



# Westerville Public Library

D E L I V E R I N G   T H E   F U T U R E



# Employee Handbook

# Table of Contents

INTRODUCTION .....	5
BACKGROUND .....	5
FUNCTIONS OF THIS HANDBOOK.....	6
EMPLOYMENT .....	7
EMPLOYMENT-AT-WILL .....	7
EQUAL EMPLOYMENT OPPORTUNITY.....	8
HIRING.....	9
EMPLOYMENT CATEGORIES.....	11
PROBATION .....	12
ORIENTATION AND TRAINING.....	13
MEDICAL PROCEDURES.....	14
PROMOTION AND TRANSFER.....	15
SEPARATION OF EMPLOYMENT .....	17
RETIREMENT.....	18
PERSONNEL RECORDS .....	19
LAYOFF/RECALL.....	21
WORK ENVIRONMENT .....	22
EMPLOYEE SUPERVISION .....	22
CODE OF EMPLOYER-EMPLOYEE RELATIONS.....	23
PRODUCTIVE WORK ENVIRONMENT .....	24
EMERGENCY WEATHER POLICY .....	25
PERFORMANCE APPRAISAL.....	26
BEHAVIOR OF EMPLOYEES .....	27
PERSONAL APPEARANCE OF EMPLOYEES .....	28
CUSTOMER RELATIONS.....	29
SOLICITATION AND DISTRIBUTION.....	30
DRUG-FREE WORKPLACE .....	31
WEAPON-FREE WORKPLACE .....	32
CONFLICTS OF INTEREST .....	33
DISCIPLINARY PROCEDURES.....	34
GRIEVANCE PROCEDURES.....	36
BENEFITS .....	38
DISCLOSURE OF BENEFITS.....	38

EDUCATIONAL ASSISTANCE .....	39
RETIREMENT BENEFITS .....	41
MEDICAL INSURANCE.....	42
DENTAL INSURANCE.....	43
VISION INSURANCE .....	44
LIFE INSURANCE .....	45
EMPLOYEE ASSISTANCE PROGRAM .....	46
DEFERRED COMPENSATION PROGRAM.....	47
SERIOUS ILLNESS .....	48
PROFESSIONAL ASSOCIATIONS .....	49
PURCHASE OF LIBRARY PRODUCTS.....	50
COMPENSATION AND WORK HOURS.....	51
SALARY ADMINISTRATION .....	51
CHART A - SALARY RANGES.....	52
CHART B - PAY RANGE ASSIGNMENTS .....	53
REST BREAKS .....	54
MEAL BREAKS.....	55
TIMEKEEPING AND PAYROLL.....	56
HOURS OF WORK .....	57
MEAL REIMBURSEMENT .....	58
TIME OFF POLICIES .....	59
HOLIDAYS .....	59
VACATION LEAVE .....	60
SICK LEAVE AND BEREAVEMENT.....	62
SICK LEAVE TRANSFER.....	63
PERSONAL DAYS.....	64
LEAVE OF ABSENCE .....	65
FAMILY MEDICAL LEAVE ACT .....	66
MILITARY SERVICE LEAVE.....	73
JURY DUTY.....	74
LIBRARY RESOURCES .....	75
EMPLOYEE USE OF EQUIPMENT & RESOURCES.....	75
BUSINESS SYSTEMS AND INTERNET ACCESS POLICY.....	76
TRAVEL .....	78

MOTOR VEHICLE USAGE .....	79
MEDIA RELATIONS .....	80

# INTRODUCTION

## BACKGROUND

Policy last updated: August 1, 2013

The Westerville Public Library was established as a school district library in 1930 under Section 7631 of the Ohio Revised Code. Westerville is a school district library, which means our geographic boundaries are the same as the Westerville School District. This area includes northeast Franklin County and a large portion of Genoa Township in southern Delaware County, with a population of over 90,000 people.

The library is governed by a seven [7] member Board of Trustees [hereafter referred to as “Library Board”]. As the library’s legal taxing authority, the Westerville Board of Education has the responsibility of appointing all seven members to the Library Board. Each member serves a term of seven years and is appointed on a staggered basis, one appointment being made each year. Once appointed, the Library Board is autonomous and is solely responsible for the operation of the public library. Library Board members serve without compensation. Their only reward is library services to people of the Westerville School District.

The Library Board is the legal authority for the Westerville Public Library and is responsible to the taxpayers of the library district. They are entrusted to oversee the library’s budget and to plan library programs and services.

The chief administrator for the library is the Library Director. The director is appointed by the Library Board and serves at the pleasure of the board. The Library Director is responsible for all aspects of the everyday operations of the library and for assisting the board in developing and administering the budget, library programs and services.

The Westerville Public Library receives its primary financial support from the State Public Library Fund. The funds are collected at the state level and then distributed to the 88 Ohio counties on a monthly basis. It is the responsibility of the Franklin County Budget Commission to distribute funds to each of the seven [7] public libraries in Franklin County, based on need. Although the Westerville Public Library is a school district library, we take great pride in reaching far beyond our boundaries to serve all the residents of Franklin County, Delaware County and other Central Ohio areas. From our humble beginnings in 1930, we have grown to a library system housing more than 300,000 resources, serving over 100,000 library customers.

The Westerville Public Library has represented the belief that the best service is a reflection of our customer’s wishes, and we will continue to do so. The Westerville Public Library is an important part of our past, an integral part of our present and an essential part of Westerville’s future.

## **FUNCTIONS OF THIS HANDBOOK**

Policy last updated: August 1, 2013

This Employee Handbook is an outline of the basic human resources policies, practices and procedures of the Westerville Public Library. It contains general statements of library policy and should not be read as an express or implied contract. The Employee Handbook is not intended to alter the Employment-at-Will relationship in any way [see "EMPLOYMENT-AT-WILL"]. The Library Board may add to the policies in the Employee Handbook or revoke or modify them from time to time. Administration will try to keep the Employee Handbook current, but there may be times when policy will change before the material can be revised.

Any policy, however, is only as good as its implementation, and the key to the implementation of policy is the manager who is responsible for and in direct contact with each group of employees. They are the individuals who must translate these principles into action, and it is upon them we depend for the successful development of a productive and harmonious working environment for our employees. Accordingly, it is the responsibility of every department manager to see that all policies of the Westerville Public Library are administered fairly and effectively.

The Library Director and Human Resources Manager shall be responsible for updating and amending the Employee Handbook. All employees have access to the Employee Handbook through the Library's Intranet.

The Employee Handbook is library property and is assigned to the job position and not the individual.

Any employee may recommend a change in policy to the Human Resources Manager. Likewise, matters of importance not covered by the Employee Handbook should be brought to the attention of the Human Resources Manager in order that the new policy may be formulated, if necessary.

# EMPLOYMENT

## EMPLOYMENT-AT-WILL

Policy last updated: August 1, 2013

It is the policy of the Library that all employees who do not have a separate, individual employment contract with the Library for a specific, fixed term of employment are employed at the will of the Library Board for an indefinite period.

Employment with the Westerville Public Library is employment at-will. Employment at-will may be terminated with or without cause and with or without notice at any time by the employee or the Library. Nothing in this Handbook or in any document or statement shall limit the right to terminate employment at-will.

No manager, supervisor, or employee of the Westerville Public Library has any authority to enter into an agreement for employment for any specified period of time or to make an agreement for employment other than at-will. Only the Library Board has the authority to make any such agreement and then only in writing.

This policy cannot be modified by any statements contained in this or any other employee handbooks, employment applications, library recruiting materials, library memorandums, or other materials provided to employees in connection with their employment. None of these documents, whether individually or combined, shall create neither an express or implied contract of employment for a definite period nor an express or implied contract concerning any terms or conditions of employment.

Completion of a probationary period or conferral of regular status will not change an employee's status as an employee-at-will or in any way restrict the Library Board's right to terminate such an employee or change his/her terms or conditions or employment.

## EQUAL EMPLOYMENT OPPORTUNITY

Policy last updated: August 1, 2013

It is the policy of the Library to provide equal opportunity employment to all employees and applicants for employment. No person working at the Library or applying for a position with the Library is to be discriminated against because of gender, religion, ethnicity, age, national origin, sexual orientation, handicap, veteran status or any other reason prohibited by law.

This policy applies to all terms, conditions and privileges of employment including hiring, probation, training, placement and employee development, promotion, transfer, compensation, benefits, educational assistance, lay-off and recall, termination and retirement.

Any communication from an applicant for employment, an employee, a government agency, or an attorney concerning any equal employment opportunity matter is to be referred to the Human Resources Manager.

While overall authority for implementing this policy is assigned to the Library Director, an effective equal employment opportunity program cannot be achieved without the support of supervisory personnel at all levels.



## HIRING

Policy last updated: August 1, 2013

It is the policy of the Library to be an equal opportunity employer and to hire individuals solely upon the basis of their qualifications for the job for which they have applied. Every effort is made to hire new employees for positions which make the best use of their abilities and in which they can achieve personal satisfaction.

All library employee appointments are subject to the approval of the Library Board.

Where qualified applicants are available internally the Library will normally fill job openings from within. When applicants for employment are recruited from outside the organization, all available sources of qualified employees will be utilized. Before recruiting applicants from outside the Library, full consideration will be given to any qualified individuals who are on lay-off status.

The Library will not pay any employment agency fees for unsolicited referrals of individuals to fill the job openings. However, for certain designated, hard-to-fill professional or administrative positions, the Library will pay for recruiting assistance from selected employment agencies and other incidental expenses after specific approval of the Library Board.

To aid the process of selecting the applicant most qualified for the job, the Library may use employment tests as a part of normal hiring procedures for certain positions.

All job openings will be posted in accordance with procedures contained in the section "PROMOTION AND TRANSFER." The Human Resources Manager will arrange interviews with applicants and the decision to accept an applicant will be made by the department manager with the approval of the Library Director and Library Board.

Background checks will be conducted upon hiring and annually thereafter on any employee who is assigned to the Youth Services or Outreach Departments. If a background investigation discloses any misrepresentation on the application form or information indicating that the individual is not suited for employment with the Library, the applicant will be refused employment, or, if already employed, will be terminated.

Members of an employee's immediate family will be considered for employment by the Library provided the individual possesses all the qualifications for employment. Immediate family members of an employee may not be hired however if it would: a) create either a direct or indirect manager/ subordinate relationship between such employees, or b) an actual conflict of interest or the appearance of a conflict of interest. These criteria will also be considered when assigning, transferring, or promoting an employee. For purposes of this policy, "immediate family" includes: employee's spouse, brother, sister, parents, children, step-children, father-in-law, mother-in-law, sister-in-law, brother-in-law, son-in-law, grandparents, grandchildren, aunt, uncle, and any other member of the employee's household.

Ohio Ethics Law prohibits public employees from hiring a family member. The Law also prohibits a public employee from using his or her position to influence another person to hire a family member. All hiring activity is conducted in a fair, open and impartial manner.

Employees who marry or become members of the same household may continue employment as long as there is not: a) a direct or indirect manager/subordinate relationship between such employees, or b) an actual conflict of interest or the appearance of a conflict of interest. Should one of the above situations occur, the Library would attempt to find a suitable position within the Library to which one of the affected employees may transfer. If accommodations of this nature are not feasible, the employees will be permitted to determine which of them will resign.

Former employees who left the Library in good standing may be considered for re-employment. Former employees who resigned without written notice or who were dismissed for cause will not be considered for re-employment. A previously terminated employee who is re-employed will be considered a new employee from the date of re-employment unless the break in service is less than thirty [30] days, in which case the employee shall retain accumulated seniority. Employees who retire may be eligible in certain circumstances to be considered for rehire.

## EMPLOYMENT CATEGORIES

Policy last updated: August 1, 2013

The following terms will be used to describe employment categories and status:

### **Exempt Employees**

An exempt employee is a salaried employee earning at least \$455 per week who holds an administrative, professional, or management position. Exempt employees are not subject to the overtime pay provisions of the federal Fair Labor Standards Act (FLSA). Certain outside sales persons and a few other job categories are also exempt.

### **Non-Exempt Employees**

Most hourly employees are non-exempt employees. Salaried employees who are not administrative, professional, or managerial employees (as defined by the U.S. Department of Labor) are generally not exempt from the FLSA overtime provisions.

### **Probationary Employee**

Probationary employees are those who are within their first six months of employment and all current employees transferred or promoted to a new job for their first six months.

### **Regular Employee**

Regular employees are those who have completed their Probationary period.

### **Full-Time Employee**

Full-time employees are those who are regularly scheduled to work at least 23 hours per week (1200 hours or more per year).

### **Part-Time Employee**

Part-time employees are those who are regularly scheduled to work less than 23 hours per week (less than 1200 hours per year). Part-time employees scheduled to work less than 20 hours per week are not eligible for Library health benefits.

### **Temporary Employee**

Temporary employees are hired for an interim period of time, usually to fill in for vacations, leaves of absence, or projects of a limited duration (less than 6 months). Temporary employees are not eligible for Library health insurance benefits regardless of the number of hours they are scheduled to work. Temporary employees include interns and co-op students.

If an employee's status changes from temporary to part-time or full-time they are considered hired on the date they become a full-time or part-time employee for purposes of calculating eligibility for benefits that require a minimum term of employment.

### **Independent Contractors**

Independent Contractors are persons the Library retains to perform a particular job, typically for a limited time period. These persons may be self-employed or they may work for an outside agency. Independent contractors are not eligible for Library benefits and they are not employees of the Library.

## PROBATION

Policy last updated: August 1, 2013

It is the policy of the Library that all new employees and all present employees transferred or promoted to a new job shall be placed on probation for a period of six [6] months. Upon successful completion of the probationary period the employee will be given Regular status.

During the probationary period, the employee's job performance is carefully observed by the manager. Where appropriate, weaknesses in performance or attitude will be brought to the employee's attention for self-correction.

After the first three months [90 days] and again after the second three months [180 days] of the probationary period, the manager will prepare a written evaluation of the employee's job performance. This evaluation will include a recommendation as to granting the employee Regular status. Copies of the evaluation will be given to the employee and to the Human Resources department for inclusion in the employee's personnel file.

Regular status will be granted to the employee after a six-month probationary period if the employee's job performance is satisfactory.

For employees terminated during the probationary period, a written evaluation will be prepared by their manager, which will include a description of the actions taken to assist the employee. Copies of these evaluations will be given to the employee and forwarded to the Human Resources Manager for inclusion in the employee's personnel file.

Transferred or promoted employees who are unable to perform satisfactorily on their jobs during or at the end of their probationary period may, at the discretion of the Library Director, be returned to their original jobs if a vacancy exists, or be terminated.

An employee will be granted Regular status only after the period of probation has been satisfactorily completed. However, employment will continue "at-will" [see "EMPLOYMENT-AT-WILL"].

Current employees transferred or promoted to a new position shall retain benefits as outlined in the "Promotion and Transfer" policy. Additional benefits, if any, shall be granted at the successful completion of the probationary period.

## ORIENTATION AND TRAINING

Policy last updated: August 1, 2013

Every new employee of the Library shall participate in an orientation program designed to provide the employee with an opportunity to meet other employees, become acquainted with the functioning of the various departments, and to become apprised of various rules, procedures and routines important to the smooth functioning of the Library. The employee will also have an opportunity to ask questions, and learn about benefits such as vacation, sick leave, OPERS and the health insurance program. While time and experience will also contribute to the process, it is hoped that the orientation program will reduce confusion and unnecessary difficulties for the new employee member.

