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Poughkeepsie Public Library District Employee Handbook

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WELCOME

Welcome to employment with the Poughkeepsie Public Library District!

We believe that every employee helps to make the Library District successful and we hope that you will be proud to be a member of our team.

The Handbook describes many of our employment policies and practices. It also outlines many of the programs and benefits available to eligible employees.

The Handbook will answer many questions you may have about your employment at the Library District. We suggest that you become familiar with it as soon as possible.

You are required to complete an acknowledgement form (found on page 3 but printed separately for signature) and submit it to the Administrative Office no later than three (3) days after receipt of this booklet.

We hope that your experience here will be challenging, enjoyable, and rewarding.

Sincerely,

Thomas A. Lawrence, Executive Director
Poughkeepsie Public Library District

INTRODUCTION

This employee handbook will give you important information about working at the Library District. The policies in the handbook explain many of the benefits of working here. The handbook also explains what we expect of you and tells you about many of our employment practices.

However, this employee handbook cannot cover every situation or answer every question about policies and benefits at the Library District. Also, sometimes we may need to change the handbook. PPLD reserves the right to add new policies, change policies, or cancel policies at any time. If we make changes to the handbook, we will tell you about the changes.

EMPLOYEE ACKNOWLEDGEMENT FORM

I, _____ have received a copy of the employee handbook issued by the Poughkeepsie Public Library District and understand and agree that I am to review this Handbook in detail and should consult the Administrative Office if I have any questions that are not answered in the handbook.

I understand and acknowledge that there may be changes to the information, policies, and benefits in the handbook. I understand that the Library District may add new policies to the handbook as well as replace, change, or cancel existing policies and that all such changes will become binding on me immediately upon issuance by the PPLD. I understand that I will be told about any handbook changes and I understand that handbook changes can only be authorized by the Library District's Board of Trustees.

I understand and acknowledge that this handbook is not a contract of employment or a legal document. I have entered into my employment relationship with PPLD voluntarily and acknowledge that there is no specified length of employment. Accordingly, either I or PPLD can terminate the relationship at any time, subject to the provisions of federal law, state law and/or any applicable collective bargaining agreement.

I have received the handbook and I understand that it is my responsibility to read and follow the policies contained in this handbook and any changes made to it.

EMPLOYEE'S NAME (printed): _____

EMPLOYEE'S SIGNATURE: _____

DATE: _____

PATRON RELATIONS

Our patrons are very important to us. Every employee represents the Library District to patrons and the public. Our patrons judge all of us by how we treat them. One of the highest priorities at the Library District is to help any customer or potential customer. Nothing is more important than being courteous, friendly, prompt, and helpful to all patrons.

We will provide patron relations and services training to all employees who have frequent patron contact. If a patron wants to make a specific comment or a complaint, you should direct the person to the Administrative Office for appropriate action. Your contacts with the public, your telephone manners, and any communications you send to the patrons reflect not just on you but also on the professionalism of Library District. Good patron relations can build greater loyalty and increased community support.

080 Employee Orientation

Effective Date: 7/1/2009

The Library District provides new staff a paid orientation period prior to the commencement of full employment. This period of orientation is designed to acquaint new employees with the policies and practices of the Library District in order to become a "smart" employee at the very beginning.

The orientation process will vary, depending on job specification and duties. However, all new staff will have a period of time to be oriented to the following issues, including but not limited to:

- Library District history, relevant library law, and Library District policies
- Library District organization and funding
- a tour of Library District facilities
- a tour of the Mid-Hudson Library System (when available)
- orientation to the Library District's communication services (telephones and Internet)
- an introduction to staff
- an orientation to Library District employment personnel practice and policies
- a separate orientation to membership in CSEA, the Library District's labor organization

It is critical that new employees fully complete all necessary paperwork prior to the commencement of employment.

101 Nature of Employment

Effective Date: 7/1/2009

You are now an employee of the Poughkeepsie Public Library District and most terms of employment are governed by Civil Service Law and a collective bargaining agreement. Your union representative can inform you of matters concerning CSEA, the union of record at the Library District. If you have questions about Dutchess County Civil Service, you may either present your inquiry to the Administrative Office or contact Civil Service directly.

The policies in this handbook are not intended to create a contract. The policies should not be construed to constitute contractual obligations of any kind or a contract of employment between the Library District and any employee. The provisions in the handbook have been developed at the discretion of management and, for the most part, may be amended or cancelled at any time, at the sole discretion of the Library District.

These provisions replace all other existing policies and practices, except those set forth in the CBA or any other rights established through collective bargaining, and may not be changed or added to without the express written approval of the Board of Trustees of the Library District.

102 Employee Relations

Effective Date: 7/1/2009

We believe that the work conditions, wages, and benefits we offer to Library District employees are competitive with those offered by other employers in this area. The conditions, wages, and benefits are detailed in the current collective bargaining agreement. If you have concerns about work conditions or compensation, we strongly encourage you to express these concerns openly and directly to your supervisor.

Our experience has shown that when employees deal openly and directly with management, the work environment can be excellent, communications can be clear, and attitudes can be positive. We believe that the Library District fully demonstrate its commitment to employees by responding effectively to employee concerns.

As the Library District's employees have already chosen third party representation, we affirm our commitment to retaining positive relationships with all existing bargaining units.

103 Equal Employment Opportunity

Effective Date: 7/1/2009

To give equal employment and advancement opportunities to all people, we make employment decisions at the Library District based on each person's performance, qualifications, and abilities. The Library District does not discriminate in employment opportunities or practices on the basis of race, color, creed religion, sex, national origin, age, disability, sexual orientation, military or veteran status, alienage, citizenship status, ethnicity, martial status or any other characteristic protected by law.

Our Equal Employment Opportunity policy covers all employment practices, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

If you have a question about any type of discrimination at work, talk with your immediate supervisor or the Administrative Office. You will not be punished for asking questions about this. Also, if we find out that anyone was illegally discriminating, that person will be subject to disciplinary action, up to and including termination of employment.

104 Ethics and Conduct

Effective Date: 7/1/2009

We expect Library District employees to be ethical in their conduct. It affects our reputation and success. The Library District requires employees to carefully follow all laws and regulations, and have the highest standards of conduct and personal integrity.

Our continued success depends on our patrons' trust. Employees owe a duty to the Library District and our patrons to act in ways that will earn the continued trust and confidence of the public.

As an organization, the Library District will comply with all applicable laws and regulations. We expect all employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and not do anything illegal, dishonest, or unethical.

Additionally, the Board of Trustees has adopted, as policy, the American Library Association's Code of Ethics, as modified from time to time. Staff are to become familiar with this Code and to observe it at all times.

If you use good judgment and follow high ethical principles, you will make the right decisions. However, if you are not sure if an action is ethical or proper, you should discuss the matter openly with your supervisor. If necessary, you may also contact the Administrative Office for advice and consultation.

It is the responsibility of every Library District employee to comply with our standard of library ethics and conduct. Employees who ignore or do not comply with this standard may be subject to disciplinary action, up to and including possible termination of employment.

105 Familial Relationships in the Workplace

Effective Date: 7/1/2009

Our policy is that an employee may not directly work for a relative or supervise a relative. The Library District reserves the right to take action if an actual or potential conflict of interest arises involving relatives who are in positions at any level (higher or lower) in the same line of authority that may affect the review of employment decisions.

There may also be situations where there is a conflict or the potential for conflict because of the relationship between employees, even if there is no direct reporting relationship or authority involved. In that case, we may separate the employees by reassignment.

If you are in a close personal relationship with another employee, we ask that you avoid displays of affection or excessive personal conversation at work.

107 Immigration Law Compliance

Effective Date: 7/1/2009

The Library District is committed to employing only people who are United States citizens or who are aliens legally authorized to work in the United States. We do not illegally discriminate because of a person's citizenship or national origin.

Because we comply with the Immigration Reform and Control Act of 1986, every new employee at the Library District is required to complete the Employment Eligibility Verification Form I-9 and show documents that prove identity and employment eligibility.

If you leave the Library District and are rehired, you must complete another Form I-9 if the previous I-9 with the Library District is more than three years old, or if the original I-9 is not accurate anymore, or if we no longer have the original I-9.

If you have questions or want information on the immigration laws, contact the Administrative Office.

108 Conflicts of Interest

Effective Date: 7/1/2009

All Library District employees are required to adhere to the standards of conduct governing a number of areas, including but not limited to the following: confidential information, representation before one's own agency, representation before any agency for a contingent fee, disclosure of interest in legislation of Library District contracts, investments in conflict with official duties, private employment or services, future employment and consulting services.

Conflicts of Interest: No Library District employee shall have any interest, financial or otherwise, direct or indirect or engage in any business or transaction or professional activity or incur any obligation of any nature which is in substantial conflict with the proper discharge of his/her duties in the public interest.

General Standards:

- No Library District employee shall accept other employment which will impair his/her independence of judgment in the exercise of his/her official duties.
- No Library District employee shall accept employment or engage in any business or professional activity which will require him/her to disclose confidential information which he/she has gained by reason of his/her official position or authority. Additionally, no Library District employee may disclose confidential information acquired by him in the course of his/her official duties or use such information to further his/her personal interests.
- No Library District employee shall directly or indirectly solicit any gift or accept or receive any gift having a value of \$75.00 or more, whether in the form of money, service, loan, travel, entertainment, hospitality, thing or promise that could be reasonably inferred to influence him/her in the performance of his/her official duties.
- No Library District employee shall engage in any transaction as representative or agent of the Library District with any business entity in which he/she has a direct or indirect financial interest that might reasonably tend to conflict with the proper discharge of his/her official duties.
- Each Library District employee shall abstain from making personal investments in enterprises which he/she has reason to believe may be directly involved in decisions to be made by him/her or which will otherwise create substantial conflict between his/her duty in the public interest and his/her private interest.

