



**York County Libraries**  
*ANSWERS FOR LIVING. KNOWLEDGE FOR LIFE.*

## **Library Company of York County**

# **Employee Handbook**

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# Contents

## **An Overview the Library Company of York**

Mission .....	1
Organizational Structure .....	1
What You Can Expect From LCY.....	1
What LCY Expects From You .....	2
Customer Service .....	3

## **Employment Relationship**

At-Will Employment.....	4
Confidential Information .....	4
Organizational Policies	
Equal Employment Opportunity .....	5
Americans with Disabilities Act Policy Statement .....	5
Harassment Policy Statement .....	5
Drug Free Workplace Policy Statement.....	6
Smoke Free Work Environment .....	7
Violence in the Workplace Policy Statement .....	7
Open Communication Policy .....	7
Employee Protection (Whistleblower) Policy .....	8
Employee Background Checks .....	8
Employment Classifications	
Introductory Period.....	9
Regular Employees.....	9
Full-time Employees.....	9
Part-time Employees.....	10
Professional Employees.....	10
Non-Exempt Employees.....	10
Exempt Employees .....	10
Employment Records	
Personnel Records & Administration .....	11
Anniversary Date.....	11
Immigration Law Compliance .....	11
New Employee Orientation.....	11
Your Personnel File.....	11
Your Medical Records File .....	11
Mandatory Deductions From Paycheck.....	12
Standards of Conduct	
Unacceptable Activities .....	12
Disciplinary Action Policy .....	14
Work Schedule	
Hours of Work .....	15
Attendance.....	15
Meal and Break Periods .....	15
Severe Weather and Emergency Conditions .....	16
Use of Sick Time in Excess of Leave Time Earned .....	16
Time Records.....	16

Biweekly Pay Cycle .....	16
Paycheck Distribution.....	16
Error in Pay .....	17
Performance and Compensation Reviews	
Performance Reviews .....	17
Compensation Reviews.....	18

**Benefits**

Eligibility for Benefits.....	19
-------------------------------	----

**Leaves**

**Paid Leaves**

Holidays .....	19
Vacations .....	20
Sick Leave .....	22
Personal Leave .....	23
Other Paid Leaves .....	23

**Unpaid Leaves**

Family & Medical Leave of Absence.....	24
Disability (Including Pregnancy) Leave of Absence .....	26
Military Leave of Absence .....	26
Personal Leave of Absence.....	27

Insurance Payment During Leaves of Absence.....	27
---	----

**Insurance and Retirement Plans**

**Insurance Coverage**

Health Insurance .....	28
Life Insurance.....	28
Workers' Compensation .....	29

Retirement Plan .....	29
-----------------------	----

Statement of Employee Retirement Income Security Act (ERISA) Rights .....	29
---	----

**Professional Development & Education Assistance**

Professional Development.....	30
Education Assistance .....	31
Professional Memberships .....	31
Scheduling of Coursework.....	32

**Safety**

General Employee Safety .....	32
-------------------------------	----

Reporting Safety Issues .....	32
-------------------------------	----

Safety Rules .....	33
--------------------	----

Ask Questions .....	33
---------------------	----

Fire Extinguishers .....	33
--------------------------	----

Lifting .....	33
---------------	----

Reaching High Areas .....	33
---------------------------	----

Report Injuries.....	33
----------------------	----

Tasks Requiring Repetitive Motion .....	34
Work Areas .....	34
Alternate Duty .....	35
In Case of Fire .....	35
Fire Exits and Emergency Evacuation.....	35
Housekeeping.....	35
Office Safety .....	36
Property & Equipment Care .....	36
Safety Training & Inspections.....	36

**Security**

Security.....	37
Security and Inspections (Employees) .....	37
Building Keys .....	37

**Separation of Employment**

Exit Interviews.....	38
Return of Library Property .....	38
Former Employees.....	38
Reinstatement of Benefits .....	38
Post-Employment Inquiries .....	38

