



ADDISON
PUBLIC LIBRARY

Employee Handbook

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SECTION I: Introduction to Our Library

Welcome to the Addison Public Library! We are glad you have chosen to be a part of our staff.

Your job at the Library is important. No matter what your assignment might be—shelving books, processing materials, helping patrons locate information, answering telephones, inputting data into our online catalog, or checking out items—we are all working toward one end.

Patron satisfaction is our goal. The impressions the public receives are formed as much by the people who work here as the material collections in the Library. Your attitude, work habits, and appearance help determine what the public thinks of the Library and staff. The Library uses an acronym, G.R.E.A.T., to ensure we are providing excellent patron experiences.

The G.R.E.A.T. guidelines are:

- G: Greet all patrons and make them feel welcome
- R: Respect cultural and personal differences
- E: Engage the patron to fully understand their questions and needs
- A: Address and respond to the patron's needs
- T: Thank them for their visit

Equally important as your treatment of the public is how you relate to your co-workers. Again, the way you talk, act, and appear will affect the people around you. Friendliness and a spirit of cooperation and teamwork will help to maintain a productive and pleasant working environment.

The Employee Handbook will provide you with information about the facility and the guidelines and policies related to your employment here. Please read it carefully. The HR Coordinator will be happy to answer any questions that you may have.

AT-WILL EMPLOYMENT

This handbook is designed to acquaint you with the Library and provide you with information about working conditions, employee benefits, and some of the policies affecting your employment. The policies and procedures in this handbook supersede and replace all existing library policies and procedures involving the same or similar subject matter. You are responsible for reading, understanding, and complying with all provisions of the handbook. It describes many of your responsibilities as an employee and outlines the programs developed by the Board of Trustees to benefit you.

We hope that your working relationship with the Library will be a long and mutually productive one. **However, it is important for you to understand that all employees are at-will employees. What this means is that just as you can leave the Library and end your relationship with the Library at any time for any reason, the Library also can sever the working relationship with you at any time for any reason.**

The policies and procedures in this handbook are not intended to be contractual commitments by the Library, and they shall not be construed as such by employees. It is important to understand that no one within the Library is empowered to make any sort of contractual arrangement with you contrary to this at-will relationship unless it is done in writing and signed by the Director pursuant to the authority of the Board of Trustees. The Library reserves the right to revoke, change, or supplement these policies from time to time as it deems appropriate, in its sole and absolute discretion. The Library will make an effort to notify you of such changes as they occur.

Federal, state, or local laws or regulations shall supersede these stated policies, until corrections can be published, in the following instances:

- If any of the policies are or become in conflict with federal, state, or local laws or regulations.

- If any omissions or inclusions cause conflict with federal, state, or local laws or regulations.
- If typographical or printer error should cause conflict with any federal, state, or local laws or regulations.

Should there be any questions as to the interpretation of the policies or benefits listed in this handbook, the final explanation and resolution will be at the sole and absolute discretion of the Library, subject to federal, state and local laws. Should you have any questions about the handbook, please do not hesitate to contact the HR Coordinator.

LIBRARY HISTORY

The Library currently sits on ancestral and traditional indigenous land that was ceded to white settlers after the Black Hawk War in 1832. The Treaty of Chicago (1833, ratified 1835) forcibly removed Native Americans from present-day Illinois to west of the Mississippi or north into present-day Wisconsin and Canada. White settlers established their homes in present-day Addison in 1833 and the Village of Addison was officially incorporated in 1884. The public library would not be established for another 78 years.

The idea of a library originated with the Kiwanis Club, who sent six men to the state library in Springfield to inquire how to go about setting one up. On January 17, 1961, the Kiwanis Club established a fund for a library. The initial contribution amounted to \$300.

On July 5, 1961, the Library was able to get a bookmobile into Addison through the Fox River Library District in DeKalb. Then in February of 1962, permission was granted by the Addison Village Board to remodel four rooms in the Municipal Building. In May of that year, petitions requesting a referendum of a tax-supported library were brought before the Village Board by the Kiwanis Club. On July 7, 1962, the library referendum was voted upon and passed almost unanimously 437 to 69. Twelve women volunteered, and Library trustee Mary Jewell supervised the work of cataloging books, typing catalog cards, and shelving materials.

The doors of the first separate library building opened to the public on October 14, 1968, almost six years to the day of the Library's beginning in the Municipal Building. In 1980, the Library acquired its first computer terminals and began entering its holdings into the DuPage Library System's (DLS) consortium database. This service enabled Addison residents to locate materials in other DLS libraries and borrow items through resource sharing.

A new addition to the 1968 building—lobby, administrative offices, meeting room, and elevator—was completed in 1993, making the building fully accessible and compliant with ADA guidelines.

Computers have become an important library tool. In May 1992, one computerized catalog terminal became available to the public. The card catalog was removed on October 31, 1994. A computer room for the public was opened in 1993. CD-ROM workstations were added in 1995 in both Adult and Children's Services, offering a variety of databases to the public. The first Internet class was held in July 1995. A self-service checkout station was added in 1996; patrons could now check out books without stopping at the Circulation Desk. During National Library Week in 1996, the Library unveiled its World Wide Web homepage. Twelve Internet workstations were opened to the public during the summer of 1996: ten in Adult Services, two in Children's Services. Today the Library has more than 100 computers, more than half of which are used by the public.

The Library broke ground in 2007 for phase one of a new facility built just south of the 1968 building on land donated by the Village of Addison. The new 54,600-square-foot building opened in July 2008. The Village of Addison provided \$13,000,000 in funding for the project from the local sales tax. With this assistance from the Village, the Library was able to build phase one of the new building with no increase in property taxes. Schematic designs for the phase two expansion were prepared for the future as part of this project.

Since the building opened in 2008, the needs of the community have changed, and the Library has responded by offering innovative services and collections to meet those needs. The Library added a 7-bin automated material handling (AMH) system in 2011, which utilized RFID technology to automatically check-in and sort returned materials. The Best Buy Children's Foundation awarded the Library a community grant for \$7,500 in 2012 to turn a storage closet into a digital media lab. This room evolved into the Sound Studio when a larger Creative Studio was built in the 2016 renovation. The 2016 renovation remodeled the Guest Services department, increased the number of study rooms on both public floors, replaced flooring and updated lighting, and created a larger space for teens.

In 2015, the Addison Public Library was one of the first public libraries in Illinois to have a licensed social worker on staff. In 2015, the Library also began working with the Northern Illinois Food Bank to offer free, weekday lunches during the summer to children. This partnership grew in the fall of 2015 when we began to provide free snacks to children under 18 years old every day after school.

To continue supporting the Addison community, the Library gained recognition from the US Department of Justice (DOJ), Board of Immigration Appeals (BIA), and supported two staff to become DOJ-accredited to offer immigration services in 2017. The Library has also provided meeting room space to the College of DuPage since 2014 for GED in Spanish, English for non-native speakers, and US citizenship classes.

Addison was awarded the 2020-2021 Robert Wood Johnson Foundation Culture of Health Prize. The Library worked with Addison Resources Connect, DuPage High School District 88, Addison School District 4, DuPage County Health Department, and the Village to apply. Noted in the award application was the Library's full-time Business Services Specialist position, the Library's immigration services, our "The Ask" program where teens can ask a medical professional questions on sex and health, and our Career Online High School Program, which offers adults who never finished high school the opportunity to earn a high school diploma.

As of 2022, the Library offers more than one million eBook, streaming media, and downloadable titles to patrons. The number of staff has grown from 50 in 2008 to 69 in 2022. Positions added in that time period include a centralized Collection Development team, Creative Services Coordinator, IT Help Desk clerks, HR Coordinator, Assistant Director, Administrative Office Clerk, Cataloging Specialist, Business Services Specialist, Social Services Specialist, and a new Community Engagement department. All staff and job positions have evolved and grown to proactively meet the needs of the community and provide outstanding patron services.

LIBRARY MISSION & VALUES

PURPOSE

- To provide opportunities to explore create and connect
- To foster lifelong learning and literacy

VALUES

- Cultural inclusiveness, respect, and diversity of thought
- Intellectual freedom
- Ethical and effective stewardship of resources
- Engagement with community members
- Protection of user privacy and confidentiality

EDI STATEMENT

At the Addison Public Library, we believe:

- **EQUITY** recognizes that people have their own needs and experiences. Some groups have fewer resources than others, so we provide help in response to each person's needs.
- **DIVERSITY** means our differences are vital to our community. We embrace what makes us unique.
- **INCLUSION** is how we value, respect, and support everyone.

These values are central to our services, policies, and procedures. We make the Library fair for everyone and celebrate our differences. We strive to create a place that promotes a sense of belonging for all.

Culture Statement



SUMMARY OF ORGANIZATION

Library Board and Staff

Essential and primary ingredients to successful public libraries are an active, knowledgeable Board of Trustees and a dynamic, dedicated staff. Our seven board members serve staggered six-year terms with elections held bi-annually in odd-numbered years in the month of April. The board members represent the citizen control of the public institution. Each member should be an advocate for library service.

The Library staff represents the link between the resources of the Library and the community. The Library staff must be committed and qualified to provide excellent service. No library can achieve its mission without a competent, engaged staff.

The Board bears the responsibility of selecting the Director, who serves as the head administrator of the Library. The Director is responsible for, among other things, carrying out the Board's vision, supervising and coordinating the work of all departments, preparing the annual budget, hiring all staff, and making reports and recommendations to the Board as required.

Administration

Administration is responsible for the day-to-day operation and coordination of all library services, purchasing supplies, furniture, and equipment, and managing all personnel functions. It is responsible for administering all the financial services required to operate the Library, including the handling of all revenues and expenditures. The department processes all disbursements, maintains the financial records of the Library, provides financial statements, and invests available cash. Training and continuing education for library employees is coordinated by the Administration department. Furthermore, it is responsible for the cleanliness, appearance, condition, security, and safety of the Library facility and property.

Adult Services

Adult Services provides reference, readers' advisory, and interlibrary loan services primarily focusing on adult patrons. They also plan, develop, implement, and evaluate adult programs and services, provide one-on-one assistance with technology, facilitate access to the Library's collections and provide referrals to other community service agencies. They collaborate with other local agencies serving adults in the community, provide social service referrals, and actively promote the Library's collections and programs for adult patrons.

Children's Services

Children's Services develops programs and services for preschoolers and students up to the fifth grade. The department provides reference, readers' advisory, and interlibrary loan services. Programs for children are based on their developmental needs and interests. The department also maintains contact with local agencies and organizations that serve children, including Addison School District 4.

Teen Services

Teen Services is responsible for the development of programs and services for teen-aged patrons, starting at the sixth-grade level, focusing on traditional, digital, and civic literacy for young adults. They collaborate with the local schools and other agencies that serve teens in the community. They also take a leadership role in after school monitoring.

Community Engagement

Community Engagement develops partnerships with local organizations and businesses to plan, implement, promote, and evaluate offsite programming across all age groups in the community. Community Engagement actively markets and promotes the Library's programs, services, and value through our newsletter, social media platforms, and when out in the community. They also coordinate the Library's communication strategies and support the Library's community partners by participating in various activities and events sponsored by other organizations serving Addison and participating in local networking groups.

Materials Management

Materials Management is responsible for the selection, acquisition, cataloging, classification, data entry, processing, and withdrawing of library materials in all formats. They repair, clean, and maintain physical collections as well as disseminate withdrawn library materials. The department manages the integrated library system (ILS) focusing on database structure, resource integration, discovery, and bibliographic maintenance including loading and deleting records for digital and physical materials. They analyze data and user feedback to understand how patrons use the Library's collections to make educated purchasing and weeding decisions.

Guest Services

The Guest Services department is the first desk patrons see in the Library. Guest Services staff welcome all people who enter the Library. They provide basic information about the Library, programs, and services. They create and maintain patrons' accounts. They refer patrons and phone calls to other departments as needed. They ensure the smooth flow of library materials into and out of the Library.

Information Technology Services

The IT Services department is responsible for all aspects of computer and networked services, including the infrastructure, the Internet, tools for digital communications and office productivity, printers, copiers, scanners, and other equipment in the Creative and Sound Studios. IT Services also provides technology support and education.

SECTION II: Hiring Practices

EQUAL EMPLOYMENT OPPORTUNITY

The Library will provide equal opportunity to all employees and applicants for employment regardless of race (and traits associated with race including but not limited to hair texture and protective hairstyles), color, religion, age, gender identity, sex, pregnancy, national origin, ancestry, disability, military or veteran status, marital status, order of protection status, genetic information, sexual orientation, source of income, housing status, work authorization status, and any other protected categories in accordance with applicable law.

Such action shall include but is not limited to initial consideration for employment, job placement and assignment of responsibilities, performance evaluation, promotion and advancement, compensation and fringe benefits, training and professional development opportunities, formulation and application of human resource policies and rules, facility and service accessibility, and discipline and termination.

Any employee who believes this policy has been violated should report the situation to their supervisor or the HR Coordinator. All such matters will be held in confidence to the extent consistent with adequate investigation, thoroughly investigated and rectified if a policy violation is identified. The Library strongly encourages use of this policy if necessary and assures employees that they need fear no reprisals for bringing forth a good faith claim, regardless of the results of any investigation. Please refer to the policy governing sexual and other types of harassment for more detailed information concerning the Library's investigative procedures.

The Library provides equal opportunity to all applicants and employees and does not discriminate on the basis of gender expression regardless of an individual's gender identity.

RECRUITMENT

The Library provides equal employment opportunity to all applicants on the basis of demonstrated ability, experience, training, and potential. Positions may be filled by employee transfers, promotions, or new employees who are recruited or apply directly to the Library. Recruitment may be conducted through advertising, employment agencies, schools, or employee referrals. The Director is the only person who is authorized to approve recruitment funds. Supervisors should discuss the most appropriate method of recruitment for filling departmental positions with the HR Coordinator. All recruitment will be conducted in an ethical, professional, and nondiscriminatory manner.

The Library seeks to create a welcoming work environment for people of all backgrounds and encourages the recruitment and hiring of candidates that reflect the diversity of the community and the workforce.

EMPLOYEE SELECTION PROCESS

Employment Applications

All persons applying for work must complete an application form even if a resume has been submitted. The Library relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and during employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in the exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

Interview

When a new job becomes open, the supervisor and HR Coordinator will review the job description for that position. The position will be evaluated for any changes. Once the job description is finalized, the job will be posted stating the job-related tasks and qualifications. The defined tasks and stated qualifications will be the basis for screening applications. The supervisor and HR Coordinator will conduct structured interviews limited to job-related questions to assess the candidates' experience, demonstrated ability, and training. There are times when more than one interview with candidates will be necessary. The telephone may be used for initial interviews. Pre-employment, job-relevant evaluation tools that test accepted professional practices may be used and required of all interviewed applicants.

Immigration Law Compliance

The Library is committed to employing only those applicants who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-9 with the Library within the past three years or if their previous I-9 is no longer retained or valid.

Expiration of Work Authorization

~~Employees who have a work authorization that expires will need to provide an updated work authorization. The employee's Form I-9 will be updated to reflect the renewed authorization to work. Updated information will be initialed and dated by the management representative performing the reverification.~~

~~Employees who fail to provide proof of their renewed authorization to work prior to the expiration of the authorization documented on their Form I-9 are subject to immediate suspension without pay or termination.~~

Employment Reference Checks

To ensure that individuals who join the Library are well qualified and have strong potential to be productive and successful, before extending an employment offer, the Library will check references and verify application information. If a job offer is made, the potential employee must agree to a criminal background check. A background check shall not be required for transfers or promotions of current employees. Having a criminal history will not

automatically preclude employment. The nature of the offense and its relevance to the particular work assignment will be considered on a case-by-case basis.

Employment Offer

The Director is responsible for the employment offer. The Director may make the offer personally or may delegate this responsibility to the supervisor.

REASONABLE ACCOMMODATIONS

The Library supports the Americans with Disabilities Act of 1990 as amended, the Illinois Human Rights Act, and Title VII of the Civil Rights Act of 1964 and will attempt to provide reasonable accommodations for qualified people with disabilities, pregnant individuals, and individuals who request such accommodations for their religious beliefs or practices unless such accommodations would present an undue hardship for the Library.

Reasonable accommodations apply to all covered applicants and employees and include but are not limited to hiring practices, job placement, training, pay practices, promotion and demotion policies, layoff and termination procedures, access to benefits, and facility and service accessibility.