The Human Resources Manager will monitor the program and supply materials to be given to the new employee. The responsibility for seeing that the orientation program is implemented rests with the Department Manager concerned.

Initial orientation shall consist of a brief explanation of the aims and objectives of the department. The department manager should do this within three days of starting.

The employee should be given background information regarding the Library, i.e., library video, brochures, a brief history, etc.

During the first quarter of service, new employees will be given the opportunity of touring the entire Library in order to become acquainted with the various departments.

At the end of the first month of employment, the new employee should have an opportunity to meet with a branch or department head to clarify any remaining questions.

## MEDICAL PROCEDURES

Policy last updated: August 1, 2013

It is the policy of the Library that employees may be asked to obtain or submit to an examination by a physician at the employee's expense when there is a question about their ability to perform their jobs safely and efficiently.

As a condition of employment, applicants for employment may be required to pass a physical examination concerning their fitness to perform the jobs for which they have applied.

Employees may be required to have a physical examination on other occasions, such as transfer or promotion, or whenever management determines that the interest of the Library and the employee will be served.

Results from medical examinations shall be treated as confidential. However, records of such examinations will be made available to the employee, the employee's agent, public agencies, or the employee's doctor, if required by law or regulation.

Employees returning from a disability leave may be required to provide a doctor's note certifying their ability to perform safely and satisfactorily their regular work without endangering themselves or their fellow employees.

Employees who become ill on the job or suffer any work-connected injury, no matter how minor, shall report the incident to their immediate supervisor. Whenever possible, employees should notify their manager before leaving their workstation for medical reasons.

In the event that an employee is seriously injured, his/her immediate supervisor, or any other member of management has the authority to have the injured employee transferred to an outside medical facility for treatment. The supervisor shall accompany the employee to the outside medical facility, or at the employee's request make arrangements for a fellow employee to accompany him/her to the medical facility.

## PROMOTION AND TRANSFER

Policy last updated: August 1, 2013

It is the policy of the Library to hire employees for entry-level positions, to provide training and development for employees when deemed necessary, and to offer employees promotions to higher-level positions when deemed appropriate. All employees are encouraged to seek advancement opportunities and to obtain promotion and career guidance from their department manager and/or the Library Director.

To fill vacancies above the entry level, management prefers to promote from within and will first consider current employees with the necessary qualifications and skills, unless outside recruitment is deemed to be in the Library's best interest. The Library also may transfer employees from one job to another. Acceptable reasons for transfer may include, but are not necessarily limited to, fluctuations in department workloads, better utilization of personnel, increased career opportunities, health considerations and personal preferences.

An employee's basic eligibility for promotion or transfer will be determined by the requirements of the new job. In addition, the employee should have held his/her current position for at least six months and have both a satisfactory performance record and no adverse disciplinary actions during the same period. The six month service requirement may be waived with management discretion.

Temporary transfers may be approved if circumstances are deemed to warrant them. Such transfers will be periods of up to three months and may be extended for an additional period of three months if management approves.

All job openings and promotions for which management seeks candidates from within the Library will be posted in each department. When job openings or promotion opportunities are posted:

- a. Interested employees must complete an Internal Application and submit it to the Human Resources Manager within the posting period.
- b. Department managers may initiate the procedure with the same time period and propose employees for the position.
- c. The Administration Department may, at its discretion, solicit outside candidates during or after the posting period.

Current employee candidates for promotion will normally be screened and selected on the basis of attendance, work records, performance appraisals and job skills. Seniority will be considered if two or more candidates are judged to be equally qualified based on merit, work record and aptitude. In addition, such employees may be required to have a medical examination [see "MEDICAL PROCEDURES"].

Eligible employees requesting transfer will be considered in the following order:

- a. Employees who are being considered for layoff because of a reduction in force or because of the elimination of their job.
- b. Employees in the same department as the job opening.
- c. Employees in departments other than the one where the opening occurs.

Promoted or transferred employees will be placed on probationary status for a period of six months. During this period, the provisions of the probation policy will apply [see "PROBATION"].

Promoted or transferred employees will retain their existing job seniority and benefits until satisfactorily completing their probationary period. For the purpose of this policy seniority is defined as the employee's length of service to the Library in a part-time or full-time capacity. That seniority will be transferred to the employee's new job at the successful completion of the probationary period. An employee whose status changes from part-time to full-time will be considered as hired on the date of the change of status for purposes of eligibility for employee benefits such as health insurance, the pension plan, etc.

Pay for promoted or transferred employees will be handled as follows:

- a. Employees promoted or transferred to a job with the same salary range will continue to receive their existing pay rate.
- b. Employees promoted or transferred to a job in a higher salary range will be paid at the higher of: 1) the minimum pay rate of the higher range upon transfer or 2) their current pay rate.
- c. Employees transferred, at management's request, to a job in a lower salary range will continue to be paid at their former pay rate. However, their salary will be frozen until their pay rate is equal to the new position.
- d. Employees transferred, at their own request; to a job in a lower salary range will be paid at the lower of 1) the maximum pay rate of the lower range or 2) their current pay rate.
- e. These guidelines will be followed unless otherwise approved by the Library Director for extenuating circumstances.



## SEPARATION OF EMPLOYMENT

Policy last updated: August 1, 2013

It is the policy of the Library to separate employment because of an employee's resignation, discharge, retirement, the expiration of an employment contract, position elimination, or reduction in the work force. In the absence of a specific written agreement, employees are free to resign at any time, and the library reserves the right to separate employment for any reason not prohibited by law.

All employees are expected to give written notice to their manager of their intent to resign or retire. Failure to give written notice may result in forfeiture of non-vested benefits and ineligibility for re-employment. The following guidelines are suggested.

- a. Managerial employees are requested to give at least four [4] weeks notice.
- b. All other employees are requested to give at least two [2] weeks notice.

For policies and procedures governing discharge for cause see "DISCIPLINARY PROCEDURE".

For policies and procedures governing separating employment on account of retirement see "RETIREMENT".

An employee who is absent from work without having notified his/her immediate supervisor will be considered as having resigned after the third consecutive day of absence.

The Human Resources Manager will forward recommendations for discharge to the Library Director for review. These recommendations will be accompanied by a written performance appraisal, or disciplinary report for each employee involved. The Library Director and the Library Board will approve all discharge separations.

The Human Resources Manager will conduct an exit interview not later than the employee's last working day. A written report of the exit interview will be prepared and placed in the employee's personnel file. Pertinent items requiring managerial review and possible change of policy will be brought to the attention of the Human Resources Committee of the Library Board.

The Accounting Department will have the final pay for separated employees available on the next regular payday following their last working day. Final paychecks will be distributed by the Accounting Department. The department manager will be responsible for the return by separated employees of all Library property in their possession, including keys, credit cards, tools, etc.

To the extent provided by law, if any Library property in the employee's possession has been lost or damaged, the cost of replacing such property shall be deducted from the employee's final paycheck.

## RETIREMENT

Policy last updated: August 1, 2013

It is the policy of the Library that eligibility for and the amount of retirement benefits are governed by the Ohio Public Employees' Retirement System [OPERS] as required by Ohio Revised Code. Information regarding retirement benefits can be obtained from the Human Resources Manager or from the OPERS website.

An explanation of OPERS retirement benefits is contained in the special benefits booklet distributed by OPERS. Copies are available from the Human Resources Manager or from the OPERS website.

An employee retiring after 10 years of continuous employment is eligible to receive pay for 25% of his/her accumulated sick leave, as provided under the provisions of the Sick Leave Policy [see "SICK LEAVE"].

Retiring employees who think they may be interested in future part-time employment with the Library should make that interest known at the exit interview [see "SEPARATION OF EMPLOYMENT"].

## PERSONNEL RECORDS

Policy last updated: August 1, 2013

It is the policy of the Library to maintain personnel records and information for each applicant, employee and past employee. The Library tries to balance each individual's right to privacy with the Library's need to obtain, use, and retain employment information.

Personnel records contain information that is needed by the Library to conduct its business or which is required by federal, state, or local law. This information will normally include, but will not necessarily be limited to, the following:

- a. Application forms
- b. Payroll information
- c. Benefit enrollment forms
- d. Performance appraisals
- e. Medical information
- f. Disciplinary records
- g. Attendance and tardiness records

The information contained in each personnel record will be obtained directly from the employee whenever practical. When information is obtained from an outside source, the employee will be informed if it is feasible to do so.

Employees have a responsibility to keep their personnel records up to date and are to notify the Human Resources department in writing of any changes in the following:

- a. Name
- b. Address
- c. Telephone number
- d. Marital status [for benefits and tax withholding purposes only]
- e. Number of dependents
- f. Address and telephone number of dependents and spouse
- g. Beneficiary designations for any of the Library's insurance, disability, and retirement plans
- h. Persons to be notified in case of emergency

In addition, employees who have a change in the number of dependents or marital status must complete new tax forms for withholding purposes within ten [10] days of the change if the change results in a change in the number of deductions.

The Human Resources Department should review the personnel records periodically to insure that they contain information that is relevant to each individual's employment with the Library. When practical, material that is irrelevant, inaccurate, or obsolete will be revised or deleted from the file.

Employees are allowed to inspect their own personnel records. A request to do so should be directed to the Human Resources Manager.

Employees who, after inspecting their personnel files, feel that any material is inaccurate or irrelevant may submit a written request to the Human Resources Manager to have the material revised or removed from the file. If such a request is not granted, the employee will be permitted to place a written statement of disagreement in the file and can pursue the matter further using the regular grievance procedure [see "GRIEVANCE"].

Employees are prohibited from inspecting any personnel files except their own, unless they have a legitimate managerial need to know the information in other files. Examples of individuals who may have a legitimate need to inspect personnel records include the Library Director, Fiscal Officer, the Human Resources Committee of the

Library Board, and any Department Manager who is considering an employee for promotion, transfer, or other personnel action. Any access to a personnel file should be verified and recorded and kept as a permanent part of the file.

Employees are to refer all requests from outside the Library for personnel information concerning applicants, employees, and past employees to the Human Resources Department. The Human Resources Department may verify wage and salary information and release the following without first obtaining consent of the individual involved:

- a. Employment dates
- b. Position held

The Human Resources Department is to make provisions to retain certain personnel records as required by various federal, state and local laws.

## LAYOFF/RECALL

Policy last updated: August 1, 2013

It is the policy of the Library to reduce the work force as necessary due to financial emergencies, changes in Library service, re-alignment of job positions, or other reasons deemed necessary by the Library Board.

Reduction in the work force will be prioritized by the following:

- a. Employees with below adequate work performance based on annual evaluations and/or disciplinary actions.
- b. Employees with the shortest period of continuous service. Continuous service is defined as the employee's length of continuous service to the Library in a full-time or part-time capacity.
- c. Positions that present the least impact on the essential operation of the Library while providing the minimum amount of employees to provide for the smooth operation of each department.

Employees will be given at least thirty [30] days of notice prior to layoff except in emergency situations as designated by the Library Board.

Employees subject to layoff will be given an opportunity to request re-assignment to other open positions within the Library for which he/she is qualified or can be trained in a reasonable amount of time. This will not apply to persons with below adequate work performance based on annual evaluations and/or prior disciplinary actions. Employees shall be re-assigned according to policies outlined in the "PROMOTION AND TRANSFER" Policy.

Assistance will be provided to employees subject to layoff in finding suitable employment elsewhere. A written statement explaining the circumstances for layoff will be filed in the employee's personnel file with a copy to the employee for reference purposes.

Employees laid off shall remain on a recall list for a period of at least twelve [12] months. When considering job openings during that period, employees will be recalled in the reverse order of reduction, i.e., the last employee laid off will be the first employee rehired.

A notice of recall will be sent to the employee by certified mail. Employees are responsible for providing their current address information to the Human Resources Department. If the employee fails to respond to the recall notice within five [5] days, the employee shall be removed from the recall list and the next eligible employee will be notified.

Layoff will freeze the length of service and the benefits accrued during prior service. However, these benefits, including sick and vacation time, will be re-instated upon rehire. Employees may elect to receive payment for any accrued but unused vacation time in lieu of saving this time until recall.

# WORK ENVIRONMENT

## EMPLOYEE SUPERVISION

Policy last updated: August 1, 2013

It is the policy of the Library that the work of all employees shall be assigned, directed and reviewed by management personnel. Each employee will ordinarily have only one manager to whom he/she is directly responsible.

The manager is the link between management and non-management employees. Managers communicate to the employees under their supervision the goals and policies of administration. They also communicate to administration the attitudes, suggestions and concerns of employees.

The responsibility of each manager includes the following:

- a. To treat employees as individuals.
- b. To give recognition for good performance as well as correcting mistakes.
- c. To explain in advance when changes are necessary.
- d. To recommend good employees for promotion even if it means losing them.
- e. To show their integrity by admitting mistakes instead of shifting the blame to others.
- f. To be impartial and let employees know the reasons for any decisions that might be interpreted as unfair.
- g. To communicate a desire for good performance by setting performance goals and standards for employees.
- h. To develop a feeling of teamwork among employees.
- i. To set good examples by holding themselves to the standards of conduct and performance that they expect of employees.

It is the responsibility of each manager to ensure that the goals regarding conduct and performance established by administration are achieved and that the policies established by this Employee Handbook are implemented.

Managers are expected to be involved in:

- a. Training employees in special job duties that are beyond what is normally expected and recommending such special training outside the Library when it conforms to the Library's interests.
- b. Keeping employees informed on factors relating to their work assignments, work progress, and opportunities for advancement.
- c. Evaluating an employee's job performance both formally [see "PERFORMANCE APPRAISAL"] and informally whenever the need arises.
- d. Recommending salary adjustments, promotions, transfers, and separations of employees.
- e. Scheduling vacations and lunch/rest breaks.
- f. Monitoring absenteeism and tardiness, and approving requests for time off.
- g. Verifying employee time sheets.
- h. Recommending the hiring of additional employees or the elimination of any job.
- i. Complying with all applicable federal and state laws concerning employee safety.
- j. Maintaining neat and orderly work areas.
- k. Implementing suggestion, disciplinary and problem review procedures.
- l. Ensuring that employees follow all rules and regulations.

## CODE OF EMPLOYER-EMPLOYEE RELATIONS

Policy last updated: August 1, 2013

It is the policy of the Library to implement fair and effective Human Resources policies and practices. However, nothing in this Employee Handbook should be construed as altering the employment-at-will relationship or as creating an express or implied contract or promise concerning the policies or practices that the Library has implemented or will implement in the future.

The Library's goals include:

- a. Provide equal employment opportunity and treatment regardless of religion, ethnicity, gender, sexual orientation, age, national origin, handicap, veteran status, or any other reason prohibited by law;
- b. Provide competitive salaries and employee benefits;
- c. Establish reasonable hours of work based on the Library's service needs;
- d. Monitor and comply with applicable federal and state laws and regulations concerning employee safety;
- e. Provide training consistent with the Library's requirements for those whose needs, capabilities, and interests warrant such training;
- f. Accept constructive suggestions which relate to methods, procedures, working conditions, and the nature of the work performed; and
- g. Establish appropriate procedures for employees to discuss matters of interest or concern with their immediate supervisors or department managers.

The Library expects all employees to:

- a. Give a productive day's work;
- b. Arrive at their department and begin work on time;
- c. Demonstrate a considerate, friendly, and constructive attitude toward fellow employees; and
- d. Adhere to the policies adopted by the Library Board.