110 Outside Employment

Effective Date: 7/1/2009

You may hold an outside job as long as you can satisfactorily perform your Library District job and the job does not interfere with our scheduling demands.

We hold all employees to the same performance standards and scheduling expectations regardless if they have other jobs. In order to remain employed at the Library District, we may ask you to alter an outside job if we determine that it is impacting your performance or your ability to meet our requirements, which may change over time.

You may not have an outside job that is a conflict of interest with the Library District. Also, you may not get paid or get anything in return from a person outside the Library District in exchange for something you produce or a service you provide as part of your Library District job.

112 Non-Disclosure

Effective Date: 7/1/2009

It is very important to the Library District that we protect our confidential business information, especially patron transaction and personal information. Confidential information includes, but is not limited to, the following examples:

- computer processes
- computer programs, and passwords
- patron lists
- patron preferences
- financial information

You may be asked to sign a non-disclosure agreement as a condition of your employment.

If you improperly disclose confidential business information, you will be subject to disciplinary action, up to and including termination of employment. This applies even if you do not get any benefit from releasing the information.

114 Disability Accommodation

Effective Date: 7/1/2009

The Library District is committed to complying fully with the Americans with Disabilities Act (ADA). We are also committed to ensuring equal opportunity in employment for qualified persons with disabilities. We conduct all our employment practices and activities on a non-discriminatory basis.

Our hiring procedures have been reviewed and they provide meaningful employment opportunities for persons with disabilities. When asked, we will make job applications available in alternative, accessible formats. We will also give assistance in completing the application. We only make pre-employment inquiries regarding an applicant's ability to perform the duties of the job.

Reasonable accommodation is available to an employee with a disability when the disability affects the performance of job functions unless making the reasonable accommodation would result in an undue hardship to the Library District. We make our employment decisions based on the merits of the situation in accordance with defined criteria, not the disability of the individual.

Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in compensation) as well as job assignments, classifications, organizational structures, position descriptions, lines of progression, and seniority lists. We make all types of leaves of absence available to all employees on an equal basis.

The Library District is also committed to not discriminating against any qualified employee or applicant because the person is related to or associated with a person with a disability. The Library District will follow any state or local law that gives more protection to a person with a disability than the ADA gives.

We are committed to taking all other actions that are necessary to ensure equal employment opportunity for persons with disabilities in accordance with the ADA and any other applicable federal, state, and local laws.

116 Job Posting

Effective Date: 7/1/2009

Our job posting practices gives you the opportunity to show your interest in open jobs and to advance within the Library District according to your skills and experience. All job openings are posted on staff bulletin boards. Job openings will be posted on the bulletin boards and on the Library District's web site for 10 days.

To apply for an open position, submit an application to the Administrative Office. List your job-related skills and accomplishments on the application. Also tell how your education and your work experience here or elsewhere make you qualified for the new job. Applications are available in the Staff Room, in the Administrative Office, and on the Library District's web site.

We encourage you to talk with your supervisor about your career plans. We also encourage supervisors to support your efforts to gain experience and advance within the Library District.

After you apply for a job, your supervisor may be contacted for information about your performance, skills, and attendance. Any staffing limitations or other circumstances that might affect a possible transfer may also be discussed.

Job posting is a way to inform you of open jobs. It is also a way for the Library District to find out about qualified and interested applicants. In addition to posting, the Library District may use other recruiting sources to fill open jobs.

201 Employment Categories

Effective Date: 7/1/2009

It is important that you understand the definitions of the employment classifications at the Library District and know your classification as it is a little confusing. Your employment classification and status helps determine what benefits you are eligible for. Regardless of status or category, all employment in the Library District is regulated by the *Rules for Classified Service in Dutchess County*, latest revised edition. See your supervisor for the latest edition.

In terms of Civil Service, the following classes of employees are used in the Library District:

- **Competitive Class:** where most full-time and hourly appointments are made from a list of certified eligible candidates as created by Dutchess County Civil Service
- **Non-Competitive Class:** where all part-time and full-time appointments are made without the need of a list of certified eligible candidates
- **Labor Class:** where select full- and part-time appointments are made without the need of a list of eligible candidates

All full-time and hourly employees as well as many part-time employees are hired from the Competitive Class. It is important for employees to remain aware of applicable Civil Service tests (and the dates of those tests) needed to be on a particular list.

Additionally, Civil Service has the following types of employment available to the Library District:

- **Provisional:** employees are appointed to the competitive class prior to a test and subsequent canvass of a list of certified eligibles for the position
- **Probationary:** employees who are in their position (either competitive or non-competitive) for not less eight (8) nor more than twenty-six (26) weeks.
- **Permanent:** employees who have been appointed and have fulfilled their probationary period

In consideration of Civil Service, full-time employees have a 35-hour work week (or 37.5-hour work week for maintenance staff). Hourly employees are allowed to work up to a 35-hour work week. Part-time employees may only work a maximum of 17.5 hours per week.

Occasionally, the Library District will use temporary or seasonal workers. Use

of these employment classifications is also covered by the *Rules for Classified Service*.

In terms of representation, all but five employee classifications are represented by the local unit of CSEA. The positions exempt from representation are:

- Executive Director
- Assistant Director
- Business Manager
- Secretary to the Executive Director
- Student Library Workers (employees in school or are homeschooled and are under the age of 18).

In consideration of the collective bargaining agreement with CSEA, employees generally work full-time or part-time. Competitive hourly appointments are made with the intention of easing the employee transition to full-time, should such a vacancy occur.

If you have questions or are not sure what your employment classification is, see your supervisor.

202 Access to Personnel Files

Effective Date: 7/1/2009

The Library District keeps personnel files on all employees. The personnel files include the job applications and related hiring documents, training records, performance documentation, salary history, and other employment records.

Personnel files are the property of the Library District. Because personnel files contain confidential information, the only people who can see them are people with a legitimate business reason.

If you wish to review your own file, contact the Administrative Office. You may need to give advance notice if you wish to see your file. You may review your file only when a representative of the Library District is present. You are entitled to union representation during this review.

203 Employment Reference Checks

Effective Date: 7/1/2009

To ensure that individuals who join the Library District are well qualified and have a strong potential to be productive and successful, it is the policy of the Library District to check the employment references of all applicants.

The Administrative Office will respond to all reference check inquiries from other employers. Responses to such inquiries will be limited to factual information that can be substantiated by the Library District's records. No other employees or departments are permitted to give business references for Library District employees.

204 Personnel Data Changes

Effective Date: 7/1/2009

It is important that the Library District have certain personal information about you in our records. You need to tell us as soon as there is a change to your mailing address, telephone numbers, marital status, dependents' information, educational accomplishments, and other possibly related information. We also need to have information about who to contact in case of an emergency. To change your personal information or if you have questions about what information is required, contact the Administrative Office.

205 Probationary Period

Effective Date: 7/1/2009

The Library District has a probationary period for new employees. During this period, we will evaluate your work habits and abilities to make sure that you can perform your job satisfactorily. The probationary period also gives you time to decide if the new job meets your expectations.

The probationary period for all new and rehired employees runs between eight (8) and twenty-six (26) weeks after their hire date. If you are promoted or transferred within the Library District, you will be asked to complete a secondary probationary period of the same length when you start the new position.

If you are absent for a significant amount of time during your probationary period, the length of the absence will automatically extend the probationary period. We may also seek permission from Civil Service to extend the probationary period if we decide it was not long enough to evaluate your performance. This could happen either during or at the end of the period.

If you go through a secondary probationary period because of a promotion or transfer, and it appears that you are not performing satisfactorily in the new job, you may be removed from the new job. If this happens, you are generally allowed to return to your former job or to a comparable job for which you are qualified.

When employees satisfactorily complete the first probationary period, they are assigned to the "permanent" employment classification.

Your benefits will be available to you during your probationary period as allowed by the collective bargaining agreement and Civil Service law.

208 Employment Applications

Effective Date: 7/1/2009

We rely on the accuracy of the information you put on your employment application. We also expect that you and your references give accurate and true information during the hiring process and employment. If we find that any information is misleading, false, or was left out on purpose, we may reject an applicant from further consideration. If the person was already hired, it could result in termination of employment.

It is critical that new employees fully complete all necessary paperwork prior to the commencement of employment.

209 Performance Evaluation

Effective Date: 7/1/2009

We encourage you and your supervisor to discuss job performance and goals on an informal basis, as needed. Formal performance evaluations are done at the end of your probationary period for any new job. The probationary period is a time for you and your supervisor to talk about your job responsibilities and the performance requirements of the new job. In addition, you and your supervisor will have formal performance evaluations to discuss your work and goals, to identify and correct weaknesses, and to encourage and recognize your strengths.

Performance evaluations are usually done every 12 months around the end of the calendar year.

210 Job Specifications

Effective Date: 7/1/2009

We try to have accurate Civil Service job classifications for all jobs at the Library District. A job classification includes the following sections: job information; job summary (gives a general overview of the job's purpose); essential duties and responsibilities; supervisory responsibilities; qualifications (includes education and/or experience, language skills, mathematical skills, reasoning ability, and any certification required); physical demands; and work environment.

We use the job specifications to help new employees understand their jobs and their responsibilities. We also use duties statement to identify the requirements of a specific job, set up the hiring criteria, set standards for employee performance evaluations, and establish a basis for making reasonable accommodations for individuals with disabilities.

The Administrative Office and the hiring manager prepare a duties statement when a new position is created within a certain job specification. We review existing duties statement and request changes to them by Civil Service when a job changes. You can help by making sure that your job specification and duties statement are accurate and describe your job duties.

Your job specification and duties statement do not necessarily cover every task or duty that you might be assigned. You may be assigned additional responsibilities as necessary but related to your job specification. If you have questions or concerns about your job description, contact the Administrative Office.

212 Salary Administration

Effective Date: 7/1/2009

Salaries are administered in two ways at the Library District. The first is through the terms of the current collective bargaining agreement to represented employees. The second is to those employees not covered by the collective bargaining agreement. Those employees have their salaries determined annually by the Board of Trustees.