As noted above, individuals who may request a reasonable accommodation include:

- A pregnant individual, which includes any person affected by pregnancy, childbirth, or medical or common conditions related to pregnancy or childbirth;
- A qualified individual with a disability, which includes any individual with a disability who, with or without reasonable accommodation, can perform the essential functions of the job the individual has or wants, and does not pose a direct threat to the health or safety of themselves or other individuals in the workplace; and
- An individual who requests reasonable accommodations that will allow the individual to practice their religion.

For more information regarding your rights on Pregnancy in the Workplace, download the Illinois Department of Human Rights fact sheet at www.illinois.gov/dhr, or refer to the posted "Pregnancy Rights Notice."

Contact the HR Coordinator for further clarification regarding the Library's policy on reasonable accommodation or to request a reasonable accommodation in the workplace.

OUTSIDE EMPLOYMENT

The Library recognizes that employees sometimes seek additional employment during their off hours. In general, the Library does not object if employees wish to engage in part-time employment or professional activities outside of their regular work schedule, as long as such employment does not interfere with their job performance, affect attendance, prevent employees from working overtime, involve the use of the Library's equipment, tools, or other resources, or otherwise conflict or compete with the Library's best interests. Employees are, of course, prohibited from engaging in outside activities that are competitive to the products and services offered by the Library. The Library reminds employees that working extended hours might adversely affect their health, endurance, and productivity.

All employees holding outside employment must inform the Library of the nature of the work and the hours when they work. Employees should notify their supervisor or Human Resources immediately regarding any potential conflicts of interest they may have. Moreover, employees are expected to report any violations or suspected conflicts of interest to Human Resources. If the Library determines that outside employment interferes with the employee's performance or creates an actual or apparent conflict of interest, the employee may be asked to terminate the outside employment.

The Library does not consider outside employment to be an excuse for poor job performance, tardiness, absenteeism, or refusal to work overtime. If outside employment leads to these problems, the Library will discipline the employee, up to and including termination.

INTERNAL CONFLICTS OF INTEREST

Members of an employee's family or those in a close personal relationship with library employees may apply and, if qualified, will be considered for employment. Such consideration is contingent upon a determination that no conflict of interest or other situation exists whereby any family member or significant other has a supervisory/subordinate working relationship, or any other interference with the Library's operations is likely to occur. Additionally, employees may not work in the same department or under the same supervisor. The employment of relatives or those in a close personal relationship in the same area of an organization may cause serious conflicts and problems with favoritism and employee morale. In addition, personal conflicts from outside the work environment can be carried into day-to-day working relationships.

For purposes of this policy, a relative may include: parent, child, grandparent, grandchild, brother, sister, brother-in-law, sister-in-law, aunt, uncle, niece, nephew, first cousin, or one who has a relationship with the employee similar to that of a blood relative or through marriage and/or domestic partnership.

Employees who marry or establish close personal relationships while working at the Library may continue employment as long as it does not result in a violation of the Library's conflict of interest policy. If the conditions outlined above should occur, attempts may be made to find a suitable position within the Library to which one of the employees may transfer. If accommodations of this nature are not feasible, the employees will be permitted to determine which of them will resign.

REHIRE

Applications received from former employees will be processed using the same procedures and standards that govern all direct applications. The Director and appropriate supervisor will review the former employee's performance records and the circumstances surrounding termination of previous employment with the Library as part of its overall screening process.

ANNIVERSARY DATE & REINSTATEMENT

An employee's anniversary date is defined as their first day on the job with the Library.

Employees who are re-employed by the Library after termination will lose their original anniversary date for all purposes except IMRF where applicable and will be assigned a new anniversary date corresponding to their first day on the job after re-employment. This policy shall not apply to layoffs or to an employee who was erroneously terminated and later reinstated.

EMPLOYEE ORIENTATION

All new employees will be provided with an orientation briefing, which will begin within their first week of employment with the Library.

The employee orientation goals are:

- To establish good employee-employer communication;
- To reduce the anxieties of a new environment and new responsibilities;
- To help new employees understand expectations;
- To review safety procedures, key policies, culture statement, and strategic plan;
- To inform the employee of the Library's mission;
- To provide the employee with information about library benefits.

The orientation will be coordinated by the Library's HR Coordinator and the department in which the employee will work.

EMPLOYMENT CLASSIFICATIONS

It is the intent of the Library to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. Accordingly, the right to terminate the employment relationship, at will, at any time, is retained by both the employee and the Library.

Each employee is designated as either **NON-EXEMPT** or **EXEMPT** according to federal and state wage and hour laws. **NON-EXEMPT** employees are paid on an hourly basis and entitled to overtime pay and are under the specific provisions of federal and state wage and hour laws. **EXEMPT** employees are paid on a salary basis and excluded from specific provisions of federal and state wage and hour laws.

In addition to the above categories, each employee will belong to one other employment category:

REGULAR FULL-TIME employees are those who are not in a temporary, introductory, or part-time status and who are regularly scheduled to work a minimum of 37.5 hours per week or more. Generally, they are eligible for the Library's complete benefit package, subject to the terms, conditions, and limitations of each benefit program.

REGULAR PART-TIME employees are those who are not in a temporary, introductory, or part-time status and who are regularly scheduled to work less than 37.5 hours per week. They may be eligible for some of the Library's benefit package, in addition to those required by law, subject to the terms, conditions and limitations of the individual benefit program.

TEMPORARY employees are those hired for a period not exceeding three months. An extension of a temporary work classification for an additional three-month period, or less, may be granted, if upon review by the Director the assignment is clearly found to be necessary. A temporary employee may be full-time or part-time. Temporary employees are not eligible for any of the Library's benefit package, except those required by law.

INTRODUCTORY employees are those working within their first 90 days of employment with the Library. The introductory period is an opportunity for the employee and the Library to evaluate whether the employee is suitable for a position with the Library. An employee's introductory status may affect eligibility for some benefits—please see the HR Coordinator for more information. Once the employee successfully completes the introductory period, the employee will be a regular employee. This is simply an administrative designation. It does not mean that the employee has a permanent job and is not in any other way inconsistent with the Library's employment at will policy. The Library reserves the right to extend or shorten the introductory period within its discretion.

CONDUCT & WORK RULES

As integral members of the Library's team, employees are expected to accept certain responsibilities, adhere to acceptable business principles in matters of personal conduct, and exhibit a high degree of personal integrity at all times. Employee conduct reflects on the Library not only when an employee is at work, but also when an employee is away from the Library. Employees are consequently encouraged to observe the highest standards of professionalism at all times. The following is a list of behaviors that could result in disciplinary action, up to and including termination. This list is not intended to be "all inclusive", and other behaviors may, at the Library's discretion, also result in disciplinary action, up to and including termination. Establishment of these standards of conduct does not alter the employment-at-will relationship. Employees should seek further clarification from their supervisor on issues related to conduct if they do not understand a particular rule or are uncertain regarding a particular behavior.

Breaches of Conduct

- Violation of any library policy;
- Falsifying an employment application, time sheet, expense report, personnel or other documents or records of the Library;
- Unauthorized possession of library, patron, or employee property;
- Misuse of library benefits;

- Possession, distribution or use of weapons or explosives, or violating criminal laws, on the premises of the Library in accordance with the Illinois' Firearm Concealed Carry Act;
- Fighting and/or other disorderly conduct;
- Dishonesty, fraud, theft, or sabotage against the Library or its employees;
- Threatening, intimidating, coercing, using abusive or vulgar language, or interfering with the performance of other employees of the Library or its patrons;
- Insubordination or failure to perform duties which are assigned;
- Unauthorized or inappropriate use of material, time, equipment, or property of the Library or a patron
- Damaging or destroying library or patron property through careless or willful acts;
- Performance that does not meet the requirements for the position;
- Negligence in observing fire prevention and/or safety rules;
- Abuse or negligence of security or confidential materials;
- Installing unauthorized or illegal copies of software on a library-owned computer;
- Revealing any confidential, proprietary information to any person who is not authorized to receive it and/or who does not need to know it;
- Repeated tardiness or absence, failure to report for work without a satisfactory reason, and/or abuse of leave privileges;
- Violation of the Library's drug/alcohol policy;
- Unauthorized access to records and information including both organization and patron information;
- Failure to cooperate with organization audits or investigations;
- Rudeness and other inappropriate behavior towards patrons;
- Any behavior that results in an employee not performing their job, including sleeping on the job;
- Violations of local, state, and federal law;
- Engaging in such other practices that the Library determines may be inconsistent with the ordinary and reasonable rules of conduct necessary to the welfare of the Library, its employees or patrons.

CORRECTIVE COUNSELING & PERFORMANCE IMPROVEMENT

Should performance, work habits, conduct or demeanor become unsatisfactory in the judgment of the Library, based on violations either of the above or of any other of the Library's policies, rules, or regulations, an employee may be subject to disciplinary actions as follows:

- **First Offense:** 1st Written Warning
- **Second Offense:** 2nd Written Warning
- **Third Offense:** Disciplinary Suspension/Final Warning
- **Fourth Offense:** Termination

The Library is not necessarily required to go through the entire disciplinary action process. Discipline may begin at any step, including immediate termination (especially during the early stages of employment), dependent upon the severity of the incident. The progressive disciplinary steps and the failure to follow the steps in every situation do not in any way create a contractual right to continued employment.

Sometimes the Library will find it necessary to investigate the infraction for which an employee may face termination. In this case, the Library may suspend the employee, with or without pay, pending the investigation. The objective of this suspension will be to determine if termination is the proper decision. Following the investigation, if the Library decides not to terminate the employee, the employee will be reinstated with or without back pay, depending on the circumstances.

WORKPLACE VIOLENCE PREVENTION

The Library is concerned about the increased violence in society, which has also filtered into many workplaces throughout the United States and has taken steps to help prevent incidents of violence from occurring at the Library.

Due to this concern, it is the policy of the Library to expressly prohibit any acts or threats of violence by any individual. Accordingly, the Library will not condone any acts or threats of violence against its employees, patrons or visitors on the premises or while they are engaged in business with or on behalf of the Library off the Library's premises. The Library expressly prohibits any acts or threats of violence by any employee, former employee, or any third party (including patrons, vendors, and visitors) both in the workplace or at any library-related events. This includes threatening comments that are intended to be made in a joking manner.

In keeping with the spirit and intent of this policy, and to ensure that the Library's objectives in this regard are attained, it is the commitment of the Library:

- To provide a safe and healthful work environment.
- To take prompt remedial action up to and including immediate termination, against any employee who engages in any threatening behavior or acts of violence or who uses any obscene, abusive, or threatening language or gestures.
- To take appropriate immediate action when dealing with patrons, current or former employees, or visitors to the Library who engage in any threatening or violent behavior. Such action may include notifying the police or other law enforcement personnel and prosecuting violators of this policy to the maximum extent of the law.
- To prohibit patrons, employees, former employees, and visitors from bringing unauthorized firearms or other weapons onto library property, in accordance with the Illinois Firearm Concealed Carry Act.
- To establish viable security measures to ensure that the Library's facilities are safe and secure to the maximum extent possible and to properly handle access to the Library by the public, off-duty employees, and former employees.

All employees are responsible for maintaining a workplace that is free from threatening behavior and violence. However, employees should not place themselves in peril. If employees see or hear a commotion or disturbance near their work area, they should not try to intercede, and take precautions to protect themselves. They should, however, report any threat, instance of harassment, or violent act observed or experienced at work to their supervisor or the Director.

In addition, any employee who has reason to believe that a violent act may be committed on the worksite or against an individual related to the Library in any way must promptly report that belief or suspicion to their supervisor or the Director. No employee who in good faith either makes a report or participates in an investigation under this policy will experience retaliation of any kind.

Any employee who displays a tendency to engage in violent, abusive, or threatening behavior, or who otherwise engages in behavior that the Library, in its sole discretion, deems offensive or inappropriate will be subject to disciplinary action, up to and including discharge.

Any employee who applies or obtains a protective or restraining order which lists the Library's premises as being a protected area should inform the HR Coordinator so that appropriate action may be taken. The Library will require the employee to furnish the organization with a copy of the order.

VOLUNTARY TERMINATION OF EMPLOYMENT

As mentioned elsewhere in this handbook, all employment relationships with the Library are on an at-will basis. Thus, although the Library hopes that the organization's relationship with employees is long-term and mutually rewarding, the Library reserves the right to terminate the employment relationship at any time.

Exempt employees desiring to terminate their employment relationship are urged to notify the Library at least four weeks in advance of their intended termination. Non-exempt employees desiring to terminate their employment relationship are urged to notify the Library at least two weeks in advance of their intended termination. Such notice preferably should be given in writing to your supervisor. Proper notice allows the Library sufficient time to calculate all accrued overtime (if applicable) as well as other monies to which the employee may be entitled and to include such monies in the final paycheck.

Exit interviews will usually be scheduled for outgoing employees after the notice of intent to terminate is received. The purposes of this interview are to review eligibility for benefit continuation and conversion, to ensure that all necessary forms are completed, to collect all property that may be in the employee's possession (ID cards, keys, mobile devices, laptops, etc.) and to provide employees with an opportunity to discuss their job-related experiences.

Employees who terminate their employment relationship with the Library are welcome to reapply for employment with the Library in the future. If re-hired, such employees will not be credited for any previous service with the Library.

Employer-provided health insurance coverage for full-time employees will continue through the end of the month in which the employee is terminated.

NON-DISCRIMINATION & HARASSMENT

The Library is committed to maintaining a work environment that is free of discrimination and harassment, which are all illegal under the Illinois Human Rights Act (IHRA) and Title VII of the U.S. Civil Rights Act of 1964 (Title VII). In keeping with this commitment, the Library will not tolerate discrimination against or harassment of library employees by anyone, including any supervisor, co-worker, vendor, patron, volunteer, contractor, or other regular visitor to the Library. Violation of this policy shall be considered grounds for disciplinary action up to and including termination.

Discrimination

Discrimination consists of employment actions taken against an individual based on a characteristic protected by law, such as sex, race (and traits associated with race including but not limited to hair texture and protective hairstyles), color, ancestry, national origin, citizenship status, religion, age, disability, marital status, sexual orientation, gender identity, pregnancy, military or veteran status, genetic information, order of protection status, work authorization status, source of income, housing status, or any other category protected by applicable law. In other words, discrimination occurs when an individual is treated differently or unequally because the individual is a member or a perceived member of a protected group.

Harassment

Harassment consists of unwelcome conduct, whether verbal, physical, or visual, that is based upon a person's protected status such as race (and traits associated with race including but not limited to hair texture and protective hairstyles), color, national origin, citizenship status, religion, sex, pregnancy, sexual orientation, gender identity, age, disability, marital status, military or veteran status, genetic information, order of protection status, work authorization status, source of income, housing status, or any other category protected by applicable law. The Library will not tolerate harassing conduct that affects tangible job benefits, interferes unreasonably with an individual's work performance, or creates an intimidating, hostile or offensive working environment.

The conduct forbidden by this policy specifically includes but is not limited to: (a) epithets, slurs, negative stereotypes or intimidating acts that are based on a person's protected status, and (b) written or graphic material circulated within or posted within the workplace that shows hostility toward a person because of their actual or perceived protected status.

Sexual Harassment

Sexual harassment, as defined by the IHRA, consists of unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature when made to an employee where:

- Submission to such conduct is made either explicitly or implicitly a term or condition of a person's employment;
- Submission to or refusal to engage in such conduct is used as the basis for any employment decisions affecting such individual; or
- Such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Sexual harassment, as defined above, may include, but is not limited to:

- Uninvited sex-oriented verbal "kidding" or demeaning sexual innuendoes, leers, gestures, teasing, sexually explicit or obscene jokes, remarks or questions of a sexual nature;

- Graphic or suggestive comments about an individual's dress or body;
- Displaying sexually explicit objects, photographs, writings, or drawings;
- Unwelcome touching, such as patting, pinching or constant brushing against another's body; or
- Suggesting or demanding sexual involvement of another employee, whether or not such suggestion or demand is accompanied by implicit or explicit threats concerning one's employment status or similar personal concerns.

Even if two or more employees are engaging in consensual conduct, such conduct could constitute harassment of or discrimination against another employee who witnesses or overhears the conduct.