The Library retains the sole right to exercise all managerial functions including, but not limited to, the right to:

- a. Hire, discharge, assign, supervise and discipline employees;
- b. Determine and change starting times, quitting times and shifts;
- c. Transfer employees within departments or into other departments and classifications;
- d. Determine and change the number and qualifications of the employee;
- e. Establish, change and abolish policies, practices, rules and regulations at will and as it sees fit;
- f. Determine and change methods by which its operations are to be carried out; and
- g. Assign duties to employees in accordance with the Library's needs and requirements and to carry out all ordinary administrative and management functions.

## PRODUCTIVE WORK ENVIRONMENT

Policy last updated: August 1, 2013

It is the policy of the Library that it will not tolerate verbal or physical conduct by an employee, which harasses, disrupts, or interferes with another's work performance or which creates an intimidating, offensive, or hostile environment.

While all forms of harassment are prohibited, it is the Library's policy to emphasize that sexual harassment is specifically prohibited. Each manager has a responsibility to maintain the work place free of any form of sexual harassment.

Any employee who believes that the actions or words of a manager or fellow employee constitute unwelcome harassment has a responsibility to report or complain as soon as possible to the appropriate manager or to the Human Resources Manager, Deputy Director, or Library Director [If the complaint is against the Library Director, the Library Board].

Other sexually harassing conduct in the work place, whether committed by a manager or non-management employee, is also prohibited. Such conduct includes, but is not limited to:

- a. Sexual flirtations, touching, advances or propositions;
- b. Verbal abuse of a sexual nature;
- c. Graphic or suggestive comments about an individual's dress or body;
- d. Sexually degrading words to describe an individual; and
- e. The display in the work place of sexually suggestive objects or pictures, including nude photographs.

All complaints of harassment will be investigated promptly and in an impartial and in as confidential manner as possible by the manager, Human Resources Manager, Deputy Director or Library Director. If an employee is not satisfied with the handling of a complaint or the action taken by their manager, then the employee should bring the complaint to the attention of the Human Resources Manager, the Deputy Director, or the Library Director [If the complaint is against the Library Director, the Library Board]. In all cases, the employee is to follow the guidelines established under the "GRIEVANCE PROCEDURES".

Any employee of the Library who is found after appropriate investigation to have engaged in harassment of another employee will be subject to appropriate disciplinary action, depending on the circumstances, up to and including separation of employment.



## EMERGENCY WEATHER POLICY

Policy last updated: August 1, 2013

The Library will operate on a delayed opening schedule or close completely when weather conditions warrant.

The Library Director or the Librarian-in-Charge will make the decision and place a recorded message on the phone system indicating the closing or the delayed opening for customers and employees. (Instructions for changing the recorded message on the phone system can be found on the Staffipedia or in the emergency binder at the Circulation Desk.)

The Maintenance Department is responsible for placing signs for the delayed opening or closing on both exterior doors.

Employees should call the phone system after 7 a.m. to determine if the Library is closed or will be delayed in opening. DO NOT LEAVE HOME BEFORE 7 a.m. as the message will not be on the phone before that time.

The Library Director or his/her designee will notify the following TV and radio stations: WCMH-TV (Channel 4), WSYX-TV (Channel 6), WBNS-TV (Channel 10), WTVN-Radio (610 AM), WBNS-Radio (1460 AM).

Delayed opening will shorten daytime employees' work schedules. Evening employees will work their normal schedule.

If there is a Level 3 emergency (roads are closed to all except emergency personnel) in the county where an employee lives, the employee would not be expected to report for work and would be paid as usual for the scheduled hours that were missed. If there is not a Level 3 emergency declared in the county where an employee lives, the employee is expected to work all scheduled hours or take vacation leave/personal leave if he/she wants to be paid for that day. In either case, the employee is required to call the Library to report his/her unplanned absence.

Employees will be paid as usual for any scheduled hours they did not work when the Library was closed due to weather-related conditions.

## PERFORMANCE APPRAISAL

Policy last updated: August 1, 2013

It is the policy of the Library that the employee's supervisor shall evaluate the job performance of each employee periodically.

The Performance Appraisal is a written evaluation of the employee's job performance. The performance appraisal will be used as follows, but not limited to:

- a. Providing an environment for discussion of job goals, career goals and plans, employee guidance, and performance expectations;
- b. Providing feedback, both positive and negative, on the performance of the job to which assigned;
- c. Providing a periodic assessment of job performance and to develop a plan and timetable for action to be taken to improve performance;
- d. Identifying training and development needs of employees;
- e. Open communication between employees and managers at all levels;
- f. Providing an opportunity for employees to express their views on work conditions and concerns;
- g. Documenting performance;
- h. Providing a mechanism for evaluation of performance to judge promotability, requests for job changes or transfers; and
- i. Determining merit salary increases and/or continued employment.

Performance Appraisals shall be completed upon the following occasions:

- a. After the first three months [90 days] of employment [see "PROBATION"];
- b. After the second three months [180 days] of employment [see "PROBATION"];
- c. In December of each year; and
- d. Additional appraisals may be made prior to promotions, transfers or other important personnel actions.

Managers and supervisors have the responsibility to review employee performance throughout the year, to keep informal written records of significant events concerning the job performance of individuals under their supervision, and to take positive action whenever appropriate. Managers also have the responsibility to discuss an employee's job performance with the employee on an informal basis whenever the need to do so arises, either to commend the employee for excellent work performance or to take appropriate action for negative work behavior and performance.

When commenting on an employee's overall performance during the Appraisal period supervisors should include, but are not limited to: knowledge of the job, quantity and quality of work, promptness in completing assignment, cooperation, initiative, reliability, attendance, judgment and acceptance of responsibility. The employee and manager will sign and date the Appraisal and forward it to the Human Resources Manager for his/her signature and inclusion in the employee's personnel file. The manager will present a copy of the final Appraisal results to the employee.

After the written Appraisal has been completed, the department manager and employee shall meet and discuss the Appraisal, assess the employee's strengths and weaknesses in a constructive manner, and set goals and objectives for the period ahead. If this written Appraisal contains an unfavorable comment or rating which the employee believes is unfair or unjustified, and the matter has not been resolved to the employee's satisfaction during the discussions with the manager, the employee may take further action by using the regular "GRIEVANCE" procedure.

The Human Resources Manager will review the manager's written Appraisal to help assure that the evaluation function has been properly completed in as fair and objective manner as possible. The Library Director will be evaluated by the Library Board in a manner and time frame that they determine appropriate.

## BEHAVIOR OF EMPLOYEES

Policy last updated: August 1, 2013

It is the policy of the Library that certain rules and regulations regarding employee behavior are necessary for the efficient operation of the Library and for the benefit of all employees. Conduct that interferes with operations, discredits the Library, or is offensive to customers or fellow employees will not be tolerated.

All employees are expected to conduct themselves and behave in a manner that is conducive to the efficient operation of the Library. Such conduct includes:

- a. Reporting to work punctually as scheduled and being at the proper workstation, ready for work at the assigned starting time;
- b. Notifying their manager in advance when the employee will be absent from work or is unable to report for work on time;
- c. Complying with all Library policies and procedures;
- d. Smoking only at times and in places not prohibited by Library rules or local ordinances;
- e. Wearing clothing appropriate for the work being performed;
- f. Eating meals only during meal periods and only in the properly designated areas;
- g. Maintaining work place and work area in a clean and orderly appearance;
- h. Treating all customers, visitors and fellow employees in a courteous manner;
- i. Refraining from behavior or conduct deemed offensive or undesirable, or which is subject to disciplinary action;
- j. Performing assigned tasks efficiently and in accord with established standards; and
- k. Reporting to their manager suspicious, unethical, or illegal conduct by fellow employees, customers or vendors.

The following conduct is prohibited and will subject the individual involved to disciplinary action, up to and including separation of employment:

- a. Reporting to work under the influence of alcohol and/or illegal drugs and narcotics or the use, sale, dispensing, or possession of alcoholic beverages and/or illegal drugs and narcotics on Library premises;
- b. The use of profanity or abusive language;
- c. The possession of firearms or other weapons on Library property;
- d. Insubordination or the refusal by an employee to follow management's instructions concerning a job-related matter;
- e. Fighting or assault on a fellow employee or customer;
- f. Theft, destruction, defacement or misuse of Library property or of another employee's property;
- g. Gambling on Library property;
- h. Falsifying or altering any library record or report, such as an application for employment, a medical report, a time record, an expense account, an absentee report, or shipping and receiving records;
- i. Threatening or intimidating management, supervisors, customers or fellow workers;
- j. Horseplay, pranks, or practical jokes;
- k. Sleeping on the job;
- l. Improper attire or inappropriate personal appearance;
- m. Engaging in any form of sexual or other form of harassment; and
- n. Violation of the Library's policies on solicitation or distribution.

The examples above are illustrative of the type of behavior that will not be permitted, but are not intended to be all-inclusive. Any questions in connection with this policy should be directed to your department manager or the Human Resources Manager.

This policy is not intended to prevent employees from exercising their rights to engage in discussions of working conditions, wages, or other terms and conditions of employment.

## PERSONAL APPEARANCE OF EMPLOYEES

Policy last updated: August 1, 2013

It is the policy of the Library than an employee's dress and grooming should be appropriate to the work situation. Radical departures from conventional dress or personal grooming standards are not permitted, regardless of the nature of the job performed.

Library employees often have contact with the public and therefore represent the Library. Their appearance and actions must be appropriate at all times. The properly attired employee helps to create a favorable image for the Library. Accordingly, the personal appearance of Library workers is to be governed by the following standards:

- a. Employees are expected to take appropriate hygiene measures to be inoffensive to fellow employees and customers.
- b. Employees are expected to dress in a manner that is normally acceptable in business establishments. The wearing of provocative attire or jeans, shorts, thong sandals, T-shirts and similar items of casual attire is not permitted, as they do not present a business-like appearance.
- c. Library Pages are permitted to wear shorts (of an appropriate length for a professional setting) during summer months as long as they are not cutoffs and would not otherwise be considered provocative attire.
- d. Library Pages are required to wear closed-toe shoes at all times for safety purposes.
- e. Hair should be clean, combed and neatly trimmed or arranged. Unkempt hair is not permissible regardless of length.
- f. Sideburns, moustaches and beards should be neatly trimmed.

If an employee reports for work improperly dressed or groomed, the supervisor will instruct the employee to return home to change clothes or to take other appropriate corrective action. The employee will not be compensated during such time away from work, and repeated violations of this policy will be cause for disciplinary action.

## CUSTOMER RELATIONS

Policy last updated: August 1, 2013

It is the policy of the Library to provide its customers with the best possible service. Employees are expected to treat customers in a courteous, respectful manner at all times.

Employees should always remember that the customer comes first. Customers should always be treated with the same common courtesy and respectful manner that each employee would want if their roles were reversed.

Employees with direct customer contact are expected to promote the Library's best interest and to build customer goodwill. Such employees should also report recurring customer-related problems to their manager and/or make suggestions or changes in Library policies or operating procedures.

Employees should be prepared to listen carefully to customer inquiries and complaints and then deal with them in a responsive, professional manner. If a controversy arises, the employee should attempt to explain Library policy in a clear, yet deferential manner. If a customer becomes unreasonable or abusive and the employee cannot resolve the problem, the customer should be referred to the employee's manager.

Employees should be particularly careful to exercise courtesy and thoughtfulness in using the telephone. A positive telephone contact with a customer can enhance goodwill while a negative experience can destroy a valuable relationship. The following procedures should be observed whenever possible:

- a. When answering the telephone, use a pleasant tone of voice, give the name of the department and say "May I help you" or other appropriate greeting in a businesslike and professional manner.
- b. If the person with whom the caller wishes to speak is on another line, ask the caller if he/she wishes to be placed on hold.
- c. If a caller has been placed on hold, carefully monitor the holding period and offer to have the call returned if the person with whom he wishes to speak is not available within a reasonable time.
- d. When a caller leaves a name, number, or message, make sure it is recorded correctly and given promptly to the appropriate individual.
- e. Under no circumstances are employees to release, openly discuss, or disclose confidential customer records to anyone other than through the normal transaction of business between the individual customer and Library employees.

## SOLICITATION AND DISTRIBUTION

Policy last updated: August 1, 2013

It is the policy of the Library to prohibit its employees from engaging in solicitation of any kind or the distribution of literature during his/her working hours or the working time of the employees to whom the employee is attempting to solicit or distribute literature.

Solicitation is defined, but is not limited to, the requesting or urging of anyone to give or pay, or obligate them to pay money to any cause for any reason. Solicitation also includes requesting anyone to sign any document indicating membership in any organization, association, or group, indicating support for or a pledge to any cause.

Distribution is defined, but is not limited to the passing out of any type of advertising, handbills, circulars, authorization cards, or any other forms of memorabilia.

The Library recognizes the value of charitable organizations and encourages employees to be active participants in organizations that support or contribute to the mission of the Library. Employees wishing to provide information to other employees on charitable opportunities must use non-work time. Employees providing information should respect the working time of their co-workers as well.

For purposes of this policy working time does not include rest periods and meal periods.

## **DRUG-FREE WORKPLACE**

Policy last updated: August 1, 2013

The Library takes seriously the problem of drug and alcohol abuse, and is committed to providing a substance abuse-free workplace for its employees. Substance abuse of any kind is inconsistent with the behavior expected of our employees, subjects all employees and visitors to our facilities to unacceptable safety risks, and undermines our ability to operate effectively and efficiently.

The Library recognizes alcohol and drug abuse as potential health, safety and security problems. The Library expects all employees to assist in maintaining a work environment free from the effects of alcohol, drugs or other intoxicating substances.

All employees are prohibited from engaging in the unlawful manufacture, possession, use, distribution or purchase of illicit drugs, alcohol or other intoxicants, as well as the misuse of prescription drugs on Library premises or at any time and any place during working hours. While we cannot control your behavior off the premises on your own time, we certainly encourage you to behave responsibly and appropriately at all times. All employees are required to report to their jobs in appropriate mental and physical condition, ready to work.

Substance abuse is an illness that can be treated. Employees who have an alcohol or drug abuse problem are encouraged to seek appropriate professional assistance. You may contact the Human Resources Manager for assistance in seeking help to address substance abuse. The Human Resources Manager can also help you determine coverage available under the Library's employee assistance plan and/or medical insurance plan.

When work performance is impaired, admission to or use of a treatment or other program does not preclude appropriate action by the Library.

Any violator of this substance abuse policy will be subject to disciplinary action up to and including termination of employment.

## WEAPON-FREE WORKPLACE

Policy last updated: August 1, 2013

To ensure that the Library maintains a workplace safe and free of violence for all employees, the Library prohibits the possession or use of perilous weapons on Library property.

A license to carry the weapon on Library property does not supersede Library policy. Any employee in violation of this policy will be subject to prompt disciplinary action, up to and including termination. All employees are subject to this provision, including contract and temporary employees.

"Library property" is defined as all Library-owned or leased buildings and surrounding areas such as sidewalks, walkways, driveways and parking lots under the Library's ownership or control. This policy applies to all Library-owned or leased vehicles and all vehicles that come onto Library property.

"Perilous weapons" include, but are not limited to, firearms, explosives, knives and other weapons that might be considered dangerous or that could cause harm. Employees are responsible for making sure that any item possessed by the employee is not prohibited by this policy.

The Library reserves the right at any time and at its discretion to search all Library-owned or leased vehicles and all vehicles, packages, containers, briefcases, purses, lockers, desks, enclosures and persons entering its property, for the purpose of determining whether any weapon has been brought onto its property or premises in violation of this policy. Employees who fail or refuse to promptly permit a search under this policy will be subject to discipline up to and including a termination.