**Workplace Policies & Privileges**

Communications .....	40
Computers, Electronic Mail, and Voice Mail Usage Policy.....	40
Copyright Law (Unauthorized Copying).....	41
Dress Code and Personal Appearance .....	41
Expense Reimbursement.....	42
Internet Access .....	42
Other Employment .....	42
Personal Use of Company Property .....	42
Relatives .....	43
Social Media Policy.....	43
Staff Privileges .....	44
Staff Recognition .....	44

# **An Overview of the Library Company of York County**

## **Mission**

The mission of the Library Company of York is to insure the continued collaboration between the York County Library System and Martin Library. Our organization brings together the human and financial resources of the York County Library System with its five branches and Martin Library, with the purpose of streamlining our administrative function, enhancing our services, and pursuing innovative fundraising opportunities.

## **Organizational Structure**

The governing body of the Library Company of York is the joint Board of Directors of the York County Library System and Martin Library. Both boards manage funds and establish policy. The Board appoints a president who is responsible for the administration of the company, including the appointment and performance of all staff members.

Employment issues should be brought to the attention of your immediate supervisor or the Human Resources Office. Board members should not be approached concerning these matters.

Individual libraries also have Friends groups that provide financial support. Staff may attend Friends meetings but are not considered voting members of these groups.

## **What You Can Expect From the Library Company of York**

The Library Company of York believes in creating a harmonious working relationship between all employees. In pursuit of this goal, the Library Company of York has created the following employee relations objectives:

1. Provide an exciting, challenging, and rewarding workplace and experience.
2. Select people on the basis of skill, training, ability, attitude, and character without discrimination with regard to age, sex, color, race, creed, national origin, religious persuasion, marital status, political belief, or a disability that does not prohibit performance of essential job functions.
3. Compensate all employees according to their effort and contribution to the success and future growth of the Library.
4. Review wages, employee benefits and working conditions regularly with the objective of being competitive in these areas consistent with sound business practices.

5. Provide paid vacation, sick leave, personal days and holidays to all eligible employees, based on their employment classification.
6. Provide eligible employees with health insurance benefits.
7. Assure employees, after talking with their supervisor, an opportunity to discuss any issue or problem with a human resources representative.
8. Take prompt and fair action of any complaint, which may arise, in the everyday conduct of our business, to the extent that is practicable.
9. Respect individual rights, and treat all employees with courtesy and consideration.
10. Maintain mutual respect in our working relationship.
11. Provide work areas that are comfortable, orderly and safe.
12. Promote employees on the basis of their ability and merit.
13. Make promotions or fill vacancies from within the Library Company of York whenever practical.
14. Keep all employees informed of the future plans for the Library Company of York, as well as providing regular updates of our overall goals and objectives.
15. Promote a work environment in keeping with the Library Company of York's vision, mission, and goals.

## **What the Library Company of York Expects From You**

The Library Company of York needs your help in making each work day enjoyable and rewarding. Your first responsibility is to know your own duties and how to do them promptly, correctly and pleasantly. Secondly, you are expected to cooperate with management and your fellow colleagues, maintain a good team attitude and provide excellent customer service.

How you interact with fellow employees and the patrons of your library, and how you accept direction can affect the success of your department. In turn, the performance of one department can impact the entire service offered by the Library Company of York. Consequently, whatever your position, you have an important assignment: perform every task to the very best of your ability.

You are encouraged to pursue opportunities for personal development offered to you. This manual offers insight on how you can perform positively and to the best of your ability to meet and exceed managerial expectations.

We strongly believe you should have the right to make your own choices in matters that concern and control your life. We believe in direct access to the library's managerial staff. We are

dedicated to making the Library Company of York an organization where you can approach your supervisor, or any member of the leadership team, to discuss any problem or question.

We expect you to voice your opinions and contribute your suggestions to improve the quality of service provided by the Library Company of York. We encourage all employees to bring forward their suggestions and good ideas about how the Library Company of York can be made a better place to work and our service to patrons enhanced. When you see an opportunity for improvement, please talk it over with your supervisor. She/he can help you bring your idea to the attention of the people who will be responsible for possibly implementing it.