214 Medical Information Privacy

Effective Date: 7/1/2009

This section describes how health information about you may be used and disclosed and how you can get access to this information. If you have any questions, ask the Business Manager.

The Library District is committed to keeping our employees' personal information private. This also applies to our health plans that are covered by state or federal law, for example health benefit plans, dental plans, employee assistance plans, and Flex 125 plan. We will refer to all of these plans as the Benefit Plans.

The Benefit Plans are required by federal and state law to protect the privacy of your health information and other personal information, and to provide you with notice about our policies and protections. When the Benefit Plans use or disclose your protected health information, the Benefit Plans promise to respect the privacy of that information.

The Benefit Plans will not use your protected health information or disclose it to others without your permission, except for reasons as allowed by law.

The Benefit Plans may also disclose your protected health information when necessary to file claims with other insurance carriers.

The Benefit Plans will not use or disclose your protected health information for any purpose other than the purposes described in this policy without your written permission. You may take back an authorization that you have previously given by sending a written request to the Business Manager, but not about any actions the Benefit Plans have already taken.

The Benefit Plans may disclose protected health information about you to a relative, a friend or any other person you identify, provided the information is directly relevant to that person's involvement with your health care or payment for your care. For example, if a family member or a caregiver calls us with knowledge of your protected health information, we may confirm it or answer questions about it. You have the right to stop or limit this type of disclosure by contacting the Business Manager. If you are a minor, you also may have the right to block your parents' access to your protected health information, if permitted by state law.

You have the right to additional restrictions on who can see your protected health information. While the Benefit Plans will consider all requests for restrictions carefully, they are not required to agree to a requested restriction.

You have the right to confidential communications about your protected health information. While the Benefit Plans will consider reasonable requests

carefully, the Benefit Plans are not required to agree to all requests.

You have the right to see and copy your protected health information. If you ask for copies, the Benefit Plans may charge you copying and mailing costs.

You have the right to make corrections to your protected health information. If your doctor or another person created the information that you want to change, you should ask that person to change the information.

If you want to make any of the requests listed above, you must contact the Business Manager.

If you want more information about your privacy rights, do not understand your privacy rights, are concerned that the Benefit Plans have not respected your privacy rights, or disagree with a decision that the Plans made about who can see your protected health information, you may contact the Business Manager. You may also file written complaints with the Secretary of the U.S. Department of Health and Human Services. We will not take any action against you if you file a complaint with the Secretary of Health and Human Services or the Business Manager.

301 Employee Benefits

Effective Date: 7/1/2009

The Library District gives eligible employees many benefits. Some benefits are required by law and cover all employees. The legally required benefits include Social Security, Workers' Compensation, and New York State disability.

The primary factor in determining your eligibility for benefits is whether you are a full-time or part-time employee. For represented employees, the list of benefits is covered in the collective bargaining agreement. For employees not represented by a collective bargaining agreement, most economic and leave benefits in the agreement are extended to them. One notable exception is the sick bank. Participation in the sick bank is limited to represented employees. Student Library Workers are not eligible for employee benefits.

You may have to pay part or all of the cost for some benefits but the Library District fully pays for many of them. We calculate that the benefits we give to a regular full-time employee cost us approximately 36 percent of the employee's pay. When you think about your total pay at the Library District, be sure to also count how much we pay toward your benefits.

303 Vacation Benefits

Effective Date: 7/1/2009

The Library District offers vacation time off with pay to all employees.

The amount of paid vacation time you receive each year depends on how long you have been working. This is the schedule for accruing vacation:

- **Support Staff (Clerical and Custodial)** full-time employees shall earn fifteen (15) working days of vacation leave annually on a pro-rated basis of 1¼ days for each month served.
- **Support Staff (Clerical and Custodial)** full-time employees shall earn twenty (20) working days of vacation annually after seven (7) years of service, on a pro-rated basis of 1.67 days for each month served.
- **Professional (Non-clerical and Non-custodial)** full-time employees shall earn twenty (20) working days of vacation leave annually on a pro-rated basis of 1.67 days for each month served.
- All full-time employees shall earn twenty-five (25) days of vacation annually after sixteen (16) years of service, on a pro-rated basis of 2 days for each month served, except for the month of hire, where 3 days will be earned.
- Vacation leave shall be pro-rated for part-time librarian and support staff employees.

Upon date of hire, you begin to earn paid vacation time according to the schedule in this policy.

You may not take less than one-half day vacation at a time. To schedule your vacation time, you should first ask for advance approval from your supervisor. Each request will be reviewed based on a number of factors, including our scheduling requirements.

You will be paid for vacation time off at your base pay rate as of the time of the vacation.

We encourage you to use your available paid vacation time for rest and relaxation. Vacation leave may be taken at any time during the year. No more than an employee's annual vacation allocation may be carried at any given time without permission from the Director. An employee who wishes it may take all or part of the vacation leave in days without special permission. Vacation leave shall be taken in either half-day (½) or full-day (1) increments. Any request to use vacation leave in hours must be approved by the Library Director in writing.

If your employment terminates, you will be paid for any unused vacation time that has been earned through your last day of work.

304 Family Care Benefits

Effective Date: 7/1/2009

We have family care assistance programs to help parents who work at the Library District. Full-time and part-time employees are eligible for the family care assistance programs.

These are short descriptions of the family care assistance programs we may have available. For more information about these programs, contact the Administrative Office.

- **Cafeteria Plan/Flexible Spending Account:** Employees choose benefits (including child care) from a list of options and contribute a part of pretax salaries to a child care account. This option allows employees to minimize the federal tax they must pay on child care dollars.
- **Flextime Scheduling:** Employees may request the opportunity to vary their work schedules (within employer-defined limits) to better accommodate family responsibilities.
- **Sick Leave Benefits:** Employees may use accrued sick leave benefits in the event of their own illness or the illness of an immediate family and/or household member.
- **Telecommuting:** Employees who receive advance approval to do so may work out of their homes on certain days to accommodate their family care arrangements. This benefit is very limited as most employees need to be onsite to fulfill their work responsibilities.

305 Holidays

Effective Date: 7/1/2009

The Library District gives time off to all employees on the following paid holidays:

- New Year's Day (January 1)
- Martin Luther King, Jr. Day (third Monday in January)
- Presidents' Day (third Monday in February)
- Memorial Day (last Monday in May)
- Independence Day (July 4)
- Labor Day (first Monday in September)
- Columbus Day (second Monday in October)
- Veterans' Day (November 11)
- Thanksgiving (fourth Thursday in November)
- Day after Thanksgiving
- Christmas Eve (December 24; close at 12:30 p.m.)
- Christmas (December 25)
- New Year's Eve (December 31; close at 12:30 p.m.)

The collective bargaining agreement requires that the Library District be closed the Saturday and Sunday of both Memorial Day and Labor Day weekend. These are not considered paid holidays.

In establishing its annual operations schedule, the Board of Trustees may opt to close the Library District on select Sundays, such as Easter. These closures are not paid holidays.

Eligible employees will be paid for holiday time off. If you are eligible, your holiday pay will be calculated at your straight-time pay rate as of that holiday multiplied by the number of hours you would normally have worked that day.

If you are eligible for paid holidays and on the holiday you are on a paid absence, such as vacation or sick leave, you will get holiday pay instead of the paid time off pay you would have received.

If represented employees work on a paid holiday, they will receive holiday pay plus their wages at one and one-half times their straight-time rate for the hours they worked on the holiday.

We will count holiday paid time off as hours worked when calculating overtime

306 Workers' Compensation Insurance

Effective Date: 7/1/2009

The Library District provides a comprehensive workers' compensation insurance program to our employees. This program does not cost you anything. Workers' compensation covers only work-related injuries and illnesses.

The workers' compensation program covers injuries or illnesses that might happen during the course of your employment that require medical, surgical, or hospital treatment. Subject to legal requirements, workers' compensation insurance begins after a short waiting period, or if you are hospitalized, the benefits begin immediately.

It is very important that you tell your supervisor as soon as practicable about any work-related injury or illness, regardless of how minor it might seem at the time. Prompt reporting helps to make sure that you qualify for coverage as quickly as possible and lets us investigate the matter promptly. The Accident Report Form is available on the staff web site (www.poklib.org/staff).

307 Sick Leave/Sick Bank Benefits

Effective Date: 7/1/2009

The Library District provides paid sick leave benefits to all employees, except Student Library Aides, who are temporarily absent due to illness or injury.

You will accrue sick leave benefits at the rate of 13 days per year (1 day per full month of service; 2 such days in December). Sick leave benefits are pro-rated for part-time employees.

You may use sick leave benefits to be absent because you are ill or injured. You can also use sick leave to be absent because of an immediate family and/or household member.

If you cannot report to work because of an illness or injury, you should notify your supervisor or their designee before the scheduled start of your workday, if possible, but not later than 30 minutes after the start of the workday. Do not call your supervisor before 7:00 AM. Your supervisor must also be contacted on each additional day of absence.

If you are absent for four or more consecutive days due to illness or injury, you may be required to give us a doctor's statement that states you are ill or injured, when it began, and when you should be able to return to work.

Your sick leave benefits will be calculated based on your base pay rate at the time of your absence.

Unused sick leave benefits will be allowed to accumulate indefinitely and paid in accordance with Article 14, Section 7 of the collective bargaining agreement for unit members upon retirement, resignation, or termination.

For represented employees, the Library District and CSEA manage a sick bank. The sick bank is established for use by participating employees who are members of the bargaining unit. Participation is voluntary. The purpose of the sick bank is for use of participating employees who have a serious illness or injury which requires them to be out of work, and have exhausted their own available sick time. Terms of participation are detailed in the collective bargaining agreement.

Sick leave benefits are meant to provide income protection in the event you are ill or injured. They may not be used for any other absence. You will not be paid for unused sick leave benefits while you are employed but you will be paid for unused sick leave benefits when your employment terminates, within the limits established by collective bargaining and Civil Service law.