## CONFLICTS OF INTEREST

Policy last updated: August 1, 2013

It is the policy of the Library to prohibit its employees from engaging in any activity, practice, or act which conflicts with, or appears to conflict with, the interest of the Library, its customers, or its vendors.

It is impossible to describe all of the situations that may cause or give the appearance of a conflict of interest. Therefore, the prohibitions included in this policy are not all-inclusive and only include some of the more clear-cut examples. Employees have an obligation to avoid conflicts of interest and to refer questions and concerns about potential conflicts to their manager.

Employees are not to engage in, directly or indirectly, any conduct which is disloyal, disruptive, or damaging to the Library.

Employees are not to accept full-time, part-time or temporary employment with any organization that does business with the Library.

Employees must disclose any financial interest they or their immediate family have in any firm that does business with the Library. The Library may require divestiture of such interest if it deems the interest to be in conflict with its best interests.

Employees and their immediate family are not to accept gifts, except those of nominal value from any person or firm doing, or seeking to do, business with the Library. The meaning of gifts for purposes of this policy includes the acceptance of lavish entertainment and free long-distance travel and lodging.

## DISCIPLINARY PROCEDURES

Policy last updated: August 1, 2013

It is the policy of the Library to apply disciplinary action in a progressive manner to assure efficiency, safety and consistency within the organization. The Library reserves the right to send an employee home with pay for the day to prevent an incident or behavior from escalating into a situation which might result in more severe disciplinary action. A memo to that effect will be placed in the employee's personnel file.

Disciplinary action will be based on an evaluation of all the facts, including the nature and extent of the violation.

Disciplinary action will be discussed with the employee at each step of the procedure. The employee may request another employee be present and the supervisor may request another supervisor be present at any meeting, which may result in disciplinary action.

All disciplinary action documents will be placed in the employee's personnel file. At any step in the process, the employee may respond in writing, following appropriate GRIEVANCE procedures as outlined in the Employee Handbook.

Examples of behavior that may result in disciplinary action are:

- A. Immediate Dismissal
  - a. Gross insubordination;
  - b. Grossly negligent conduct;
  - c. Theft or abuse of property of the Library, an employee or a customer;
  - d. Unlawful distribution, possession or use of controlled substances on Library premises;
  - e. Sexual, racial, ethnic or religious harassment;
  - f. Falsification or altering of any Library records; and
  - g. Physical or verbal abuse of an employee or Library customer.
- B. Progressive Discipline
  - a. Failure to follow Library policies and procedures;
  - b. Failure or refusal to fulfill duties as assigned;
  - c. Chronic tardiness;
  - d. Excessive absences;
  - e. Inability to get along with customers or employees;
  - f. Improper behavior towards customers or employees;
  - g. Unsatisfactory quantity or quality of work;
  - h. Any violation of rules governing employee conduct; and
  - i. Violations of OSHA regulations, the Public Employee Risk Reduction Program or other government regulations.

### **Progressive Discipline**

When disciplinary actions are needed, supervisors should adopt a progressive approach to correcting the performance or behavioral issue. Outlined below are the steps of the Library's progressive discipline policy and procedure. The Library reserves the right to combine or skip steps depending upon facts of each situation and the nature of the offense. The level of disciplinary intervention may also vary. Some of the factors that will be considered depend upon whether the offense is repeated despite coaching, counseling and/or training, the employee's work record and the impact the conduct and performance issues have on the Library and customers.

- **Coaching:** Supervisors should provide consistent and timely coaching to employees outlining straight-forward areas for improvement. Coaching will identify the specific issue for the employee with clear expectations the employee must take to improve or resolve the issue.

- **Verbal Warning with Notation:** If the performance of the employee is not corrected within a length of time as agreed upon by the employee and the supervisor through coaching, the supervisor will give the employee a verbal warning with notation signed and dated by the supervisor and the employee that will be placed in the employee's personnel file.
- **Written Warning:** In situations where coaching and verbal warnings have not resulted in the expected improvement, the supervisor will give the employee a written warning detailing the problem and actions needed to correct the work behavior, and the time frame in which these actions must be taken.
- **Suspension:** The Library Director may, upon recommendation of the supervisor, suspend the employee without pay for up to three days, following a pre-suspension hearing held with the Library Director, Human Resources Manager, supervisor and employee.
- **Termination:** If, after suspension, the performance is not corrected immediately, the employee will be terminated.

### **Sick Time Corrective Action**

Any employee who has depleted their allotted sick time after the first six months of employment will be subject to placement on a corrective action plan.

When an employee is placed on a corrective action plan, the employee must provide a doctor's note for any unscheduled absence. Vacation and personal time should be scheduled at least 2 weeks in advance. If the employee is unable to provide a doctor's excuse for the absence, the progressive discipline process will begin. (The doctor's excuse must indicate the employee was unable to work for a specified time not merely that the employee was seen by a doctor.)

The employee is eligible to be removed from the corrective action plan once they have accumulated an amount of sick time hours equivalent to one week of their scheduled hours.

## GRIEVANCE PROCEDURES

Policy last updated: August 1, 2013

It is the policy of the Library that employees should have an opportunity, when appropriate and practical, to present their work-related complaints and to appeal management decisions through a formal grievance procedure. The Library will attempt to promptly resolve all grievances that are appropriate for handling under the policy.

An appropriate grievance is defined as an employee's expressed feeling of dissatisfaction concerning any interpretation or application of a work-related policy by management or other employees. Examples of actions that may be causes of a grievance under this policy include:

- a. Application of Library policies, practices, rules, regulations, and procedures believed to be to the detriment of an employee;
- b. Treatment considered unfair by an employee, such as coercion, reprisal, harassment, or intimidation;
- c. Alleged discrimination because of ethnicity, gender, age, religion, sexual orientation, national origin, marital status, and handicap or veteran status; and
- d. Improper or unfair administration of employee benefits or conditions or employment such as vacations, fringe benefits, promotions, retirement, holidays, performance review, salary or seniority.

Employees must notify the Library in a timely manner, of any grievance appropriate for handling under this policy. As used in this policy the term "timely manner" will mean ten [10] working days.

Employees are not to be penalized for proper use of the grievance procedure. However, it is not considered proper if any employee abuses the procedure by raising grievances in bad faith or solely for the purposes of delay or harassment or by repeatedly raising grievances that a reasonable person would judge have no merit.

The grievance procedure has two steps, but grievances may be resolved at any step in the process. Grievances are to be fully processed until the employee is satisfied or does not file an appeal in a timely manner or until the right of appeal is exhausted. A decision becomes binding on all parties whenever an employee does not file an appeal in a timely manner or when a decision is made in the final step and the right of appeal no longer exists.

Employees who feel they have an appropriate grievance should proceed as follows:

- a. Step One - Bring the grievance to the attention of the Human Resources Manager or the Deputy Director ["Investigating Manager"]. The Investigating Manager will investigate the grievance, attempt to resolve it, and give a decision to the employee in a timely manner. The Investigating Manager should prepare a written and dated summary of the grievance and proposed resolution for file purposes.
- b. Step Two - If the employee is not satisfied with the Investigating Manager's decision, they may appeal the decision to the Library Director. Such an appeal must be made in writing and in a timely manner. The Investigating Manager is then to submit a similar written report providing their version of the grievance and decision. The Library Director will, in a timely manner, confer with the employee, the manager, and any other members of management they deem appropriate; investigate the issues; and communicate a decision in writing to all the parties involved. The Library Director's decision on employee grievances is final.

Employees directly supervised by the Library Director will follow the same procedures and timelines with the following exceptions:

- a. Step One - The Investigating Manager will be the Library Director.
- b. Step Two – If the employee is not satisfied with the Investigating Manager's decision, they may appeal the decision to the Human Resources Committee of the Library Board.

Final decisions on grievances will not be precedent-setting or binding on future grievances unless they are officially stated as Library policy. When appropriate, the decisions will be retroactive to the date of the employee's original grievance.

Information concerning an employee grievance is to be held in strict confidence. Department managers and other members of management are to investigate and discuss a grievance only with those individuals who have a need to know about it or who are needed to supply necessary background information.

Time spent by employees in grievance discussions with management during their normal working hours will be considered hours worked for pay purposes.

This policy is not intended to prevent employees from exercising their rights to engage in discussions of working conditions, wages, or other terms and conditions of employment.

# BENEFITS

## DISCLOSURE OF BENEFITS

Policy last updated: August 1, 2013

It is the policy of the Library to provide its employees with various employee benefits. Information and summary communications intended to explain these benefits are furnished to all plan participants on a timely and continuing basis.

The Library reserves the right to modify and amend its employee benefit plans.

The Human Resources Manager is responsible for all communications and disclosures concerning library benefits and for compliance with all applicable laws and regulations. In addition, the Human Resources Manager is available to answer employee questions concerning benefits and to counsel new employees, employees as they receive eligibility, retiring employees, and non-employee beneficiaries as to specific benefit coverage and required forms and destinations to the extent required by law.

Under certain of the Library's benefit plans, each employee must designate a beneficiary in the event of the employee's death. Such designation must be in writing and in a form acceptable to the Human Resources Manager. It is the employee's responsibility to maintain the proper beneficiary designations.

## EDUCATIONAL ASSISTANCE

Policy last updated: August 1, 2013

It is the policy of the Library to provide educational assistance to its employees in accordance with the guidelines established below.

Educational assistance in the form of tuition fees will be provided only for accredited courses in Library Science or job related courses.

Requirements for educational assistance include the following:

- a. All Library employees are eligible.
- b. Educational assistance will be provided in an amount not to exceed the annual budget allocation.
- c. Part-time employees are eligible for reimbursement on a pro-rated basis.
- d. The employee must have completed at least one [1] year of continuous service with the Library.
- e. The employee must continue employment while participating in the course of study.
- f. Courses may be taken for credit or non-credit.

The Library will reimburse up to 4 courses per calendar year, or 12 equivalent credit hours subject to the limitations of the budget as adopted by the Library Board for that calendar year. If requests for reimbursement exceed the Library's budgeted amount for education assistance, the funds will be distributed equally among those requesting reimbursement.

Reimbursement costs will be at the in-state rate and shall not exceed the cost of tuition from Kent State University's School of Library and Information Science.

Participation in the educational assistance program is subject to the scheduling of work and approval of the department manager and the Library Director.

In order to guarantee reimbursement of education costs the Library Director must approve requests for educational assistance prior to enrollment. Employees should have the support of their department manager before submitting the request.

All requests for educational assistance shall be made in writing to the Human Resources Manager and shall be subject to the approval of the Library Board. The request shall include the name of the institution, the name and course number, a description of the course content and the cost of the course.

In considering a request for educational assistance the Library will consider but is not limited to the following factors:

- a. The nature and purpose of the course of study.
- b. The benefits to be received by the employee and the Library.
- c. The level or responsibility and length of service of the employee.
- d. The estimated cost.
- e. The potential lost time or productivity while the employee attends the program.

Class attendance and completion of study assignments are to be accomplished outside of the employee's regular working hours with one exception. Up to one [1] hour per day paid time off, not to exceed three [3] hours per week will be granted for full-time employees to facilitate participation in an approved course of study. Part-time employees are expected to arrange their schedules to permit participation.

It is expected that educational activities will not interfere with the employee's work, and unsatisfactory job performance during enrollment may result in forfeiture of educational assistance and further disciplinary action.

Library employees who have completed 18 credit hours of study in the Masters' Degree in Library Science program shall receive a 1.5% increase in salary. Upon completion of the Masters' Degree in Library Science, the employee will receive an additional 3% increase in salary.

Upon completion of the course the employee is to submit to the Human Resources Manager a certified transcript of grades received and receipts of expenses incurred. The Library will then reimburse the applicable fee. However, employees who take courses at the specific written request of the Library may be reimbursed for all costs in advance.

Reimbursement for educational assistance will be based upon a completed course with a grade of "B" or higher and for passing a "pass/fail" course. There will be no assistance for a grade lower than a "B."

An employee who voluntarily leaves the Library or is terminated for cause prior to completing a course will not be reimbursed for the expenses associated with the course.

Records will be maintained in the personnel file of each employee for all education programs completed.



## RETIREMENT BENEFITS

Policy last updated: August 1, 2013

It is the policy of the Library to provide retirement benefits for all employees.

All employees are subject to participation in the Public Employees Retirement System according to the regulations as set forth by the Ohio Public Employees Retirement System.

The State of Ohio Revised Code requires that public employees contribute a percent of their gross salary to the Ohio Public Employees Retirement System [OPERS].

Detailed information concerning retirement benefits under the OPERS will be provided by the Human Resources Manager upon request.

Employees who leave employment for any reason may withdraw their employee contribution pursuant to OPERS regulations.

## MEDICAL INSURANCE

Policy last updated: August 1, 2013

It is the policy of the Library to provide medical insurance benefits for employees. Full-time employees and part-time employees working 20 hours or more per week are eligible for insurance benefits.

Single medical coverage premiums are paid in full by the Library for full-time employees. Full-time employees who choose to take family coverage shall pay the difference between the cost of single coverage and the family plans through payroll deduction.

Eligible part-time employees may elect to purchase insurance benefits at their cost.

Eligible employees may enroll as a member of the medical insurance program within thirty [30] days of the date of employment with the Library, or, during the annual enrollment period.

Employees choosing not to participate in the medical insurance program will not receive compensation in lieu of participation.

Employees on leave of absence may continue medical insurance coverage at the employee's expense, subject to applicable laws and regulations [see "LEAVE OF ABSENCE"].

The Library Board reserves the right and has sole authority to modify, amend or change insurance carriers at any time, and for any reason, not prohibited by law.

## DENTAL INSURANCE

Policy last updated: August 1, 2013

It is the policy of the Library to provide dental insurance benefits for employees. Full-time employees and part-time employees working 20 hours or more per week are eligible for insurance benefits.

Single dental coverage premiums are paid in full by the Library for full-time employees. Full-time employees who choose to take family coverage shall pay the difference between the cost of single coverage and the family plans through payroll deduction.

Eligible part-time employees may elect to purchase insurance benefits at their cost.

Eligible employees may enroll as a member of the dental insurance program within thirty [30] days of the date of employment with the Library, or, during the annual enrollment period.

Employees choosing not to participate in the dental insurance program will not receive compensation in lieu of participation.

Employees on leave of absence may continue dental insurance coverage at the employee's expense, subject to applicable laws and regulations [see "LEAVE OF ABSENCE"].

The Library Board reserves the right and has sole authority to modify, amend or change insurance carriers, at any time, and for any reason, not prohibited by law.

## VISION INSURANCE

Policy last updated: August 1, 2013

It is the policy of the Library to provide vision insurance benefits for employees. Full-time employees and part-time employees working 20 hours or more per week are eligible for insurance benefits.

Single basic vision coverage premiums are paid in full by the Library for full-time employees. Full-time employees who choose to take family coverage or enroll in the supplemental plan shall pay the difference between the cost of single basic coverage and the supplemental and/or family plans through payroll deduction.

Eligible part-time employees may elect to purchase insurance benefits at their cost.

Eligible employees may enroll as a member of the vision insurance program within thirty [30] days of the date of employment with the Library, or, during the annual enrollment period.

Employees choosing not to participate in the vision insurance program will not receive compensation in lieu of participation.

Employees on leave of absence may continue vision insurance coverage at the employee's expense, subject to applicable laws and regulations [see "LEAVE OF ABSENCE"].