Remember, you help create the pleasant and safe working conditions that the Library Company of York intends for you. The result will be better performance for the library overall, and personal satisfaction for you.

## **Customer Service**

The success of the Library Company of York depends upon the quality of the relationships between the libraries, our employees, and the general public. Our patrons' impression of our organization and their interest and willingness to use our materials and computer resources are greatly formed by the people who serve them. In a sense, regardless of your position, you are for the Library Company of York an ambassador. The more goodwill you promote, the more our patrons will respect and appreciate you and the Library Company of York.

Below are several things you can do to help give customers a good impression of your library.

- Act competently and deal with customers, donors and library partners, in a courteous and respectful manner.
- Communicate pleasantly and respectfully with other employees and volunteers at all times.
- Follow up on requests for information and questions promptly, provide businesslike replies to inquiries and requests, and perform all duties in an orderly manner.
- Take great pride in your work and enjoy doing your very best.

## **Employment Relationship**

### **At-Will Employment**

Your employment with the Library Company of York is at-will. This means that neither you nor the Library Company of York has entered into a contract regarding the duration of your employment. You are free to terminate your employment with the Library Company of York at any time, with or without reason. Likewise, the Library Company of York has the right to terminate your employment, or otherwise discipline, transfer, or demote you at any time, with or without reason, at the discretion of the Library Company of York.

No employee of the Library Company of York can enter into an employment contract for a specified period of time, or make any agreement contrary to this policy without written approval from the Board of Directors.

### **Confidential Information**

Upon accepting employment with the Library Company of York it is understood that you will not disclose or use any Library Company of York confidential information, either during or after your employment. We sincerely hope that our relationship will be long-term and mutually rewarding. However, your employment with the Library Company of York assumes an obligation to maintain confidentiality, even after you leave our employ.

Additionally, our patrons entrust our libraries with personal information. The nature of this relationship requires maintenance of confidentiality. In safeguarding the information received, the library earns the respect and further trust of our patrons. If you are questioned by someone outside the Library or your department and you are concerned about the appropriateness of giving them certain information, you are not required to answer. Instead, as politely as possible, refer the request to the director of your library.

No one is permitted to remove or make copies of any of the Library's records, reports or documents without prior management approval. Disclosure of confidential information could lead to termination, as well as other possible legal action.

As a member of the American Library Association we recognize and uphold the ethical principles that guide the work of librarians including but not limited to the following:

- We uphold the principles of intellectual freedom.
- We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, or transmitted.
- We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institution or the provision of access to our information resources.

## **Organizational Policies**

### **Equal Employment Opportunity**

The Library Company of York is an equal employment opportunity employer. Employment decisions are based on merit and business needs, and not on race, color, national origin, gender, sexual orientation, age (over 40), religion, non-job related disability, veteran status, or any other legally protected characteristic.

Though management is primarily responsible for seeing that equal employment opportunity policies are implemented, all members of the staff share in the responsibility for assuring that by their personal actions the policies are effective and apply uniformly to everyone. We encourage you to raise any concern about discrimination or harassment by discussing such issues with your supervisor, human resources representative or other managerial staff.

Any employees, including managers, involved in discriminatory practices will be subject to discipline, up to and including discharge.

### **American with Disabilities Act Policy Statement**

The Library Company of York complies with the law regarding reasonable accommodation for disabled employees and has issued the following policy stating the company's views on this matter.

It is the policy of the Library Company of York to comply with all the relevant and applicable provisions of the Americans with Disabilities Act (ADA). The Library Company of York will not discriminate against any qualified employee or job applicant with respect to any terms, privileges, or conditions of employment because of a person's physical or mental disability. The library will also make reasonable accommodation wherever necessary for all employees or applicants with disabilities, provided that the individual is otherwise qualified to safely perform the essential duties and assignments connected with the job and provided that any accommodations made do not impose an undue hardship on the library. It is the responsibility of the employee or applicant to request reasonable accommodation. This request must be submitted in writing and supported by a letter from the employee or applicant's physician.

