (Updated 04/11)

Total disability is the inability of an employee by reason of sickness or bodily injury to engage in the occupation for which the employee is employed. The Library offers long-

term disability insurance that provides a benefit beginning on the first day of the month after an insured staff member has been disabled for a period of six consecutive months. The Library provides a short-term disability plan that financially supports an employee during the first six months of a major disability.

Long Term Disability Insurance—Full-time employees are required to participate in the Library's group long term disability insurance plan. The Employee pays the full monthly premium as a percentage of gross salary. Coverage begins for all full-time employees on the first of the month following date of employment.

Short Term Disability—Short term disability takes effect when an employee is disabled due to illness or an accident after all accumulated sick leave and vacation hours have been used. If the accumulated hours are fewer than 180 days the Library's Short Term disability policy goes into effect. All employees are eligible for one month of disability for every one year employed with a limit of five months.

Life Insurance/Accidental Death and Dismemberment (Updated 04/11)

All active full-time employees are eligible for basic Life Insurance and Accidental Death and Dismemberment Insurance on the first day of employment. Details of the plans are provided in the insurance booklet.

Life Insurance—Insurance is free to employees and is valued at three times employee's annual salary, rounded to the next highest \$1,000. The amount of basic life insurance cannot exceed a maximum of \$250,000. Covered employees who are totally disabled before their 60th birthday may have their policies kept in effect by the insurance company.

Accidental Death and Dismemberment—Insurance is free to employees and equals an employee's annual salary, rounded to the next highest \$1,000. The amount of basic principle sum cannot exceed a maximum of \$250,000.

Combined Coverage—If an employee dies in an accident before age 65, the beneficiary of the policy will receive the proceeds from both the Life and the Accidental Death and Dismemberment policies which is a total of four times annual salary, or a maximum of \$500,000.

Medical and Dental Insurance (Updated 03/11)

All full-time employees are eligible for the Library's comprehensive medical and dental plans on the first day of the month following employment. All premiums are paid by the Library. Coverage terminates on the last day of the month after leaving Library employment. Employees electing to continue coverage under [COBRA](#) must notify the HR Specialist within sixty days after loss of coverage and begin paying premiums upon notification.

Full medical benefits are available to spouses and unmarried children if they are enrolled within thirty days after employee eligibility has been established. Payment for dependent coverage is made through payroll deduction.

Workers Compensation and Employers Liability Insurance (Updated 04/11)

The Library carries Workers Compensation insurance to protect employees in the event of work-related injury or illness. There is no cost to employees. Supervisors are required to immediately report verbally any work-related injuries to the HR Specialist. Supervisors must submit a [Report of Injury](#) form to the HR Specialist for processing within three days of the date of injury. Details on completing the form are posted in the HR Specialist's office.

Paid Time Off

Floating Holidays (Updated 04/11)

Full-time Support Staff Levels I - IV receive one floating holiday after the first year of employment and two floating holidays after the second year of employment. Floating holidays are based on the fiscal year and accrual ends once a staff member accrues twenty-four vacation days per year. Floating holidays must be used in full-day increments during the current fiscal year and may not be carried over to the following fiscal year. Part-time employees do not receive floating holidays.

Holidays (Updated 04/11)

All full-time employees receive eleven paid annual holidays: New Year's Day, Martin Luther King, Jr. Day, Presidents' Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Friday after Thanksgiving, Christmas Eve, Christmas Day and New Year's Eve. The Library is also closed on Easter Sunday. Part-time employees may use accrued vacation hours or work additional hours during the pay period for holidays when the Library is closed and they are unable to work.

The Library is open and observes holiday hours on the following holidays: Martin Luther King, Jr., Presidents' Day, Friday after Thanksgiving and the last two weeks of the calendar year. Circulation is open and must be staffed on these days. All other full-time employees must get prior approval from their supervisor to work these holidays. Employees who have been scheduled to work on holidays accrue vacation for the time worked. Vacation leave should be used for religious holidays if an employee chooses to observe that holiday. Annual holidays are listed on the [Library's website](#).