The Library Board reserves the right and has sole authority to modify, amend or change insurance carriers, at any time, and for any reason, not prohibited by law.

## LIFE INSURANCE

Policy last updated: August 1, 2013

It is the policy of the Library to provide term life insurance coverage for its full-time employees.

Life insurance coverage becomes effective on the first day of the month following the end of the employee's probationary period.

A group term life insurance plan is provided in an amount equal to the employee's annual salary and includes double indemnity, waiver of premium, and convertibility provisions.

Employees may purchase additional term life insurance for themselves and their family through payroll deduction.

Employees requesting information on the term life insurance plan; its application and forms may request these from the Human Resources Manager.

The Library Board reserves the right and has sole authority to modify, amend or change insurance carriers at any time, and for any reason not prohibited by law.

## EMPLOYEE ASSISTANCE PROGRAM

Policy last updated: August 1, 2013

The Library provides confidential and voluntary assistance through its Employee Assistance Program (EAP) to all full-time employees and their family members who may be faced with dynamic challenges of financial concerns, legal issues, alcohol or drug problems, marital problems, illness of a family member, emotional worries, child care problems, etc. For the welfare of employees as well as effective business operations, the Library encourages its employees to take advantage of this valuable benefit.

Employees and their family members can refer themselves to the EAP. The program may be reached 24 hours a day on weekdays and weekends.

EAP counselors are available to meet with employees or family members to assess a problem and develop a plan for resolution. The counselors may suggest a referral to an outside resource, such as a therapist, agency, physician, treatment facility or other professional that would be appropriate to assist in resolving the problem or situation. Where an employee may be in need of information, a referral or suggestion may be made over the telephone. There is no charge for employees or their families to use the services of the EAP.

Employees who want to visit the EAP during regular work hours must use sick, vacation or personal time. If illness is involved, sick, vacation and/or personal time may be used for treatment or rehabilitation on the same basis that it is granted for other health problems.

When an employee's job performance or attendance is unsatisfactory or there appears to be signs of other problems during the work day, the supervisor should counsel the employee in consultation with the Human Resources Manager with an end toward resolving the situation. If the employee appears to be unable or unwilling to correct the situation, the employee may be referred to the EAP to assist in the resolution of the problem. Depending on the situation, the employee may accept or refuse participation in the EAP. However, there may be situations where continued employment at the Library may be contingent upon the employee calling the EAP for assistance.

Participation in EAP Program does not jeopardize job security or promotional opportunities. However, it does not excuse the employee from following the Library's policies and procedures or meeting required standards for satisfactory job performance except where specific accommodations are required by law.

REMINDER: All contact between an employee and the EAP is held strictly confidential. In cases where an employee's continued employment is contingent upon calling the EAP, the EAP counselor will only verify whether or not the employee has contacted the EAP and, if ongoing treatment is necessary, that the employee is following through on the treatment.

## **DEFERRED COMPENSATION PROGRAM**

Policy last updated: August 1, 2013

It is the policy of the Library to provide a Deferred Compensation Program for all employees.

The Deferred Compensation Program is a tax-exempt program available to employees on an optional basis.

Deductions may be automatically deducted from the employee's wages at the request of the employee.

Details on the program can be obtained from the Human Resources Manager. The Human Resources Manager will be available to answer employee's questions concerning the program.

## SERIOUS ILLNESS

Policy last updated: August 1, 2013

It is the policy of the Library that employees with infectious, long-term, life-threatening or other serious diseases may work as long as they are physically and mentally able to perform the duties of their job without undue risk to their own health or that of other employees or customers. Such serious disease includes but is not limited to: cancer, heart disease, multiple sclerosis, hepatitis, tuberculosis, and acquired immune deficiency syndrome [AIDS].

The Library will support, where feasible and practical, educational programs to enhance employee awareness and understanding of serious disease by conducting programs or permitting employees to attend such programs, utilizing their personal leave.

Employees afflicted with a serious disease are to be treated the same as any other employee. In addition, if the serious disease affects their ability to perform their assigned duties, such employees are to be treated like other employees who have disabilities that limit their job performance.

Employees who are diagnosed as having a serious disease are to inform the Human Resources Manager of their condition as soon as possible. The Human Resources Manager should respond with compassion and understanding and review with the employee Library policy on such issues as employee assistance, leaves and disability, and available benefits.

Employees who have a serious disease are to provide the Human Resources Manager with any pertinent medical records needed to make decisions regarding job assignments, ability to continue working, or ability to return to work. The Library may require a doctor's certification of an employee's ability to perform his duties safely.

The Library will maintain the confidentiality of the diagnosis and medical records of employees with a serious disease, unless required otherwise by law. Information relating to an employee's serious disease will not be disclosed to other employees unless the information is, in the opinion of the Library Director, necessary to protect the health or safety of the employee, co-workers, or others.

Employees concerned about being infected with a serious disease by a co-worker, customer, or other person should convey this concern to their manager or the Library Director. Employees who refuse to work with or perform services for a person known or suspected to have a serious disease, without first discussing their concern with a manager, will be subject to discipline, up to and including termination.



## PROFESSIONAL ASSOCIATIONS

Policy last updated: August 1, 2013

It is the policy of the Library to encourage employees to participate in professional associations.

Employees are encouraged to participate in professional associations that promote employee development and professional enhancement and that are endorsed by the Library.

The Library will reimburse 100% of the membership cost in the Ohio Library Council and the American Library Association for all regular full-time employees as funding allows. If Library funds are not available, employees may still join at their own expense.

Department managers must plan and approve for employee attendance at all professional association meetings, seminars and conventions. The Library will reimburse employees for registration fees and reasonable expenses to attend such functions when approved.

Employees are encouraged to contribute articles, present papers, and give talks to professional associations and their publications. However, employees must obtain prior approval of the Library Director for any communication that might be considered as representing the Library's position on any subject or as involving any information that is confidential.

## **PURCHASE OF LIBRARY PRODUCTS**

Policy last updated: August 1, 2013

It is the policy of the Library to permit eligible employees to purchase products subject to certain restrictions below.

Full-time and part-time employees who have completed the period of probation are eligible to purchase books and other Library materials.

The price set for regular Library materials from our vendors is the normally established wholesale price. Some other Library discounts will be passed on to employees and vary on the amount of the discount.

The employee will be responsible for all applicable taxes on materials purchased. Payment is due AT TIME OF RECEIPT OF THE MATERIALS.

All employee purchases are processed through the Technical Services Department.

Library materials purchased by employees may not be resold to anyone for any reason. Reselling any of these items will subject the employee to disciplinary action.

# COMPENSATION AND WORK HOURS

## SALARY ADMINISTRATION

Policy last updated: August 1, 2013

It is the policy of the Library, subject to budgetary constraints, to pay wages and salaries that are competitive with rates being paid for like jobs by other libraries of similar size. Salary increases are based on budget allocations, market conditions and job performance.

The Library Board has established a salary range schedule for each approved Library employee position and/or classification. It is the responsibility of the Library Board to determine whether existing salary ranges are competitive and whether the salaries of individual employees accurately reflect their job responsibilities. The Library Board will determine adjustments to the salary ranges. The Library Board will also determine the availability and amount of a Discretionary Fund for bonus payments. The Library Director will administer the Discretionary Fund.

In October of each year, the Human Resources Committee of the Library Board will analyze the market and recommend adjusting salary ranges, if necessary. The purpose of these adjustments is to keep the salary ranges competitive with the market forces affecting new hires and employees. The salary range adjustment will not affect an employee's actual salary within the range.

By December of each year, the Human Resources Committee, on the basis of funds available for the coming year, will recommend a Salary Package to the Library Board. The Salary Package, when possible, will include a percentage increase in pay. Total increases could not exceed the salary funds established by the Board. In the event there are excess monies not distributed, these would be returned to the General Fund.

New employees are hired at the minimum rate assigned to their position. However, department managers may recommend higher starting rates based on work experience, advanced education, or special education or training. Exceptions to the posted salary for a position must be authorized by the Library Board.

Salary adjustments will take effect on January 1<sup>st</sup> of each year. Employees hired after October 1<sup>st</sup> of each year are not eligible for a salary adjustment until the following year. Salary increases for employees will be based on results of the regular performance appraisals. The percentage of increase will be determined by the Library Director based on the amount of money available in the Salary Package.

Employees who are already paid at the top of their salary range will not be eligible for salary increases until the market catches up (and salary ranges are adjusted). However, they will still be eligible for any discretionary bonus payments.

Policies regarding salary increases and salary schedules are at the sole discretion of the Library Board who may modify them at any time.

## CHART A - SALARY RANGES

Policy last updated: August 1, 2013

Range	Minimum	Midpoint	Maximum
7	\$7.85	\$9.29	\$10.85
8	\$7.97	\$9.56	\$11.20
9	\$8.37	\$10.06	\$11.77
10	\$9.60	\$11.34	\$13.31
11	\$10.08	\$11.91	\$13.98
12	\$10.82	\$12.98	\$15.18
13	\$11.06	\$13.13	\$15.39
14	\$11.65	\$13.78	\$16.18
15	\$12.25	\$14.47	\$16.96
16	\$12.38	\$14.67	\$17.19
17	\$13.00	\$16.18	\$18.07
18	\$13.28	\$15.71	\$18.40
19	\$14.36	\$17.00	\$19.93
20	\$15.07	\$17.84	\$20.91
21	\$15.81	\$18.74	\$21.97
22	\$16.62	\$19.69	\$23.07
23	\$17.45	\$20.66	\$24.18
24	\$18.30	\$21.67	\$25.42
25	\$19.24	\$22.77	\$26.71
26	\$20.18	\$23.91	\$28.01
27	\$21.19	\$25.09	\$29.39
28	\$22.25	\$26.34	\$30.88
29	\$23.36	\$27.63	\$32.41
30	\$24.51	\$29.03	\$34.04
31	\$25.45	\$30.13	\$35.33
32	\$26.73	\$31.66	\$37.10
33	\$28.04	\$33.23	\$38.92
34	\$29.45	\$34.88	\$40.87
35	\$30.92	\$36.62	\$42.92
36	\$32.48	\$38.47	\$45.07
37	\$34.09	\$40.40	\$47.35
38	\$35.79	\$42.39	\$49.70
39	\$37.58	\$44.49	\$52.18
40	\$39.32	\$46.56	\$54.57

## CHART B - PAY RANGE ASSIGNMENTS

Policy last updated: August 1, 2013

Range	Job Title
Range 29	Building Manager Business Manager Manager, Adult Services Manager CS Manager, Human Resources Manager, Outreach Manager, Technical Services Manager, Youth Services
Range 28	Program Coordinator Manager, Collection Development
Range 27	Asst Manager, Customer Service
Range 26	Librarian Librarian, Web Content Sr. Cataloger
Range 25	Coordinator, Local History Coordinator, Marketing Network Administrator Webmaster
Range 22	Cataloger
Range 20	Accounting Clerk
Range 18	Maintenance Technician
Range 17	Administrative Assistant Library Associate Assistant, Marketing Associate, Technology Center Associate, Coffee Service

Range	Job Title
Range 16	Custodian
Range 12	Assistant, Customer Service Assistant, Coffee Service Acquisitions Specialist Serials Assistant
Range 10	Help Desk Support Materials Processor
Range 9	Page Trainer
Range 7	Page, OhioLINK Page, Customer Service Page, Adult Services

\* Note: Library Director and Deputy Director are determined by the Library Board.

## REST BREAKS

Policy last updated: August 1, 2013

It is the policy of the Library to provide rest breaks during the course of each workday.

Whenever practical, employees are to receive a rest break of fifteen [15] minutes at approximately the middle of every four [4] hours of work not broken by a meal period.

Employee rest breaks will be scheduled by each supervisor with appropriate regard for the workload. Time spent on rest breaks will be compensated as working time. However, employees are expected to return to their workstations promptly at the end of each break or be subject to disciplinary action for tardiness.

Employees who choose to remain at work during rest breaks are not entitled to leave early, except under certain circumstances and with prior approval of the department manager.

Employees on rest breaks are not permitted to interfere with fellow employees who are continuing to work.

## MEAL BREAKS

Policy last updated: August 1, 2013

It is the policy of the Library to provide meal breaks during the course of the workday.

Full-time employees are permitted a meal break for sixty [60] minutes near the middle of the workday.

Part-time employees scheduled to work more than five [5] consecutive hours will receive a meal break of the same duration as full-time employees.

Employees will not be compensated for their meal breaks.

Employees may not extend meal breaks beyond their assigned period without prior approval of the department manager.

A lounge is provided to employees to use during meal periods.

Department managers are responsible for balancing workloads and scheduling meal breaks. Whenever necessary, duration and time of meal periods may be changed.

## TIMEKEEPING AND PAYROLL

Policy last updated: August 1, 2013

All Library employees are paid monthly, on or about the last business day of each month. If the regularly scheduled payroll date falls on a weekend or a holiday, employees will be paid on the last working day immediately preceding the regular pay date.

On each pay date, employees will receive a statement [check stub] showing gross pay, deductions and net pay. Federal, State and Municipal taxes and employee contributions to the Library's benefit plans will be deducted automatically.

Salary Deductions and Withholding - The Library will withhold the following from employee paychecks:

- Taxes - Federal, state, and local taxes, as required by law, as well as the required OPERS (Ohio Public Employee Retirement System) and Medicare payments.
- Insurance - Employee contributions to health insurance or other insurance premiums for employees and any eligible family members or to other contributory benefit programs.
- Other Deductions - Other deductions including mandatory garnishments, Staff Association contributions, deferred compensation contributions, etc.
- Direct Deposit - Employees may have their paycheck deposited directly into a bank account. An authorization form for deposit is available in the Human Resources Department.

Timekeeping - All employees (exempt and nonexempt) are required to use the timekeeping system to record their hours worked and paid time off. Nonexempt employees are required to record their clock in/out for payroll and attendance purposes. The timekeeping records will be used to track attendance and time off accruals for the exempt employee.

- Employees are to maintain an accurate daily record on their hours worked and the correct charge codes. All absences from work schedules should be appropriately recorded and coded. Entries should be made daily.
- Employees should record their time in no sooner than 10 minutes before/after the scheduled shift and time out no later than 10 minutes before/after the scheduled shift.
- If the employee misses an entry into the timekeeping system, the employee must notify the supervisor as soon as possible. The supervisor will manually enter the employee's work hours via the manager time clock portal. Employees who consistently miss time clock entries will be subject to disciplinary action.
- Employees must approve their time each pay period.
- Employees may not use another employee's timecard to clock in or clock in for another employee. Employees who have lost a timecard will report the lost badge to their manager immediately.
- Managers are responsible for ensuring that all of their direct reports have correct time entries.



## HOURS OF WORK

Policy last updated: August 1, 2013

It is the policy of the Library to establish the time and duration of working hours as required by workload, customer needs, and the efficient management of personnel resources.

The normal workweek for full-time employees is Sunday through Saturday and consists of forty [40] hours. The normal workweek for part-time employees is less than twenty-three [23] hours.

The normal full-time employee workday consists of eight [8] hours of work with a one [1] hour unpaid meal period. Rest or coffee breaks are considered as time worked. The department manager to whom each is assigned will determine the schedule of hours for employees. Employees will be informed of their daily schedule of hours work, including meal period and rest or coffee breaks, and of any changes deemed necessary by the Library.