Investigation Procedure

All employees of the Library are responsible to help ensure that harassment and discrimination does not occur and is not tolerated. An employee who believes that they have been subjected to sexual or other types of harassment or discrimination, or who has witnessed harassment or discrimination of others, should immediately submit a complaint to their supervisor, any other manager or supervisor, the Director, the HR Coordinator, ethics officer, or in the event the Director is the harasser/discriminator, the complaint can be submitted to the Library Board. If a manager or supervisor receives a complaint of harassment or discrimination directly from an employee, or becomes aware of such conduct, the complaint or conduct shall be immediately reported to the HR Coordinator, the Director, or the Library Board.

The Director (or the Library Board in the case of a complaint against the Director), or their designee, shall promptly investigate all complaints and make all reasonable efforts to resolve the matter. These efforts may include, but are not limited to, convening conferences with the complainant and/or the accused harasser/discriminator to discuss the complaint and the results of the investigation. If the complainant or the accused is not satisfied with the disposition of the investigation, they may submit in writing an appeal to the Library Board, who will review the relevant information and make a final decision. At the Board's option, they or their designee may conduct further investigation, if necessary.

The right to confidentiality, both of the complainant and of the accused, will be respected consistent with the Library's legal obligations and with the necessity to investigate allegations of misconduct and to take corrective action when this conduct has occurred.

A substantiated complaint against an employee will subject the employee to disciplinary action, up to and including termination. If an investigation results in a finding that the complainant falsely accused another of harassment or discrimination knowingly or in a malicious manner, the complainant will be subject to appropriate discipline, up to and including termination.

Retaliation Prohibited

Reporting harassment or discrimination or participating in an investigation will not reflect adversely upon an individual's status or affect future employment. Any form of retaliation against an employee who reports harassment or discrimination or participates in an investigation is strictly prohibited by the Illinois Human Rights Act, the Illinois State Officials and Employees Act, the Illinois Whistleblower Act, Title VII of the Civil Rights Act of 1964, and library policy. Any employee who retaliates against another for exercising their rights under this policy shall be subject to discipline, up to and including termination. The Library will also take appropriate action to address a third party or non-employee who engages in retaliation.

Resolution Outside Company

The purpose of this policy is to establish prompt, thorough and effective procedures for responding to every complaint and incident so that problems can be identified and remedied internally. However, an employee has the right to contact the Illinois Department of Human Rights (IDHR) or the Equal Employment Opportunity Commission (EEOC) about filing a formal complaint. An IDHR or EEOC complaint must be filed within 300 days of the alleged incident(s) unless it is a continuing offense.

Contact Information:

Illinois Department of Human Rights (IDHR)

Chicago: 312-814-6200 or 800-662-3942; TTY: 866-740-3953

Springfield: 217-785-5100; TTY: 866-740-3953
Marion: 618-993-7463; TTY: 866-740-3953

Illinois Human Rights Commission (IHRC)

Chicago: 312-814-6269; TTY: 312-814-4760
Springfield: 217-785-4350; TTY: 217-557-1500

United States Equal Employment Opportunity Commission (EEOC)

Chicago: 800-669-4000; TTY: 800-869-8001

SUBSTANCE ABUSE

Drug-Free Workplace

The Library has a longstanding commitment to provide a safe and productive work environment that is free from alcohol, cannabis, and illegal drugs as classified under applicable local, state, or federal laws. Alcohol and drugs in the workplace, including cannabis, pose a threat to the health and safety of employees and to the security of our equipment and facilities.

Prohibited Activity

The possession, consumption, purchase, sale, transfer, or distribution of alcohol, cannabis, tobacco, or illegal drugs on library premises is prohibited, unless an exception is made by the Library. No employee shall be under the influence of alcohol, cannabis, or other illegal drugs while on library premises or while performing library business off library premises, except a moderate amount of alcohol may be consumed at approved library events provided such consumption does not adversely affect an employee's behavior or judgment and, if the employee will drive a motor vehicle following the event, does not adversely affect the employee's ability to safely and legally drive the vehicle. A violation of this moderate consumption rule will result in discipline up to and including termination of employment.

"Legal drugs" are: (1) drugs that are permitted under state or federal law, (2) obtained by an employee with a physician's prescription or over-the-counter, and (3) used for the purposes for which they were prescribed or sold. Employees using cannabis must be aware of any potential effect such drugs may have on their judgment or ability to perform their duties and may not possess, use, or be under the influence of cannabis while performing their duties, while on library property, or while operating vehicles for the Library. Employees are responsible for consulting with their doctors about a prescription medication's effect on their ability to work safely, and promptly disclose any restrictions to their supervisor. In the event an employee fails to report such restrictions and creates a safety threat, neither a physician's prescription nor other medical reason will be an acceptable excuse for being in violation of this policy. Employees should not, however, disclose underlying medical conditions unless specifically directed to so.

"Illegal drugs" are drugs or controlled substances that are: (1) not legally obtainable under federal or state law, or (2) legally obtainable under federal and state law, but not obtained and/or used in a lawful manner. The use, purchase, sale, transfer, possession, being under the influence, or the presence in one's system of a detectable amount of an illegal drug by any employee is prohibited: (1) on library premises or (2) where the employee is performing library business off library premises.

Testing for Alcohol and Drugs

The Library will require a drug and alcohol test of any employee where there is a reasonable suspicion to believe that they may be using drugs or may be under the influence of alcohol, cannabis, or other illegal drugs while working, on library premises, or operating library vehicles. "Reasonable suspicion" will be based on objective factors such as the employee's appearance, speech, behavior, or other conduct or facts that indicate the employee is under the influence of legal or illegal drugs, cannabis, alcohol, or any or all of the above. Involvement in an injury or accident at work or while performing library business may also be grounds for testing if a member of management has a reasonable belief that the use of drugs, cannabis, or alcohol may have contributed to the injury or accident. Employees will be required to sign a consent and release form prior to drug or alcohol testing. Test results will be kept confidential to the extent possible and consistent with applicable law.

Employees who refuse to cooperate in required tests, test positive for alcohol, cannabis, or illegal drugs, are found to be under the influence of alcohol, cannabis, or illegal drugs, or use, possess, buy, sell, manufacture, or dispense

alcohol, cannabis, or illegal drugs in violation of this policy (as discussed above), will be subject to discipline up to and including termination. In addition, if an employee fails to report immediately to the testing location upon request, comply with any testing procedures (including attempting to substitute, dilute, or otherwise change specimens to be tested) and/or fails to provide specimens unless medically incapable, they will be considered as refusing to test and subject to discipline, up to and including termination.

The laboratory conducting the tests shall transmit positive drug tests results to a doctor ("MRO"), retained by the Library, who shall offer persons with positive results a reasonable opportunity to establish that their results are caused by lawful prescribed medicines or other lawful substances. (A medical cannabis prescription or a claim that cannabis was used "off duty" is not a defense to a reasonable suspicion test). Persons with positive test results may also ask the MRO to have their split specimen sent to another federally certified lab, to be tested at the employee's or applicant's own expense. Such requests must be made within three (3) working days of notice of test results. If the second lab fails to find any evidence of drug use in the split specimen, the employee or applicant will be treated as passing the test.

Information and records relating to positive test results, drug and alcohol dependencies and legitimate medical explanations provided to the MRO shall be kept confidential and maintained in secure files separate from normal personnel files. Such records and information may be disclosed among managers and supervisors on a need-to-know basis and may be disclosed where relevant to a grievance, charge, claim or other legal proceeding initiated by or on behalf of an employee or applicant.

Notification of Drug or DUI Conviction

Employees must notify the Library of any criminal drug conviction or DUI conviction occurring while employed by the Library no later than five days after such conviction. For purpose of this notice requirement, a conviction includes a finding of guilt, a no contest plea, and/or an imposition of sentence by any judicial body for any violation of a criminal statute involving the unlawful manufacture, distribution, sale, dispensation, possession or use of any controlled substance or cannabis. Failure to notify the Library Director may subject the employee to disciplinary action, up to and including termination.

Employees whose license is suspended due to an alcohol or drug related offense, regardless of conviction status, must immediately notify the Library if their job duties regularly include driving on behalf of the Library. Failure to inform the Library of the suspension is subject to discipline up to and including termination.

Employee Support

The Library will assist and support employees who voluntarily seek help for alcohol or drug problems *before* they become subject to disciplinary action under this or other library policies. Employees who seek such assistance will be allowed to use accrued paid time off, placed on leaves of absence, where available, referred to treatment providers or otherwise accommodated as required by law. Such employees may be required to document that they are successfully following prescribed treatment and required to take and pass follow-up tests.

DEFINITIONS

"Cannabis" includes, all forms of cannabis or marijuana, including both recreational and medical cannabis and marijuana.

"Library premises" includes, but is not limited to, all buildings, offices, facilities, grounds, parking lots, places and vehicles owned, leased or managed by the Library.

"Illegal drugs" means substances (1) that are illegal under state or federal law; or (2) whose use or possession is controlled by federal or state law, but are not being used or possessed under the supervision of a licensed health care professional. This definition includes, but is not limited to, cocaine, PCP, heroin, LSD, amphetamines, and barbiturates, but, for purposes of this policy only, does not include cannabis.

"Refuse to cooperate" means to obstruct the collection process, to submit an altered, adulterated or substitute sample, or to fail to promptly provide specimen(s) for testing when directed.

"Reasonable suspicion or "reasonably suspects" means a good faith belief that an employee manifests specific, articulable symptoms while working that decrease or lessen the employee's performance of the duties or tasks of the

employee's job position, including, without limitations, symptoms of the employee's speech, physical dexterity, agility, coordination, demeanor, irrational or unusual behavior, or negligence or carelessness in operating equipment or machinery, disregard for the safety of the employee or others, or involvement in any accident that results in serious damage to equipment or property, disruption of business operations, or carelessness that results in the injury to the employees or others.

"Under the influence of alcohol" means an alcohol concentration of .04 or more, or actions, appearance, speech or bodily odors which reasonably cause a supervisor to conclude that an employee is impaired because of alcohol use.

"Under the influence of cannabis" means actions, appearance, speech or bodily odors which reasonably cause a supervisor to conclude that an employee is impaired because of cannabis use, which may or may not be accompanied with a confirmed positive test result.

"Under the influence of illegal drugs" means a confirmed positive test result for illegal drug use or actions, appearance, speech or bodily odors which reasonably cause a supervisor to conclude that an employee is impaired because of illegal drug use.

SMOKING

The Library is committed to protecting the safety and welfare of its employees, patrons, and visitors. Accordingly, no smoking of any kind will be permitted in the Library's offices, vehicles, or within 15 feet of the Library building. This policy includes the use of smokeless tobacco and/or herbal products as well as e-cigarettes.

Smoking is only allowed during authorized break times and in authorized areas. This policy applies equally to all employees, patrons, and visitors.

EMPLOYEE SAFETY

Establishment and maintenance of a safe work environment are shared responsibilities of the Library and employees from all levels of the organization. The Library will attempt to do everything within its control to assure a safe environment and compliance with federal, state, and local safety regulations. As part of this commitment, the Library provides information to employees about workplace safety and health issues through regular internal communication channels, such as staff meetings, training programs, email, and postings. In addition, the Library has an Emergency Procedures Guide. This document outlines the Library's safety program. Employees need to be aware of the plan's contents and where it is housed in each department for quick retrieval.

Employees are expected to obey safety rules and to exercise caution in all their work activities. Employees have an absolute obligation to immediately report any unsafe conditions to the Administrative office. Not only supervisors, but employees at all levels of the organization are expected to report unsafe conditions as promptly as possible. The Library will not take reprisals against an employee who comes forth with a safety recommendation or refuses to operate any equipment or work in an area they reasonably feel is unsafe. Employees who violate safety standards, who cause hazardous or dangerous situations, who fail to report or, where appropriate, fail to remedy such situations, may be subject to disciplinary action, up to and including termination of employment.

Employees should immediately notify the HR Coordinator of all job-related illnesses or accidents; regardless of how insignificant the injury or illness may appear. Such reports are necessary to comply with state and federal laws and initiate insurance and workers' compensation benefits. In the case of severe injury, an employee's reporting obligation will be deferred until circumstances reasonably permit a report to be made. Failure to report an injury or illness may preclude or delay the payment of benefits to the employee, as well as result in disciplinary action.

Keypad Lock

For staff protection, the Library has keypad locks to the first and second floor staff workrooms. Codes for these keypads will be given to employees by their supervisor, and employees will be notified if/when the codes are changed.

Key Cards

Every employee will be issued a key card, which will allow them to access secure areas of the building that are not open to the public. Specific access will be granted based on the employee's position and work duties.

Panic Buttons

Also, for the safety of the staff, the Library has installed panic buttons at the Guest Services desk, the Adult Services desk, and the Children's Services desk. Location of these buttons will be shown to employees by their supervisors. They are located in discreet locations beneath the desks to allow employees to press the buttons in emergency situations without being observed. The buttons are wired directly to the emergency dispatch center but should only be utilized in emergencies when dialing 911 is not possible.

WHISTLEBLOWER COMPLIANCE

A whistleblower as defined by this policy is an employee of the Library who reports an activity that they consider to be illegal or dishonest to one or more of the parties specified in this policy. The whistleblower is not responsible for investigating the activity or for determining fault or corrective measures; appropriate management officials are charged with these responsibilities.

An example of an illegal or dishonest activity is a violation of federal, state, or local laws or financial wrongdoing, including but not limited to theft or embezzlement. If an employee has knowledge or a concern of illegal or dishonest fraudulent activity, the employee is to contact the Director or the Board of Trustees. The employee must exercise sound judgment to avoid baseless allegations. An employee who intentionally files a false report of wrongdoing will be subject to discipline up to and including termination.

Whistleblower protections are provided in two key areas: confidentiality and against retaliation. Insofar as possible, the confidentiality of the whistleblower will be maintained. However, identity may have to be disclosed to conduct a thorough investigation, to comply with the law and to provide accused individuals their legal rights of defense. The Library will not retaliate against a whistleblower. This includes, but is not limited to, protection from retaliation in the form of an adverse employment action such as termination, compensation decreases, or poor work assignments and threats of physical harm. Any whistleblower who believes they are being retaliated against must contact the Director or Board of Trustees immediately. The right of a whistleblower for protection against retaliation does not include immunity for any personal wrongdoing that is alleged and investigated.

All reports of illegal and dishonest activities will be promptly investigated, and corrective action taken. Employees with any questions regarding this policy should contact the Library Director or HR Coordinator.

SECTION III: Compensation

WORKDAY

The Library is typically open to the public Monday through Thursday, from 9:00 a.m. to 9:00 p.m., Friday and Saturday, from 9:00 a.m. to 5:00 p.m., and Sunday, from 1:00 p.m. to 5:00 p.m.

Some employees will have a set schedule every week, while other employees will be assigned a different schedule each week. All employees may be asked to work evening and/or weekend hours.

It is the personal responsibility of each employee to be at their workstation and fully prepared to begin work at the time the scheduled work hours begin. Employees are not permitted to alter work hours without the permission of their supervisor.

"Altering work hours" includes arriving early and then leaving early, arriving late and staying late and/or working through lunch and leaving early. Employees are also not authorized to "trade hours" without the permission of their supervisor.

TIMEKEEPING & PAYROLL

All employees, both exempt and non-exempt, must use the electronic timekeeping system to clock in and out each workday, recording their start and end times. The timecard is an employee's time record, and it is important. It is the basis of the employee's pay record. Falsification of this record or failure to accurately and/or timely complete the record may subject the employee to discipline, up to and including termination. It may also delay the employee's paycheck until the next pay period.

The work week runs from 12:00 a.m. Sunday to 11:59 p.m. Saturday. Employees are paid every two weeks, on alternate Wednesdays. Pay is for the two workweeks just ending. If payday falls on a holiday, payday will occur on the last prior workday. The Library strongly encourages employees to elect direct deposit so there is no delay in receipt of your pay.

The Library takes all reasonable steps to assure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday. In the unlikely event that there is an error in the amount of pay, the employee should promptly bring the discrepancy to the attention of their supervisor, so that corrections can be made as quickly as possible. Once legitimate underpayments are identified, they will be corrected in the next regular paycheck. Overpayments will also be corrected in the next regular paycheck unless this presents a burden to the employee (where there is a substantial amount owed). In that case, the Library will attempt to arrange a schedule of repayments with the employee to minimize the inconvenience to all involved.