Military Leave (Updated 04/11)

Members of the armed forces may be granted military leave with pay for authorized training periods and periods of active duty, not to exceed 120 hours (the equivalent of fifteen eight-hour days) each calendar year, if the training or service is in fulfillment of a

service obligation. This leave is granted upon submission of proper orders from military authorities. Vacation and sick leave continue to accrue during military leave. This policy comports with the [Uniformed Services Employment and Reemployment Act](#) (1994) and the more recently enacted [Veteran Benefits Improvement Act](#) (2004).

Other Leaves of Absence (Updated 04/11)

Jury Duty—Vacation and sick leave continue to accrue. Upon returning to work, a copy of the jury summons or receipt should be forwarded to the HR Specialist. Lack of this documentation may result in a vacation or salary deduction for time away from work.

Bereavement Leave—Each employee is allowed up to three days per incident with pay for a death in the employee's immediate family, including parents, children, spouse, grandparents, siblings and spouse's parents. Vacation and sick leave continue to accrue. The employee should indicate on the bi-weekly timesheet the absence was for bereavement leave. Vacation time may be used for time away from work due to deaths outside the employee's immediate family and for periods exceeding three days.

Voting Time—Employees are granted voting time up to two hours with pay per election. The employee should indicate *Other Hours* on the bi-weekly timesheet.

Adverse Weather—There are times when severe weather conditions make it difficult or impossible for an employee to travel safely to work. Individuals who feel they must leave before an official announcement of closing or who elects to stay home before an official announcement must communicate that decision to the appropriate supervisor and will be required to use vacation time. The Executive Director or a designee makes the decision to close the Library and communicates it to the staff through the Executive Management Team. The Executive Director or a designee reports all official Library closings to TMC Security (713.795.0000).

Sick Leave (Updated 10/11)

All full-time employees earn twelve days sick leave per year, which enables staff to take leave during periods of personal illness or medical appointments. Sick leave may be used during illnesses of a child, spouse or parent of the employee. For use of sick leave in conjunction with the Family Leave Act, see Chapter 2. Maximum sick leave accrual is 480 hours and it does not accrue during any unpaid leave. Employees must furnish a physician's statement to verify illness if requested by the Library. Remaining sick leave is not paid upon termination.

Part-time employees are eligible for sick leave after one year of employment and retroactively accrue one hour for every twenty-two hours worked during the previous year. Librarians/Professionals and Support Staff Level V employees need not report occasional sick leave of four hours or less due to a brief illness or medical appointment.

The employee must call the immediate supervisor as soon as practical after the onset of an illness which necessitates an absence from work. This would normally be at the beginning of the workday missed. If the immediate supervisor is not available, the employee should call the Circulation Desk. If hours reported exceed the balance of sick leave hours accrued, vacation hours are used.

Employees who have been employed a minimum of six months are eligible to participate in the Sick Leave Pool. Employees must exhaust all accruals, vacation, sick and floating holiday hours before applying for Sick Leave Pool contributions. The [policy](#) and [application](#) are available on the Intranet. If the employee does not have enough sick or vacation leave, a salary deduction will be made for the absence.

Eligible employees may transfer to the Sick Leave Pool one or more days (increments of eight hours only) of the employee’s accrued sick leave as long as the minimum required balance of forty-eight hours is maintained in their individual balance.

If an illness or other disability occurs during vacation, this period may be charged to sick leave; however, the employee may be asked to present a medical statement from a physician to such effect. Although this may shorten the actual days of vacation taken, the employee must return to work as scheduled unless specific arrangements have been made with the supervisor.

Vacation (Updated 04/11)

Vacation is accrued each pay period. Full-time employees begin accruing vacation on the first day of employment. Support Staff Levels I - III earn 3.69 hours each pay period. Support Staff Level IV earns 4.62 hours each pay period. Support Staff Level V and Librarians/Professionals at all levels earn 7.38 hours each pay period.

| Full-time | Initial | After 5 years of service | After 10 years of service |
|------------------------------|----------------|---------------------------------|----------------------------------|
| Librarian/Professional | 24 days | no increase | no increase |
| Support Staff Level V | 24 days | no increase | no increase |
| Support Staff Level IV | 15 days | 20 days | 24 days |
| Support Staff Levels I - III | 12 days | 18 days | 24 days |

Part-time staff earn one hour for every twenty-two hours worked and are eligible after one year of employment. Unused vacation time may be carried over to the next fiscal year; however, vacation does not accrue beyond 280 hours (thirty-five days) per employee. The HR Specialist monitors accrual balances and contacts employees when they are nearing the limit. All vacation requests must be approved by the immediate supervisor and does not accrue during any unpaid leave.