308 Breast/Prostate Cancer Screening

Effective Date: 7/1/2009

All employees are entitled to up to four (4) hours of paid leave annually for the purpose of obtaining breast cancer screening and up to four (4) hours of paid leave annually for the purpose of obtaining prostate cancer screening with no charge to leave accruals. Proof of appointment/screening may be required by your Supervisor.”

309 Rights of Nursing Mothers

Effective Date: 7/1/2009

Employees who are breast feeding will receive time on a daily basis, with either unpaid or paid break time, to express breast milk for their nursing child for up to three years following child birth. The Library District will make a reasonable effort to provide a room or other location in close proximity to the work area where the employee can express milk privately. The Library District is not obligated to ensure the safekeeping of the expressed milk.

310 Funeral Leave

Effective Date: 7/1/2009

Funeral leave with pay, not to exceed five (5) days per funeral, shall be allowed in the event of death of a member of a full-time employee's immediate family or household. Funeral leave shall be pro-rated for part-time employees. For the purpose of this section members of an immediate family shall be limited to spouse, parents, children, grandchildren, grandparents, brothers, sisters, mother/father-in-law.

311 Leave for Blood Donation

Effective Date: 7/1/2009

Any employee who works twenty (20) or more hours per week for the Library District is entitled to three (3) hours of paid leave in any twelve (12) month period for the purpose of donating blood if the blood donation is located on the Library District's worksite. If the blood donation is located off of the Library District's worksite, then the employee will be provided with three (3) hours of unpaid leave. Proof of appointment/screening may be required by your Supervisor.

312 Jury Duty

Effective Date: 7/1/2009

The Library District encourages you to fulfill your civic responsibilities by serving jury duty if you get a summons. If you get a jury duty summons, show it to your supervisor as soon as possible. This will help us plan for your possible absence from work. We expect you to come to work whenever the court schedule permits. All employees serving on jury duty will receive their normal rate of pay while on jury duty and are not able to receive compensation from the judicial system with the exception of reimbursable expenses.

Either you or the Library District may ask the court to excuse you from jury duty if necessary. We may ask that you be relieved from going on jury duty if we think that your absence would cause serious operational problems for the Library District.

Subject to the terms, conditions, and limitations of the applicable plans, the Library District will continue to provide health insurance benefits for the full period of jury duty leave.

Your vacation, sick leave, and holiday benefits will continue to accrue during jury duty leave.

313 Witness Duty

Effective Date: 7/1/2009

If you get a subpoena to testify in court, the Library District will give you time off to be a witness. If you are summoned to be a witness for the Library District or if we ask you to testify, we will give you time off with pay.

If you have to go to court to be a witness for someone other than the Library District, we will give you time off without pay. You may also use any available paid leave benefits you have, such as vacation, to be paid for any unpaid time off you have to take.

If you need to get time off to be a witness, show the subpoena to your supervisor as soon as you receive it. We expect you to report for work whenever you are not needed in court.

314 Benefits Continuation (COBRA)

Effective Date: 7/1/2009

The federal Consolidated Omnibus Budget Reconciliation Act (COBRA) helps employees and their dependents to continue their health insurance even if they are no longer eligible under our health plan.

There are strict rules about when you can use COBRA. COBRA lets an eligible employee and dependents choose to continue their health insurance when a "qualifying event" happens. Qualifying events include the employee's resignation, termination, leave of absence, shorter work hours, divorce, legal separation, or death. Another qualifying event is when a dependent child stops being eligible for coverage under your health insurance.

If you continue your insurance under COBRA, you will pay the full cost of the insurance at the Library District's group rates plus an administration fee. When you become eligible for our health insurance plan, we will give you a written notice describing your COBRA rights. Because the notice contains important information about your rights and what to do if you need COBRA, be sure to read it carefully.

315 Educational Assistance

Effective Date: 7/1/2009

The District will provide funds in the form of educational assistance for those employees seeking to further their formal education in the area of their job assignments by providing a reimbursement of up to seventy five (75%) percent of tuition cost upon satisfactory completion of the course.

Written prior approval must be granted by the Library Director before an employ is entitled to such benefit.

As available the District will provide funds and leave time for the purpose of continued professional development, for all employees. Such activity will be at t discretion of the Director, granted on a case-by-case request, and subject to the availability of funds.

We hope that educational assistance will develop your skills but we do not prom or guarantee that more education will result in promotions, new job assignmen or pay increases.

316 Military Leave

Effective Date: 7/1/2009

Members of the United States Armed Forces and/or State/County organized reserved units are provided with leave with pay consistent with the provisions of New York State Military Law during ordered military duty including the training period, deployment or active duty of these units for a period of up to 22 workdays or 30 days in a calendar year, whichever is greater.

317 Health Insurance

Effective Date: 7/1/2009

Our health insurance plan offers medical and dental benefits to eligible employees and their dependents, with some partially funded by the Library District. Please refer to the current collective bargaining agreement for current terms and conditions. Employees not represented through collective bargaining are typically extended the same health insurance benefit by annual resolution of the Board of Trustees. Student Library Aides, however, are not eligible for this benefit.

The eligible employees can enroll in the health insurance plan, subject to the terms and conditions of the agreement between the Library District and its insurance carrier, upon date of hire.

If you are enrolled in the health insurance plan and change to an employment classification that would make you no longer eligible, you may be able to continue your health care benefits under the Consolidated Omnibus Budget Reconciliation Act (COBRA). See the Benefits Continuation (COBRA) Policy in this handbook for more information.

There are more details about our health insurance plan in the Summary Plan Description (SPD). You will receive an SPD and rate information. If you have questions about our health insurance plan, contact the Business Office for more information.

318 Life Insurance

Effective Date: 7/1/2009

A full-time employee of the District represented by a collective bargaining agreement and under the age of 70 shall be provided with a ten thousand (\$10,000) dollar group term life insurance policy for which all premiums are to be paid by the Library District during their period of employment, which benefit shall survive this Agreement.

A full-time employee of the Library District represented by a collective bargaining agreement and age 70 and over shall be provided with a six-thousand five hundred (\$6,500) dollar group term life insurance policy for which all premiums are to be paid by the District during their period of employment, which benefit shall survive this Agreement.

Upon retirement as described under the New York State Retirement and Social Security Law, and for the life of the member, the District will pay the full amount of the premium for each employee for a group term life insurance policy in the amount of five thousand (\$5,000) dollars.

There are more details about our basic life insurance plan in the Summary Plan Description. If you have questions about our life insurance plan, contact the Business Office for more information.

319 Pension Plan

Effective Date: 7/1/2009

As a local government, the Library District participates in the New York State Retirement System (NYSERS). Full-time employees are required to participate in compliance with New York State Civil Service Law. Part-time employees may opt to participate at full cost to themselves.

All employees of the Library District represented by the CBA who are members of the New York State Retirement System shall be entitled to benefits under Section 75-g of the New York State Retirement Law.

The Library District shall provide Option 41j under the New York State Retirement System regarding unused accumulated sick days.

320 Deferred Compensation Plans

Effective Date: 7/1/2009

The Library District offers two deferred compensation plans to help eligible employees save for the future and their retirement years.

403(b) Savings Plan

To be eligible to join our 403(b) savings plan, you must be 21 years of age or older. You may join the plan only during open enrollment periods. When you are eligible, you may participate in the 403(b) plan subject to all the terms and conditions of the plan.

You choose how much salary, within current IRS allowances, you wish to contribute to the 403(b) plan.

Your 403(b) contribution is taken from your pay before the federal and state taxes are calculated for your paycheck. That means that you will pay lower taxes now while you are contributing to the 403(b) plan. Your 403(b) account will be taxed when you take money out of it in the future but at that time it is possible that you will pay taxes at a lower rate.

There are more details about our 403(b) savings plan in the Summary Plan Description. If you have questions about the 403(b) plan, contact the Business Office for more information.

457 Plan (New York State Deferred Compensation)

To be eligible to join our 457 savings plan, you must be 21 years of age or older. You may join the plan only during open enrollment periods. When you are eligible, you may participate in the 457 plan subject to all the terms and conditions of the plan.

You choose how much salary, within current IRS allowances, you wish to contribute to the 457 plan.

Your 457 contribution is taken from your pay before the federal and state taxes are calculated for your paycheck. That means that you will pay lower taxes now while you are contributing to the 457 plan. Your 457 account will be taxed when you take money out of it in the future but at that time it is possible that you will pay taxes at a lower rate.

There are more details about our 457 savings plan in the Summary Plan Description. If you have questions about the 457 plan, contact the Business Office for more information.

324 Employee Assistance Program

Effective Date: 7/1/2009

The Employee Assistance Program (EAP) can help you to solve personal problems that might be affecting your work life or personal life. The EAP offers counseling services to you to help deal with problems such as alcohol or drug abuse, marital or family tensions, financial or legal troubles, and emotional distress related to work or personal concerns. The EAP can help analyze the problem, give counsel and, if necessary, refer you to community or private services for long-term help.

The EAP is confidential and keeps all your information private. The EAP cannot release the information you give them unless you approve it in writing. If you talk with the EAP, it will not be recorded in your personnel file.

There is no charge for you to talk to an EAP counselor because the Library District pays for the EAP. If the EAP counselor thinks that more counseling is needed, the counselor will tell you what other services are available and if the costs will be covered by our health plan. If you get counseling from people outside the EAP, you will be responsible for paying for any costs that are not covered by health insurance.

We encourage you to talk with the EAP if you are having problems or conflicts in your personal or work life. Call 485-3710 or (800) 724-0917 to talk with an EAP counselor.

326 Flexible Spending Account (FSA)/Flex 125 Plan

Effective Date: 7/1/2009

The Library District provides a Flexible Spending Account (FSA) program to eligible employees who enroll in the program. We will take money from your pay before taxes are calculated. We put the money in your FSA. You can then use the money in your FSA to pay for health care expenses that are not paid by health insurance or dependent care expenses during the plan year. Because we take the FSA contributions from your pay before taxes, there is less tax taken out.