### **Harassment Policy Statement**

The Library Company of York intends to provide a work environment that is pleasant, professional, and free from intimidation, hostility or other offenses, which might interfere with work performance. Harassment of any sort - verbal, physical, visual - will not be tolerated, particularly against employees in protected classes. These classes include: race, color, national origin, gender, sexual orientation, age (over 40), religion, non-job related disability, veteran status, or any other legally protected characteristic.

#### *What is Harassment?*

Workplace harassment can take many forms. It may be, but is not limited to, words, signs, offensive jokes, cartoons, pictures, posters, e-mail jokes or statements, pranks, intimidation, physical assaults or contact, or violence. Harassment is not necessarily sexual in nature. It may

also take the form of other vocal activity including derogatory statements not directed to the targeted individual but taking place within their hearing. Other prohibited conduct includes written material such as notes, photographs, cartoons, articles of a harassing or offensive nature, and taking retaliatory action against an employee for discussing or making a harassment complaint.

### What is Sexual Harassment?

Sexual harassment may include unwelcome sexual advances, requests for sexual favors, or other verbal or physical contact of a sexual nature when such conduct creates an offensive, hostile and intimidating working environment and prevents an individual from effectively performing the duties of their position. It also encompasses such conduct when it is made a term or condition of employment or compensation, either implicitly or explicitly and when an employment decision is based on an individual's acceptance or rejection of such conduct.

Generally, two categories of sexual harassment exist. The first, "quid pro quo," may be defined as an exchange of sexual favors for improvement in your working conditions and/or compensation. The second category, "hostile, intimidating, offensive working environment," can be described as a situation in which unwelcome sexual advances, requests for sexual favors, or other verbal or physical contact of a sexual nature when such conduct creates an intimidating or offensive environment.

### Responsibility

All Library Company of York employees, and particularly managers, have a responsibility for keeping our work environment free of harassment. Any employee who becomes aware of an incident of harassment, whether by witnessing the incident or being told of it, must report it to their immediate supervisor, a human resources representative or another manager. When library management becomes aware of the existence of harassment, we will take prompt and appropriate action.

### Reporting

While the library encourages you to communicate directly with the alleged harasser, and make it clear that the harasser's behavior is unacceptable, offensive or inappropriate, it is not required that you do so. It is essential, however, to notify your supervisor, a human resources representative or another manager immediately even if you are not sure the offending behavior is considered harassment. Appropriate investigation and disciplinary action will be taken. All reports will be promptly investigated with due regard for the privacy of everyone involved. Any employee found to have harassed a fellow employee or subordinate would be subject to severe disciplinary action up to and including termination. We will inform the person who submits a report of harassment of the results of the investigation. No adverse employment action will be taken for any employee making a good faith report of alleged harassment.

## **Drug-Free Workplace Policy Statement**

The Library Company of York has a standard of conduct which prohibits employees from working while being under the influence of illegal drugs and the unlawful possession, use, or distribution of illicit drugs and alcohol on the premises of our libraries, administrative offices, satellite sites, or as a part of the Library Company of York's activities. The Library Company of York will impose disciplinary sanctions on employees ranging from educational and rehabilitation efforts up to and including termination of employment and referral for prosecution

for violations of the standards of conduct. Each situation will be looked at on a case-by-case basis.

It is the goal of the Library Company of York to maintain a drug-free workplace. To that end, and in the spirit of the Drug-Free Workplace Act of 1988, the Library Company of York has adopted the following policies:

1. The unlawful manufacture, possession, distribution, or use of controlled substances or being under the influence of illegal drugs is prohibited in the workplace.
2. Employees who violate this prohibition are subject to corrective or disciplinary action as deemed appropriate, up to and including termination.
3. As an on-going condition of employment, employees are required to abide by this prohibition and to notify, in writing and within three (3) days of the violation, her/his supervisor and the human resources office of any criminal drug statute conviction they receive.
4. If an employee receives such a conviction the Library Company of York shall take appropriate personnel action against the employee, up to and including termination.
5. The Library Company of York reserves the right to search and inspect personal belongings and work areas for the maintenance of a safe workplace. Inspections will only take place as needed and when appropriate.