Non-probationary employees who have unused vacation time when they terminate will be compensated at their current pay rate. If an employee resigns or is terminated during the

initial probationary period any vacation time taken during employment will be deducted from the final paycheck.

Relocation Assistance (Updated 04/11)

The Library will reimburse moving expenses for newly-hired Librarian/Profession level staff to relocate to the Houston area. This reimbursement includes the cost of commercial transport of household goods, rental of vehicles, costs of gasoline and motels and plane tickets. The total of all relocation expenses shall not exceed 5% of the new employee's initial salary.

Ordinarily, moving expenses are funded on a reimbursement basis. However, advances may be made if the relocation creates a financial hardship for the new employee. All advances must be approved by the Executive Director and will be made by direct payment to moving companies or directly to the employee.

Retirement Plans

Regular Retirement Annuities (Updated 04/11)

The Library participates in a mandatory retirement plan provided by the Teachers Insurance and Annuity Association and the College Retirement Equities Fund (TIAA-CREF). The minimum contribution for all participants is 1.5% percent of gross salary. The Library contributes 8.5% to the plan.

Employees are required to participate after a minimum employment period of one year and the attainment of age twenty-one. Those who have immediate prior participation in a fully vested institutional retirement plan are eligible to participate on the first day on the month following employment with the Library. Part-time employees working 1,000 hours or more per year must join the plan also.

If a participant dies before retirement, all retirement contributions are payable to the person's beneficiary. Federal law protects the rights of spouses under certain conditions regardless of who is named as a beneficiary.

Contributions are deducted on a pre-tax basis at a minimum of 1.5% of gross salary up to a maximum level as determined by the Internal Revenue Service. Taxation on these deductions is deferred until retirement, when it is assumed that the participant will be in a lower tax bracket, thus paying lower income tax on the amount.

During official leave of absence with pay the Library will continue to make premium payments if the participant does likewise. During leaves of absence without pay the participant may continue to make contributions on his own. When the participant returns to work the Library will resume its contributions. There is no penalty for reduction or discontinuance and resumption of payments at the end of any leave.

All participants are immediately fully vested. The annuity contract is owned by the participant. This provision allows participants the freedom to move to other institutions participating in TIAA-CREF without the loss of accrued retirement benefits.

The Library will normally approve repurchase - the process of refunding to the participant before retirement both his and the Library's contributions to the plan - provided the repurchase meets the criteria established by TIAA-CREF.

Supplemental Retirement Annuities (Updated 04/11)

In addition to the retirement plan, employees may wish to invest in a supplemental retirement annuity (SRA). There is no eligibility requirement other than being employed by the Library. The Library makes no contributions for the employee.

The purchase of an SRA from TIAA-CREF differs from the regular retirement plan in the following ways:

- Can be surrendered for their full accumulated value in cash at any time
- Loans may be obtained against the balance
- Have a higher expense charge to cover the cost of administering the additional features

Transportation Subsidies (Revised 04/11)

All employees are eligible for Library-subsidized parking in lots and garages controlled by the TMC, vanpools and public transportation to work up to \$50.00 per month. Amounts in excess of the \$50.00 subsidy, which also includes parking taxes, are deducted from the first and second paycheck of each month. Employees must present proof of payment for vanpools and public transportation in order to be reimbursed.

Parking for Library staff members is available at the following locations:

| Parking Area | Location |
|---------------------|---|
| Lot B | Behind the Library |
| Garage 3 | Beneath the Library Building |
| Garage 4 | 100 yards northeast of the Library |
| South Extension | .75 mile south of the Library off MacGregor/Braeswood |
| South Main Lot | Pressler between Fannin and Main |
| Smith Lands | South Braeswood between Greenbriar/N. Stadium |

The Library is allocated a limited number of spaces in all lots. These spaces are issued on the basis of seniority, with exceptions made in the case of physical disability. The HR Specialist will provide all new employees with the proper forms for parking.