OVERTIME COMPENSATION

Every effort is made to allocate additional work hours fairly and in the best interest of everyone. When additional work hours are necessary, employees will be notified as far in advance as possible. Employees are expected to work additional hours when required to serve our patrons. Non-exempt employees must have their supervisor's authorization prior to working additional hours. Overtime is never at the employee's discretion. It shall only be incurred at the request of the Library. Working unauthorized additional hours is prohibited and may be disciplined up to and including termination.

Overtime is paid only after a non-exempt employee has worked more than forty (40) hours during the work week, regardless of their normal work schedule. Paid time off (including but not limited to vacation, sick, personal, holidays, bereavement, jury duty, etc.) do not count as hours worked for purposes of overtime. All overtime is paid at one and one-half the employee's regular hourly rate.

Full-time non-exempt employees who work beyond their normally scheduled workweek, such as when attending staff meetings, will be granted flex time for any additional hours worked whenever possible **Any flex time earned within the bi-weekly pay period must be taken within the same pay period when possible. Employees should use earned flex time as soon as possible after its accrual.**

The Library's budget does not support overtime pay for business-related trips and conferences during which the employee is away from the Library. A non-exempt employee and the employee's supervisor are expected to review the requirements of conference attendance and make reasonable adjustments to the conference attendee's work schedule to ensure that the non-exempt employee's schedule does not exceed 40 hours per week.

MEAL & REST PERIODS

Meal Period

An employee who works between 5 and 7.5 hours in a day may take a 30-minute, unpaid meal period. If an employee works 7.5 hours or more in a day, they must take a 30-minute, unpaid meal period. This lunch period should be taken no later than five (5) hours after beginning work and employees should do no work during this time.

Employees are not otherwise permitted to leave the building during working hours (except during the scheduled meal period) without the permission of their supervisor.

Rest Period

Employees may request one 15-minute paid rest break for each continuous 4 hours worked. Break time is considered work time and employees are considered “on call” during breaks.

Breaks should never be taken at the expense of service to the public. When staff shortages occur, it may become necessary to reschedule or cancel rest breaks. Break time cannot be saved or added to any other kind of leave. Breaks may not be taken at the beginning or at the end of the daily schedule, in conjunction with a meal period or joined together in a one-half hour period, nor be used to make up lost time.

EMERGENCY CLOSINGS

The Library Director, or their designee, will make the decision to close the Library due to inclement weather or other unforeseen circumstances. If the decision is made to close the Library prior to opening for business in the morning, an effort will be made to contact employees.

If the decision to close the Library is made during the workday, the Library Director, or their designee, will communicate the scheduled closing time to employees. If the Library closes because of an emergency, employees will typically be paid for their regularly scheduled hours.

If an employee chooses not to come to work or leaves early due to inclement weather when the Library remains open, the employee may work from home (with their supervisor’s approval), use paid time off (excluding sick leave), or take a day without pay.

SALARY STRUCTURE AND COMPENSATION POLICY

The Library maintains a competitive salary structure which consists of pay grades and ranges.

Pay Grades

These are the assigned categories for job positions. Positions that are similar in responsibility, experience, and education levels are grouped together.

Pay Ranges

Each pay grade is assigned a minimum, mid-point, and maximum amount of pay. The low end of the range is for entry-level employees who meet the minimum level of qualifications for their position. The high end is for outstanding performance. An employee's pay within the pay range is based on performance, length of employment at the Addison Public Library, and equity with other employees in that pay range. The Library's goal is for the mid-point to be at or near the market rate for each position.

Starting Pay Rate

Job offers are intended to attract a highly skilled, competent workforce, by offering pay rates that are competitive with the labor market. The Library Director, in consultation with the Human Resources Coordinator, will determine a starting pay rate that can be the minimum up to the midpoint of the assigned pay range. Starting pay will be determined by considering the applicant’s prior experience, education and other qualifications directly related to the position to ensure internal equity.

Performance Reviews & Annual Merit Pay Increases

The Library is committed to providing employees with ongoing feedback, both formal and informal, regarding their performance on the job. This typically includes verbal and/or written feedback throughout the year, as well as a formal documented performance review in the third quarter of the fiscal year. Criteria that will typically be evaluated includes, but is not limited to: patron service, communication, teamwork, technology skills, position knowledge, professionalism, participation in continuing education opportunities, and goals and objectives that need to be achieved.

The review also serves as an objective basis for annual salary adjustment recommendations. However, a salary adjustment does not necessarily result solely from a performance review. Other factors to be considered in

determining salary adjustments include internal equity, the employee's tenure in their position, and their position within the established range of pay for the position.

Individual pay increases for staff are determined by the Library Director based on a budget for employee wages that has been approved by the Library Board. The minimum increase for eligible employees will be set at a rate that is 1% above the Chicago-area CPI for all urban consumers for the preceding year published by the United States Bureau of Labor Statistics in January of each year. Salary increases for the Director are determined by the Library Board.

Annual pay rate increases are awarded at the start of each fiscal year and take effect with the pay period that includes May 1st each year. Employees who have worked for the Library for 30 days or less are not eligible for an increase in that year. Employees currently on a Performance Improvement Plan (PIP) are not eligible for a pay increase. A pay increase may be awarded to an employee at the close of a PIP if the employee has shown significant improvement.

The salary range maximum does not in itself limit rewards to employees whose performance is clearly well above position expectations. Accordingly, consideration may be given to adjusting an individual's salary above the range maximum of the pay grade in which the position is classified, provided that the increase will not cause the employee's salary to exceed the range maximum of the next higher pay grade. The Director will inform the Library Board during the budget presentation and approval process each year if there are any employees who will be receiving increases above the range maximum for their position.

Other Pay Increases

Market Adjustments

The Library strives to pay its employees at rates that are competitive with the labor market. Pay grades and ranges will be reviewed annually. Every three years the Library will undergo a formal benchmarking process to ensure that its pay ranges and overall compensation structure remains competitive.

Employees are eligible for market-based compensation increases when:

- Their pay range has been adjusted.
- Their current rate of pay is lower than where it should be based on their performance and length of Addison Public Library employment.

Market adjustments will be approved by the Library Board of Trustees and are subject to budget availability.

Equity Adjustments

The library may consider an equity adjustment when there is inequity between the pay rate of employees in the same or similar jobs. The Director and Human Resources Coordinator will consider various factors in determining if an internal equity adjustment is warranted, including the experience, education, qualifications, years of service, and performance of the employee(s).

PAYROLL DEDUCTIONS

The following mandatory deductions will be made from every employee's gross wages: federal and state income taxes as well as the Social Security, FICA/OASI, and Medicare Tax.

Employees who work 1,000 or more hours a year are required to join the Illinois Municipal Retirement Fund (IMRF). Deductions for this plan are also made from the employee's salary. Please see the IMRF policy for more details.

Every employee should complete and sign a federal withholding allowance certificate, IRS Form W-4, on or before their first day on the job. This form must be completed in accordance with federal regulations. The employee may fill out a new W-4 any time circumstances change. Employees who paid no federal income tax for the preceding year and who expect to pay no income tax for the current year may fill out an Exemption Form Withholding

Certificate, IRS Form W-4E. Employees are expected to comply with the instructions on Form W-4. Questions regarding the propriety of claimed deductions may be referred to the IRS in certain circumstances.

Other optional deductions include the portion of group health insurance not paid by the Library, which is deducted from an employee's payroll check twice each month. Other voluntary contributions, such as additional retirement plan contributions are also deducted from the employee's salary.

It is the policy of the Library not to take any improper pay deductions that would be in violation of the Fair Labor Standards Act, its regulations (specifically Section 541.602(a)), or relevant state law or local ordinance. Employees who believe their pay has been improperly deducted should report such improper deduction(s) immediately to their supervisor. The complaint will be promptly investigated, and the results of the investigation will be reported to the complaining employee. Any employee whose pay is improperly deducted shall be reimbursed for such improper deduction(s) no later than the next pay period after the improper deduction is communicated to management.

SECTION IV: Benefits

BENEFITS OVERVIEW

Eligible employees of the Library are provided a wide range of benefits. A number of the programs (such as Social Security, workers' compensation and unemployment insurance) cover all employees in the manner prescribed by law. Benefit eligibility is dependent upon a variety of factors, including employee classification.

A summary plan description (SPD) which explains coverage of many of the benefits in greater detail is available. The actual plan documents, which are available by making a written request to the HR Coordinator, are the final authority in all matters relating to benefits described in this handbook or in the SPD and will govern in the event of any conflict. The Library reserves the right to change or eliminate any benefits at any time in accordance with applicable law.

INSURANCE

Health Insurance

The Library offers a health insurance plan through the Village of Addison providing medical, dental, and vision care for all employees who regularly work 30 hours or more per week. Insurance benefits begin on the 1st day of the month following the date of hire and insurance benefits end on the last day of the month in which an employee terminates employment with the Library. The Library will pay the full insurance premium for employees who participate in the Village's biometric screening. The Library will pay one-half the cost of coverage for any eligible employee's spouse, civil union partner, and/or child dependents.

The Library will pay 80% of the medical insurance premium for employees who decline to submit to the biometric screening, whether on-site or at any one of the approved laboratories, during the specified period at the start of each calendar year. This 20% Non-Wellness Medical Premium Rate will be in addition to any regular, bi-weekly deductions the employee is subject to in order to pay for any applicable dependent coverage, as well as vision/dental/voluntary benefits they have elected.

The biometric tests will be conducted locally and at approved laboratories. Employee participation in this testing is strictly voluntary.

The Village of Addison and the Addison Public Library will not:

- Require any employee to participate;
- Deny access to health coverage to any employee who does not participate or prohibit any employee from choosing a particular plan; and
- Take any other adverse action or retaliate against, interfere with, coerce, intimidate, or threaten any employee who chooses not to participate in biometric screening or who fails to achieve certain health outcomes.

All active Addison Public Library employees participating in the Village's medical insurance plan are eligible to participate in the biometric screening. Employees hired after the testing period will not be asked to participate until the following year in order to receive the discounted rate.

The Village has contracted with a third party, HIPPA-complaint, wellness administrator to conduct the biometric screenings.

This third party administrator will collect the data from the examinations and prepare aggregate data for the Village's Director of Human Resources. The aggregate data collected will be used to assist the Village in designing wellness programs for Village of Addison and Addison Public Library employees and their dependents, focused on health trends uncovered by the biometric screenings that were conducted of staff (such as diabetes or hypertension). Further, participants will be able to compare their results from this year to the next to see if they have improved their health and well-being.

The Village and the Library will not have access to any specific information pertaining to any particular employee. The Village and Library will not see any results of the employee examinations, as the information collected from the voluntary screenings is confidential and handled in a HIPPA-complaint manner. The Village and Library will only see aggregate information collected from the examinations that is not tied or connected to any one specific employee.

Retired employees may continue to participate in the Village of Addison health insurance program, but at their own expense and in accordance with any other Village of Addison policies regarding retired employee benefits.

Specific enrollment and more detailed plan information is available upon request and will be provided when an employee becomes eligible to participate. Please see the HR Coordinator if you have any questions or for more information on these programs.

Health Savings Account (HSA)

A health savings account (HSA) is available if an employee chooses to participate in a high deductible medical plan. This plan allows employees to pay for health, dental, vision and other allowable expenses with pre-tax dollars to the maximum allowed by law.

HSA accounts will be set up on your behalf by the Library. The Library's typical contribution to employees' HSA will be set as the difference between the \$500 PPO plan premium and the \$4,500 High-Deductible Plan premium, up to the statutory annual limit for individual coverage plus 50% of the difference between the \$500 PPO plan premium and the \$4,500 High-Deductible Plan premium for dependents. An HSA account is owned by the employee and may be taken by the employee at the time of termination.

Specific enrollment and plan information will be provided when an employee becomes eligible to participate. Please see the HR Coordinator if you have any questions or for more information on these programs.

Life Insurance

The Library provides full-time employees with Basic Term Life and Accidental Death and Dismemberment insurance coverage. This coverage is equal to two times a covered full-time employee's base annual earnings up to \$250,000, excluding overtime and other premium pay.

Availability of life insurance benefits is determined by the benefits plan of the Village of Addison and is subject to benefit reduction based on age in accordance with the carrier's policies.

Additional supplemental life and critical illness coverage may be purchased through the Village of Addison's insurance provider entirely at the employee's expense.

Specific enrollment and plan information will be provided when an employee becomes eligible to participate. Please see the HR Coordinator if you have any questions or for more information on these programs.

VACATION

Because the Library recognizes the importance of time off in providing employees the opportunity for rest, recreation, and personal activities, it grants all regular full-time and part-time employees vacation time.

Vacation Accrual

Vacation time is earned and accrued on a bi-weekly basis, distributed equally over a 26 pay period (one year). Employees accrue vacation per pay period starting on their first day of employment. The monthly accrual rate depends on their length of service as of their anniversary date. Part-time employees who work on a consistent basis are eligible for pro-rated paid vacation, depending on the number of hours worked per week. Employees shall earn up to one hour of leave for every 40 hours worked, to be capped with regard to the limits below.

Vacation will accrue for any month in which an employee has worked any hours. Vacation accruals are capped at the maximum number of days granted to an employee based on their length of service. An employee who reaches their maximum accrual rate will cease to accrue additional vacation until their bank is reduced below their maximum accrual. It is each employee's responsibility to schedule and take all earned vacation in a timely manner.

For full-time employees, one week = 37.5 hours. For part-time employees, one week = the total number of hours they are regularly scheduled to work per week. For most part-time employees this will be 17 hours.

Employees in Pay Grades 8-15

Length of Service	Total Vacation Earned Per Year
0 years or more	4 weeks

Employees in Pay Grades 1-7

Length of Service	Total Vacation Earned Per Year
0 – less than 3 years	3 weeks
3 years or more	4 weeks

Employees may carry a maximum accrual of up to one week (based upon the employee's normal work week) more than their annual vacation earnings. After that, no further vacation time will accrue until some of the accrued vacation time is used.

Vacation Scheduling

Employees may use vacation time in 1/4 (.25) hour increments. Employees may use vacation time as it is accrued.

An employee's schedule will reflect, as nearly as possible, their personal preference for vacation. However, no request for vacation will be approved when the effect would be to leave an office or department without adequate personnel to perform the required services during any working period. When the absence of multiple employees during the same period would jeopardize operations, the employee who first requested the time off will typically be given priority. Supervisors may set different rules for time off scheduled around holiday periods. Employees are encouraged to take their earned vacation during the anniversary year in which it is accrued.

Vacation Pay

Vacation time will be paid at the employee's base rate at the time the leave is taken. Vacation time is not included in overtime calculations and does not include any special forms of compensation such as incentives, commissions, or bonuses. Any accrued and unused vacation will be paid out upon termination.

HOLIDAYS

The Library typically closes in observance of the following holidays:

Library is closed	Full-time staff are paid	Part-time staff are paid
New Year's Day	Yes	If scheduled to work
Easter Sunday	If scheduled to work	
Day before Memorial Day	If scheduled to work	
Memorial Day	Yes	
Independence Day	Yes	
Day before Labor Day	If scheduled to work	
Labor Day	Yes	
5-9 PM Day before Thanksgiving	If scheduled to work	
Thanksgiving Day	Yes	
Christmas Eve	Yes	
Christmas Day	Yes	
New Year's Eve	Yes	

When New Year's Day, Independence Day, and Christmas is on a Sunday, the Library will also be closed on Monday. Only staff scheduled to work on Sunday in these cases will receive holiday pay for Sunday. All Full-time staff will receive holiday pay for Monday.

Library is closed	Full-time staff are paid	Part-time staff are paid
Sunday, January 1	If scheduled to work	If scheduled to work
Monday, January 2	Yes	
Sunday, July 4	If scheduled to work	
Monday, July 5	Yes	
Sunday, December 25	If scheduled to work	
Monday, December 26	Yes	

When New Year's Day, Independence Day, or Christmas Day is on a Saturday, the Library will be closed as a paid holiday. The Library will also be closed on the following Sunday. Only staff scheduled to work on Sunday in these cases will receive holiday pay. All Full-time staff will receive holiday pay for Saturday whether they are scheduled to work or not.