Full-time and part-time employees are eligible to participate in the Flexible Spending Account program:

It is up to you if you want to participate in the Health Care and/or Dependent Care FSA. You must re-enroll each plan year. You decide how much you want to contribute to the FSA by figuring out how much you might need to pay next year for expenses that are covered by the FSA. You may contribute up to \$5,000 dollars to your Health Care FSA each plan year. You may contribute up to \$5,000 dollars to your Dependent Care FSA each plan year. You can only contribute to the FSA by having the money taken directly out of your pay before taxes. If you do not use all the money in your FSA by the end of the plan year, you will lose that money so you do not want to contribute more than you expect you will need.

There are more details about our Flexible Spending Account program in the Summary Plan Description. If you have questions about the Flexible Spending Account program, contact the Business Office for more information. The Business Office can also give you a worksheet to help you decide how much you should put in the FSA and examples of how you can use your FSA money.

332 Community Service

Effective Date: 7/1/2009

The Library District encourages participation and support of community service agencies, organizations, schools, and similar groups. However, as a public institution, we are limited in our ability to grant community service time off from work. Therefore, if your selected community service involves time during your normal work hours, you will need to schedule the time with your supervisor and use available leave time.

401 Timekeeping

Effective Date: 7/1/2009

All employees are responsible for accurately recording the hours they work. The law requires the Library District to keep accurate records of "time worked" in order to correctly calculate employee pay and benefits. "Time worked" means the time employees spend performing their assigned work.

Employees represented by a collective bargaining agreement and Student Library Aides must accurately record the time you start and stop work, when you start and end any meal periods or split shifts, and when you leave the workplace for personal reasons. Before you work any overtime, you must always get advance approval.

Other employees should indicate the total number of hours worked on each day of the pay period covered by the time record.

Employees must sign their time records to say they are accurate. Each supervisor will review and initial the time record before submitting it for payroll processing. In addition, if corrections or changes are made to the time record, both you and your supervisor must initial the changes on the time record.

403 Paydays

Effective Date: 7/1/2009

All employees are paid biweekly on every other Thursday. Each paycheck include pay for all work performed through the end of the previous payroll period.

If a payday falls on a holiday, you will be paid by the last work day before the holiday.

If you are going to be on vacation on a payday, you can receive your earned pay before you leave. You must first ask your supervisor in writing at least four week before you leave.

The Library District has a direct deposit program. Direct deposit means that we will deposit your pay directly into your bank account if you authorize it. On paydays, instead a check, you will get a statement explaining how much you wer paid and all the details.

405 Employment Termination

Effective Date: 7/1/2009

There can be many reasons why employment may terminate. The following are some of the most common reasons for termination of employment:

- **Resignation** - voluntary employment termination initiated by an employee.
- **Discharge** - involuntary employment termination initiated by the organization.
- **Layoff** - involuntary employment termination initiated by the organization for nondisciplinary reasons.
- **Retirement** - voluntary employment termination initiated by the employee meeting age, length of service, and any other criteria for retirement from the organization.

Your benefits are affected by termination in several ways. All accrued, vested benefits that are due and payable at termination will be paid out. You may be allowed to continue some benefits by paying for them yourself. You will be notified in writing about which benefits you can continue and the limitations and details of how to continue them.

409 Administrative Pay Corrections

Effective Date: 7/1/2009

The Library District tries to make sure that you are paid correctly and on scheduled paydays. In case you find a mistake in your pay, tell the Business Office immediately so that the error can be corrected as quickly as possible.

410 Pay Deductions

Effective Date: 7/1/2009

Laws require the Library District to take deductions from your pay. Deductions are money taken from your pay for certain things such as federal, state, and local taxes. The law also requires us to deduct Social Security taxes from your pay. We must deduct up to a certain amount called the Social Security "wage base." We also contribute to your Social Security. We pay the same amount of Social Security tax to the government as we deduct from your pay.

The Library District also offers programs and benefits to eligible employees that are not required by law. You may ask us to deduct money from your pay to cover your payment for these programs.

If you want to know why money was deducted from your paycheck or how your pay is calculated, see the Business Office.

501 Safety

Effective Date: 7/1/2009

Workplace safety program is important at the Library District. We want the Library District to be a safe and healthy place for employees and patrons. The Administrative Office is responsible for implementing, administering, monitoring, and evaluating the safety program. A successful safety program depends on everyone being alert and committed to safety.

We regularly communicate in different ways with employees about workplace safety and health issues. These communications may include staff meetings, bulletin board postings, memos or e-mails, or other written communications.

Employees and supervisors receive ongoing workplace safety training. The training covers possible safety and health hazards as well as safe work practices and procedures to eliminate or reduce hazards. Training focuses on blood-borne pathogens (and its attendant risk management) and safe lifting. Full guidelines are found in departmental "crash boxes", boxes containing materials to address public and staff incidents. Staff are encouraged to review these guidelines at least annually.

The union also has a Health & Safety Committee that is composed of staff representatives from different parts of the Library District. The purpose of the committee is to monitor workplace conditions and to help communications between employees and management about workplace safety and health issues.

Some of the best safety improvement ideas come from employees. If you have an idea, concern, or suggestion on how to improve safety in the workplace, tell your supervisor, another supervisor, or the Administrative Office. We want you to know that you can report any concerns about workplace safety anonymously and without fear of reprisal.

You are expected to obey all safety rules and be careful at work. Using equipment including chairs with casters, properly as well as proper work ergonomics will help ensure a safe work experience. You must immediately report any unsafe conditions to the appropriate supervisor. Material Safety Data Sheets for all cleaning items provided by the Library District are found in the Administrative Office. These should be consulted in the event of exposure to solvents and other cleaning agents provided by the Library District.

If you violate the Library District safety standards, you may be subject to disciplinary action, up to and including termination of employment. Violations include causing a hazardous or dangerous situation (such as burning candles), not reporting a hazardous or dangerous situation, and not correcting a problem even though you could have corrected it.

It is very important that you tell the Administrative Office or your supervisor

immediately about any accident that causes an injury, no matter how minor it might seem at the time. When you report it quickly, we can investigate the accident promptly, follow the laws, and start insurance and worker's compensation processing.

502 Work Schedules

Effective Date: 7/1/2009

There are different work schedules at the Library District. Your supervisor will tell you about your work schedule. Your position in the organization will determine what your exact schedule will be but invariably it will require some evenings and weekend assignments, as scheduled to meet the needs of the Library District.

Our staffing needs and work demands may require that we change the starting and ending times of work schedules. We may also need to change the number of work hours that are scheduled each day and week.

Flexible scheduling may be available to employees, depending on their job function. Flextime lets you vary the times you start and end work each day within certain time limits. To have flextime, you and your supervisor must agree on the schedule together. Before we can approve flextime, we will also look at our staffing needs, your performance, and the needs of your job. If you are interested in flextime, talk with your supervisor. All flextime arrangements are reviewed at least annually to determine the continued suitability of the arrangement.

504 Use of Library District Phone, Mail, and Delivery Systems

Effective Date: 7/1/2009

The Library District telephones are reserved for business use only. Therefore, you should limit outgoing personal calls, even if they are local calls. If you make excessive personal calls on the Library District business phones, we may require that you pay us for any charges. Outgoing personal calls should be made during breaks, meal periods, and, if your supervisor approves, at other times and not on public desk phones. Staff are encouraged to use their personal cell phones for personal phone calls. There should be no personal long distance calls made from Library District telephones.

Our telephone communications are an important reflection of our image to patrons and the community. Always use proper telephone etiquette. The following are some examples of good telephone etiquette: use the approved greeting, speak courteously and professionally, repeat information back to the caller, and only hang up after the caller hangs up.

You may not use the Library District postage or metering for your personal mail, even if you plan to reimburse the Library District the cost of postage. The postage is intended only for official business-related mail.

Staff should not make it the practice to have personal items delivered to the Library District. Those types of deliveries are best left to the home address. If such a delivery is unavoidable, the Library District assumes no responsibility for tracking and keeping delivered goods. Outgoing items for pick-up are allowed as long as they are pre-paid by either a vendor or the staff member. Staff may not use the Mid-Hudson Library System delivery service for personal use.

505 Smoking

Effective Date: 7/1/2009

The Library District prohibits smoking in the workplace except in exterior locations that are specifically marked as smoking areas. We will follow the preferences of nonsmokers if there is a difference between the wishes of the smokers and nonsmokers.

This policy applies equally to all employees as well as to our patrons.

506 Breaks and Meal Periods

Effective Date: 7/1/2009

If you are a full-time employee, you will generally have 2 breaks of 15 minutes in length each workday. When possible, breaks will be scheduled in the middle of the work period before and after the meal period. Staff are reminded that breaks are a privilege and not a right. Breaks may also be modified if there is insufficient staff to assure continued public service. Because breaks are counted and paid as time worked, you must not be absent from your workstation longer than the break allows. You must also remain on Library District premises during your break unless approved by your supervisor. Breaks cannot be combined nor can they be used to extend a meal period.

All full-time custodial employees will have one meal period of 30 minutes in length each workday. All other employees will have one meal period of 60 minutes in length. A meal period is required of any employee scheduled to work six (6) hours or more and when those hours cover the traditional meals of lunch or dinner. Your supervisor will schedule your meal period to accommodate operating requirements. During meal periods, you are not subject to any work responsibilities or restrictions. You will not be paid for meal period time.

Alterations to this policy require the written permission from Administration.

As we are a public institution where good public service is critical to our success, staff are reminded to limit eating to non-public areas.

507 Overtime

Effective Date: 7/1/2009

There may be times when the Library District cannot meet its operating requirements or other needs during regular working hours. If this happens, we may give employees the opportunity to work overtime.