Chapter 6: Standards of Conduct and Employee Discipline

Critical Incident (Updated 06/11)

The [Critical Incident Report](#) is designed for use when an unacceptable action requires immediate attention. The decision to complete a *Critical Incident Report* on an employee should be decided by the supervisor, upper management and the HR Specialist. The report should describe the incident and indicate the action taken by the supervisor. The report must be signed by the supervisor, employee and the HR Specialist.

Disciplinary Policy (Added 06/11)

The immediate supervisor should monitor and record performance issues. The steps a supervisor takes to discipline an employee with progressively unacceptable performance are:

- Verbal warning
- Refer to UTEAP if applicable
- Written warning with a timeline to correct performance
- Probation
- Termination

Supervisors should consult with the HR Specialist during each step of the process. All documentation must be filed in the employee's personnel file.

Dismissal Policy (Updated 06/11)

Dismissal Procedure for Regular Status Employees (Updated 06/11)

The State of Texas is an Employment-at-Will state, which provides that if employment is for an unspecified or indefinite period of time, either the employee or the employer may terminate the employment relationship for good cause, bad cause or no cause at all. Dismissal may be preceded by verbal and/or written warnings from the supervisor. Evidence of appropriate counseling between the supervisor and the employee should appear in the employee's personnel file.

Immediate Dismissal Procedure for Regular Status Employees

An employee may be dismissed immediately for gross misconduct which include but is not limited to:

- Dishonesty or theft
- Willful neglect of duty or refusal to perform work
- Falsification of records
- Workplace violence

Actions determined to be detrimental to the Library must be documented and presented to the Executive Director for the final dismissal decision. In cases requiring immediate action when neither the HR Specialist nor the Executive Director is available, a staff member can be suspended (temporarily removed from the job without pay) by the immediate supervisor or the person in charge until further action can be taken.

Appeal Procedure for Terminations

The purpose of the appeal procedure is to provide an orderly process for hearing appeals of terminated employees. The object of the process is to reach a fair and equitable decision in a timely manner, and to ensure that employees' due process rights are observed. All non-probationary employees holding regular employment status may file formal appeals to protest a termination for cause. An appeal may be initiated for unfair treatment, erroneous or capricious application of Library policies and procedures, or unlawful discrimination.

Employees who are involuntarily separated for cause have the right to appeal the decision to the Board of Directors. Appeals should be filed with the HR Specialist within ten days of receipt of notice of the termination decision.

Filing Procedures

Step One—Employees who feel they have a basis for an appeal should notify the HR Specialist within ten days of receipt of notice employment termination. The notice must be in writing and include the following information:

- The stated employment termination reason(s)
- The basis upon which the appeal is founded
- The specific result desired

Step Two—The HR Specialist will acknowledge the appeal and forward it to the Executive Director.

Step Three—The Executive Director will forward it to the Library Board of Directors, and the Chairman of the Board of Directors will determine when the matter will be addressed by the Board.

Determinations

The Library Board of Directors will review documentation presented and make a recommendation to the Executive Director. The appellant will be notified of the Board's decision within twenty working days from the date of which the matter was addressed by the Board. The Board's decision will constitute final action.

Dress Policy (Updated 05/11)

The Library is a business casual academic environment. The Library reserves the right to require alternate attire (more business professional) for special occasions.

Excessive Absenteeism (Updated 06/11)

Appropriate corrective action will be taken when a pattern of excessive absenteeism occurs. This action will follow progressive steps including verbal and/or written warnings from the supervisor which could culminate in dismissal.

An employee may be considered to be excessively absent when unscheduled absences over a period of time form a questionable pattern including:

- Continuous liquidation of sick leave almost as soon as it is accumulated
- Absence from duty two or more days a month on a recurring basis
- Absence on a regular continuing basis on a given day of the week
- Any other pattern that raises questions about the validity of the reasons for the absences

Grievance Procedure (Updated 06/11)

A grievance is a formal complaint made on the basis of something that an employee feels is unfair. The procedures for filing a grievance include:

- Discussion with immediate supervisor
- Discussion with the HR Specialist
- Appeal to the next level of Library management if the problem persists

If the grievance involves the immediate supervisor the employee can appeal to the next level of Library management. The entire process will be documented and filed in the employee's personnel file.

Probationary Periods (Updated 06/11)

Probation is a trial period that continues the process of determining the suitability of the employee for the position that was begun in the employment interview. At the end of the probationary period, the employee will either become a regular staff member or will be terminated. The probationary period for a part-time employee is ninety days and six months for a full-time employee.