Exceptions to the eight [8] hour workday for full-time employees are as follows:

- a. Employees are to be at their work stations and be fully prepared to conduct the Library's business at the assigned times.
- b. Employees working an evening shift will work seven [7] hours: from 1:00 p.m. to 9:00 p.m. with a one [1] hour meal break and be compensated for eight [8] hours worked.
- c. Full-time employees working on Sunday will work five [5] hours from 1:00 p.m. to 6:00 p.m. and be compensated for eight [8] hours worked.
- d. In emergency situations when an employee is required to work a split shift [morning and evening] the employee will be compensated as though they worked an evening shift – that is eight [8] hours pay for seven [7] hours worked.

Attendance at lectures, meetings and training programs are not considered time worked if:

- a. The employee's attendance is outside regular working hours and is voluntary (i.e. not required by the job).
- b. The course, lecture, or meeting is not directly related to the employee's job.
- c. The employee does not perform any productive work during such attendance (i.e. early departure, etc.).

It is the policy of the Library not to authorize overtime. Overtime may only be worked with prior authorization of the Library Director, except in emergency situations. If an emergency exists, and with approval of the Library Director, compensatory time-off will be granted at the rate of one and one half [1 ½] times the hours worked to non-exempt employees under the Fair Labor Standards Act.

Overtime is defined as time worked in excess of forty [40] hours of actual work time during the employee's workweek. Time paid for sick leave, vacation, or personal leave does not count as time worked in computing the actual number of hours worked in a workweek.

Compensatory time off for overtime worked will not be granted to exempt employees under the Fair Labor Standards Act.

An employee who is unable to report to work at the designated time is required to notify his or her supervisor in accordance with the sick leave policy. Employees who fail to report to work for three consecutive business days without notifying the Library of the absence will be considered as having voluntarily resigned as a result of job abandonment.

## MEAL REIMBURSEMENT

Policy last updated: August 1, 2013

It is the policy of the Library to reimburse employees for the cost of meals under certain circumstances.

Employees required to travel on Library business are eligible to be reimbursed for the reasonable cost of all meals during their travel.

Employees eligible for meal reimbursement must present an expense voucher. Meal expenses must be reasonable and should not exceed the IRS per-diem rate guidelines according to geographic areas involved in travel. IRS per-diem rates can be found in the IRS Publication 1542 on the IRS.gov website.

Employees signing for meals, or seeking reimbursement, must have their expense voucher approved by their department manager and then send it to the Accounting Department for processing and/or payment.

Employees applying for reimbursement of expenses including, but not restricted to meals, mileage, or hotel rooms, must submit the bills to the Accounting Department for processing within thirty [30] days of the day of the occurrence.

# TIME OFF POLICIES

## HOLIDAYS

Policy last updated: August 1, 2013

It is the policy of the Library to observe holidays each year as may be determined by the Library Board. Employees will be given a day off with pay for each holiday observed. Employees will receive their regular rate of pay for each holiday.

The library will observe the following holidays:

- NEW YEAR'S DAY
- MEMORIAL DAY
- INDEPENDENCE DAY
- LABOR DAY
- THANKSGIVING DAY
- CHRISTMAS EVE
- CHRISTMAS DAY

The Library will also close on the following days and times. While these are Library closings they are NOT considered holidays and employees will not receive pay for work missed due to these situations.

- THANKSGIVING EVE [close at 6:00 p.m.]
- NEW YEAR'S EVE [close at 6:00 p.m.]
- EASTER SUNDAY [closed all day]

Employees on leave of absence or on lay-off are not eligible to receive holiday pay.

To receive holiday pay, an otherwise eligible employee must be at work or on an authorized paid absence, on the workdays immediately preceding and immediately following the day on which the holiday is observed. If an employee is absent on one or both of these days because of an illness or injury, the Library reserves the right to verify the reason for the absence before approving holiday pay.

If a full-time employee is normally scheduled off the day a holiday falls, the employee will be given a 'floating' holiday which must be taken within 30 days of the holiday. Exceptions may be granted with prior approval of the Deputy Director or the Library Director.

The Library recognizes that some employees may wish to observe, as periods of worship or commemoration, certain days which are not included in the Library's holiday schedule. Accordingly, employees who would like to take a day off for such reasons may be permitted to do so, upon giving prior notice to their department manager and provided the employee's absence from work does not result in an undue hardship on the conduct of the Library's business. Employees may use accumulated days of paid absence on such occasions, or they may take such time off an unpaid, excused absence.

The Library reserves the right to schedule work on an observed holiday in an emergency situation as determined by the Library Director. Normally, work on an observed holiday will be paid as if the day were a regularly scheduled day. In addition, however, employees will be given the option of receiving their holiday pay or a 'floating' holiday to be taken, with prior approval of their department manager at another time during the year.

## VACATION LEAVE

Policy last updated: August 1, 2013

It is the policy of the Library to grant vacation leave with pay to full-time and part-time employees in accordance with the guidelines established below.

Vacation leave will be credited on a monthly basis (pay period) and no vacation credit will be given for partial months worked.

Employees must have accumulated vacation leave hours before vacation leave is permitted. In special situations employees may be allowed to borrow future accrued vacation with the approval of the Library Director. "Special situations" would be family or financial emergencies, not normal planned vacation. The maximum that may be borrowed is what would be earned in two pay periods.

Employees hired prior to January 1, 1990 will receive vacation benefits in accordance with the policy established in 1988. Effective January 1, 1992 all new employees will be subject to this revised vacation leave policy. Re-hired employees will be considered new employees and will be subject to the 1990 policy.

Full-time employees hired after January 1, 1990 will accrue paid vacation according to the following schedule:

- a. Librarian/Management, 13.333 hours/month [20 days/year]
- b. Non-Librarian/Management employees:
  1. Calendar years 1-5...6.667 hours/month [10 days/year]
  2. Calendar years 6-10...10 hours/month [15 days/year]
  3. Calendar years 11 or more...13.333 hours/month [20 days/year]

Part-time employees hired after January 1, 1990 will accrue vacation on a pro-rated basis:

- a. Librarian/Management, 6 hours vacation leave for every 120 hours worked
- b. Non-Librarian/Management employees:
  1. Calendar years 1-5...4 hours vacation leave for every 120 hours worked
  2. Calendar years 6-10...6 hours vacation for every 120 hours worked
  3. Calendar years 11 or more, 8 hours vacation for every 120 hours worked

Full-time employees hired before January 1, 1990 will accrue paid vacation as follows:

- a. Librarian/Management, 16.667 hours/month [25 days/year]
- b. Non-Librarian/Management employees, 13.334 hours/month with pay [20 days]

Employees promoted or transferred at the administration's request to a position receiving less vacation benefits will retain their previous level of vacation benefits.

Employees who feel there is a discrepancy in the calculation of their vacation pay or eligibility may request a review of that calculation by the Clerk/Treasurer.

Vacation leave for will be paid at the employee's regular rate of pay at the time the vacation leave is used.

Employees must submit vacation plans to their department manager. Requests will be approved on a first come, first serve basis.

Managers are responsible for ensuring adequate staffing levels and should attempt to resolve scheduling conflicts based on seniority. For the purpose of this policy seniority is defined as the employee's length of service within a given department. For employees who consistently request the same days off each year, approval will be determined on a rotating basis.

Employees who are entitled to a vacation of two weeks or less may take their full vacation at one time. Employees who are entitled to a vacation of more than two weeks may only take a maximum of two weeks consecutively, unless prior approval has been given by the department manager and the Library Director. Vacation can be taken in one [1] hour increments.

Vacation leave may be accumulated to a maximum of credits that can be earned in two consecutive years of employment.

Employees whose employment is terminated for any reason other than cause or resignation without proper notice will receive a payout of accrued but unused vacation.

If a paid holiday falls within an employee's vacation period they do not have to use vacation for that day and will be paid holiday pay for that day. No allowance will be made for sickness or other compensable type of absence occurring during a scheduled vacation.

In all cases vacation leave is subject to the approval of the department manager. However, if the employee feels he/she has not been treated fairly in accordance with the vacation policy the employee may choose to follow the normal GRIEVANCE procedures.

## SICK LEAVE AND BEREAVEMENT

Policy last updated: August 1, 2013

It is the policy of the Library to grant sick leave with pay to employees in accordance with the guidelines established below. A sick leave absence is any absence resulting from temporary disability, or a doctor's appointment for the employee or a member of his/her immediate family due to sickness or injury.

Sick leave will be credited on a monthly basis and no sick leave credit will be given for partial months worked.

- Full-time employees will accrue paid sick leave credit at the rate of ten [10] hours per month.
- Part-time employees will accrue paid sick leave credit on a pro-rata basis [4 hrs. credit for each 120 hours worked].

Sick leave credit may be accumulated to a maximum of nine hundred sixty [960] hours for full time employees and four hundred eighty [480] hours for part-time employees.

For sick leave benefits the phrase immediate family includes: the employee's spouse, brother, sister, father, mother, children, step-children, father-in-law, mother-in-law, sister-in-law, brother-in-law, daughter-in-law, son-in-law, grandchildren, grandparents, and any member of the employee's household.

Employees can use sick leave in no less than one [1] hour increments. Sick leave can only be used up to the accrued balance. In the absence of accumulated sick leave, an employee may use accumulated VACATION leave, accumulated PERSONAL leave, or may request time off without pay.

Employees must give their manager as much advance notice as possible. Employees must call their manager to report unexpected sick leave. If the manager is not available, they should leave a voice mail for them and then they must talk to someone in their department to report their absence that day unless directed otherwise by their manager. Employees who fail to notify their manager within an hour after their shift has started the day of their absence may forfeit their sick leave credit for that day, and be subject to disciplinary action.

Employees absent on sick leave for ten [10] or more consecutive workdays shall be required to submit a physician's statement indicating their ability to return to work. However, the Library reserves the right to require a physician's statement at any time to assist in determining proper charge against sick leave credit. Employees are prohibited from falsifying the reason for sick leave, which is subject to discipline up to and including termination of employment.

Employees may use accumulated sick leave for absence due to the death of a member in the immediate family. In the instance of bereavement the phrase "immediate family" includes all of the employee's family members listed above plus: aunt and uncle.

Pursuant to Ohio Revised Code 143.29 an employee who transfers from a public agency to the employment with the Library will be credited with the unused balance of his/her accumulated sick leave. The employee is responsible for furnishing a signed affidavit from their previous employer to the Human Resources Manager within ninety [90] days of employment indicating the number of sick leave hours to be transferred.

Any employee who has depleted their allotted sick leave time after the first six months of employment will be subject to placement on a corrective action plan [see "DISCIPLINARY ACTION"].

Employees whose employment is terminated for any reason other than cause or resignation without proper notice shall be paid 25% of his/her accumulated sick leave at the time of termination after ten [10] years of continuous employment. Payment shall be at the employee's rate of pay at the time of termination.

## **SICK LEAVE TRANSFER**

Policy last updated: August 1, 2013

It is the policy of the Library to provide the opportunity for employees to donate accumulated sick leave to co-workers for emergency medical situations, in accordance with the guidelines established below.

Sick leave contributions are donated on a voluntary basis only.

This plan will be activated in case of an employee's extended medically approved absence.

To be eligible an employee must have exhausted his/her accrued sick leave, vacation leave and personal leave benefits.

A minimum of eleven [11] working days and a maximum of sixty [60] working days will be permitted.

If applicable, Workers Compensation will take precedence over this policy.

The policy is not intended to supplement employee sick leave credits and will only be used in emergency situations.

The Human Resources Manager is responsible for the administration of this policy and will establish the necessary guidelines.

## PERSONAL DAYS

Policy last updated: August 1, 2013

It is the policy of the Library to grant employees Personal Days to meet personal and individual needs.

On January 1<sup>st</sup> of each year, all employees will be given a Personal Day to be taken, with the prior approval of their department manager, at any time during the year. Employees must be actively employed on December 31<sup>st</sup> of the prior year to receive the Personal Day accrual for the next calendar year.

- Full-time employees will receive eight [8] hours leave with pay.
- Part-time employees will receive three [3] hours leave with pay.
- Pages will receive two [2] hours leave with pay.

An employee who has accumulated two hundred forty [240] sick leave hours on January 1<sup>st</sup> of each year shall be eligible for an additional eight [8] paid Personal Day hours.

An employee who has accumulated seven hundred twenty [720] sick leave hours on January 1<sup>st</sup> of each year shall be eligible for an additional sixteen [16] paid Personal Day hours.

Personal Days must be approved in advance, except in cases of emergency.

Personal Days may not be carried over into the next calendar year.

Employees are not paid for unused Personal Days.

Personal Days may be taken in no less than one [1] hour increments.



## LEAVE OF ABSENCE

Policy last updated: August 1, 2013

It is the policy of the Library to grant employees extended leave of absence ["LOA"] from the library under certain circumstances. Employees may use any available paid time off balances until they are exhausted. After this the LOA will be considered unpaid time off.

Employees are eligible for LOA if they have completed at least one [1] year of service [a lesser amount if specified by law].

An employee may be granted a LOA upon approval by the Library Board with the recommendation of the Library Director.

The following types of leave will be considered under the LOA policy:

- FMLA: Any situation that would fall under the Family Medical Leave Act (FMLA) policy when the employee is not eligible for coverage under FMLA (for example, they do not meet the service requirement).
- Personal LOA: Employees may be granted a personal leave of absence to attend to personal matters in cases the Library determines that an extended period of time away from the job is needed by the employee and warranted.
- Educational LOA: Employees who desire to continue their education in preparation for added responsibilities with the Library may be granted an education LOA.

When possible, requests for a LOA should be submitted in writing to the Library Director thirty [30] days prior to commencement of the leave. The Library Director will forward the request to the Library Board recommending approval or disapproval. The Library Board will make the final decision concerning the request.

Employees returning from a LOA will be re-instated to their same job or one of similar status and pay provided the Library's circumstances have not changed to the extent that it would be unreasonable to provide re-instatement. If the same job or one of similar status and pay is not available, re-instatement may be deferred until a position is available, and the employee will be granted a preference in recall.

If an employee fails to return to work at the conclusion of an approved LOA the employee will be considered to have resigned.

An approved LOA will not affect seniority, except that employment time and paid time off benefits do not accrue during any unpaid portion of the LOA. If an LOA exceeds eighty [80] working hours in any one month employment time and paid time off benefits will not accrue for that month.

An employee who has been granted a LOA will have his/her library paid insurance benefits in effect only through the month for which the employee is last paid. The employee may continue insurance coverage at the employee's expense during the LOA unless benefit contracts prohibit continuation. In most cases, COBRA is available when an employee is no longer actively employed.

## **FAMILY MEDICAL LEAVE ACT**

Policy last updated: August 1, 2013

The Library will comply with the Family and Medical Leave Act [FMLA] implementing Regulations as revised effective February 2013. The library posts the mandatory FMLA Notice and upon hire provides all new employees with notices required by the U.S. Department of Labor (DOL) on Employee Rights and Responsibilities under the Family and Medical Leave Act in Ohio.

The function of this policy is to provide employees with a general description of their FMLA rights. In the event of any conflict between this policy and the applicable law, employees will be afforded all rights required by law.

### **A. General Provisions**

Under this policy, the Library will grant up to 12 weeks (or up to 26 weeks of military caregiver leave to care for a covered service member with a serious injury or illness) during a 12-month period to eligible employees. The leave may be paid, unpaid or a combination of paid and unpaid leave, depending on the circumstances of the leave and as specified in this policy.