### **Smoke Free Work Environment**

The management of the Library Company of York has made the decision that our buildings will be a smoke free environment. No smoking is allowed inside our libraries or administrative offices by staff or customers. For employees who do smoke, they may do so while on a break or during their meal period in an area outside of the workplace.

### **Violence in the Workplace Policy Statement**

The Library Company of York has adopted a policy prohibiting workplace violence. Consistent with this policy, acts or threats of physical violence, including intimidation, harassment, and/or coercion, which involve or affect our employees or customers or which occur on the premises of our libraries or administrative offices will not be tolerated.

### **Open Communication Policy**

The Library Company of York encourages you to discuss any issue you may have with a co-worker directly with that person. If a resolution is not reached, please arrange a meeting with your supervisor to discuss any concern, problem, or issue that arises during the course of your employment. If you are having a problem with your supervisor, please arrange a meeting with our human resources officer. Any information discussed in an Open Communication meeting is considered confidential. Retaliation against any employee for appropriate usage of Open Communication channels is unacceptable. Please remember it is counterproductive to a harmonious workplace for employees to create or repeat rumors or office gossip. It is more constructive for an employee to consult his/her supervisor immediately with any questions.

## **Employee Protection (Whistleblower) Policy**

If any employee reasonably believes that some policy, practice, or activity of the LCY is in violation of law, a written complaint must be filed by that employee with the LCY President.

It is the intent of the LCY to adhere to all laws and regulations that apply to the organization and the underlying purpose of this policy is to support the organization's goal of legal compliance. The support of all employees is necessary to achieving compliance with various laws and regulations. An employee is protected from retaliation only if the employee brings the alleged unlawful activity, policy or practice to the attention of the LCY management and provides the LCY with a reasonable opportunity to investigate and correct the alleged unlawful activity.

The LCY will not retaliate against an employee who in good faith, has made a protest or raised a complaint against some practice of the LCY on the basis of a reasonable belief that the practice is in violation of law or a clear mandate of public policy.

## **How You Were Selected**

All position openings at the Library Company of York are authorized by the Board of Directors. Members of the Board and the immediate families of Board members are not eligible for employment. We carefully select our employees through a hiring process that requires a written employment application, personal interviews, and reference checks. After all available information was considered and evaluated, you were selected to become a member of our team!

## **Employee Background Checks**

Prior to becoming an employee of the Library Company of York, a job-related background check is conducted. This check consists of verification of prior employment and confirmation of your education and professional credentials. In addition to this background check, the Library Company of York also requires all new staff members to obtain the following clearances from Pennsylvania law enforcement agencies (the issue date of these documents must be within one year of employment date):

- 1) Pennsylvania Child Abuse History Clearance
- 2) Request for Criminal Record Check

**Your employment will be conditional upon the receipt of these documents.** These completed forms should be mailed to the addresses indicated with the required payment of \$10.00 per clearance in the form of a money order. Each employee is responsible for covering this expense and ensuring that they are submitted to the corresponding agencies within one week of employment. These documents must be submitted to the human resources office within **30 days** of your first day of employment. If your clearances are not received within this deadline, the Library Company of York will terminate your employment.

Employees whose work requires operation of a motor vehicle must present and maintain a valid driver's license and a driving record acceptable to our insurer. You will be asked to submit a copy of your driving record to the Library Company of York from time to time. Any changes in your driving record must be reported to your supervisor immediately. Failure to do so may result in disciplinary action, up to and including possible termination.

## **Employment Classifications**

### **Introductory Period**

Your first 90 working days at the Library Company of York are considered an Introductory Period. During this period you will be eligible for benefits as described in your new hire letter. The Introductory Period will be a time for getting to know your fellow employees, your supervisor and the tasks involved in your job position, as well as becoming familiar with the library's services. Your supervisor will work closely with you to help you understand the needs and processes of your job.