The employee's performance and behavior should be carefully evaluated and discussed with the employee. Serious behavior or performance problems should be documented and forwarded to the HR Specialist. The probationary period ends with one of three options:

- Advancement to regular status

- Extension of probationary status not to exceed ninety days
- Termination

The final recommendation is documented on the [Probationary Status Change Form](#) by the supervisor and approved by the Executive Director. If the probationary period ends in termination two weeks' pay may be given in lieu of notice.

Report of Excellence (Updated 06/11)

Supervisors are encouraged to recognize performance or service that is superior and to record it for future evaluation purposes. Recognition may be sent as a memo or email and will become a permanent part of an employee's personnel file.

Sexual Harassment Policy (Updated 05/11)

The Library maintains a strict policy prohibiting unlawful sexual harassment, including but not limited to, verbal, physical and visual harassment. This policy applies to all employees. Sexual harassment is a violation of the law under Title VII Civil Rights Act of 1964.

Sexual harassment includes, but is not limited to, the making of sexual advances, requests for sexual favors or other verbal or physical conduct of a sexual nature when:

- Submission to such conduct is made, either explicitly or implicitly, as a term or condition of employment
- Submission to or rejection of such conduct is used as the basis for employment decisions (i.e., hiring, promotion, increase/decrease in pay, transfer, job assignment, termination, etc.)
- Such conduct has the purpose or effect of unreasonably interfering with the employee's work performance, or creates an intimidating, hostile or offensive working environment

Reporting and Investigating Sexual Harassment

- The individual employee who believes he or she is a victim of sexual harassment must immediately report the event to the HR Specialist
- Any staff who are aware of an incident of sexual harassment must immediately report the event to the HR Specialist
- All sexual harassment reports will be kept as confidential as possible and thoroughly investigated
- Employees who are found to have engaged in sexual harassment or who have contributed to creating a sexually offensive work environment will be subject to appropriate discipline, including but not limited to termination

Smoking Policy (Updated 05/11)

According to the City of Houston Code of Ordinances, Section 21-238, smoking is prohibited in all enclosed areas of employment. Employers are required to communicate this prohibition to all prospective employees upon their application for employment. The TMC is a smoke-free campus and employees who smoke must go to special designated smoking areas on campus. There is no approved smoking area on the library grounds.

Substance Abuse Policy (Updated 07/11)

The possession, use or being under the influence of any intoxicant, controlled substance, illegal drug or unauthorized prescription drug is prohibited in the workplace.

The Library reserves the right to require that any employee suspected of a violation be referred to UTEAP. Employees who refuse to report to the UTEAP or fail to obtain recommended treatment will be subject to disciplinary action up to and including termination. Employees who identify themselves in order to obtain counseling or other treatment will not be disciplined based upon that self-identification.

The Drug-Free Workplace Act for 1988 requires any employee working on a federally funded contract or grant who is convicted for a drug-related offense occurring in the workplace is required to notify the Library not later than five days after such conviction. The Library is required to notify the contracting agency within ten days after receiving notice.

A felony conviction of a violation of any criminal drug statute for use, possession, dispersion, distribution or manufacture of an illegal drug within the Library workplace will result in termination.

Chapter 7: Library Support Policies

Computer-Use Policy (Updated 10/11)

Information technology resources include desktop computers and peripherals, servers maintained by the Information Technology (IT) Department (email, web, application), servers maintained by other departments and network equipment.

Use of these resources comes with a responsibility for the staff to be good net-citizens and to protect the valuable assets that these resources represent by following the [Acceptable Use Guidelines](#).

Violations of this policy may result in suspension of access to any or all information technology resources, disciplinary action, dismissal and/or criminal prosecution. Please also consult [Section 33, Texas Penal Code, Computer Crimes Statute](#) for laws that may also apply to the usage of information technology resources.

Departmental Codes (Updated 08/11)

All departmental managers will be issued a code by the HR Specialist for dialing long distance at fax machines and making copies at networked copiers/printers.