### **B. Eligibility**

To qualify to take family or medical leave under this policy, the employee must meet all of the following conditions:

- 1) The employee must have worked for the library for 12 months or 52 weeks. The 12 months or 52 weeks need not have been consecutive. Separate periods of employment will be counted, provided that the break in service does not exceed seven years. Separate periods of employment will be counted if the break in service exceeds seven years due to National Guard or Reserve military service obligations or when there is a written agreement, including a collective bargaining agreement, stating the employer's intention to rehire the employee after the service break. For eligibility purposes, an employee will be considered to have been employed for an entire week even if the employee was on the payroll for only part of a week or if the employee is on leave during the week.
- 2) The employee must have worked at least 1,250 hours during the 12-month period immediately before the date when the leave is requested to commence. The principles established under the Fair Labor Standards Act (FLSA) determine the number of hours worked by an employee. The FLSA does not include time spent on paid or unpaid leave as hours worked. Consequently, these hours of leave should not be counted in determining the 1,250 hours eligibility test for an employee under FMLA. (Editor's note: Airline flight crewmembers or flight attendants will meet the FMLA hours of service eligibility requirement if he or she has worked or been paid for not less than 60 percent of the applicable total monthly guarantee (or its equivalent) and has worked or been paid for not less than 504 hours (not including personal commute time or time spent on vacation, medical, or sick leave) during the previous 12 months. Airline employees who are not flight crew employees continue to be covered under the general hour of service eligibility requirement, which requires 1,250 hours of service in the previous 12 months.
- 3) The employee must work in a worksite where 50 or more employees are employed by the library within 75 miles of that office or worksite. The distance is to be calculated by using available transportation by the most direct route.

### **C. Type of Leave Covered**

To qualify as FMLA leave under this policy, the employee must be taking leave for one of the reasons listed below:

- 1) The birth of a child and in order to care for that child.
- 2) The placement of a child for adoption or foster care and to care for the newly placed child.
- 3) To care for a spouse, child or parent with a serious health condition (described below).
- 4) The serious health condition (described below) of the employee.

An employee may take leave because of a serious health condition that makes the employee unable to perform the functions of the employee's position.

A serious health condition is defined as a condition that requires inpatient care at a hospital, hospice or residential medical care facility, including any period of incapacity or any subsequent treatment in connection with such inpatient care or a condition that requires continuing care by a licensed health care provider.

This policy covers illnesses of a serious and long-term nature, resulting in recurring or lengthy absences. Generally, a chronic or long-term health condition that would result in a period of three consecutive days of incapacity with the first visit to the health care provider within seven days of the onset of the incapacity and a second visit within 30 days of the incapacity would be considered a serious health condition. For chronic conditions requiring periodic health care visits for treatment, such visits must take place at least twice a year.

Employees with questions about what illnesses are covered under this FMLA policy or under the library's sick leave policy are encouraged to consult with the Human Resources Manager.

If an employee takes paid sick leave for a condition that progresses into a serious health condition and the employee requests unpaid leave as provided under this policy, the library may designate all or some portion of related leave taken as leave under this policy, to the extent that the earlier leave meets the necessary qualifications.

- 5) Qualifying exigency leave for families of members of the National Guard or Reserves or of a regular component of the Armed Forces when the covered military member is on covered active duty or called to covered active duty.

An employee whose spouse, son, daughter or parent either has been notified of an impending call or order to covered active military duty or who is already on covered active duty may take up to 12 weeks of leave for reasons related to or affected by the family member's call-up or service. The qualifying exigency must be one of the following:

- a) Short-notice deployment.
  - b) Military events and activities,
  - c) Child care and school activities,
  - d) Financial and legal arrangements,
  - e) Counseling,
  - f) Rest and recuperation,
  - g) Post-deployment activities and
  - h) Additional activities that arise out of active duty, provided that the employer and employee agree, including agreement on timing and duration of the leave.
- A. Eligible employees are entitled to FMLA leave to care for a current member of the Armed Forces, including a member of the National Guard or Reserves, or a member of the Armed Forces, the National Guard or Reserves who is on the temporary disability retired list, who has a serious injury or illness incurred in the line of duty on active duty for which he or she is undergoing medical treatment, recuperation, or therapy; or otherwise in outpatient status; or otherwise on the temporary disability retired list. Eligible employees may not take leave under this provision to care for former members of the Armed Forces, former members of the National Guard and Reserves, and members on the permanent disability retired list.
  - B. In order to care for a covered service member, an eligible employee must be the spouse, son, daughter, or parent, or next of kin of a covered service member.

- a. A “son or daughter of a covered service member” means the covered service member’s biological, adopted, or foster child, stepchild, legal ward, or a child for whom the covered service member stood in loco parentis, and who is of any age.
- b. A “parent of a covered service member” means a covered service member’s biological, adoptive, step or foster father or mother, or any other individual who stood in loco parentis to the covered service member. This term does not include parents “in law.”
- c. The “next of kin of a covered service member” is the nearest blood relative, other than the covered service member’s spouse, parent, son, or daughter, in the following order of priority: blood relatives who have been granted legal custody of the service member by court decree or statutory provisions, brothers and sisters, grandparents, aunts and uncles, and first cousins, unless the covered service member has specifically designated in writing another blood relative as his or her nearest blood relative for purposes of military caregiver leave under the FMLA. When no such designation is made, and there are multiple family members with the same level of relationship to the covered service member, all such family members shall be considered the covered service member’s next of kin and may take FMLA leave to provide care to the covered service member, either consecutively or simultaneously. When such designation has been made, the designated individual shall be deemed to be the covered service member’s only next of kin. For example, if a covered service member has three siblings and has not designated a blood relative to provide care, all three siblings would be considered the covered service member’s next of kin. Alternatively, where a covered service member has a sibling(s) and designates a cousin as his or her next of kin for FMLA purposes, then only the designated cousin is eligible as the covered service member’s next of kin. An employer is permitted to require an employee to provide confirmation of covered family relationship to the covered service member pursuant to § 825.122(j).

“Covered active duty” means:

(a) “Covered active duty” for members of a regular component of the Armed Forces means duty during deployment of the member with the Armed Forces to a foreign country.

(b) “Covered active duty” for members of the reserve components of the Armed Forces (members of the U.S. National Guard and Reserves) means duty during deployment of the member with the Armed Forces to a foreign country under a call or order to active duty in a contingency operation as defined in section 101(a)(13)(B) of title 10, United States Code. (a) in the case of a member of a regular component of the Armed Forces, duty during the deployment of the member with the Armed Forces to a foreign country; and the leave may commence as soon as the individual receives the call-up notice. (Son or daughter for this type of FMLA leave is defined the same as for child for other types of FMLA leave except that the person does not have to be a minor.) This type of leave would be counted toward the employee’s 12-week maximum of FMLA leave in a 12-month period.

- 6) Military caregiver leave (also known as covered service member leave) to care for an injured or ill service member or veteran. An employee whose son, daughter, parent or next of kin is a covered service member may take up to 26 weeks in a single 12-month period to take care of leave to care for that service member. Next of kin is defined as the closest blood relative of the injured or recovering service member.

The term “covered service member” means:

- A. A member of the Armed Forces (including a member of the National Guard or Reserves) who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness; or
- B. A veteran who is undergoing medical treatment, recuperation, or therapy, for a serious injury or illness and who was a member of the Armed Forces (including a member of the National Guard or Reserves) at any time during the period of 5 years preceding the date on which the veteran undergoes that medical treatment, recuperation, or therapy.

The term "serious injury or illness means:

- A. in the case of a member of the Armed Forces (including a member of the National Guard or Reserves), means an injury or illness that was incurred by the member in line of duty on active duty in the Armed Forces (or existed before the beginning of the member's active duty and was aggravated by service in line of duty on active duty in the Armed Forces) and that may render the member medically unfit to perform the duties of the member's office, grade, rank, or rating; and
- B. in the case of a veteran who was a member of the Armed Forces (including a member of the National Guard or Reserves) at any time during a period when the person was a covered service member, means a qualifying (as defined by the Secretary of Labor) injury or illness incurred by a covered service member in the line of duty on active duty that may render the service member medically unfit to perform the duties of his or her office, grade, rank or rating.
- C. Outpatient status, with respect to a covered service member, means the status of a member of the Armed Forces assigned to either a military medical treatment facility as an outpatient; or a unit established for the purpose of providing command and control of members of the Armed Forces receiving medical care as outpatients.

#### **D. Amount of Leave**

An eligible employee can take up to 12 weeks for the FMLA circumstances (1) through (5) above under this policy during any 12-month period. The library will measure the 12-month period as a rolling 12-month period measured backward from the date an employee uses any leave under this policy. Each time an employee takes leave, the library will compute the amount of leave the employee has taken under this policy in the last 12 months and subtract it from the 12 weeks of available leave, and the balance remaining is the amount the employee is entitled to take at that time.

An eligible employee can take up to 26 weeks for the FMLA circumstance (6) above (military caregiver leave) during a single 12-month period. For this military caregiver leave, the library will measure the 12-month period as a rolling 12-month period measured forward. FMLA leave already taken for other FMLA circumstances will be deducted from the total of 26 weeks available.

If a husband and wife both work for the Library and each wishes to take leave for the birth of a child, adoption or placement of a child in foster care, or to care for a parent (but not a parent "in-law") with a serious health condition, the husband and wife may only take a combined total of 12 weeks of leave. If a husband and wife both work for the Library and each wishes to take leave to care for a covered injured or ill service member, the husband and wife may only take a combined total of 26 weeks of leave.

#### **E. Employee Status and Benefits During Leave**

While an employee is on leave, the Library will continue the employee's health benefits during the leave period at the same level and under the same conditions as if the employee had continued to work.

If the employee chooses not to return to work for reasons other than a continued serious health condition of the employee or the employee's family member or a circumstance beyond the employee's control, the Library will require the employee to reimburse the Library the amount it paid for the employee's health insurance premium during the leave period.

Under current Library policy, the employee pays a portion of some health care premiums depending on the coverage they have elected. While on paid leave, the Library will continue to make payroll deductions to collect the employee's share of the premium. While on unpaid leave, the employee must continue to make this payment, either in person or by mail. The payment must be received in the Accounting Department by the 25th day of each month. If the payment is more than 30 days late, the employee's health care coverage may be dropped for the duration of the leave. The Library will provide 15 days' notification prior to the employee's loss of coverage.

If the employee contributes to the life insurance plan, the Library will continue making payroll deductions while the employee is on paid leave. While the employee is on unpaid leave, the employee may request continuation of such benefits and pay his or her portion of the premiums, or the Library may elect to maintain such benefits during the leave and pay the employee's share of the premium payments. If the employee does not continue these payments, the Library may discontinue coverage during the leave. If the Library maintains coverage, the Library may recover the costs incurred for paying the employee's share of any premiums, whether or not the employee returns to work.

#### **F. Employee Status After Leave**

An employee who takes leave under this policy may be asked to provide a fitness for duty (FFD) clearance from the health care provider. This requirement will be included in the Library's response to the FMLA request. Generally, an employee who takes FMLA leave will be able to return to the same position or a position with equivalent status, pay, benefits and other employment terms. The position will be the same or one which is virtually identical in terms of pay, benefits and working conditions. The Library may choose to exempt certain key employees from this requirement and not return them to the same or similar position.

#### **G. Use of Paid and Unpaid Leave**

An employee who is taking FMLA leave because of the employee's own serious health condition or the serious health condition of a family member must use all paid vacation, personal or sick leave prior to being eligible for unpaid leave. Sick leave may be run concurrently with FMLA leave if the reason for the FMLA leave is covered by the established sick leave policy.

Disability leave for the birth of the child and for an employee's serious health condition, including workers' compensation leave (to the extent that it qualifies), will be designated as FMLA leave and will run concurrently with FMLA. The employee may then be required to substitute accrued (or earned) paid leave as appropriate before being eligible for unpaid leave for what remains of the 12-week entitlement. An employee who is taking leave for the adoption or foster care of a child must use all paid vacation or personal leave prior to being eligible for unpaid leave.

An employee who is using military FMLA leave for a qualifying exigency must use all paid vacation and personal leave prior to being eligible for unpaid leave. An employee using FMLA military caregiver leave must also use all paid vacation, personal leave or sick leave (as long as the reason for the absence is covered by the library's sick leave policy) prior to being eligible for unpaid leave.

#### **H. Intermittent Leave or a Reduced Work Schedule**

The employee may take FMLA leave in 12 consecutive weeks, may use the leave intermittently (take a day periodically when needed over the year) or, under certain circumstances, may use the leave to reduce the workweek or workday, resulting in a reduced hour schedule. In all cases, the leave may not exceed a total of 12 workweeks (or 26 workweeks to care for an injured or ill service member over a 12-month period).

The Library may temporarily transfer an employee to an available alternative position with equivalent pay and benefits if the alternative position would better accommodate the intermittent or reduced schedule, in instances of when leave for the employee or employee's family member is foreseeable and for planned medical treatment, including recovery from a serious health condition or to care for a child after birth, or placement for adoption or foster care.

For the birth, adoption or foster care of a child, the Library and the employee must mutually agree to the schedule before the employee may take the leave intermittently or work a reduced hour schedule. Leave for birth, adoption or foster care of a child must be taken within one year of the birth or placement of the child.

If the employee is taking leave for a serious health condition or because of the serious health condition of a family member, the employee should try to reach agreement with the Library before taking intermittent leave or working a reduced hour schedule. If this is not possible, then the employee must prove that the use of the leave is medically necessary.

### **I. Certification for the Employee's Serious Health Condition**

The Library will require certification for the employee's serious health condition. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. Medical certification will be provided using the DOL Certification of Health Care Provider for Employee's Serious Health Condition (<http://www.dol.gov/esa/whd/forms/WH-380-E.pdf>).

The Library may directly contact the employee's health care provider for verification or clarification purposes using a health care professional, the Human Resources Manager, or management official. The Library will not use the employee's direct supervisor for this contact. Before the Library makes this direct contact with the health care provider, the employee will be given an opportunity to resolve any deficiencies in the medical certification. In compliance with HIPAA Medical Privacy Rules, the Library will obtain the employee's permission for clarification of individually identifiable health information.

The Library has the right to ask for a second opinion if it has reason to doubt the certification. The Library will pay for the employee to get a certification from a second doctor, which the Library will select. The Library may deny FMLA leave to an employee who refuses to release relevant medical records to the health care provider designated to provide a second or third opinion. If necessary to resolve a conflict between the original certification and the second opinion, the Library will require the opinion of a third doctor. The Library and the employee will mutually select the third doctor, and the Library will pay for the opinion. This third opinion will be considered final. The employee will be provisionally entitled to leave and benefits under the FMLA pending the second and/or third opinion.

### **J. Certification for the Family Member's Serious Health Condition**

The Library will require certification for the family member's serious health condition. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. Medical certification will be provided using the DOL Certification of Health Care Provider for Family Member's Serious Health Condition (<http://www.dol.gov/esa/whd/forms/WH-380-F.pdf>).

The Library may directly contact the employee's family member's health care provider for verification or clarification purposes using a health care professional, Human Resources Manager, or management official. The Library will not use the employee's direct supervisor for this contact. Before the Library makes this direct contact with the health care provider, the employee will be given an opportunity to resolve any deficiencies in the medical certification. In compliance with HIPAA Medical Privacy Rules, the Library will obtain the employee's family member's permission for clarification of individually identifiable health information.