It is our policy that no overtime can be worked without the approval and authorization of the supervisor. We try to distribute overtime assignments fairly among all employees who are qualified to perform the required work, in accordance with the collective bargaining agreement.

Employees will receive overtime pay in accordance with the federal and state wage and hour laws. Overtime pay is based on the actual hours worked, and is earned after working 40 hours in a given work week. Authorized leave days and holidays constitute time worked in calculating overtime.

508 Use of Equipment and Vehicles

Effective Date: 7/1/2009

Equipment and vehicles essential in accomplishing your job duties are expensive and may be difficult to replace. When you use the Library District's property, you should be careful, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

Tell your supervisor if any equipment, machines, tools, or vehicles appear to be damaged, defective, or in need of repair. When you promptly report damages, defects, and the need for repairs, you can prevent deterioration of equipment and possible injury to employees or other people.

See your supervisor if you have questions about your responsibility for maintenance and care of equipment or vehicles you use on the job.

The improper, careless, negligent, destructive, or unsafe use or operation of equipment or vehicles, as well as excessive or avoidable traffic and parking violations, may result in disciplinary action, up to and including termination of employment.

510 Emergency Closings

Effective Date: 7/1/2009

There may be times when emergencies, such as severe weather, power failures, other emergencies, disrupt normal business operations at the Library District. We may delay opening, close early, or not open at all.

If we decide to close during nonworking hours, we will ask local radio stations to announce that we will be closed. You will also receive a phone call from someone in the organization. When we are officially closed due to emergency conditions, you will be paid for your scheduled work hours during the period of closure.

If we delay opening, work schedules may be altered, such as meal and break times. Please consult your supervisor, who will modify your schedule.

If we close early, staff will work to established schedules. For example, if we close at 1:00 p.m. and you are scheduled for a 12:00 p.m. lunch, you will leave at 12:00 p.m.

If an emergency closing is not authorized and you do not report for work, you may request to use any available paid time off you have, such as vacation. If you have previously scheduled time off, you will be charged for the time.

512 Business Travel Expenses

Effective Date: 7/1/2009

We will reimburse you for reasonable business travel expenses if the Executive Director approves the travel in advance. After a trip is approved, you are responsible for making your own travel arrangements. However, to the fullest extent possible, arrangements are to be paid by the Library District either through a purchase order or credit card.

We reimburse approved travel expenses such as travel, meals, lodging, and other expenses as long as they were necessary to meet the objectives of the trip. You are expected to keep expenses within reasonable limits. If the Library District incurs an expense related to your planned travel and you choose to cancel, you will be obligated to reimburse the Library District for all expenses incurred.

If you are involved in an accident while on business travel, immediately report the accident to your supervisor.

If you use a vehicle owned, leased, or rented by the Library District, you may not use that vehicle for personal reasons.

There may be times when you want to have a family member or friend come with you on a business trip. There may also be times when you want to combine a business trip with personal travel. You are responsible for any expenses related to the personal portion of the trip or for your companion.

When a business trip is over, submit your completed travel expense report as soon as possible. With your expense report, you must also submit receipts for every expense item.

See your supervisor for help and questions about business travel, expense reports, or any other travel issues.

It is a very serious matter if you record false or misleading information on your expense report. You may not request reimbursement for expenses that you did not have or that were not business-related. Employees who do not follow this business travel policy could be subject to disciplinary action, up to and including termination of employment.

514 Visitors in the Workplace

Effective Date: 7/1/2009

Only visitors who are properly authorized may be in the Library District staff area. This helps to maintain safety standards, safeguard employee and patron welfare, protect our property and facilities, guard confidential information against theft, and reduce potential distractions and disturbances. In consideration of all staff safety, visitors should not linger in shared work areas or the Staff Room.

All visitors should enter the Library District at the main entrance. If you have visitors, you are responsible for their conduct and to watch out for their safety.

If you see an unauthorized person in a staff area, notify your supervisor immediately or direct the person to the main entrance.

516 Computer and Email Usage

Effective Date: 7/1/2009

To help you do your job, the Library District may give you access to computers, computer files, the email system, and software. You should not use a password, access a file, or retrieve any stored communication without authorization. To make sure that all employees follow this policy, we may monitor computer and email usage.

We try hard to have a workplace that is free of harassment and sensitive to the diversity of our employees. Therefore, we do not allow employees to use computers and email in ways that are disruptive, offensive to others, or harmful to morale.

At the Library District you may not display, download, or email sexually explicit images, messages, and cartoons. You also may not use computers and email for ethnic slurs, racial comments, off-color jokes, or anything that another person might take as harassment or disrespect. Staff should remember that all email is discoverable in any legal proceeding.

You may not use email to ask other people to contribute to outside organizations, with the exception of charitable non-profit or school organizations. Use of email for political or religious causes is strictly prohibited. Personal use of email is discouraged. There are numerous commercial services which provide free email accounts and staff should use those services.

Your email signature may only contain your name and contact information. There should be no other information in your signature unless approved by Administration. All Library District email must have a signature in the approved format.

The Library District buys and licenses computer software for business purposes. We do not own the copyright to this software or its documentation. Unless the software developer authorizes us, we do not have the right to use the software on more than one computer.

You may only use software on local area networks or on multiple machines according to the software license agreement. The Library District prohibits the illegal duplication of software and its documentation.

If you know about any violations to this policy, notify your supervisor, the Administrative Office or any member of management. Employees who violate this policy are subject to disciplinary action, up to and including termination of employment.

517 Internet Usage

Effective Date: 7/1/2009

The Library District may provide you with Internet access to help you do your job. This section explains our guidelines for using the Internet. Internet usage is intended for job-related activities but short, occasional personal use is allowed as long as you keep it within reasonable limits. Employees are responsible for exercising good judgment regarding the reasonableness of personal use. Individual departments are responsible for creating guidelines concerning personal use of internet systems.

All Internet data that is written, sent, or received through our computer systems part of the official Library District records. That means that we can be legally required to show that information to law enforcement or other parties. Therefore you should always make sure that the business information contained in Internet email messages and other transmissions is accurate, appropriate, ethical, and legal.

The equipment, services, and technology that you use to access the Internet are the property of the Library District. Therefore, we reserve the right to monitor how you use the Internet. We also reserve the right to find and read any data that you write, send, or receive through our online connections or is stored in our computer systems.

You may not write, send, read, or receive data through the Internet that contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person.

Examples of unacceptable content include (but are not limited to) sexual comments or images, racial slurs, gender-specific comments, or other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.

The Library District does not allow the unauthorized use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet. As a general rule, if you did not create the material, do not own the rights to it, or have not received authorization for its use, you may not put the material on the Internet. You are also responsible for making sure that anyone who sends you material over the Internet has the appropriate distribution rights.

To protect against computer viruses, you may not download a file from the Internet without getting authorization in advance.

If you use the Internet in a way that violates the law or the Library District policies, you will be subject to disciplinary action, up to and including termination of employment. You may also be held personally liable for violating this policy.

The following are some examples of prohibited activities that violate this Internet policy:

- Sending or posting discriminatory, harassing, or threatening messages or images
- Using the organization's time and resources for personal gain
- Stealing, using, or disclosing someone else's code or password without authorization
- Copying, pirating, or downloading software and electronic files without permission
- Sending or posting confidential material or proprietary information outside of the organization
- Violating copyright law
- Failing to observe licensing agreements
- Sending or posting messages or material that could damage the organization's image or reputation
- Participating in the viewing or exchange of pornography or obscene materials
- Sending or posting messages that defame or slander other individuals
- Attempting to break into the computer system of another organization or person
- Refusing to cooperate with a security investigation
- Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities
- Using the Internet for political causes or activities, religious activities, or any sort of gambling
- Jeopardizing the security of the organization's electronic communications systems
- Sending or posting messages that disparage another organization's products or services
- Passing off personal views as representing those of the organization
- Sending anonymous email messages
- Engaging in any other illegal activities

Communications on these systems are not private. Employees should be aware that the data they create on the system remains property of the Library District, and usually can be recovered even though deleted by the user. Despite security precautions, there is absolutely no fail-safe way to prevent an unauthorized user from accessing stored files. The confidentiality of any information stored or transmitted on the System cannot be guaranteed. Furthermore, information that is stored on the system or sent via e-mail may be subject to disclosure pursuant to the New York State Freedom of Information Law.

Employees shall not post, send, transmit, publish, download, upload, copy, print otherwise disseminate information that is not for Library District-related purpose without prior authorization.

A breach of the terms of this Policy shall result in a referral to appropriate law enforcement officials where the breach involves suspected illegal or criminal activities.

518 Workplace Monitoring

Effective Date: 7/1/2009

The Library District may conduct workplace monitoring to help ensure quality control, employee safety, security, and customer satisfaction.

All computer equipment, services, or technology that we furnish you are the property of the Library District. We reserve the right to monitor computer activities and data that is stored in our computer systems. We also reserve the right to find and read any data that you write, send, or receive by computer.

We perform video surveillance of most public workplace areas. We use video monitoring to identify safety concerns, maintain quality control, detect theft and misconduct, and discourage and prevent harassment and workplace violence.

You may ask to see information about you that was gathered by workplace monitoring if it might impact employment decisions. We will give you access unless there is an ongoing investigation or a legitimate business reason to protect confidentiality.

Because we are sensitive to employees' legitimate privacy rights, we will make every effort to guarantee that workplace monitoring is always done ethically and with respect.

522 Workplace Violence Prevention

Effective Date: 7/1/2009

We are committed to preventing workplace violence and making the Library District a safe place to work. This policy explains our guidelines for dealing with intimidation, harassment, violent acts, or threats of violence that might occur during business hours or on our premises at anytime.

You are expected to treat your co-workers, including supervisors and temporary employees, with courtesy and respect at all times. You should not fight, play trick on others, or behave in any way that might be dangerous to other people. We do not allow firearms, weapons, and other dangerous or hazardous devices and substances on the premises of the Library District without proper authorization.