Gifts Policies (Added 09/11)

It is essential that all employees maintain independence from vendors, contractors and others doing business with the Library. All employees should avoid any conflicts between their personal interests and the interests of the Library

If a vendor offers a gift of services or equipment to the Library, the employee receiving the offer must notify the Executive Director. The offer will be discussed by the Executive Management Committee to determine if the gift is something the Library wishes to accept. If the offer is accepted, the Executive Director will send a thank you letter acknowledging the gift. If the gift is valued over \$500, it is added to inventory for accounting and insurance purposes.

Employees may only accept gifts of insignificant value such as traditional holiday gifts, business-related meals, small advertising novelties and occasional tickets to sporting events or other entertainment events. Gifts should have a value of less than \$100. Acceptance of these gifts or gratuities should not obligate the Library to conduct further business with the vendor.

Any compensation for professional services provided as an extension of employment at the Library must be approved by the Executive Director.

Grant and Funding Procedures (Updated 07/11)

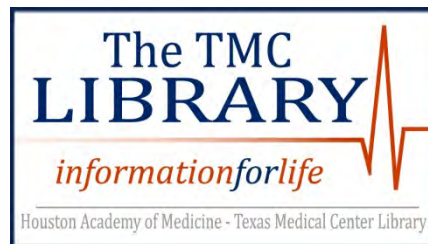
All library grants or funding proposals are reviewed by the Library's Development Committee before submission. The committee will assist with budget preparation, and obtaining salary information, required signatures and support letters. The final budget must be approved by the Controller prior to submission. Request for assistance should be made well in advance of due dates to expedite the grant proposals submission.

Graphics and Style Standards (Updated 07/11)

The Library observes the following graphic and style standards as The Texas Medical Center Library.

- The Texas Medical Center (TMC) Library (first usage)
- The TMC Library (subsequent usage)

The official Library logo can be copied from the [intranet](#) .



For PowerPoint slide shows, the Library logo should appear on every slide in any corner or as a watermark. Each presentation should include a title slide with the presenter's name, title and contact information.

National Network of Libraries of Medicine South Central Region

The Library is also home of the National Network of Libraries of Medicine South Central Region, which also has its own graphic standards which are set by the National Library of Medicine and must be strictly followed.

- National Network of Libraries of Medicine South Central Region
- NN/LM SCR
- Regional Medical Library
- RML

The NN/LM SCR has an official logo. Contact the NN/LM SCR office for the graphics artwork.



John P. McGovern Historical Collections and Research Center

- John P. McGovern Historical Collections and Research Center
- McGovern Research Center after the first usage

Law Enforcement Guidelines (Updated 07/11)

The Library abides by the *ALA Codes of Ethics*, in which Section III states:

*We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.*¹

The Texas Government Code, [Open Government, Public Information Section 552](#) requires that records of publicly funded institutions make all records accessible to the public. Section 552.124 makes the exception of library circulation records.

There are different types of requests from law enforcement, including subpoenas, warrants and warrants issued under the USA PATRIOT Act. The Executive Director is the designated official to receive a subpoena or warrant. In the absence of the Executive Director, the Senior Associate Director, Operations and the Controller serve as backup. Non-essential staff should stay out of the way of the agents. They should not attempt to answer questions or converse with the agents. There is no such thing as an informal conversation with law enforcement.

During a Visit

If law enforcement officials enter the Library and demand seizure of library property or records:

- Ask for identification (badge and business card)
- Ask for a thirty to forty-five minute delay to contact designated personnel who might have to travel to the Library if after hours
- Contact the Executive Director or designate immediately
- Ask for a copy of the subpoena or search warrant which is immediately executable

¹ <http://www.ala.org/ala/issuesadvocacy/proethics/codeofethics/codeethics.cfm>

- Escort the agents to a private area, either the Circulation office or Administration
- Call the local office to verify that this is an official visit
 - FBI—713.693.5000
 - HPD—713.222.3131
 - Harris County Sheriff—713.221.6000
 - Texas Rangers— 281.517.1400
 - U.S. Marshals—713.718.4800
- Cooperate fully with the officer in charge

Library Supported Parties (Updated 08/11)

The Library will support a farewell party or gift for a departing employee who has worked here a minimum of two years up to a maximum of \$50. Other Library supported parties should be planned in advance with approval from the Controller prior the event date and a budget should be submitted.