Library is closed	Full-time staff are paid	Part-time staff are paid
Saturday, January 1	Yes	If scheduled to work
Sunday, January 2	If scheduled to work	
Saturday, July 4	Yes	
Sunday, July 5	If scheduled to work	
Saturday, December 25	Yes	
Sunday, December 26	If scheduled to work	

The following conditions apply to the Library's paid holiday policy:

- Employees will be paid their regular rate and hours of pay, for up to 7.5 hours, for observed holidays that occur on a day the employee is regularly scheduled to work.
- In the event that a holiday occurs on a day that a full-time employee is not normally scheduled to work, the employee receives and must use that holiday time (time off with pay) within that fiscal year or it is lost. This holiday time is to be scheduled at the discretion of the supervisor involved and the Director.
- Part-time employees will be paid for holiday time only if they are scheduled to work that day. Temporary employees do not receive any holiday pay. Holidays will not be paid to employees on any type of unpaid leave.
- Observed holidays will be paid at the employee's base rate at the time the leave is taken. Paid time off for holidays is not included in overtime calculations and does not include any special forms of compensation such as incentives, commissions or bonuses.
- Non-exempt employees must be present at work on their scheduled day prior to the holiday and the first scheduled day after the holiday, or use *pre-approved* time off for those days, to receive holiday pay.

FLOATING HOLIDAYS

This policy has been eliminated as of the 2023-2024 fiscal year. The 15 hours that had been awarded to full-time staff in the form of floating holidays has been added into personal business leave with the new policy on Personal Business that will take effect on May 1, 2023.

SICK AND CARE LEAVE

Paid sick and care leave is provided to all regular full-time and part-time employees. Sick leave is provided for the exclusive purpose of allowing employees to take time off for medical reasons. Acceptable medical reasons include the employee's own illness or injury; to take care of a child, spouse, domestic partner, sibling, parent, mother-in-law, father-in-law, grandchild, grandparent, or stepparent who is ill or injured; and necessary medical treatment or medically advised rest. Visits to doctors and dentists by the employee or the employee's family member (as detailed above) also are acceptable reasons for taking sick leave. Sick leave may be taken in .25 (1/4) hour increments. Taking sick leave under false pretenses is a violation of trust that is subject to disciplinary action, up to and including termination.

Sick Leave Accrual and Pay

Full-time employees may accrue up to 10 days of sick leave each year (2.89 hours per pay period). Part-time employees receive prorated sick leave based on hours worked multiplied by a rate of .039 per pay period. Sick leave is accrued on the last workday of the pay period. Employees must be in an active pay status on the last day of the pay period to accrue sick leave for that pay period. An employee who is on a leave of absence does not earn sick leave.

Employees may accrue up to 1800 hours of sick leave at one time. After that, no further sick time will accrue until some of the sick time is used.

Sick leave will be paid at the employee's base rate at the time the leave is taken. Sick leave is not included in overtime calculations and does not include any special forms of compensation such as incentives, commissions or bonuses. Employees will not be reimbursed for unused sick leave upon separation of employment.

Notice of Absence

As detailed in the Attendance Policy, employees who know in advance that they will be absent for health reasons must give their supervisor advance notice, including the probable start date and duration of the absence. If a sudden illness makes it impossible for an employee to request advance sick leave, the employee should notify the supervisor as soon as possible and at least 60 minutes prior to the employee's start time.

Proof of Need for Absence

When an employee is absent on sick leave, the Library may require a note from a health care practitioner certifying

that the employee or their family member was unable to work for health reasons and, when applicable, a note that the employee is fit to return to duty. (Please see the Attendance Policy for more information). Failure to provide appropriate documentation may result in the time off being unpaid and/or considered an unexcused absence.

PERSONAL BUSINESS LEAVE

Full-time employees will be granted up to 30 hours of paid personal business leave each fiscal year. Part-time employees will be granted up to 15 hours of paid personal business leave each fiscal year. This leave will be provided to employees on the first day of the fiscal year.

A full-time employee who begins employment between May 1 and October 31 will be entitled to 30 hours of personal business leave during the fiscal year. An employee who begins employment between November 1 and April 30 will be entitled to 15 hours of personal business leave during the fiscal year.

A part-time employee who begins employment between May 1 and October 31 will be entitled to 15 hours of personal business leave during the fiscal year; an employee who begins employment between November 1 and April 30 will be entitled to 7.5 hours of personal business leave during the fiscal year.

Personal business leave may be used for any reason provided that authorization is obtained from the employee's supervisor prior to that day. Personal business leave must be used in the fiscal year in which it is earned and cannot be carried over to the next fiscal year.

Personal business leave will be paid at the employee's base rate at the time the leave is taken. Personal business leave is not included in overtime calculations and does not include any special forms of compensation such as incentives, commissions, or bonuses. Any accrued and unused paid personal business leave hours will be paid out upon termination.

PAID PARENTAL LEAVE

Parents of newborns or newly adopted children may be eligible for paid leave of up to eight weeks (300 hours for full-time employees). For those employees who are eligible for FMLA leave, this paid parental leave will run concurrently with their FMLA leave and cannot be used to extend the FMLA leave. This paid parental leave is in addition to any available sick leave, vacation time or other forms of paid leave. Paid parental leave must be taken within the first 12 months of the birth or adoption of the child(ren). The amount of paid parental leave does not increase with multiple births or adopted children. The adoption of a child by a new spouse is excluded from this policy.

Eligibility

Full-time and part-time benefit-eligible employees who have worked for the Library for at least 12 consecutive months are eligible for paid parental leave at 100 percent of the employee's regular, straight-time weekly pay. In all cases, the term "week" applies to the regular workweek schedule. Employees will be paid on a biweekly basis on regularly scheduled pay dates.

The leave may begin no earlier than the birth or placement of the child(ren) and must begin and end within 12 months immediately following the birth or adoption. Paid parental leave may ~~not~~ be taken intermittently subject to approval of the employee's supervisor. Unused paid parental leave may not be carried over to a time period following the 12 months after the birth or placement of the child(ren), and there is no payment of unused parental leave upon termination of employment.

Benefits

During an approved paid parental leave, the Library will maintain the employee's health benefits as if the employee continued to remain actively employed.

Requesting the Leave

If the need for leave is foreseeable, the employee must submit written leave request to the supervisor and human

resources coordinator at least 30 days prior to the start of the leave in the form of a proposed schedule of leave to be taken. Where the need for leave is not foreseeable, the employee must submit a written leave request to the supervisor and human resources manager as soon as practicable in the form of a proposed schedule of leave to be taken.

When Both Parents are Eligible Employees

Paid parental leave may be taken at the same time or separately within 12 months of the birth or placement of the child(ren). Each eligible parent is entitled to eight weeks of paid parental leave.

FAMILY AND MEDICAL LEAVE

Basic Leave Entitlement

Employees may be eligible to take up to 12 weeks of unpaid FMLA leave within a 12-month period and be restored to the same or an equivalent position upon return provided that the employee has worked for the Library for at least 12 months AND worked at least 1250 hours in the last 12 months. The "12-month period" is measured by a **12-month period, measured forward from the date the employee's FMLA leave begins.**

Reasons for Leave

If an employee is eligible, the employee may take FMLA leave for any of the following reasons: (1) the birth of a child and in order to care for such child; (2) the placement of a child with the employee for adoption or foster care; (3) to care for a spouse, son, daughter or parent ("covered family member") with a serious health condition; or (4) because of the employee's own serious health condition which renders the employee unable to perform the functions of the employee's position. Leave because of reasons one and two above must be completed within the 12-month period beginning on the date of birth or placement. In addition, spouses employed by the Library who request leave because of reasons one or two or to care for an ill parent may only take a combined aggregate total of 12 weeks leave for such purposes during any 12-month period.

Military Family Leave Entitlement

If an employee is eligible, the employee may use the 12-week FMLA entitlement to take military family leave. This leave may be used to address certain qualifying exigencies related to the covered active duty or call to covered active duty of a spouse, son, daughter or parent. Qualifying exigencies may include (1) attending certain military events; (2) arranging for alternative childcare; (3) addressing certain financial and legal arrangements; (4) attending certain counseling sessions; (5) addressing issues related to short-notice deployment; (6) spending time with a covered family member who is resting and recuperating; (7) attending post-deployment briefings; and (8) for certain activities relating to the care of the military member's parent who is incapable of self-care where those activities arise from the military member's covered active duty.

An employee may also be eligible for up to 26 weeks of leave to care for a covered service member during a single 12-month period. This single 12-month period begins with the first day the employee takes the leave. A covered servicemember includes: (1) a current member of the Armed Forces, including a member of the National Guard or Reserves, who has a severe injury or illness incurred in the line of duty on active duty that may render the servicemember medically unfit to perform their duties for which the servicemember is undergoing medical treatment, recuperation, or therapy or is in outpatient status; or (2) is on the temporary disability retired list; or (3) a covered veteran, meaning one who is undergoing medical treatment, recuperation or therapy for a serious injury or illness and: "(i) was a member of the Armed Forces (including a member of the National Guard or Reserves); (ii) was discharged or released under conditions other than dishonorable; and (iii) was discharged within the five- year period before the eligible employee first takes FMLA military caregiver leave to care for the veteran."

Employees may not be granted a FMLA leave to gain employment or work elsewhere, including self-employment. If an employee misrepresents facts in order to be granted an FMLA leave, the employee may be subject to immediate termination.

Improper Use of FMLA

An employee may not be granted a FMLA leave to gain employment or work elsewhere, including self-employment. If an employee misrepresents facts in order to be granted an FMLA leave or take FMLA leave, the employee may be subject to immediate termination.

Notice of Leave

If the FMLA leave is foreseeable, the employee must give the Library at least 30 days' notice in accordance with the usual procedure for requesting a leave of absence. Failure to provide such notice may be grounds for delay of the leave. Where the need for leave is not foreseeable, the employee is expected to notify the Library as soon practicable and, absent unusual circumstances, in accordance with the Library's normal leave procedures.

Medical Certification - Leave for Employee's Own or a Covered Family Member's Serious Health Condition

If the employee is requesting leave because of the employee's own or a family member's serious health condition, the employee and the relevant health care provider must supply appropriate medical certification. The medical certification must be provided within 15 days after it is requested, or as soon as reasonably possible under the circumstances. Failure to provide requested medical certification in a timely manner may result in denial of leave until it is provided. The Library, at its expense, may require an examination by a second health care provider designated by the Library, if it reasonably doubts the medical certification you initially provide. If the second health care provider's opinion conflicts with the original medical certification, the Library, at its expense, may require a third, mutually agreeable health care provider to conduct an examination and provide a final and binding opinion. The Library may also require medical recertification periodically during the leave and employees may be required to present a fitness for duty verification upon their return to work following a leave for the employee's own illness specifying that the employee is fit to perform the essential functions of the job.

Certification for a Qualifying Exigency

If the employee is requesting leave because of a qualifying exigency arising out of a covered family member's active duty or call to active duty, the employee must supply a copy of the covered military family member's active duty orders or other documentation issued by the military indicating that the covered military member is on active duty or call to active duty (including the dates of the active duty service). The Library may also request additional information pertaining to the leave.

Certification for Servicemember Family Leave

If an employee is requesting leave because of the need to care for a covered servicemember with a serious injury or illness, the Library may require the employee to supply certification completed by an authorized health care provider of the covered servicemember. In addition, the Library may also request additional information pertaining to the leave.

Certification for Serious Injury or Illness of a Veteran for Military Caregiver Leave

If an employee is requesting leave because of the need to care for a covered veteran with a serious injury or illness, the Library may require the employee to supply certification completed by an authorized health care provider of the covered veteran. In addition, the Library may request additional information pertaining to the leave.

Substitution of Paid Leave

FMLA is unpaid leave. If an employee requests leave for any FMLA covered reason, the employee is required to exhaust any remaining applicable paid time off. The exhaustion of this paid leave does not extend the leave period. In addition, if the employee is eligible for any additional paid leaves, such as short term/long term disability or workers' compensation, these leaves will also run concurrently with FMLA (where appropriate) and will not extend the leave period. When using paid leave in conjunction with FMLA, employees must comply with the requirements of the applicable paid leave policy.

Benefits During Leave

During an approved FMLA leave, the Library will maintain the employee's health benefits as if the employee continued to remain actively employed. Use and/or accrual of paid time off benefits will be suspended during the unpaid leave and will resume upon return to active employment. While paid time off will not accrue/be granted during an unpaid leave, employees will be required to use any applicable accrued paid time off for the absence.

Intermittent Leave

Leave because of a serious health condition, to care for a servicemember with a severe injury or illness or because of a qualifying exigency may be taken intermittently (in separate blocks of time due to a single covered health condition) or on a reduced leave schedule (reducing the usual number of hours an employee works per workweek or workday) if necessary. If leave is unpaid, the Library will reduce the employee's salary based on the amount of time actually worked. In addition, while the employee is on an intermittent or reduced scheduled leave, the Library may temporarily transfer the employee to an available alternate position which better accommodates the recurring leave and which has equivalent pay and benefits. A fitness for duty certification may be required to return from an

intermittent absence if reasonable safety concerns exist concerning the employee's ability to perform job duties.

Job Restoration

If the employee wishes to return to work at the expiration of the leave, the employee is entitled to return to the same position or to an equivalent position with equal pay, benefits and other terms and conditions of employment. If the employee takes leave because of the employee's own serious health condition, the employee is required to provide medical certification that the employee is fit to perform the essential functions of the job. Employees failing to provide the certification will not be permitted to resume work until it is provided.

Qualifying exigency is defined as any need for assistance arising from a covered service member's deployment or preparation for deployment. Such needs may include childcare, military ceremonies, time to make financial arrangements, or any other demand arising from the covered service member's deployment or preparation for deployment.

OTHER LEAVES OF ABSENCE

A leave of absence is time off in a non-pay status. Leaves without pay may be granted by the Director if the schedule permits or if required by law. Upon receipt of a formal written request for a leave of absence, the Director will determine whether a leave of absence will be granted. The types of leaves that will be considered are personal, educational, and military.

The leave classifications are defined as follows:

PERSONAL

Occasionally, for personal, medical, or other reasons, employees may need to apply for an unpaid personal leave of absence when they do not qualify for a leave under another of the Library's policies. Under these circumstances, the employee may qualify for a leave of absence. This leave of absence is typically granted for a maximum of up to 30 calendar days. Employees applying for an unpaid general leave of absence must have exhausted all their available paid time off, such as vacation, personal, and where applicable, sick leave.

Employees must apply in writing for this leave of absence and submit their request to the Director. The request should include the reason for the leave, the date on which the employee wishes the leave to begin, the date on which the employee will return to active employment and any documentation supporting the need for leave. The granting of a leave of absence, and the terms and conditions surrounding the leave of absence, are at the sole discretion of the Director. While the Library will make every effort to reinstate an employee to their previous position, there are no guarantees.

Failure to return from a leave of absence at the time agreed upon will normally result in immediate termination of employment. Requests for an extension of a leave of absence should be submitted in writing to the Director.

MILITARY

Employees will be granted a military leave of absence for the period of military service in accordance with applicable federal and state laws. Employees who are reservists or members of the National Guard are granted time off for required military training. Their eligibility for reinstatement after the completion of their military duty and training benefit continuation/eligibility issues are determined in accordance with applicable federal and state laws. Employees may elect, but are not required, to use any accrued vacation or personal time for the absence. Training leaves will not normally exceed two weeks per year, plus reasonable travel time. Employees called to active military duty or to reserve or National Guard training, or volunteering for the same, should submit copies of their military orders to their supervisor as soon as is practicable.

FAMILY BEREAVEMENT LEAVE

Employees will be granted up to ten days of paid bereavement leave due to the death of an immediate family member. Immediate family includes the employee's parent, stepparent, mother-in-law, father-in-law, spouse, domestic partner, child, stepchild, sibling, grandparent, or grandchild.

In the event of the death of more than one covered family member in a 12-month period, an employee is entitled to up to 6 weeks of bereavement leave during that period. (Up to ten days will be paid pursuant to this policy). Employees may use any accrued, unused paid time off to cover time beyond ten days. Employees must complete time off under this policy within 60 days of learning of the need for leave.

Employees may use this time to attend the funeral or alternative to a funeral of a covered family member, make arrangements necessitated by the death of the covered family member, and/or grieve the death of the covered family member. This policy also allows absence from work due to (i) a miscarriage; (ii) an unsuccessful round of intrauterine insemination or of an assisted reproductive technology procedure; (iii) a failed adoption match or an adoption that is not finalized because it is contested by another party; (iv) a failed surrogacy agreement; (v) a diagnosis that negatively impacts pregnancy or fertility; or (vi) a stillbirth.