During the Introductory Period, library management will evaluate your suitability for employment, and you can evaluate us as well. Please understand, however, that completion of the Introductory Period does not guarantee continued employment. Prior to the end of the Introductory Period, your supervisor will discuss your job performance with you. This review will be similar to the job performance review that is held for regular full-time or part-time employees on an annual basis. If an employment need still exists and your performance has met the expectations of library management your employment classification will change to regular status.

A former employee who has been rehired after a separation from the Library Company of York of more than one (1) year is considered an introductory employee during their first thirty (30) working days following rehire.

### **Regular Employees**

Employees that have successfully completed their introductory period and have been hired to work on a regular basis for an indefinite period of time are classified as "regular" employees. Such employees may be either full- or part-time.

### **Full-Time Employees**

You are considered a full-time employee if you are regularly scheduled to work 40 hours a week. Full-time employees are eligible for benefits offered by the Library Company of York as indicated in this Employee Handbook.

## **Part-Time Employees**

An employee who is regularly scheduled to work less than forty (40) hours per week and is paid an hourly wage rate is considered a part-time employee. If you are a part-time employee that works less than 20 hours a week, please understand that you are not eligible for the benefits described in this Employee Handbook, except as granted on occasion. Part-time employees that work more than 20 hours a week but less than forty are eligible for certain benefits as described in the Benefits section of this handbook.

All part-time employees are required to notify their supervisor of time they will be taking off, whether it is paid or unpaid leave. Please complete a vacation/time off form and submit it to your supervisor, by the 10<sup>th</sup> of the month prior to your request for time off. Your notification in writing ensures that your supervisor will find a replacement for you in a timely manner.

## **Professional Employees**

You are considered a professional employee if you are regularly scheduled to work 20 hours or more a week and are a librarian with an MLS degree from an accredited ALA program or if you are in a managerial position with a master's degree in your field of expertise.

## **Non-Exempt Employees**

Non-Exempt employees are those that are covered by the Fair Labor Standards Act (FLSA). The Library Company of York has a legal requirement to meet minimum wage and overtime requirements for employees in this classification.

## **Exempt**

Exempt employees are those that are **not** covered by the Fair Labor Standards Act (FLSA). These are employees whose primary work duties are managerial, administrative or require professional training (advanced knowledge through prolonged course of study).

# **Employment Records**

## **Personnel Records and Administration**

The task of handling personnel records and related human resources functions at the Library Company of York has been assigned to the human resources office. Questions regarding insurance, wages, leave time and interpretation of policies should be directed to the human resources office.

## **Anniversary Date**

The first day you report to work is your "official" anniversary date. Your anniversary date is used to compute various conditions and benefits described in this Employee Handbook.

## **Immigration Law Compliance**

All offers of employment are contingent on verification of your right to work in the United States. On your first day of work you will be asked to provide original documents verifying your right to work and, as required by federal law, to sign a Federal I-9 Form, an employment eligibility verification form. If you at any time cannot verify your right to work in the United States, the Library Company of York may be obliged to terminate your employment.

## **New Employee Orientation**

On your first day of work you will participate in a new employee orientation session and begin our basic library training program. It is important that during this day you complete a variety of employment forms. Your supervisor or a team member will give you a tour of our facilities and introduce you to your colleagues.

## **Your Personnel File**

Keeping your personnel file up-to-date is important to you with regard to pay, deductions, benefits and other matters. If you have a change in any of the items listed below, please be sure to notify the human resources office as soon as possible.

1. Legal name
2. Home address
3. Home telephone number
4. Person to call in case of emergency
5. Medical history if applicable to your job performance
6. Exemptions on your W-4 tax form
7. Marital status
8. Change of beneficiary on group insurance plan
9. Training Certificates
10. Professional and/or Driver's License when applicable

You may review information that is kept in your own personnel file if you wish. This request must be submitted in writing to the human resources office. The contents of your file may not be removed from our premises or photocopied.

## **Your Medical Records File**

All medical records, if any, will be kept in a separate confidential file. The Library Company of York maintains this information in the strictest confidence and may not use or disclose medical information about an employee without the employee first having signed an authorization form permitting such use or disclosure, except as required by law .