Mail Service (Updated 08/11)

The Operations Department distributes and picks up mail from each department around 9:00 a.m. and 3:00 p.m., Monday - Friday. Regular mail is metered and sent out each work day by 3:30 p.m. Outgoing mail requiring postage should be bundled with a department postage expense slip. The Library cannot meter personal mail using the Library's postage machine.

Loading dock address for deliveries: 6430 East Cullen Street, Houston, TX 77030

Historical Research Center shipping address: 8272 El Rio, Ste. 190, Houston, TX 77054-4635

Meeting Facility Policy (Updated 08/11)

The Library's meeting rooms are available for use by TMC institutions as well as by corporate and community groups. There is a charge to use the rooms for non-TMC members. Reservations for use of meeting facilities by clients and staff are made through the Library's [website](#). Use of the meeting rooms does not imply endorsement by the Library staff or the Board of Directors, of the viewpoints presented.

Parking Validations (Updated 08/11)

The HR Specialist maintains the parking validator for TMC-operated garages. The Library pays for validated parking at the regular hourly rates for visitors on official business and job applicants who have been scheduled for interviews. The Library does not validate parking for salespeople or regular service providers.

Public Address System (Updated 08/11)

The Library's paging system should be used with discretion. Paging messages can be broadcasted to specific areas of the Library. Full detailed instructions on how to use the public address system are printed in the [*Business Continuation and Recovery Plan*](#).

It is occasionally necessary to make general announcements when it is important that all library clients receive certain information. These are unusual situations such as:

- Early closing of the Library due to a inclement weather
- Closing of garage 3 due to flooding threat

Purchasing Policy (Updated 08/11)

The purchase of computer equipment, whether for the Library or the NN/LM SCR contract, must be approved by the IT Department. All requests for the purchase of books and journals must be approved by the Collection Development Department. Employees may contact vendors directly for ordering, pricing, and shipping information, but an approved purchase order must be sent before obligating the Library for the item.

Purchase orders will be issued by the Accounts Payable (AP) Accountant if either the unit cost of any single item is \$50 or more, or the total amount of the order is \$250 or more. All purchases over \$500 require three quotes. Purchase orders totaling under \$1,000 are signed by the Controller. The Executive Director signs orders exceeding \$1,000.

The packing slip (or in some cases the invoice) for deliveries received by a department other than the Operations Department, should be forwarded to the AP Accountant immediately.

Supplies (Updated 08/11)

An employee in each department has been designated to order items using CPI's website. If an item cannot be located there, utilize other websites or catalogs to place your order.

The supplies kept in standard inventory by the Operations Department are pre-printed items used by all departments: letterhead, #10 stationary envelopes, #10 window envelopes (regular and Inter-Institutional Mail), 9 x 12 envelopes (regular and Inter-Institutional Mail), 3 x 5 mailing labels, etc. Printer cartridges may be requested from the IT Department.

Chapter 8: Business Continuation and Recovery Plan, Maintenance and Security

Business Continuation and Recovery Plan (Updated 08/11)

The Library's *Business Continuation and Recovery Plan* outlines the key components in disaster preparedness, roles and responsibilities of response personnel, recovery or salvage procedures and rehabilitation of damaged materials.

An electronic copy of the [Plan](#) is located on the Library's intranet. Each member of the Business Continuation Team, as well as the Executive Director and Property Manager, has copies of the Plan both on-site and off-site. New staff members will be introduced to the Plan during orientation.

The Assistant Director of Circulation maintains the Pocket Response Plan for a quick guide to contact information and disaster response steps.

Workplace Cleanliness (Updated 08/11)

Each person is responsible for keeping their work area neat. Anyone using the staff lounge is responsible for cleaning dishes, microwave spills and disposing of any leftover food. Do not leave unopened sodas in the freezer.

Cleaning services are performed five days per week, Monday through Friday nights. Please note that the janitorial staff is instructed to move nothing on desk or table surfaces. The staff also will not clean computers nor throw away trash unless it is in a trash can or is clearly labeled as trash.

Building Maintenance (Updated 08/11)

The building is owned by HAM and building maintenance is handled by HAM through a contract with Houck Services. Any building issues should be reported to Circulation and submitted on a work order form.