Additional paid or unpaid time or leave for persons not covered in the definition of "immediate family member" may be allowed in some circumstances at the discretion of the organization, or the employee may be permitted to use other available paid or unpaid time off. In certain circumstances, the organization may require an employee seeking leave under this policy to provide reasonable documentation of the need for the leave. Employees are requested to provide as much notice of the leave as possible. This policy does not permit an employee to exceed the amount of leave available under the Family and Medical Leave Act.

Bereavement leave will be paid at the employee's base rate, for hours the employee is normally scheduled to work at the time the leave is taken. Bereavement leave is not included in overtime calculations and does not include any special forms of compensation such as incentives, commissions, or bonuses.

Additional unpaid time or unpaid leave for persons not covered in the definition of "immediate member" may be allowed in some circumstances at the discretion of the Library. Proof of need for the leave may be required.

VOTING TIME

An employee may be permitted two hours of paid leave for the purpose of voting in a state or national election if the employee's working hours begin less than two hours after the opening of the polls *and* end less than two hours before the closing of the polls. If an employee needs to take time off to vote, the employee should notify his or her supervisor of their plans no later than the day before the election. The supervisor will notify the employee of the two-hour block of time assigned to them for voting purposes. Proof of attendance at the polls may be required.

JURY OR CIVIC DUTY

The Library encourages employees to fulfill their civic duty by serving on a jury or acting as a witness and will grant an employee the necessary time off. Employees will be paid their regularly scheduled pay for up to 30 days of jury or civic duty. If jury or civic duty lasts longer than 30 days, an employee may use accrued vacation or personal time.

It is the employee's responsibility to notify their supervisor as soon as possible after receiving the summons for jury duty. When not called to duty, employees must report to work. Employees requesting and/or returning from jury duty leave may be required to provide verification of service.

EMPLOYEE ASSISTANCE PROGRAM

The Addison Public Library cares about the health and well-being of its employees and recognizes that a variety of personal problems can disrupt their personal and work lives. Sometimes employees need professional assistance and advice.

Through the employee assistance program (EAP), the Library provides confidential access to professional counseling services for help in confronting such personal problems as alcohol and other substance abuse, marital and family

difficulties, financial or legal troubles, and emotional distress. The EAP is available to all employees, and it offers problem assessment, short-term counseling and referrals to appropriate community and private services.

The EAP is strictly confidential and designed to safeguard an employee's privacy and rights. Information given to the EAP counselor is not shared with the Library. All counselors are guided by a professional code of ethics. Personal information concerning employee participation in the EAP is maintained in a confidential manner. There is no cost for an employee to consult with an EAP counselor. If further counseling is necessary, the EAP counselor will describe community and private services available. Employees may contact the Library's Human Resources Coordinator for information on the EAP program.

RETIREMENT BENEFITS

Illinois Municipal Retirement Fund

IMRF is a retirement fund for public employees. All employees who are hired for a position normally requiring 1,000 hours or more of work in a 12-month period (600 hours per year for employees who participated in the plan before January 18, 1982) must contribute to IMRF through payroll deductions in an amount determined by statute. The Library also contributes to IMRF on behalf of all participating employees. The retirement pension benefit is determined by a combination of date of hire, years of service and average earnings. Employees may contact the HR Coordinator or IMRF for more information.

Social Security

All Addison Public Library employees participate in Social Security, with the employee and the Library contributing a percent of total earnings in accordance with federal law. Funds contributed to Social Security will be available when an employee retires in accordance with federal law.

Deferred Compensation Plan

The Library has established a 457(b) deferred compensation plan to provide employees with the potential for a financially secure retirement. All employees are eligible to participate in the plan.

Eligible employees may defer a percentage of their pay, on a pretax basis, up to the maximum amount allowed by applicable law, into their retirement account. The Library does not provide any type of match.

Specific enrollment and plan information will be provided when an employee becomes eligible to participate. Please contact the HR Coordinator if you have any questions or need more information.

LIBRARY MATERIALS

All materials must be checked out before being taken from the Library or when in professional use within the Library. Employees are eligible for an Addison Public Library card and may use it to check out any of the materials provided to the public. Employees are expected to pay for all lost or damaged materials.

Employees may place holds on any library materials and request items not owned by the Library through interlibrary loan.

Contact the Guest Services staff to obtain a library card. All materials taken from the collection, either for personal or library use, must be checked out.

SECTION V: Reimbursement

Library management and staff should make every reasonable effort to direct vendors to bill the Library directly, preferably by invoice billing or on a library credit card as necessary. However, it is understood occasionally a staff member may make a non-travel related purchase on behalf of the Library utilizing their own finances.

The Library will reimburse any approved expenditures under the following conditions:

- The purchase must be for an approved library use and in no way for personal consumption or use.
- The purchase could not be made by preferred methods in a reasonable time or effort.
- The staff member made the purchase of their own volition.

A Staff Reimbursement Form with proper substantiation is turned in to the Administration office within 30 days of the purchase.

As the Library is a tax-exempt organization, it is the policy of the Library to be good stewards of the taxpayers' money by not spending on any sales tax it is not required to. Therefore, all staff who may choose to make purchases for the Library are strongly encouraged to obtain a copy of the tax-exempt certificate from the Administration office. Any non-travel expense turned in and approved will be reimbursed minus any charged sales tax. The Library will never require any staff to expend their own money or credit for supplies or other library use expenses. The reimbursement process is for staff who choose to do so on their own for the sake of expediency.

WORK-RELATED USE OF PERSONAL DEVICES

The Library permits exempt employees, as well as the Administrative Services Coordinator, the IT Technician, and the Building and Grounds Foreman, to use their own personal electronic devices, including but not limited to mobile phones, tablets, and computers, to perform work for the Library or on the Library's behalf at any time. These employees receive stipends since they are expected to remotely access work accounts and resources to keep the Library functioning while not in the building. The Library will provide these employees with a **monthly stipend** to cover a partial cost of their devices including any necessary repairs or replacement costs. Additional costs beyond the stipend will not be reimbursed.

The Library permits, but does not require, other non-exempt employees to use their own personal electronic devices, including but not limited to mobile phones, tablets, and computers to perform work for the Library or on the Library's behalf during work hours. Non-exempt employees not listed in the paragraph above will **not** receive a monthly stipend or any reimbursement for their voluntary use of a personal device to perform work for the Library or on the Library's behalf.

Each user is responsible for using their device in a sensible, productive, ethical, and lawful manner.

All material, data, communications, and information, including but not limited to email (both outgoing and incoming), telephone conversations and voicemail, instant messages, and internet and social media postings and activities created on, received or transmitted by, printed from, or stored or recorded on the device for the Library or on behalf of the Library is the property of the Library, and subject to the Freedom of Information Act, when applicable, regardless of who owns the device(s) used.

To protect the Library's confidential information from being lost or becoming public, you must immediately report any device used for the Library's business or on behalf of the Library that is lost, stolen, accessed by unauthorized persons, or otherwise compromised so the Library can assess the risk and consider an appropriate course of action. You must also promptly provide the Library with access to the device when requested or required for the Library's legitimate business purposes, including in the event of any security incident or investigation.

Employees using their own devices under this policy must record all time spent working. Non-exempt staff are not permitted to use their devices for work purposes outside of their normal scheduled hours without prior authorization from the Library.

The Library does not provide technological support for employee devices. Employees are personally responsible for any repairs, maintenance, or replacement costs and services.

Employees who violate any provision of this policy are subject to discipline, up to and including termination of employment.

TRAVEL EXPENSE REIMBURSEMENT

The Library will reimburse employees for reasonable business expenses incurred while conducting library business. When travel is required, employees are responsible for making their own travel arrangements. All business travel must be approved in advance by your supervisor.

When approved, the actual costs of travel, meals, lodging, and other expenses directly related to accomplishing business objectives will be reimbursed by the Library.

A per diem rate, as most recently published by the U.S. General Services Administration, will be established to cover room, meals and gratuities. Reimbursement for meals will not exceed the government per diem rate. Reimbursement for lodging will not exceed 25% over the government per diem rate, except with prior approval of the Library director.

Per diem reimbursement will be made only when travel requires an overnight stay and absence of at least 24 hours.

The per diem rate and the number of days per diem allowed will be established by the Library Director before travel actually begins, and reimbursement will not exceed the amount authorized.

Single meals which do not involve an overnight stay or per diem allowance will be reimbursed in the amount actually paid by the employee including reasonable gratuities.

Employees are expected to limit other travel-related expenses to reasonable amounts, exercising good business judgment.

Other expenses that generally will be reimbursed include:

- Registration or attendance fees;
- Airfare for travel in coach or economy class, including baggage fees;
- Reasonable transportation to/from airports;
- Car rental fees, only for compact or mid-sized cars;
- Fares for shuttle or airport bus service;
- Costs of public transportation;
- Ridesharing or private car service, only when there is not a less expensive alternative;
- Taxi fares;
- Mileage costs for use of personal cars, above the employee's normal commute, at the standard IRS rate;

Expenses that are not generally reimbursed include:

- Theft or loss of personal property;
- Personal mobile phone use, unless pre-approved;
- Hotel movies;
- Parking/traffic violations;
- Portion of a business trip that is personal; and
- Any expense that is deemed excessive in nature or unnecessary.

Expense Reports

Travel advances must be requested eight days before the regularly scheduled monthly Board meeting preceding the scheduled departure. The staff member must account for the advance money on the expense form by deducting it from any claimed expenses. If the travel advance exceeds the claimed expenses, employees shall attach a check to the expense form made payable to the Library for the difference.

All expenses are to be submitted to the Administrative office, with proper substantiation of the expense within 30 days of the expenses being incurred. Failure to submit proper substantiation will result in the expenses not being paid.

Abuse of the expense policy, including falsifying expense reports to reflect costs not incurred by the employee, may be grounds for disciplinary action, up to and including termination of employment.

Travel Time

Non-exempt employees will be paid for all authorized work-related travel beyond their normal commute based on the estimated travel time for the most efficient or reasonable method of transportation.

When an exempt employee attends a seminar, conference or workshop, they are compensated for a standard (7.5 hour) workday. Neither overtime pay nor compensatory time will be paid or applied in this situation so the employee should make every effort to adjust travel and conference schedules or plan to use their free time. The Library Director must approve any exceptions to this prior to the conference, meeting, workshop or continuing education event.

PROFESSIONAL DEVELOPMENT

Employees are encouraged to engage in professional development activities, including but not limited to membership in professional organizations (i.e., the American Library Association, Illinois Library Association and LACONI) and attendance at seminars, conferences and meetings that will assist the employee in performing their essential job functions and increase the employee's contribution to the Library.

Staff attendance at conferences will be determined on a rotating basis. When staff members are invited to speak or serve on committees that require attendance at conferences, they should be aware that the commitment is a personal one and the Library may or may not approve a conference travel request.

Employees are typically eligible for full reimbursement of approved professional development activities. Please see the Travel Expense Reimbursement for more information regarding reimbursement of expenses.

The Library's budget does not support overtime pay for work-related travel and professional development. Non-exempt employees and their supervisors are expected to review the requirements of conference attendance and make reasonable adjustments to the conference attendee's work schedule to ensure that the non-exempt employee's schedule does not exceed 40 hours per week or the number of total number of hours they are regularly scheduled to work in that pay period.

PROFESSIONAL MEMBERSHIPS

The Addison Public Library encourages job-related professional growth and development. In expression of this support, the Library may pay membership to the Illinois Library Association, as well as the American Library Association including one special division or round table for library board members, full-time Specialists, and department heads. The Director will approve other organizational memberships on a case-by-case basis.

TUITION REIMBURSEMENT

The Addison Public Library offers a tuition reimbursement program to encourage employees to acquire additional job-related knowledge and skills.

Staff who have been employed for 12 months or more are eligible to participate in the tuition reimbursement program, subject to the following requirements and constraints:

- The course or program of study must be related to the employee's position with the Library or be beneficial for a position at the Library to which the employee might advance in the future.
- Applications for tuition reimbursement must be approved by the employee's supervisor and the Library Director.

- Employees must submit the tuition reimbursement application and receive written approval prior to enrollment in any course(s).
- In order to receive reimbursement, the employee must provide acceptable documentation (e.g., payment receipt, grade report) verifying the course has been paid for, completed, and passed.
- The maximum annual allocation per employee will be \$5,000, depending on available funds.
- Reimbursement is limited to tuition. Fees for books, supplies, or other course-related expenses are not eligible for reimbursement.
- All courses and course preparation must be undertaken on the employee's own time. Schedule changes to accommodate an employee's class schedule are not guaranteed. Supervisors must consider departmental needs in approving any changes to work schedules.
- Tax consequences (if any) as a result of reimbursement under this benefit are the sole responsibility of the employee. Taxable earnings (if any) may be added to overall earnings and reported on the employee's W-2.
- The Library reserves the right to reject requests for any reason, including budgetary constraints.
- Employees who receive tuition reimbursement are expected to remain employed by the Library for at least 12 months following the last reimbursement payment. If employment with the Library is voluntarily terminated after an employee has received tuition reimbursement, the employee shall be responsible for repaying the Library the full amount. The amount due would be reduced by 1/12 for each month worked after the documentation of course completion has been submitted. This re-payment will be discussed in the terminated employee's exit interview.

SECTION VI: Staff Responsibilities

OPEN COMMUNICATIONS / PROBLEM SOLVING PROCEDURE

The Library is committed to providing the best possible working conditions for its employees. Part of this commitment is demonstrated through our efforts to communicate with employees in an open and transparent way.

Examples of this include, but are not limited to:

- Regular (at least quarterly) check-ins between supervisors and individual employees
- Monthly departmental reports posted on the staff intranet
- Monthly board meeting updates emailed to all staff from the Library Director
- Quarterly *Desserts with the Director* Q&A sessions with the Library Director

Another part of this commitment is encouraging a respectful and open atmosphere in which employees feel free to share any problem, complaint, suggestion, or question, whether related to working conditions, compensation, or any other issue. The Library believes that open and direct communications will result in better working conditions for everyone and will do its best to timely and effectively respond to all employee concerns.

If an employee has a problem, complaint, suggestion or question, the following procedure should be utilized:

- Step One: The employee should discuss the situation with their supervisor and/or department head as soon as possible. The employee should give the supervisor and/or department head an opportunity to consider the issue and then get back to the employee.
- Step Two: If the employee is not comfortable going to their supervisor or department head, is dissatisfied with the supervisor's or department head's response, or feels the problem is not resolved, the employee should follow the organizational chart and take the issue to the next level up. In some cases, it might also be appropriate to discuss the issue with the Library's HR Coordinator.
- Step Three: If the employee is still not satisfied that the problem has been appropriately resolved, they can present the problem to the Director if they have not already done so. The Director will evaluate the issue and make a decision that will be final.

PATRON/STAFF RELATIONS

Our patrons are among the Library's most valuable assets and serving our patrons is our highest priority. All library patrons will be treated promptly and respectfully without regard to age, gender, sexual orientation, race, ethnicity, disability, language proficiency, social or economic status. All staff members, no matter what department they work in, are responsible for providing the highest level of service possible and should be familiar with the Library's GREAT patron experience guidelines.

GREAT is an acronym we follow that represents these guidelines:

- G: Greet all patrons and make them feel welcome.
- R: Respect cultural and personal differences
- E: Engage the patron to fully understand their questions and needs
- A: Address and respond to the patron's needs
- T: Thank them for their visit

There are best practices for implementing the GREAT guidelines for each department that are part of the training and orientation for all new employees. Staff are expected to follow these best practices at all times.

Employees also owe each other respect, good teamwork, and a willingness to share assignments. They should maintain a sense of fairness and tolerance toward other points of view. A good sense of humor helps to alleviate tension and create an open work environment.

Each employee is expected to follow Board policies and administrative regulations as well as to have an active interest in the Library's improvement and development. To that end, employees should be as well informed as possible concerning the Library, its resources and services.

ATTENDANCE

Consistent attendance and punctuality contribute to the success of the Library's business operations. Attendance problems disrupt operations, lower productivity and create a burden on other employees. All employees of the Library are expected to assume responsibility for their attendance and promptness. This means being in their work location, ready to work at their starting time each day. Failure to follow the rules concerning attendance or a pattern of excessive absenteeism or tardiness will result in disciplinary action, up to and including termination of employment.