## **Mandatory Deductions From Paycheck**

The Library Company of York is required by law to make certain deductions from your paycheck each time one is prepared. Among these are your federal, state and local income taxes and your contribution to Social Security and Medicare as required by law. These deductions will be itemized on your check stub. The amount of the deductions will depend on your earnings and on the information you furnish on your W-4 form regarding the number of exemptions you claim. If you wish to modify this number, please request a new W-4 form from the human resources office. Only you may modify your W-4 form. We advise you to check your pay stub to ensure that it reflects the proper number of withholdings. The W-2 form you receive annually reflects how much of your earnings were deducted for these purposes.

If you are a part-time employee who is also employed with another organization, you will have to submit proof indicating you have paid the Emergency & Municipal Services Tax for the current year. The human resources office will provide you with the required form.

Any other mandatory deductions to be made from your paycheck, such as court-ordered garnishments, will be explained whenever the Library Company of York is ordered to make such deductions. The Library Company of York acts in accordance with the federal Consumer Credit Protection Act, which places restrictions on the total amount that may be garnished from your paycheck.

Additional deductions that you request may include payment for health insurance, contributions to the United Way, and others.

## **Standards of Conduct**

Whenever people gather together to achieve goals, some rules of conduct are needed to help everyone work together efficiently, effectively, and harmoniously. By accepting employment with us, you have a responsibility to the Library Company of York and to your fellow colleagues to adhere to certain rules of behavior and conduct. The purpose of these rules is not to restrict your rights, but rather to be certain that you understand what conduct is expected and necessary. When each person is aware that she/he can fully depend upon fellow workers to follow the rules of conduct, our organization will be a better place to work for everyone.

### **Unacceptable Activities**

Generally speaking, we expect each person to act in a mature and responsible way at all times. If you have any questions concerning any work or safety rule, or any of the unacceptable activities listed below, please see your supervisor or the human resources representative for an explanation.

Note that the following list of Unacceptable Activities does not include all types of conduct that can result in disciplinary action, up to and including termination. Nothing in this list alters the at-will nature of your employment.

1. Violation of any organizational rule or any action that is detrimental to the Library Company of York's efforts to operate in a fiscally responsible manner.

2. Violation of security or safety rules or failure to observe the library's safety practices. Failure to immediately report an accident or patron incident to your supervisor.
3. Being intoxicated or under the influence of a controlled substance while at work. The use, possession or sale of a controlled substance in any quantity while on library premises, except medications prescribed by a physician which do not impair work performance.
4. Unauthorized possession of dangerous or illegal firearms, weapons or explosives on library property or while on duty.
5. Engaging in criminal conduct or acts of violence, or making threats of violence toward anyone on company premises or when representing the library including fighting, or provoking a fight on library property, or negligent damage of property.
6. Threatening, intimidating or coercing fellow employees on or off the premises at any time, for any purpose.
7. Solicitation of other staff members during work hours, for any reason, including solicitation of personal loans. However, if you are soliciting on behalf of another non-profit, you must submit a waiver form to the LCY President prior to solicitation taking place on library premises. This form may be obtained through the Human Resources Office.
8. Negligently or intentionally causing the destruction or damage of library property, or the property of fellow employees, customers, suppliers, or visitors in any manner.
9. Theft or unauthorized possession of library property or the property of fellow employees; unauthorized possession or removal of any library property, including documents, from the premises without prior permission from management; unauthorized use of library equipment or property for personal reasons; using company equipment for profit.
10. Dishonesty, falsification or misrepresentation on your application for employment, other personnel records, or time sheets. The alteration of official documents is prohibited.
11. Spreading malicious gossip and/or rumors; engaging in behavior which creates discord and lack of harmony; interfering with another employee on the job; restricting work productivity or encouraging others to do the same.
12. Gambling on library premises.
13. Any act of harassment, sexual, racial or other.
14. Unsatisfactory or careless work; failure to meet quality standards as expected by the Library.
15. Insubordination or refusing to obey instructions properly issued by your supervisor pertaining to your work or refusal to help out on a special assignment authorized by a library manager.
16. Leaving work before the end of a workday without notifying your supervisor. Failure to report an absence or late arrival or excessive absences or lateness.