The Library District does not allow behavior at any time that threatens, intimidates, bullies, or coerces another employee, a patron, or a member of the public. This includes off-duty periods. We do not permit any act of harassment, including harassment that is based on an individual's sex, race, age, or any characteristic protected by federal, state, or local law.

You should immediately report a threat of violence or an act of violence by anyone to your supervisor or another member of management. If you report a threat of violence, give every detail you can.

Be sure to immediately report any suspicious person or activities to a supervisor. Do not place yourself in danger. If you see or hear trouble or a disturbance near your work area, do not try to see what is happening or try to stop it.

We will promptly and completely investigate all reports of violent acts or threats of violence. We will also promptly and completely investigate all suspicious people and activities. We will protect the identity of a person who makes a report when practical. Until we have investigated a report, we may suspend an employee, either with or without pay, if we think it is necessary for safety reasons or to do the investigation.

If you commit a violent act, threaten violence, or violate these guidelines in another way, you will be subject to disciplinary action, up to and including termination of employment.

If you are having a dispute with another employee, we encourage you to talk it over with your supervisor or someone from the Administrative Office, who may suggest a referral to EAP. The Library District wants to help you work out problems before they become more serious and possibly violent. We will not discipline you for bringing these types of problems to our attention.

526 Cell Phone Usage

Effective Date: 7/1/2009

The Library District prohibits employees using cell phones for personal matters while they are at public service desks or while driving unless an emergency situation arises. If you are driving and need to use a cell phone, you should pull off the road and stop before you place a call or talk on the phone.

However, if using a cell phone, please remember to keep your conversations private and quiet.

We provide cell phones to some employees for business use. Employees with cell phones are allowed to use them for short personal calls within reasonable limits. Sometimes we may check cell phone bills to make sure this policy is being followed.

601 Leaves of Absence

Effective Date: 7/1/2009

Requests for leave of absence without pay must be made in writing to the Director of the Library District who will refer the matter to the Board of Trustees for a decision. Requests for leave of absence without pay must be made in sufficient time to recruit temporary help to fill the position.

602 Family and Medical Leave Act of 1993

Effective Date: 7/1/2009

The Library District provides unpaid family leaves of absence to eligible employees who need to take time off from work duties to meet family obligations that are directly related to childbirth, adoption, or placement of a foster child. Family leave may also be requested to care for a child, spouse, or parent with a serious health condition. A serious health condition is an illness, injury, impairment, or physical or mental condition that involves inpatient care in a hospital, hospice, residential medical care facility, or at home. A serious health condition can also include continuing treatment by a health care provider.

All employees are eligible to request family leave.

All employees are eligible for medical and family leaves if they have worked for the Library District at least 12 months by the start of the leave, and 1,250 hours in the 12 months preceding the start of the leave. If you think you will need a family leave, give your request to your supervisor at least 30 days in advance of the date the leave would start. This will help us plan for your possible absence. If it is an unexpected situation, make your request as soon as possible.

If you request family leave due to the serious health condition of a child, spouse, or parent, you may be required to submit a health care provider's statement verifying the need for a family leave, the start and expected end dates, and the estimated time required.

An eligible employee may request up to a maximum of 12 weeks of family leave within any 12 month period for certain family and medical reasons or for any qualifying exigency as defined by law, arising out of a servicemember's active duty status. However, eligible employees who wish to care for a servicemember who is a member of the Armed Forces, National Guard or Reserves with a serious injury or illness are entitled to a maximum of 26 workweeks of unpaid leave during a single 12 month period to care for the servicemember. Before beginning an unpaid family leave, you must first use any available paid leave you may have, such as vacation or sick benefits.

If your spouse is also employed by the Library District, as a couple you may be restricted to a combined total of 12 weeks leave within any 12 month period for childbirth, adoption or placement of a foster child, or to care for a parent or child with a serious health condition.

Subject to the terms, conditions, and limitations of the applicable plans and the collective bargaining agreement, the Library District will continue to provide health insurance benefits for the full period of an approved family leave.

Your benefits, such as vacation, sick leave, or holiday benefits, will not accrue during a family leave. When you return from leave, the benefits will start accruing

again.

Please give us at least two weeks advance notice before you plan to return. When you return from family leave, you will go back to the same job if it is still available. If that job is no longer available, we will place you in an equivalent job that you are qualified for.

701 Employee Conduct and Work Rules

Effective Date: 7/1/2009

We expect you to follow certain work rules and conduct yourself in ways that protect the interests and safety of all employees and the Library District.

While it is impossible to list every action that is unacceptable conduct, the following lists some examples. Employees who break work rules such as these may be subject to disciplinary action, up to and including termination of employment:

- Theft or inappropriate removal or possession of property
- Falsification of timekeeping records
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment
- Fighting or threatening violence in the workplace
- Staff should be reasonably quiet
- Negligence or improper conduct leading to damage of employer-owned or patron-owned property
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Smoking in prohibited areas
- Excessive use of cell phones for personal use during work hours, excluding break and meal times
- Sexual or other unlawful or unwelcome harassment
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
- Excessive absenteeism or any absence without notice
- Unauthorized absence from work station during the workday
- Unauthorized use of telephones, mail system, or other employer-owned equipment
- Unauthorized disclosure of confidential information
- Violation of personnel policies
- Unsatisfactory performance or conduct

702 Drug and Alcohol Use

Effective Date: 7/1/2009

The Library District is committed to being a drug-free, healthful, and safe workplace. You are required to come to work in a mental and physical condition that will allow you to perform your job satisfactorily.

The Library District employees may not use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs while on the Library District premises or while conducting any business-related activity away from the Library District premises. You may use legally prescribed drugs on the job only if they do not impair your ability to perform the essential functions of your job effectively and safely without endangering yourself or others.

If you violate this policy, it may lead to disciplinary action, up to and including immediate termination of your employment.

If you have questions or concerns about substance dependency or abuse, you are encouraged to use the Employee Assistance Program. You can also discuss these matters with your supervisor or the Administrative Office to get help and referral to community resources.

If you have a drug or alcohol problem, you may request unpaid time off to participate in a rehabilitation or treatment program, if your substance abuse problem has not already resulted in disciplinary action and you are not currently subject to immediate disciplinary action. We may approve the time off if you agree to stop using the problem substance; follow all the Library District policies and rules relating to conduct at work; and if giving the time off will not cause the Library District an undue hardship.

If you have questions about this policy or issues related to drug or alcohol use at work, you can raise your concerns with your supervisor or the Administrative Office without fear of reprisal.

703 Non-Discrimination

Effective Date: 7/1/2009

The Library District is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, based on an individual's sex, race, creed, color, national origin, age, religion, disability, sexual orientation, military or veteran status, alienage, citizenship status, ethnicity, martial status or any other legally protected characteristic. As such, the Library District has a strong commitment to providing a work environment conducive to maintaining the dignity of all its workers and encouraging efficient, productive and creative work

Employees are prohibited from engaging in discriminatory acts. The Library District considers compliance with this discrimination policy to be essential and hereby instructs all of its employees to conduct themselves in accordance with this policy. Employees who believe they have witnessed or been subjected to discrimination in the workplace must promptly report such alleged discrimination in accordance with the complaint procedure set forth below. You can raise concerns and make reports without fear of reprisal or retaliation.

Discrimination may include actions, jokes or comments based on an individual's membership in a protected class or any activity that creates fear, intimidates, ostracizes, psychologically or physically threatens, embarrasses, ridicules, or in some other way unreasonably over burdens or precludes an employee from reasonably performing his or her work.

For Complaint Procedure, see §704P.

704 Sexual Harassment

Effective Date: 7/1/2009

Sexual harassment is a form of gender discrimination and is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same or opposite sex as the harasser, such as:

- Unwanted sexual advances.
- Offering employment benefits in exchange for sexual favors.
- Making or threatening reprisals after a negative response to sexual advances.
- Visual conduct that includes leering, making sexual gestures, or display of sexually suggestive objects or pictures, cartoons or posters.
- Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes.
- Verbal sexual advances or propositions.
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual or suggestive or obscene letters, notes, or invitations.
- Physical conduct that includes touching, assaulting, or impeding or blocking movements.

Unwelcome sexual advances (either verbal or physical), requests for sexual favor and other verbal or physical conduct of a sexual nature constitute sexual harassment when: (1) submission to such conduct is made either explicitly or implicitly a term or condition of employment; (2) submission or rejection of the conduct is used as a basis for making employment decisions; or, (3) the conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

If you experience or witness sexual or other unlawful harassment at work, report immediately to your supervisor. If your supervisor is unavailable or you believe it would be inappropriate to discuss it with your supervisor, you should immediately contact the Administrative Office or any other manager. There will not be punishment or reprisal if you report sexual harassment or ask questions or raise concerns about it.

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately advise the Administrative Office or any member of management so it can be investigated in a timely and confidential manner. Any employee who engages in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment.

This policy applies to conduct that occurs in the workplace, and conduct that

occurs at any location regarded as an extension of the workplace but is limited to allegations of discrimination or harassment based on an employee's membership in a protected class.

See **704P Complaint Procedure**.

704P Complaint Procedure

Effective Date: 7/1/2009

Any employee who believes that he or she has been the subject of sexual harassment or discrimination should report the alleged charge immediately in accordance with the following procedure. All complaints will be held in confidence and disclosed only to the extent necessary for investigation.

- **Step 1** - The employee will report the incident to his or her Supervisor. A interview will be held to discuss the allegations. Where this is not practical, in the case where the harassing party is the employee's Supervisor, the employee shall file a complaint with the Executive Director. The complaint may be written or verbal.
- **Step 2** - The Supervisor and/or Executive Director will immediately initiate and coordinate a thorough and impartial investigation of the incident.
- **Step 3** - If investigation reveals that sexual harassment or discrimination has occurred, immediate action will be taken to rectify the situation. The complainant and the alleged harasser will be notified of the outcome of the investigation.
- **Step 4** - There shall be no retaliation by any Library District employee against any other employee for filing a complaint related to a charge of sexual harassment or discrimination, or assisting, testifying, or participating in the investigation of such a complaint.