The Library has the right to ask for a second opinion if it has reason to doubt the certification. The Library will pay for the employee's family member to get a certification from a second doctor, which the Library will select. The Library may deny FMLA leave to an employee whose family member refuses to release relevant medical records to the health care provider designated to provide a second or third opinion. If necessary to resolve a conflict between the original certification and the second opinion, the Library will require the opinion of a third doctor. The Library and the employee will mutually select the third doctor, and the Library will pay for the opinion. This third opinion will be considered final. The employee will be provisionally entitled to leave and benefits under the FMLA pending the second and/or third opinion.

#### **K. Certification of Qualifying Exigency for Military Family Leave**

The Library will require certification of the qualifying exigency for military family leave. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. This certification will be provided using the DOL Certification of Qualifying Exigency for Military Family Leave (<http://www.dol.gov/esa/whd/forms/WH-384.pdf>).

#### **L. Certification for Serious Injury or Illness of Covered Service member for Military Family Leave**

The Library will require certification for the serious injury or illness of the covered service member. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. This certification will be provided using the DOL Certification for Serious Injury or Illness of Covered Service member (<http://www.dol.gov/esa/whd/forms/WH-385.pdf>).

#### **M. Recertification**

The Library may request recertification for the serious health condition of the employee or the employee's family member no more frequently than every 30 days and only when circumstances have changed significantly, or if the Library receives information casting doubt on the reason given for the absence, or if the employee seeks an extension of his or her leave. Otherwise, the Library may request recertification for the serious health condition of the employee or the employee's family member every six months in connection with an FMLA absence. The Library may provide the employee's health care provider with the employee's attendance records and ask whether need for leave is consistent with the employee's serious health condition.

#### **N. Procedure for Requesting FMLA Leave**

All employees requesting FMLA leave must provide verbal or written notice of the need for the leave to the Human Resources Manager. Within five business days after the employee has provided this notice, the Human Resources Manager will complete and provide the employee with the DOL Notice of Eligibility and Rights (<http://www.dol.gov/esa/whd/fmla/finalrule/WH381.pdf>).

When the need for the leave is foreseeable, the employee must provide the Library with at least 30 days' notice. When an employee becomes aware of a need for FMLA leave less than 30 days in advance, the employee must provide notice of the need for the leave either the same day or the next business day. When the need for FMLA leave is not foreseeable, the employee must comply with the Library's usual and customary notice and procedural requirements for requesting leave, absent unusual circumstances.

#### **O. Designation of FMLA Leave**

Within five business days after the employee has submitted the appropriate certification form, the Human Resources Manager will complete and provide the employee with a written response to the employee's request for FMLA leave using the DOL Designation Notice (<http://www.dol.gov/esa/whd/forms/WH-382.pdf>).

#### **P. Intent to Return to Work From FMLA Leave**

On a basis that does not discriminate against employees on FMLA leave, the Library may require an employee on FMLA leave to report periodically on the employee's status and intent to return to work.



## **MILITARY SERVICE LEAVE**

Policy last updated: August 1, 2013

The Library is committed to protecting the job rights of employees absent on military leave.

Employees who are inducted into the U.S. Armed Forces or who are reserve members of the U.S. Armed Forces or Ohio National Guard will be granted leaves of absence for military service, training or other obligations in compliance with state and federal laws.

Employees on temporary or extended Military Leave may, at their option, use any or all accrued paid vacation or personal leave during their absence.

Employees are requested to notify their supervisors as soon as they are aware of the military obligation.

At the conclusion of the leave, employees generally have the right to return to the same position held prior to the leave or to positions with equivalent seniority, pay and benefits.

The Library complies with all Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA) guidelines regarding employment, reemployment, and retention in employment, when employees serve or have served in the uniformed services.

If an employee fails to return to work at the conclusion of an approved Military Leave the employee will be considered to have resigned.

## JURY DUTY

Policy last updated: August 1, 2013

It is the policy of the Library to provide employees time off for necessary courtroom duty.

All employees called to jury duty or to serve as a witness in a civil or criminal court proceeding will continue at his/her current rate of pay.

Employees notified to report for jury or witness duty must advise their department manager or the Human Resources Manager as soon as notification is received, so work schedules can be arranged.

Employees serving on jury duty or as a witness must report to work as soon as the court dismisses them when the dismissal occurs during the employee's work schedule.

A request to be excused from jury duty must be filed with the Jury Commissioner. An employee wanting to make such a request should advise the Human Resources Manager.

# LIBRARY RESOURCES

## EMPLOYEE USE OF EQUIPMENT & RESOURCES

Policy last updated: August 1, 2013

It is the policy of the Library to make some library equipment available to employees for personal use. Employees are encouraged to take advantage of these privileges but not to abuse them.

Employees will follow the same rules of borrowing Library materials as customers with the following exception: Employees will not be responsible for fines on overdue items within the first two weeks an item is past due unless it is on loan from another library.

Any employee may use any library photocopier for personal use. The employee is expected to reimburse the Library at a rate of 5 cents per page.

Any employee wanting to make a personal telephone call may do so at any telephone away from the public service desk. Employees are not permitted to use Library telephones for personal reasons except for short messages, three [3] minutes or less in length, or emergency situations. All long distance calls must be charged to employees own phone credit card or home phone number.

Any employee may use the fax machine for personal use. There will be a 50-cent fee for a long distance fax. When faxing, employees should mark the fax confirmation sheet "paid," attach the envelope with payment enclosed and turn in to the Accounting Department along with the usual long-distance phone call slip.

Any employee may use the laminator for personal use at a cost of 75 cents per sheet.

Employees may use a tab service at the Library's Coffee Service station. Employees must document all transactions through the Coffee Service team. All tab charges are to be paid in full by the 5<sup>th</sup> day of each month. If the charges are not paid, the privilege of charging will be cancelled for that employee.

## **BUSINESS SYSTEMS AND INTERNET ACCESS POLICY**

Policy last updated: August 1, 2013

For the purposes of this policy, Business Systems at the Library includes computer systems, file servers, e-mail and voice mail systems, and internal and remote access Internet access via Library systems.

The Internet is a worldwide network of computers that contains millions of pages of information. Employees are cautioned that many of these pages include offensive, sexually explicit, and inappropriate material. In general, it is difficult to avoid at least some contact with this material while using the Internet. Even innocuous search requests may lead to sites with highly offensive content. Additionally, having an e-mail address on the Internet may lead to receipt of unsolicited e-mail containing offensive content. Employees accessing the Internet do so at their own risk and the Library is not responsible for material viewed or downloaded by employees from the Internet

To minimize these risks, your use of the Internet at Library is governed by the following policy:

### **Permitted Use of Internet and Library Computer Network**

The computer network is the property of Library and is to be used for legitimate business purposes. Employees are provided access to the computer network to assist them in the performance of their jobs. Additionally, employees are also provided with access to the Internet through the computer network. All Employees have a responsibility to use the Library's computer resources and the Internet in a professional, lawful and ethical manner. Abuse of the computer network or the Internet, may result in disciplinary action.

Any employee accessing the Internet or e-mail for personal use on Library computers is expected to use his/her own time, specifically, morning and afternoon breaks, meal breaks, and time before or after an employee's regular working hours. In some departments it may be necessary to schedule computer time.

If listservs are used during regular working hours, the listserv must be relevant to the employee's job. Otherwise, listservs use should be limited to an employee's personal time.

### **Computer Network Use Limitations**

**PROHIBITED ACTIVITIES.** Without prior written permission from the Library, the Library's computer network may not be used to disseminate, view or store commercial or personal advertisements, solicitations, promotions, destructive code (e.g., viruses, personal games, etc.) or any other unauthorized materials. Limited personal use of the computer is permitted if such use does not a) interfere with the user or any other employee's job performance; b) have an undue effect on the computer or Library network's performance; or c) violate any other policies, provisions, guidelines or standards of the Library.

At all times employees are responsible for the professional, ethical and lawful use of the computer system. Personal use of the computer is a privilege that may be revoked.

**ILLEGAL COPYING.** Employees may not illegally copy material protected under copyright law or make that material available to others for copying. Employees are responsible for complying with copyright law and applicable licenses that may apply to software, files, graphics, documents, messages, and other material they wish to download or copy. Employees may not agree to a license or download any material for which a registration fee is charged without first obtaining the express written permission of the Library.

**COMMUNICATION OF LIBRARY SECRETS.** Unless expressly authorized to do so, employees are prohibited from sending, transmitting, or otherwise distributing proprietary information, data, passwords, or other confidential information belonging to the Library. Unauthorized dissemination of such material may result in severe disciplinary action up to and including possible termination.

USE OF LIBRARY'S 800 NUMBER. Due to the prohibitive cost, use of the Library's toll-free 800 number to access the Library's computer network and/or the Internet is limited to work-related purposes only.

### **Duty not to Waste or Damage Computer Resources**

ACCESSING THE INTERNET: To ensure security and avoid the spread of viruses, employees accessing the Internet through a computer attached to Library's network must do so through an approved Internet firewall or other security device. Bypassing the Library's computer network security by accessing the Internet directly or by other means is strictly prohibited unless the computer an employee is using is not connected to the Library's network.

FRIVOLOUS USE: Computer resources are not unlimited. Network bandwidth and storage capacity have finite limits, and all employees connected to the network have a responsibility to conserve these resources. As such, employees must not deliberately perform acts that waste computer resources or unfairly monopolize resources to the exclusion of others. These acts include, but are not limited to, sending mass mailings or chain letters, spending excessive amounts of time on the Internet, playing computer games during work hours, engaging in online chat groups, uploading or downloading large files, accessing streaming audio and/or video files, or otherwise creating unnecessary loads on network traffic associated with non-business-related uses of the Internet.

VIRUS DETECTION: Files obtained from sources outside the Library, including disks brought from home, files downloaded from the Internet, newsgroups, bulletin boards, or other online services, files attached to e-mail, and files provided by customers or vendors, may contain dangerous computer viruses that may damage the Library's computer network. Employees should never download executable files from the Internet, or use disks from non-Library sources, without first scanning the material with Library-approved virus checking software. If an employee suspects that a virus has been introduced into the Library's network, they must notify the Computer Services Department immediately.

### **Expectation of Privacy**

The computer network is the property of the Library. Employees are assigned computers and Internet access to assist them in the performance of their jobs. Employees should have no expectation of privacy in anything they create, store, send or receive using the Library's computer equipment.

Employees expressly waive any right of privacy in anything they create, store, send or receive using the Library's computer equipment or Internet access. Employees consent to allow Library personnel access to and review all materials created, stored, sent or received by the employee through any Library network or Internet connection with the expressed written direction of the Library Director.

### **Monitoring of Computer and Internet Usage**

The Library has the right to monitor and log any and all aspects of its computer system without notice including, but not limited to, monitoring Internet sites visited by employees, monitoring chat and newsgroups, monitoring file downloads, and all communications sent and received by employees if the Library Director determines there to be just cause for doing so.

### **Blocking Sites With Inappropriate Content**

The Library has the right to utilize software that makes it possible to identify and block access to Internet sites containing pornographic, sexually explicit, or other material deemed inappropriate in the workplace.

## TRAVEL

Policy last updated: August 1, 2013

It is the policy of the Library to reimburse employees for the expenses of travel, including the cost of transportation, meals and lodging, provided such travel is approved and performed in the course of conducting Library business.

Activities that normally justify the reimbursement of travel expenses include the attendance at business meetings, conventions, and seminars or other selected educational functions related to the employee's job. However, all employees must obtain approval from the Library Director before embarking on such travel.

Time spent by an employee in traveling away from home on Library business during normal working hours shall be considered hours worked for pay purposes.

Common carrier transportation shall be utilized for trips of two hundred [200] miles or more, provided suitable scheduling is available. Employees are expected to exercise prudence in their selection of local transportation at their destination. For trips involving shorter distances, employees are to use the library van or their own car. If employees wish to use their own cars for a trip of two hundred [200] miles or more, the amount reimbursed is not to exceed the amount the round trip would cost if air transportation were used.

All employees are expected to travel coach or economy class and to stay and eat in moderately priced establishments while traveling on library business.

Under normal circumstances, all travel arrangements for transportation and lodging should be made through the Human Resources Manager.

Any improper personal charges are the employee's personal financial obligation and may subject the employee to discipline, up to and including termination.

Employees will not be reimbursed for the expenses of entertainment while on a business trip unless the entertainment has a bona fide Library purpose.

Employees will not be reimbursed for the travel expenses of their spouses or other family members.

In order to receive reimbursement, the employee must have the expense approved by the Library Director prior to embarking on such travel and must file a report as to the purpose of the travel, the destination points and the total miles traveled. In addition, a report on the accomplishment resulting from the travel may be required.

The approved travel will be reimbursed on a monthly basis.

## MOTOR VEHICLE USAGE

Policy last updated: August 1, 2013

It is the policy of the Library to maintain a vehicle for use by the employees while they are engaged in Library business. In addition, employees may use their own car for Library business, if necessary, in accordance with the guidelines below.

Employees required to travel by automobile in the course of their normal daily work may be assigned the Library van for their use while on business. When the Library van is not available employees may use their own car for business purposes, but only with the prior approval of their department manager.

Every employee who drives the Library van must possess a valid driver's license and, where applicable, maintain at least the minimum amount of insurance required by law. Each employee is personally responsible for any fines incurred as a result of driving or parking violations. In addition, no employee is permitted, under any circumstances, to operate the Library van [or a personal vehicle for Library business] when any physical or mental impairment causes the employee to be unable to drive safely. This prohibition includes, but is not limited to, circumstances in which the employee is temporarily unable to operate a vehicle safely or legally because of illness, medication or intoxication.

Employees are not permitted to use the Library van for non-business purposes under normal circumstances. The Library Director must approve exceptions to this rule in advance and violations will subject the employee to discipline.

Employees who use their personal car for business purposes will be reimbursed at the current federal rate per mile for such usage. If the Library van is available for such use, mileage will not be paid. All employees driving on Library business may claim reimbursement for parking fees and tolls actually incurred, and employees driving the Library van may claim reimbursement for gasoline and other expenses directly incurred for business purposes. Claims for mileage allowance and reimbursement must be approved by the employee's department manager and submitted to the Accounting Department for payment.

Employees using the Library van are responsible for proper maintenance and must report any malfunctions or maintenance requirements to the Building Manager.

Employees must report to their manager any accident, regardless of the extent of damage or the lack of injuries, involving Library vehicles or a personal vehicle used on Library business. Such reports must be made as soon as possible but no later than within forty-eight [48] hours of the accident. Employees are expected to cooperate fully with the authorities in the event of an accident.

Time spent by an employee driving the Library van or personal automobile on Library business during normal working hours are to be considered hours worked for pay purposes.

## **MEDIA RELATIONS**

Policy last updated: August 1, 2013

The Library will generally provide a response to media inquiries within 24 hours of receipt.

When inquiries require a detailed technical explanation, a spokesperson may be designated to address a particular issue. That spokesperson will usually be a senior leader, senior employee or outside expert who is qualified to speak on Library's behalf on the issue in question.

All media inquiries, whether verbal or written, are to be directed to the Marketing Coordinator who will evaluate the request and answer or direct it as appropriate.

Any media contact not made initially through the Marketing Coordinator should be immediately reported to the Marketing Coordinator or the Library Director.

All press releases will be issued as deemed necessary and relevant by the Marketing program. The Marketing Coordinator will approve all press releases prior to distribution. In addition, press releases that include quotes by senior employee will be approved by the individual quoted.

In an emergency situation, the Library Director, his/her designee or a Department Manager placed in charge of the library will make official statements to the public and media. If it is necessary for library employees to provide the public with information, library administration will inform employees what is to be said.