Norton Public Library
L.G. and Mildred Balfour Memorial
68 E. Main Street, Norton MA 02766, (508) 285-0265

Minimum Staffing Policy

Norton Public Library is committed to providing sufficient staffing to maintain a high level of quality service and to protect the safety of all patrons and staff.

The Library building is 12,058 square feet, and the public area is designed with separate areas for children and teens, a community room, a conference room, an adult area, and two study rooms. Norton Public Library provides a wide range of services to people of all ages, and people use the library for different purposes, such as research or studying, attending programs, seeking basic information or technology assistance, borrowing, meeting with colleagues, etc. The size and layout of the building, and the breadth of patrons served, require sufficient staff to ensure both safety and service.

Required Staffing Levels

For safety's sake, a minimum of three staff members must be present at all times during operating hours. A staff member is defined as an employee who provides regular library services to patrons. At least one staff member must be a full time employee and keyholder with experience opening and closing the Library. Volunteers may not replace paid staff members to provide coverage.

Coverage Gaps

If scheduled staff are unable to report to work, the supervisor on duty will attempt to contact other staff to cover the shift. The library will be closed until the required number of staff are present. While the library is closed to the public, staff present will continue to perform other work tasks. Scheduled personnel hours and wages will not be affected, and the hours of work will not be forfeited.

Communication

In the event of a delayed opening or closure, the supervisor on duty will communicate the circumstances as quickly as possible with the Library Director or their appointed designee. In the event of a closure, the Library Director or their appointed designee will make the Board of Trustees aware.

Whenever possible, notice of the Library's delayed opening or closure will be posted at the front door, on the online event calendar, and on the library's website. This notice will include the time of closing, reason for closing, and the anticipated time of reopening whenever possible. Every possible effort will be made to notify patrons with museum pass, meeting room, or study room reservations.