Rules Concerning Attendance

- Inform your supervisor of your absence in advance when possible. When an employee knows in advance that they cannot avoid absence from work, the employee must make arrangements in advance with their supervisor.
- If it is not feasible for an employee to make arrangements in advance for an absence, the employee is required to contact their supervisor as soon as possible, and no later than 60 minutes prior to the employee's start time. If you cannot reach your supervisor, call the main library # (630/543-3617) and ask for the PIC. Be prepared to explain the reason for the absence and give an expected date of return to work.
- Unless arranged in advance, employees must contact the Library on a daily basis during all absences.
- The Library may require that additional documentation explaining the reason for the absence be furnished. In instances of absence due to an employee's health, the Library reserves the right to require the employee to obtain a doctor's report explaining the absence and the doctor's restriction that the employee not work. Where deemed appropriate, the Library may delay its decision as to the employee's physical

fitness to return to work until a doctor's report is submitted.

- Three consecutive days of absence without notice to the Library constitutes job abandonment and results in termination of an employee as a voluntary separation.

TELECOMMUTING

Telecommuting is a work arrangement that allows employees to work at home or at some other off-site location for some or all of their regularly scheduled work hours. Although not all jobs can be performed satisfactorily from other locations, the Library recognizes that, in some cases, telecommuting arrangements can provide a mutually beneficial option for both the Library and employees. Telecommuting arrangements will be decided on a case-by-case basis and at the sole discretion of the Library.

Telecommuting is also a reasonable and practical solution to temporarily sustain critical library services/tasks during times when the Library building cannot safely be open to the public, such as during severe weather or unsafe travel conditions, a library disaster, or other local, state, or national emergencies. Telecommuting will only be implemented in situations where the employee's duties can be performed effectively off-site and the Library operational needs will not be adversely affected. It in no way changes an employee's terms and conditions of employment.

Requests for telecommuting may be initiated by the Library or the employee and are approved on a case-by-case basis by the Director, in consultation with the employee and their supervisor. Arrangements can be temporary or permanent, based on the situation, and may include some or all of an employee's regularly scheduled hours. In approving a Telecommuting Agreement, the Director will determine that the proposed work schedule does not adversely affect the services provided to the Library's patrons, an employee's department, or other departments within the Library. Telecommuting privileges may be cancelled or suspended at any time and for any reason, but particularly for poor job performance.

Employee Eligibility

Any employee (full-time/part-time; exempt/non-exempt) may be eligible to telecommute, depending on the situation.

To be eligible for consideration for telecommuting, an employee must:

- Have no record of performance problems/disciplinary actions within the preceding year,
- Exhibit good time-management and organizational skills and be self-motivated, disciplined, and able to work independently,
- Have high job knowledge.

Consideration for telecommuting is directly related to the requirements and suitability of the job performed by the employee.

Basic requirements may include job duties that:

- Entail working alone and with no required patron interaction,
- Have clearly defined tasks and objectives,
- Require little face-to-face communications with supervisors or other staff members,
- Involve measurable work activities so that work progress can be easily monitored.

Expectations

- Job responsibilities and work output and quality are expected to remain the same as in-library work.
- The employee and their supervisor will establish any necessary work schedules, the amount of telecommuting each week, expectations for communication, including the manner (phone, email, text, etc.) and frequency, and means of tracking progress.

- While setting defined work schedules may not be necessary when employees are working at an off-site location, they are expected to work their assigned number of weekly hours and are expected to log all hours and tasks.
- Employee must be available to attend scheduled, required meetings (remotely or in person, as necessary).
- Employees who are telecommuting are expected to abide by all other library policies.
- Any restricted or confidential information brought to an off-site location as part of an employee's job duties must be handled with the same security requirements as used within the Library building (e.g., personnel files should be kept in a locked file cabinet).
- Telecommuting is not intended to replace child or adult care. Employees should arrange for appropriate care during the times they intend to work to maintain job performance.
- The Library will not provide furnishings for an employee's home office (e.g., desk, chairs, lighting, etc.) but some equipment may be furnished by the Library, such as laptops, software, or other items that are necessary for the employee to fulfill their job duties.
- Employees are responsible for maintaining a safe and comfortable work environment allowing for the completing of assigned tasks.
- Telecommuting is not intended to be used in place of paid benefit time.
- The Library and employee agree to abide by all laws governing telecommuting.

Expense Reimbursement

Employees working from home may be eligible for reimbursement including a monthly stipend for work-related use of personal devices as outlined in Section V of the Employee Handbook.

LIBRARY-ISSUED DEVICES

Library-issued mobile devices are available for all departments. Library-issued devices include but are not limited to laptops, tablets, and iPods. The department head is responsible for securing the devices and properly maintaining them through routine back-ups and updates.

Specific employees are also eligible to receive a library-issued device. The device must be returned to the Library at the end of employment. Employees assigned devices are responsible for securing the device and properly maintaining it through routine back-ups and updates. If the device is damaged, the employee may be held financially liable for the repair or replacement of the device.

List of eligible staff:

- Assistant Director
- Department heads
- Creative Services Coordinator
- Social Services Specialist
- Business Services Specialist
- IT Support Technician

Other individuals may request a library-issued device and requests will be considered by the Library Director on a case-by-case basis in accordance with the Library's needs.

USE OF ELECTRONIC & COMMUNICATIONS SYSTEMS

It is the policy of the Library to provide or contract for the communication services and equipment necessary to promote the efficient conduct of business. All business equipment, electronic, computer and telephone communications systems, and all communications and stored information transmitted, received, or contained in the Library's information systems (collectively "electronic systems") are the Library's property and are to be used primarily for job-related purposes. The use of such equipment is subject to the following guidelines:

1. The Library's telephones are intended for the use of serving our patrons and in conducting business. Personal usage during business hours is discouraged except for emergencies. When personal calls are necessary, they must be placed away from a public services desk. All personal telephone calls should be kept brief to avoid congestion on the telephone line. To respect the rights of all employees and avoid miscommunication in the office, employees must inform family members and friends to limit personal telephone calls during working hours.
2. Where operational needs necessitate, the Library may issue a business cell phone to an employee for work-related communications. To protect the employee from incurring a tax liability for the personal use of this equipment, such phones are to be used for business reasons only. Phone logs will be audited regularly to ensure no unauthorized use has occurred.
3. Excessive personal use of electronic systems is prohibited. Any personal use must not interfere with the employee's productivity or disrupt operations of the Library's computer network. The electronic systems of the Library may not be used by employees for commercial purposes, personal financial gain or illegal or criminal purposes.
4. Using the Library's electronic systems to access, create, view, transmit, or receive racist, sexist, threatening, or otherwise objectionable or illegal material, defined as any visual, textual, or auditory entity, file, or data, is strictly prohibited. Such material violates the Library's anti-harassment policies and subjects the responsible employee to disciplinary action. The Library's electronic mail system, Internet access, and computer systems must not be used to harm others or to violate any applicable library policy or law. Use of library resources for illegal activity can lead to disciplinary action, up to and including dismissal and criminal prosecution. The Library will comply with reasonable requests from law enforcement and regulatory agencies for logs, archives, or files on individual Internet activities, e-mail use, and/or computer use.
5. Employees should exercise care so that no personal correspondence appears to be an official communication of the Library. Personalized library stationery and business cards may only be issued by the Library. Employees may not use the Library's address for receiving personal mail or utilize the Library's logo, stationery, or postage for personal letters.
6. Employees are prohibited from violating copyright or licensing laws.
7. Internal and external e-mails and work-related text messages are considered business records and may be subject to discovery in the event of a FOIA request or litigation.

USE OF PERSONAL CELL PHONES/MOBILE DEVICES

While at work, employees are expected to refrain from personal use of cell phones/mobile devices. Employees should turn off ringers or change ringers to "mute" or "vibrate". Personal calls, or messaging during the workday, regardless of whether the equipment used is library-provided or not, interferes with employee productivity and is distracting to others. Employees are at work to provide value to the Library. Accordingly, they are expected to limit personal interactions during work time and, except in cases of emergency, make personal calls and/or send personal messages on non-work time (i.e., lunch or break times) and to ensure that friends and family members are aware of this policy. Any calls that need to be made during work time should be brief and not interfere with the employee's job duties. Excessive use of personal cell phones and other mobile devices may be grounds for discipline up to and including termination.

No employee using their cell phone/mobile device should expect any privacy except that which is governed by law. The Library has the right, at any time, to monitor and preserve any communications that use its networks in any way, including data, Internet use and network traffic, to determine proper use.

CONFIDENTIALITY

All employees must safeguard confidential information obtained as a result of working for the Library. This confidential information includes, but is not necessarily limited to, trade secrets, personal patron information (including but not limited to patron bank account numbers, credit card information, addresses, phone numbers, and email addresses), patron account information, including a patron's history, use and preferences, mailing lists, and mailing list strategies.

Access to confidential information should be on a "need to know" basis and must be authorized by the Director. Unauthorized use or disclosure of any confidential information will cause irreparable harm to the Library. The Library may seek all remedies available under the law for any threatened or actual unauthorized use or disclosure of confidential information. Any employee who is unsure about the confidentiality of any information should immediately seek the assistance of their supervisor or the Director prior to disclosing such information.

Employees should use reasonable security measures with respect to confidential information, including but not limited to the following:

- Confidential information should not be disclosed to any third party except upon the Library's prior written approval;
- Confidential information should not be removed from the work site without managerial permission;
- No copies should be made of any confidential information except to promote the purposes of the employee's work for the Library; and
- Employees should not use confidential information for their own benefit, nor for the benefit of any third party, without the Library's prior written approval.
- All confidential information shall remain the sole property of the Library, and all copies must be returned to the Library upon termination of employment or upon demand at any other time.

Immunity from Liability for Confidential Disclosure of a Trade Secret to the Government or In a Court Filing

In accordance with the Defense of Trade Secrets Act (DTSA): (1) An individual shall not be held criminally or civilly liable under any federal or state trade secret law for the disclosure of a trade secret that—(A) is made—(a) in confidence to a federal, state or local government official, either directly or indirectly, or to an attorney; and (ii) solely for the purpose of reporting or investigating a suspected violation of law; or (B) is made in a complaint or other document filed in a lawsuit or other proceeding, if such filing is made under seal, and (2) An individual who files a lawsuit for retaliation by an employer for reporting a suspected violation of law may disclose the trade secret to the attorney of the individual and use the trade secret information in the court proceeding, if the individual—(A) files any document containing the trade secret under seal; and (B) does not disclose the trade secret, except pursuant to court order.

INFORMATION SECURITY

The Library handles sensitive patron and staff information, including payment card information, daily. The Library commits to respecting and safeguarding the privacy of all patrons and employees. All employees share a responsibility for the protection of data, network, and systems from unauthorized access and improper use.

Each employee needs to:

- Protect sensitive data. Do not disclose sensitive information unless authorized.
- Protect sensitive data in transit. Only use encrypted emails or encrypted files when sharing sensitive information (such as passwords, account information, patron names, etc.).
- Use strong passwords to keep accounts secure. Password requirements are:

- not using the same password for work and for personal life;
- a minimum of 8 characters;
- mixed-case letters including digits and symbols; and
- not based on any dictionary word.
- Use MFA (multi-factor authentication), whenever possible.
- Lock computer screens when unattended.
- Exercise caution, when:
 - opening an email from an unknown sender;
 - clicking on a link in a suspicious email; and
 - opening an attachment in a suspicious email.
- Store library data in the Cloud (e.g., Office 365 OneDrive) so that it is automatically backed up. Do not save data onto a computer or a flash drive, unless authorized.
- Request approval from supervisors prior to installing/establishing any software, hardware, or third-party connections.
- The Library reserves the right to monitor, access, review, audit, copy, store, or delete any electronic communications, equipment, systems, and network traffic, as appropriate.
- Report any loss of or damage to any library equipment on a timely basis.
- Report information security incidents, without delay, to Head of IT Services and/or Library Director.

Employees that serve as account administrators need to:

- Exercise role-based access control for all employees and vendors. Permissions are assigned to individual employees based on job description and function. Vendors are only allowed to access what they need to access when they need to access.
- Separate account management from content management, whenever possible.
- Set up individual user accounts by default. Move away from shared accounts, whenever possible appropriate.
- Do NOT use group, shared or generic user account or password to administer any system or network.
- Enforce MFA for administrator access to web-based management interface.
- Do NOT have your computer (or other devices) remember password or stay signed-in for any administrative accounts.
- Terminate all associated computer access and user accounts as part of the regular exit process when an employee leaves the Library.
- Follow data retention policy, making sure data is backed up properly.

Head of Guest Services needs to:

- Certify PCI (Payment Card Industry) compliance, with Head of IT Services.
- Do not store patron payment card data on the POS (Point of Sale) terminal.
- Only allow the last four digits of payment card data to be displayed on a receipt.
- Assign a unique ID to each employee accessing the POS virtual terminal, requiring MFA.
- Deactivate or remove a user account accessing the POS virtual terminal immediately after the departure of the employee.

IT backend employees need to:

- Back up critical data daily, with encryption in place and keeping a copy offsite.
- Back up system configurations on a routine basis. Test out restoration annually.
- Implement and configure firewall to isolate the POS network, the staff network, and the public network. In addition, the wired network and the wireless network are separated via the firewall. A network diagram detailing all the inbound and outbound traffic is reviewed and updated every six months. Router, firewall, switches, subnets and servers are spelled out on the network diagram.
- Apply industry best practices. Use Microsoft Secure Score and Compliance Score, SonicWALL and Barracuda tools, etc., to identify and fix security vulnerabilities.

- Protect all library devices with anti-virus, anti-malware, and other endpoint protection software. Update anti-virus software, including virus definitions, on all library servers and computers on a routine and timely basis.
- Apply security patches and software updates on all library servers and computers within two months after release.
- Control and secure remote access.
- Set up and update the system used to scan incoming emails for malicious attachments and/or links.
- Disable all network jacks located in public areas, unless otherwise justified and approved by Head of IT Services.
- Review and update an Incident Response Plan annually.
- Offer security awareness training to staff annually.
- Destroy computer data, upon approval from library administration, in a secure way.
- Schedule network penetration testing and PCI (Payment Card Industry) DSS (Data Security Standard) monitoring on a quarterly basis, verifying:
 - network segmentation controls being operational and effective; and
 - isolation of systems in the CDE (Cardholder Data Environment).
- Set up all POS and PIN entry devices protected and secured so that they cannot be tampered with or altered, changing vendor-supplied defaults and configuring personal firewall software.
- Do not allow unprotected PANs (Primary Account Numbers) to be sent via end-user messaging technologies.
- Certify PCI compliance, with Head of Guest Services.

** This Information Security Policy is to be reviewed annually and updated when the network environment changes.*

SOCIAL MEDIA USE

We understand that social media can be a fun and rewarding way to share your life and opinions with family, friends, and co-workers around the world. However, the use of social media also presents certain risks and carries with it certain responsibilities. To assist you in making responsible decisions about your use of social media, we have established these guidelines regarding the appropriate use of social media. Social media is defined as: blogs, other types of self-published online journals, and collaborative Web-based discussion forums including, but not limited to, LinkedIn, Facebook, Instagram, Pinterest, TikTok, Snapchat, and Twitter.

Guidelines

In the rapidly expanding world of electronic communication, social media can mean many things. Social media includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal website, social networking or affinity website, web bulletin board or a chat room, whether or not associated or affiliated with the Library, as well as any other form of electronic communication.

Ultimately, you are solely responsible for what you post online. Before creating online content, consider some of the risks and rewards that are involved. Keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow employees or otherwise adversely affects patrons, suppliers, people who work on behalf of the Library or the Library's legitimate business interests may result in disciplinary action up to and including termination.

- Employees are prohibited from discussing confidential library matters through the use of social media, such as the Library's trade secrets, marketing lists, customer account information, strategic business plans, customer lists, confidential library financial information, business contracts, and other proprietary and nonpublic library information. See the Confidentiality Policy for more information.
- Employees cannot use social media to harass, threaten, bully, or discriminate against co-workers, managers, customers, clients, vendors or suppliers, any organizations associated or doing business with the Library, or any members of the public, including website visitors who post comments. Library's anti-harassment and EEO policies apply to the use of social media.