Emergency Contacts:

Building Maintenance: 713.790.0656 or 713.391.9095

Maintenance Supervisor: Manuel Obregon: 832.473.8968 or
manuel@houckservicesllc.com

Property Manager Brad Houck: 713.524.4267, ext. 246 or 713.875.4807 or
brad@houckservicesllc.com

Building maintenance personnel are not responsible for repairs to Library furniture or equipment. For these requests, send an email to operations@exch.library.tmc.edu. In case of emergency call the Circulation Desk at 713.799.7147.

Loading Dock (Updated 08/11)

The loading dock located at 6430 East Cullen on the east side of the building should be used for deliveries and maintenance vehicles for the Jesse H. Jones Library building only. Building maintenance should be contacted when parking in this area. Any unidentified vehicle left in the loading dock area will be towed at the owner's expense.

Safety (Updated 08/11)

No open flames of any kind are allowed in any area of the Library, including incense and candles.

Each department has a fire captain and co-captain. See individual departmental procedures or [*Business Continuation and Recovery Plan*](#) for detailed procedures and evacuation instructions.

Security (Updated 08/11)

HAM employs building maintenance personnel to patrol the entire building and garage every day. Call 713.790.0656 or 713.391.9095 to reach the person on duty. Tenants in the building are responsible for the security of their space. Any valuables such as purses or equipment should be kept in a safe place.

When a visitor arrives at a public service point to see an employee, contact the employee by phone. When transferring calls, do not give the caller an employee's extension number, simply transfer the call.

The normal operating hours for the Jesse H. Jones Library Building are 6:30 a.m. to 10:00 p.m. Monday through Friday. Since Library employees work various hours, staff have access to their work areas between the hours of 6:00 a.m. and closing (Sunday through Saturday).

When employees enter the Library during off hours and weekends, they must enter through the front door and show Library identification to the building maintenance personnel stationed there. The person on duty will check the list of staff approved to enter the Library. The HR Specialist provides the list to HAM. The Library staff member must indicate the areas of the Library in which they will be during the visit.

Motion detectors are in use during off hours. When leaving the building staff should check with the person on duty so the alarm can be reinstated. In the event there is no one at the front entry desk, call 713.790.0656 or 713.391.9095 to contact the person on duty.

Other exterior doors (Weber Plaza, Loading Dock) and the parking garage elevator are not accessible between 7:00 p.m. and 6:30 a.m. Monday through Friday, nor on weekends.

Criminal Activity in the Library (Updated 08/11)

All incidences of criminal activity or unacceptable behavior in the Library (theft, vandalism, exposure, etc.) should be reported to Circulation. The Circulation Manager will contact proper authorities immediately if warranted. Call the Executive Director or Senior Associate Director, Operations if the crime involves damage to Library facilities or injury.

Equipment and Computer Inventory (Updated 08/11)

All Library furniture, equipment and computers must be inventoried. The Accounts Receivable (AR) Accountant adds inventory tags to newly purchased items and keeps an updated file of such items. The AR Accountant is also responsible for conducting an annual physical inventory.

Storage Space and Disposal Guidelines (Updated 08/11)

The street level storage area is maintained by the Operations staff who should be consulted prior to storing items in this area. Only reusable furniture should be stored. Items no longer in service may be sold at the best possible price or donated. Contact the IT Department before disposing of electronic equipment such as printers, monitors and hard drives. Give the inventory tag number to the AR Accountant before disposal.

Equipment purchased through NN/LM funding must follow strict guidelines set by the federal government for disposal. Government property or equipment having an acquisition cost of less than \$5,000 shall vest to the Library. Equipment having an acquisition cost of \$5,000 or more purchased with funds made available under the contract shall vest to the Library subject to the provisions of the contract.

The Library must report to the Contract Property Administrator all government property that is in excess of its needs. Property may be considered excess if it is no longer required for contract performance or no longer in working order and repair is considered impractical. The Contract Property Administrator will coordinate with the Contracting Officer to determine if the item is required on another contract or by the sponsoring program. If the property cannot be used elsewhere in the Department, there is a series of steps that the U.S. Department of Health and Human Services must follow to dispose of excess property.

This is sometimes a lengthy process, and the Library may be required to store the excess property while the procedures are being carried out. The Library is responsible for the property as long as it is in our possession and may not dispose of any item until we receive the Contracting Officer's approval and complete written instructions from the Contract Property Administrator. Disposal options include transfer, donation, trade-in, sale, abandonment, cannibalization, scrapping or destruction of the property.