Library Human Resources Advisory Council (LHRAC) Minutes

Wednesday, April 15; 2:30 – 3:30

Present: Jeff Banks, Donna Daniels, Vera Ekechukwu, Phil Jones, Molly Moore, Megan Perez, Kathy Riggle, Geoffrey Stark, Elsie Nguyen (Recorder)

Handouts: LHRAC Charge distributed to committee members

Banks gave an overview of the Charge. Banks asked members to review the Charge, recommend changes to the document (posted on the LHRAC shared directory), and be prepared to discuss at the next meeting.

Appointment/brief introduction of members:

Jeff Banks, chair of the committee, Head, Library Human Resources Office
Kathy Riggle, ex officio, Library Human Resources Office
Molly Moore, 2-year term, represents Collection Management Services and classified staff.
Phil Jones, 2-year term, represents Public Services and Library Faculty.
Donna Daniels, 1-year term, is the chair of the Faculty Concerns Committee.
Geoffrey Stark, 1-year term, is the chair of the Staff Concerns Committee.
Vera Ekechukwu, 1-year term, represents Special Collections and non-classified staff.
Megan Perez, Resident in HR Rotation, will attend meetings while in HR.

Expectations of membership:

- Members expected to attend, be punctual, and participate in meetings.
- Members will also be expected to conduct research prior to presenting a proposal as the proposal will ultimately go to the Library Administration Group (Admin Group) for decision.
- The council is to advise the Library Human Resources Office related to policies and procedures. Recommendations/proposals will be submitted to the Admin Group for review.

Meeting date/time/location/computer access/shared directory discussed:

Banks will send out options for meetings time/date. Banks discussed having access to a computer. Jones proposed meeting at a set time in Room 486, if computer needed, move next door to Room 487. Banks mentioned that all agenda, minutes, and projects will be on the shared directory. Banks mentioned future use of SharePoint. Banks committed to sending out an agenda at least a week prior to meetings and requested that members review the agenda, so they can be prepared for the meeting.

Other topics discussed:

Daniels suggested that UAPD come in to speak to library personnel regarding procedures and safety. This is a concern due to the changes in personnel once the service desks were consolidated. Banks suggested we have Gary Crain come back and discuss staff concerns, but will need to be clear on what to address. Jones recommended training for students during the fall
or summer semester. Daniels suggested training during the orientation in the fall. Banks stated we could add a presentation by UAPD to the agenda for the New Student Employee Orientation held at the beginning of each fall semester.

- Daniels asked what happens when a patron informs the employee at the desk that he/she is no longer banned from the UA? Who will need to call the UAPD to verify – work-study staff, supervisor at Circulation, or Reference personnel? What happens once UAPD is called?
- Jones discussed an incident that took place at FAL during the late evenings, but the incident was resolved with assistance from the Circulation Department. When is it appropriate to seek assistance from the police and when would it be considered overreacting to a situation? What happens when UAPD asks questions (e.g., your social security number)? How should we interact with the police?

Banks discussed the emergency guide poster that directs faculty on how to handle students in distress or displaying disruptive behavior. The poster lists numbers to call in case of volatile situations. Banks will request more posters for each department.

Banks proposed creating an extra-help (hourly and work-study) manual for supervisors to ensure that supervisors understand all policies and procedures related to extra-help employees. There have been issues with interpretations of policies that have created discrepancies between library policies and departmental policies (e.g., definition of tardiness).

Banks mentioned creating a checklist for supervisors of appointed staff — guide / general principals. In addition, Banks brought up a forum for the Library HR Office. This forum would provide a profile of the Library Human Resources Office and allow open communication (e.g., the new Personnel Management System, new classified pay plan, new classified performance evaluation form, benefits briefing, etc.) This would be similar to the campus HR forum presented in February. The Library HR Forum may be offered quarterly.

Stark brought up an issue that came up during the Staff Concerns Committee – the use of the staff break room. Who is allowed in the break room? There is no policy for the break room and an enforcement of a policy would be difficult. Banks mentioned the Family in the Work Place Policy as the only current library policy that may address this concern.

For the next meeting:
1. Review charge
2. Propose meeting date/time
3. Think of specific topics for UAPD to address
4. Provide examples of issues encountered with extra-help employees and topics to be included in manual for supervisors
5. The Library Human Resources Forum and frequency of the forum