

# ***Lakeland Library Cooperative***

Employee Handbook

## **001 EMPLOYEE WELCOME MESSAGE**

Effective Date: 05/14/2009

Revision Date:

### ***Welcome to the Lakeland Library Cooperative***

*Through our mutual participation our Cooperative will be known for its excellence. I believe that each employee contributes directly to the growth and success of the Cooperative. I hope you will join in our pride by becoming a member of our team.*

*I would like to share my vision for the Cooperative with you.*

- *To be recognized by our member libraries for being helpful, knowledgeable and pleasant*
- *To provide organized, efficient and effective results with participating library funds*
- *To have a staff committed to excellence by exceeding in performance and output*
- *To have a staff that takes responsibility, contributes and uses common sense.*
- *Motto - I can do it, we can do it together!*

*This handbook was developed to describe some of the expectations for employees and to outline the policies, programs, and benefits available to eligible employees. You need to familiarize yourself with the contents of the Employee Handbook as it will answer many questions about employment that you need to be familiar with.*

*I look forward to working with you for our joint commitment to my vision and the cooperative's mission to strengthen member libraries in eight west Michigan counties by providing the means to share resources, services and expertise for the benefit of individuals and communities. I am pleased to have you as a new member of our team.*

*Sincerely,*

*Sandra Wilson, Cooperative Director*

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## **003 ORGANIZATION DESCRIPTION**

Effective Date: 05/14/2009

Revision Date:

The mission of the Lakeland Library Cooperative, a governmental agency, is to strengthen member libraries in eight West Michigan counties by providing the means to share resources, services and expertise for the benefit of individuals and communities.

To that end, Lakeland Library Cooperative is organized under Michigan Public Act 89 of 1977, which provides for the establishment of cooperative libraries. Lakeland Library Cooperative is a publicly-funded governmental agency, and as such it is incumbent upon everyone at Lakeland Library Cooperative to make the wisest possible use of taxpayers' dollars in providing services to our member libraries.

Lakeland Library Cooperative members include 42 public libraries in all or in part of the following Michigan counties: Allegan, Barry, Ionia, Kent, Montcalm, Muskegon, Newaygo and Ottawa. By contractual agreements on the part of member libraries, additional townships in Gratiot, Mecosta and Oceana counties are also served. The total population served by the member libraries is 1,235,535 (October 2008). The member libraries range from the large metropolitan Grand Rapids Public Library with its seven branches and suburban Kent District Library with its eighteen branches to the very small rural libraries such as the Home Township Library in Montcalm County. In addition, the Cooperative has "Affiliate Memberships" which it offers to schools and other institutions libraries.

Lakeland Library Cooperative is governed by the Cooperative Board, which is comprised of representatives from member libraries. The Board meets monthly. The primary funding for Lakeland Library Cooperative is from the State of Michigan and from fees charged to member libraries for services provided to them. Member libraries also receive financial aid from the State of Michigan by being a member of Lakeland Library Cooperative.

A few of the services Lakeland Library Cooperative provides to its member libraries are:

- A shared on-line system, which includes a circulation system as well as an on-line catalog that allows patron access to all of the member libraries' holdings;

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- A delivery system that allows patrons from any of our member libraries to borrow from and return items to the most convenient location;
- Cataloging of library materials;
- Group discounts for member libraries and affiliate members purchasing books and other materials;
- Continuing education for the staff of member libraries.

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## **004** INTRODUCTORY STATEMENT

Effective Date: 05/14/2009

Revision Date:

This employee handbook is designed to acquaint employees with Lakeland Library Cooperative and to provide important information about working conditions, employee benefits, and some of the policies affecting employment at Lakeland Library Cooperative. The policies and procedures contained within this handbook apply to all employees, except as otherwise stated. This handbook explains many of the programs developed by Lakeland Library Cooperative to benefit employees, as well as what Lakeland Library Cooperative expects of its employees. The May 14, 2009 edition supersedes all prior policy statements, agreements, understandings and representations (oral or written) dealing with the same subjects. Employees need to read, understand and comply with all provisions of this handbook.

This employee handbook cannot cover every situation or answer every question about policies and benefits at Lakeland Library Cooperative. Ongoing review and revisions to the handbook occur routinely. Lakeland Library Cooperative has the right to add new policies, change policies, or cancel policies at any time. However, if Lakeland Library Cooperative makes changes to the handbook, employees will be notified of such changes. In addition, any questions of interpretation of these policies, or application of these policies to unusual or extenuating circumstances, shall be left to the sole discretion of the Cooperative Director. Finally, Lakeland Library Cooperative reserves the right to deviate from the policies and procedures contained within this handbook, with the exception of the arbitration procedures contained in the Problem Resolution procedures. Any grievance initiated will be allowed to complete the process through the arbitration procedure, when applicable.

This handbook is provided to employees for information only. The provisions in this handbook are guidelines and are not intended to create, nor should they be construed to create, a contract for employment or for benefits. Moreover, in any situation where a specific benefit plan document exists, the terms of the plan document are controlling, regardless of any statement contained within this handbook.

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## **005 CUSTOMER RELATIONS**

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Our member libraries are our customers, and they are very important to us. Every employee represents Lakeland Library Cooperative to member libraries, their staff, and the public. Our members judge all of us by how we treat and serve them. One of the highest priorities at Lakeland Library Cooperative is to be courteous, friendly, knowledgeable, prompt, and helpful to our member libraries.

Your contacts with the public, your telephone manners, and any communications you send to member libraries reflect not just on you, but also on the professionalism of Lakeland Library Cooperative. Good “customer” relations can build greater member loyalty and increased success for all of us.

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## **006 EMPLOYEE ACKNOWLEDGEMENT FORM**

Effective Date: 05/14/2009

Revision Date:

I HEREBY ACKNOWLEDGE RECEIPT of the Lakeland Library Cooperative Employee Handbook, effective 05/14/2009 and any subsequent revisions. As a condition of my employment, or continued employment, I agree to follow the policies set forth in the manual. I also agree that such policies supersede any prior policies, agreements or understandings, whether oral or written, dealing with the same subject matter.

Dated: \_\_\_\_\_ By: \_\_\_\_\_