705 Attendance and Punctuality

Effective Date: 7/1/2009

We expect Library District employees to be reliable and punctual. You should be at your assigned work area on time and as scheduled. If you cannot come to work or you will be late for any reason, you must notify your supervisor as soon as possible, but no later than 30 minutes after the beginning of your shift. If you cannot reach your supervisor, you are expected to call the Administrative Office, the Circulation Desk, or the Reference Desk.

Unplanned absences can disrupt work, inconvenience other employees, and affect productivity. If you have a poor attendance record or excessive lateness, you may be subject to disciplinary action, up to and including termination of employment.

707 Personal Appearance

Effective Date: 7/1/2009

Personal appearance means how you dress, how neat you are, and your personal cleanliness standards. Your personal appearance can influence what patrons think about the Library District. Personal appearance can also impact the morale of your co-workers.

During business hours or whenever you represent the Library District, you should be clean, well groomed, and wear appropriate clothes. This is particularly important if your job involves dealing directly with patrons. Generally, the Library District supports business casual as the preferred style of dress. This prohibits the wearing of ripped jeans, fad clothing, and athletic wear. Clothing with discreet advertisements and branding emblems are acceptable.

If your supervisor finds that your personal appearance is inappropriate, you will be asked to leave work and return properly dressed and groomed. If you are asked to leave, you will not be paid for the time you are away from work. See your supervisor if you are not sure about the correct clothing standards for your job. Custodians are expected to wear Library District-issued uniforms and footwear.

Where necessary, the Library District may make a reasonable accommodation to this policy for a person with a disability.

The following examples should help you understand the Library District personal appearance guidelines:

- Shoes must provide safe, secure footing, and offer protection against hazards. Avoid wearing open-toed shoes.
- Tank tops, tube or halter tops, or shorts may not be worn under any circumstances.
- Long hairstyles should be worn with hair pulled back off the face and neck to avoid interfering with job performance.
- Excessive makeup is not permitted.
- Offensive body odor and poor personal hygiene is not professionally acceptable.
- Perfume, cologne, and aftershave lotion should be used moderately or avoided altogether, as some individuals may be sensitive to strong fragrances.
- Jewelry should not be functionally restrictive, dangerous to job performance, or excessive.
- Facial jewelry, such as eyebrow rings, nose rings, lip rings, and tongue studs, is not professionally appropriate and must not be worn during business hours.
- Torso body piercings with visible jewelry or jewelry that can be seen are not professionally appropriate.

through or under clothing must not be worn during business hours.

- Visible excessive tattoos and similar body art must be covered during business hours

708 Return of Property

Effective Date: 7/1/2009

The Library District may loan you property, materials or written information to help you do your job. You are responsible for protecting and controlling any property we loan you.

You must also return it promptly if we ask. If you stop working at the Library District, you must return all Library District property immediately.

If you do not return our property and if the law allows, we may take money from your regular or final paycheck to cover the cost. We may also take legal action to get back our property.

709 Resignation

Effective Date: 7/1/2009

Resignation means that you voluntarily terminate your employment at the Library District. If you decide to resign, we would like you to tell us in writing at least 2 weeks before the date you will leave. Although advance notice is not required, you will be helping your co-workers because there will be more time to reassign work and replace you if necessary.

Prior to resignation or retirement, employees are strongly advised to meet with the Business Manager to discuss post-termination issues such as health insurance costs and other benefits.

712 Solicitation

Effective Date: 7/1/2009

We realize that many employees participate in events and organizations outside work. However, during working time, employees may not solicit for these activities or distribute information about them. Working time does not include lunch periods, work breaks, or any time when you are scheduled to be working. Staff may leave information and products for sale in the staff room. Staff may announce their availability through a staff e-mail.

These are examples of the types of solicitation that we do not allow:

- The collection of money, goods, or gifts for religious groups, except schools
- The collection of money, goods, or gifts for political groups

We also limit what types of information are posted on our bulletin boards. We display information on the Library District staff bulletin boards that we think is important to employees such as:

- Equal Employment Opportunity statement
- Employee announcements
- Internal memoranda
- Job openings
- Organization announcements
- Workers' compensation insurance information
- State disability insurance/unemployment insurance information

If you want to post something on a bulletin board, first give it to the Administrative Office for approval. If it is approved, the Administrative Office will then post your message.

718 Problem Resolution

Effective Date: 7/1/2009

The Library District encourages an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from Library District supervisors and management. The Library District tries hard to ensure fair and honest treatment of all employees. We expect supervisors, managers, and employees to treat each other with mutual respect. We encourage employees to give positive and constructive criticism to each other.

If you disagree with the Library District rules of conduct, policies, or practices, you can state your concerns through the problem resolution procedure described in this policy. You will not be penalized, formally or informally, for making a complaint as long as you do it in a reasonable, business-like manner. You will also not be penalized for using this problem resolution procedure.

If a situation occurs when you believe that a condition of employment or a decision that affects you is not fair, you are encouraged to use the following resolution steps. You may stop the procedure at any step.

1. You present the problem to your supervisor after the incident occurs. If your supervisor is unavailable or you believe it would be inappropriate to discuss it with your supervisor, you may present the problem to the Administrative Office or any other member of management.
2. Your supervisor responds to the problem during discussion or after consulting with appropriate management, when necessary. Your supervisor documents the discussion.
3. You present the problem to the Administrative Office if the problem is not resolved.
4. The Administrative Office counsels and advises you, helps you to put the problem in writing, visits with your managers, if necessary, and directs you to the Executive Director for a review of the problem.
5. You present the problem to the Executive Director in writing.
6. The Executive Director reviews and considers the problem. The Executive Director informs you of the decision and forwards a copy of the written response to the Administrative Office for your file. The Executive Director has full authority to make any adjustment that is determined to be appropriate to resolve the problem.

Problems, disputes, or claims not resolved through the preceding problem resolution steps are subject to mediation. Mediation will be conducted under the Employment Mediation Rules of the American Arbitration Association. If you choose to use mediation to resolve a problem, you will be expected to share the cost of mediation with the Library District. You can get a complete description of the mediation procedure from the Administrative Office.

Not every problem can be resolved to everyone's total satisfaction. However, we

believe that honest discussion and listening to each other will build confidence between employees and management and help make the Library District a better place to work.

This section relates to problems, not grievances. A grievance is a violation of the contract and has specific procedures for resolution, as detailed in the CBA.

722 Work Place Etiquette

Effective Date: 7/1/2009

The Library District can be a better place to work when all employees show respect and courtesy to each other. Sometimes there are problems when employees do not realize that they are bothering or annoying other people. If this happens to you, you should first try to solve the problem by politely telling your co-worker what is bothering you.

In most cases, if you use common sense, the problem can be fixed. We encourage you to keep an open mind. If another employee tells you about something that you are doing that makes it hard for that person to work, try to understand the other person's point of view.

The following are some guidelines and suggestions for how to be considerate of others at work. You will not necessarily be disciplined if you do not follow these suggestions, but the guidelines will help you get along with others. If you have comments or suggestions about workplace etiquette, contact the Administrative Office.

- Return copy machine and printer settings to their default settings after changing them, including the removal of colored paper.
- Replace paper in the copy machine and printer paper trays when they are empty.
- Retrieve print jobs in a timely manner and be sure to collect all your pages.
- Keep the area around the copy machine and printers orderly and picked up.
- Be careful not to take or discard others' print jobs or faxes when collecting your own.
- Avoid public accusations or criticisms of other employees. Address such issues privately with those involved or your supervisor.
- Try to minimize unscheduled interruptions of other employees while they are working.
- Communicate by email or phone whenever possible, instead of walking unexpectedly into someone's office or workspace.
- Be conscious of how your voice travels, and try to lower the volume of your voice when talking on the phone or to others in open areas.
- If you use the Staff Room, you are expected to keep it clean. This means washing any dishes used and properly disposing your trash and recyclables.
- You are expected to keep your own workspace neat and organized.

802 Recycling

Effective Date: 7/1/2009

We want to help the environment by recycling at the Library District. We are committed to buying, using, and disposing of products and materials in the best ways for the environment.

You should use the special recycling containers when you throw away the following materials:

- computer paper
- white high grade or bond paper
- mixed or colored paper
- newspaper
- corrugated cardboard
- brown paper bags
- aluminum
- tin
- glass
- plastics
- printer cartridges

We also want to reduce the amount of paper and other resources that get used and then thrown away. These are some ways that you can help reduce using up natural resources:

- two-sided photocopying
- routing slips for reports
- minimum packaging
- eliminating fax cover sheets
- reusing paper clips, folders, binders, and manila envelopes
- reusing packaging material
- turning off lights when not in use

Whenever possible, we encourage you to buy products for work that contain recycled or easily recyclable materials.

If you have any questions or new ideas and suggestions for the recycling program contact the Building Services Department.

806 Suggestion Program

Effective Date: 7/1/2009

We have a suggestion program at the Library District. All regular employees are eligible to participate in the suggestion program.

A suggestion is an idea that will help the Library District solve a problem, reduce costs, improve operations or procedures, enhance customer service, eliminate waste or spoilage, or make the Library District a better or safer place to work. A suggestion should not just tell about the problem. A suggestion should also not be about co-workers or management either. Instead, a suggestion should include ideas for how to solve or improve the situation.

All suggestions should describe the problem or situation, explain your solution or improvement in detail, and give the reasons why your suggestion should be used. If you have questions or need advice about your suggestion ideas, see your supervisor for help.

Submit your suggestion to the Administrative Office. After it is reviewed, it will be forwarded to the Administrative Council for consideration. As soon as possible, you will be told if your suggestion was accepted or rejected.

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