- Employees should respect all copyright and other intellectual property laws. For the Library's protection, as well as your own, it is critical that you show proper respect for all the laws governing copyright, fair use of copyrighted material owned by others, trademarks and other intellectual property, including the Library's own copyrights, trademarks, and brands.
- This policy is not intended, nor shall it be applied, to restrict employees from discussing their wages, hours and working conditions with co-workers.

Library-Sponsored Social Media

Library-sponsored social media is used to convey information about the Library's facilities and services, advise the public about upcoming events, obtain customer feedback, exchange ideas or trade insights about industry trends, reach out to potential new markets, issue or respond to breaking news, and brainstorm with employees and customers.

All such library-related social media is subject to the following rules and guidelines, in addition to the rules and guidelines set forth above:

- Only employees designated and authorized by the Library can prepare content for or delete, edit, or otherwise modify content on library-sponsored social media. These employees are responsible for ensuring that the library-sponsored social media conforms to all applicable company rules and guidelines. They are also authorized to remove immediately and without advance warning any content, including offensive content such as pornography, obscenities, profanity, and/or material that violates the Library's EEO and/or anti-harassment policies.
- Library-sponsored social media accounts are owned by the Library. Any employees who create such accounts or are provided access to such accounts do not obtain ownership rights to such accounts or any content contained in them. Employees who create or are provided access to Library-sponsored social media accounts must provide the Library with all passwords and/or log-in information to such accounts immediately upon the Library's request and must transfer "manager" or "owner" status (as defined by the particular social media site) upon the Library's request.
- Employees who want to post comments in response to Library-sponsored content must identify themselves as employees.

Know and Follow the Rules

Carefully read these guidelines, the Library's Policy on Non-Discrimination and Harassment, the Use of Electronics and Communications Systems policy, and the Information Security policy and ensure your postings are consistent with these policies. Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.

Be Respectful

Always be fair and courteous to fellow co-workers, patrons, suppliers or people who work on behalf of the Library. Also, keep in mind that you are more likely to resolve work-related complaints by speaking directly with your co-workers or by utilizing our Open Communications Policy than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparages patrons or suppliers, or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion or any other status protected by law or library policy.

Be Honest and Accurate

Make sure you are always honest and accurate when posting information or news, and if you make a mistake, correct it quickly. Be open about any previous posts you have altered.

Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. Never post any information or rumors that you know to be false.

Personal Use of Social Media

The following rules and guidelines, in addition to the rules and guidelines set forth above, apply to employee use of social media on the employee's personal time.

- Employees who utilize social media and choose to identify themselves as employees of the Library may not represent themselves as spokespeople for the Library. Accordingly, employees are strongly encouraged to state explicitly, clearly, and in a prominent place on the site that their views are their own and not those of the employer or of any person or organization affiliated or doing business with the Library.
- Employees may not advertise or sell library products or services through personal social media platforms.

Post Only Appropriate and Respectful Content

Maintain the confidentiality of the Library's trade secrets and private or confidential information. See the Library's Confidentiality Policy found elsewhere in this handbook for more information.

Do not create a link from your blog, website or other social networking site to the Library's website without identifying yourself as an Addison Public Library employee.

Express only your personal opinions. Never represent yourself as a spokesperson for the Library. If the Library is a subject of the content you are creating, be clear and open about the fact that you are an employee and make it clear that your views do not represent those of the Library, fellow co-workers, patrons, suppliers or people working on behalf of the Library. If you do publish a blog or post online related to the work you do or subjects associated with the Library, make it clear that you are not speaking on behalf of the Library. It is best to include a disclaimer such as "The postings on this site are my own and do not necessarily reflect the views of the Library."

Using Social Media at Work

Do not use the Library's email addresses to register on social networks, blogs or other online tools utilized for personal use.

Media Contacts

Employees should not speak to the media on the Library's behalf without contacting the Director. All media inquiries should be directed to the Director.

Monitoring

The Library reserves the right to monitor employees' public use of social media, including but not limited to statements or comments posted on the Internet, in blogs and other types of openly accessible forums, diaries, and personal and business discussion forums.

Employees should have no expectation of privacy while using library equipment and facilities for any purpose, including the use of social media. The Library reserves the right to monitor, review, and block content that violates the Library's rules and guidelines.

For More Information

If you have questions or need further guidance, please contact your supervisor.

ACCESS TO PERSONNEL FILES

Personnel files are the property of the Library, and access to the information they contain is restricted. Generally, only officials and representatives of the Library who have a legitimate reason to review information in a file are allowed to do so. With reasonable advance notice and a written request, an employee may review material in their file up to two times per calendar year, but only in the Library's offices and in the presence of the individual appointed by the Library to maintain the file. Certain records, such as letters of reference, are not available for inspection.

Except when requested by government or law enforcement agencies, an employee must provide a written release

in order for the Library to release information to outside parties. Requests for references should be directed to the Director. Only this individual has the authority to release information to outside parties.

It is the responsibility of each employee to promptly notify the Library of any changes in personnel data. Personal mailing addresses, telephone numbers, number and names of dependents,* marital status,* insurance beneficiary,* individuals to be contacted in the event of an emergency, educational accomplishments, and other such status reports should be accurate and current at all times. The Library cannot be held responsible for situations resulting from employees withholding correct and accurate information.

**Such information need only be disclosed if pertinent to a benefit received.*

WORKPLACE SECURITY & INSPECTIONS

To safeguard the property of employees, customers, and the Library, and to help prevent the possession, sale, and use of illegal drugs and weapons on the Library's premises, the Library reserves the right to question employees and all other persons entering and leaving our premises, and to inspect any packages, parcels, purses, handbags, briefcases, lunchboxes, or any other possessions or articles carried to and from the Library. In addition, the Library reserves the right to search any employee's office, desk, files, locker, or any other area or article on our premises. In this connection, it should be noted that all offices, desks, files, lockers, and so forth, are the property of the Library and are issued for the use of employees only during their employment with the Library. Inspections may be conducted at any time at the discretion of the Library.

Persons entering the premises who refuse to cooperate in an inspection conducted pursuant to this policy will not be permitted to enter the premises. Employees working on or entering or leaving the premises who refuse to cooperate in an inspection will be subject to disciplinary action up to and including termination.

DRIVING FOR LIBRARY BUSINESS

When driving for or on library business, employees are required to carry a valid driver's license as well as registration and proof of insurance. Any employee who drives for library business and has their license suspended is required to notify their manager immediately. Similarly, if an employee stop maintaining insurance for any reason and drives for work purposes, they are required to notify their manager immediately. Employees with suspended licenses/insurance cannot use their vehicles for library business or work purposes.

It is the responsibility of every employee to drive safely and obey all traffic, vehicle safety and parking laws or regulations. Drivers must demonstrate safe driving habits at all times. Employees may only use a cell phone or electronic device while driving if they are utilizing a handsfree device or are using the phone in a voice activated mode. Drivers should not remove their eyes from the road to look for, reach or answer the phone. Failure to adhere to this policy, including the safety rules, can result in discipline up to and including termination of employment.

USE OF CELL PHONES WHEN DRIVING

The Library encourages and promotes cell phone safety when operating a motor vehicle for organization business.

If the employee finds that it is absolutely necessary to utilize a cellular phone while driving, the following should be observed:

- Place calls while stopped or have someone place the call for you.
- Employees may only use a cellular phone while driving if they are utilizing a hands-free device (such as a headset) or are using the phone in a voice activated mode.
- Avoid intense, emotional or complicated conversations.
- Assess traffic conditions before making a call. Do not utilize a cell phone in heavy traffic conditions, inclement weather or in unfamiliar terrain.

- Give driving your full attention.
- Ensure that the phone is within easy reach.
- Use memory dial to minimize dialing time.
- Do not take notes or look up phone numbers while driving.
- Do not compose, send or read electronic messages while operating a motor vehicle.

ACCESS TO THE BUILDING

The building is normally open to employees:

- 12:30 p.m. - 5:15 p.m. Sunday
- 7:30 a.m. - 9:15 p.m. Monday - Thursday
- 7:30 a.m. - 5:15 p.m. Friday
- 8:30 a.m. - 5:15 p.m. Saturday

Employees are not permitted to enter the building outside of these hours or on days when the Library is closed unless specifically scheduled to work by their supervisor. No employee should be in the Library for personal reasons when the Library is closed.

The front and cafe entrances are only to be used by staff **outside of business hours**. We do this to ensure that our door count and occupancy statistics are accurate. These statistics (along with other information) are used to determine staffing levels and schedules. **The delivery entrance is the exit and entrance for staff during business hours.** Employees can also use the north stairwell during business hours.

Employees must confirm that the alarm has been turned off before entering the building. The delivery entrance has a sign that indicates if the alarm has been turned off. If the sign is not on the door, employees must wait to enter the building until an employee with an alarm code arrives.

Employees who need a special accommodation to use the front or café entrance should reach out to the HR Coordinator. We are happy to provide accommodations for staff as needed.

PERSONAL APPEARANCE

The professional appearance of all employees contributes to a positive impression of the Library, so employees are to dress and behave in a way suitable to their position and as a library representative. All employees are expected to follow this policy regardless of job position.

Employees are relied on to exercise common sense and good judgment regarding their clothing and appearance in the workplace and to dress in a manner that is consistent with the goals of this policy. Generally, employees should maintain a clean and neat appearance in the workplace and dress according to the requirements of their positions, which may include concerns about safety/interactions with patrons, and accurately representing the Library's image to the public.

Unacceptable attire includes, but is not limited to, flip-flops, tank tops, tube tops, halter tops, t-shirts, shorts, lingerie style tops, bare backs, bare midriffs or off the shoulder tops, beach wear, provocative attire, work out or athletic clothes, cutoffs, and hats. These are general guidelines outlining examples of unacceptable workplace attire and are not intended as an exhaustive list of unacceptable workplace attire.

Employees should dress for their position and what their work will be for that day. Supervisors will discuss inappropriate dress with individual employees, and may have suggestions on appropriate or inappropriate attire, recognizing the needs of the employee's position. For example, if an employee primarily shelves or handles books during most of their shift, the employee should not wear open-toed shoes or shoes with a high heel height.

The Library provides nametags imprinted with the first name of each employee. All staff must wear their own nametag while on duty. Nametags should be worn near the shoulder, so they are visible while seated at a desk.

When employees are assigned to attend meetings on behalf of the Library, it is important to maintain dress and grooming standards that present a more professional image than the day-to-day casual dress normally permitted.

Employees are also prohibited from wearing or maintaining in their workspace any type of strong-smelling substance, including but not limited to, perfumes, after shaves, colognes, potpourri, or other such substances. Employees are expected to maintain appropriate hygiene standards while at work.

Employees who have questions about the dress code should speak to their supervisor. The Director or other immediate supervisor will have the final say on whether an employee is dressed properly for work. An employee who reports for work in violation of this policy may be sent home without pay to correct the violation. Repeated violations will be grounds for additional discipline, up to and including termination.

In the event that the dress and grooming requirements above conflict with a sincerely held religious belief, accommodation will be considered, and an exception may be granted.

VISITORS

Because it is impossible to perform your duties efficiently or effectively when you are distracted, lengthy and/or repeated visits from family members or friends are not permitted. Explain to your family members and friends that you cannot be disturbed at work and arrange to meet them on your off hours. Keep all personal conversations to a minimum, and please remember to keep your voice low.

If at any time a patron or any another person is bothering you or disrupting your work, let your supervisor or the person-in-charge know so that they can take steps to rectify the situation.

SOLICITATION

In the interest of maintaining a proper business environment and preventing interference with work and inconvenience to others, employees may not distribute literature or printed materials of any kind, sell merchandise, solicit financial contributions, or solicit for any other cause during working time without prior approval from the Library Director. Employees who are not on working time (e.g., those on lunch hour or breaks) may not solicit employees who are on working time for any cause or distribute literature or printed material of any kind to employees who are on working time.

Non-employees are likewise prohibited from distributing material or soliciting employees on the premises at any time.

DEFINITIONS

“Solicitation” includes, but is not limited to, approaching someone in person or through library-owned property such as computers, smartphones, email systems, and intranets for any of the following purposes:

- Offering anything for sale.
- Asking for donations.
- Collecting funds or pledges.
- Seeking to promote, encourage or discourage participation in or support for any organization, activity or event, or membership in any organization.
- Distributing or delivering membership cards or applications for any organization.

Non-employees may not solicit employees or distribute written material on library property.

“**Distribution**” includes, but is not limited to, disseminating, or delivering in person or through library-owned property such as bulletin boards, computers, smartphones, emails, and intranets any literature or other materials including circulars, notices, papers, leaflets or other printed, written, or electronic matter.

“**Working time**” includes any time in which either the person doing the solicitation (or distribution), or the person being solicited (or to whom non-business literature is being distributed), is engaged in or required to be performing work tasks. Working time excludes times when employees are properly not engaged in performing work tasks, including break periods and mealtimes.

“**Working areas**” include areas controlled by the Library where employees are performing work, excluding, for example, the break room and parking lot.

CONTINUING EDUCATION REQUIREMENT

Employees must complete continuing education (CE) requirements, as detailed below, to be eligible for a pay increase in the following year. *(Successful completion of the CE requirement is not the only criteria for earning and does not guarantee an annual pay increase.)*

All employees are required to participate in patron experience training which is offered monthly. Staff who work directly with patrons as part of their regular duties must complete at least 6 patron experience training sessions per year. Staff who do not work directly with patrons as part of their regular duties must complete one patron-experience training session per year. Time spent in patron experience training session is counted toward the required number of hours for the year. Staff who are not able to attend monthly sessions because of their schedule will be offered alternative options to meet this requirement.

For other activities to count towards the CE requirement, they must be relevant to the employee’s job and be approved by the supervisor. Activities may be off-site (e.g., at a RAILS office or other location), onsite (a training session or staff in-service) or online. Self-study activities may be counted if approved in advance by the supervisor. Proof of attendance or completion, as well as a written report of a class, seminar, or meeting may be required. Expenses will be reimbursed to the amount permitted by the budget and in accordance with library policy.

Committee and organization work may count. This may be for a library-affiliated organization (e.g., RAILS, LACONI, ILA, ALA). This may be for a community organization or event where the Library is an identified partner (e.g., APPLE) and the employee is a designated representative. Employees should check with their supervisors before an event/meeting/course to be sure that it qualifies.

The minimum CE hours for full-time employees is as follows:

- **Pay Grades 12-15:** 40 hours per year
- **Pay Grades 9-11:** 20 hours per year
- **Pay Grades 3-8:** 12 hours per year
- **Pay Grades 1-2:** 8 hours per year

These hours required for part-time staff will be exactly half of the required hours for full-time employees in their pay grade. Employees can identify their pay grade by consulting their job description.

ACKNOWLEDGING RECEIPT OF POLICY HANDBOOK

I acknowledge receipt of a username and login that will provide access to the Library *Employee Handbook* available through the staff intranet. I understand that I can request a paper copy of the handbook in addition to the electronic copy posted on the staff intranet.

I understand that the handbook describes important information about the Library and acknowledge that I should consult the Administrative office regarding any questions not answered in the handbook.

I understand that the information contained in the handbook does not constitute or create a contract of employment. I also understand that no one can make a contract of employment with me at the Library unless it is done in writing and signed by the Director pursuant to authority of the Board of Trustees. I understand that the information in this handbook is provided as guidance and assistance for me, my supervisor, and my fellow employees. I understand that the Library has made every effort to make sure that my handbook is accurate and will make every effort to update the information as needed.

My signature below acknowledges my receipt of a copy of this handbook and my understanding and acceptance that:

1. I am responsible for reading and understanding the handbook;
2. The provisions of this handbook are guidelines, statements of policy and procedure which may be changed by the Library at any time, without my consent;
3. The Library does not guarantee me specific benefits because library benefits, policies, and procedures may change from time to time without my consent;
4. As new policies, procedures, regulations, or revisions to this handbook are issued, they are immediately binding upon me; and
5. Unless I have a contract of employment as detailed above, my employment is at-will and may be terminated at my or the Library at any time.

Employee's Name (printed): _____

Employee's Signature: _____ Date: _____

- I request a paper copy of the Employee Handbook.***
- I decline the option of receiving a paper copy of the Employee Handbook and will refer to the electronic copy on the staff intranet.***