17. Obscene or abusive language toward any supervisor, employee or customer; indifference or rudeness towards a customer or fellow employee; any disorderly conduct on library premises.
18. Excessive use of library equipment for personal reasons.
20. Creating or contributing to unsanitary or unsafe conditions.
21. Speeding or careless driving of library vehicles.
22. Any other conduct which in the discretion of the Library Company of York is contrary to its business or reputation.

## **Disciplinary Action Policy**

This Disciplinary Action Policy applies to all introductory and regular employees. This policy pertains to matters of conduct as well as the employee's competence. The level of disciplinary action taken will be determined by the severity of the offense and the employee's previous work record. However, an employee who does not display satisfactory performance and accomplishment on the job may be dismissed, in certain cases, without any previous disciplinary action having been taken.

To maintain a safe and respectful working environment at the Library Company of York, you must conform to certain standards of attendance, conduct, work performance and other work rules and regulations. When a problem in these areas does arise, your supervisor will meet with you to discuss the problem or violation, making sure that you understand the nature of the problem or violation and the expected remedy. The purpose of this conversation is to remind you of exactly what the rule or performance expectation is and also to remind you that it is your responsibility to meet the library's performance expectations. After the meeting your supervisor will write a memo to you summarizing the discussion, explaining your commitment to remedy the problem, and stating the consequences of failing to meet this commitment. A copy of the memo will be sent to your personnel file.

Under normal circumstances, managers will follow the process indicated above. There may be particular situations, however, in which the seriousness of the offense justifies immediate dismissal.

The provision of this Disciplinary Policy is not a guarantee of its use. The Library Company of York reserves the right to terminate employment at any time, with or without reason.

# **Work Schedule**

## **Hours of Work**

A normal work week, for staff regularly scheduled to work 40 hours, consists of five eight hour days. This may include working evenings and/or Saturdays as indicated in your job description or as assigned by your supervisor. It is expected that a staff member will sometimes work an irregular schedule to meet job responsibilities.

A part-time staff member shall work according to the hours indicated in your job description. At times your supervisor will ask you to work different hours based on the Library's scheduling needs. Your flexibility in this matter is greatly appreciated.

## **Attendance**

If you need to be absent from work due to an illness or an emergency please call the library as soon as you know you will be absent or at least 1 hour prior to the start of your shift time. Depending on the library or department you work for you may need to call your supervisor directly. If you are unable to call in yourself be sure to have someone call for you.

If your absence will be longer than one day you must also notify your supervisor. If you know in advance that you will need to be absent, please request this time off directly from your supervisor by completing the required form.

If you are absent because of an illness for three (3) or more successive days, your supervisor may request that you submit written documentation from your doctor stating when you are able to resume normal work duties.

A consistent pattern of questionable absences can be considered excessive, and may be cause for concern. In addition, excessive lateness or leaving early without letting your supervisor know will be considered a "lateness pattern" and may carry the same weight as an absence. Other factors, like the degree and reason for the lateness, will be taken into consideration. Absence from work for three (3) consecutive days without notifying your supervisor will be considered a voluntary resignation.

## **Meal and Break Periods**

Work breaks are to be arranged with one's immediate supervisor in accordance with customer service needs. A staff member is entitled to a one hour meal period (unpaid) between two four (4) hour shifts and to one fifteen (15) minute break (paid) for each four hour shift worked. The time when meal periods are scheduled varies among libraries and departments, depending on customer service needs. You are requested not to perform any work during your regularly scheduled meal period. It is important to return to work on time at the end of your meal period.

Meals and breaks may not be shortened or eliminated to compensate for arriving late or leaving early, unless prior approval has been obtained from your supervisor.

## **Severe Weather and Emergency Conditions**

In the event of severe weather conditions or other emergencies, the President of the Library Company of York may decide to close our facilities early or open them later than the usual opening time. As such, please contact your library or supervisor to confirm if any scheduling changes have been made due to severe weather conditions or an emergency situation. Full-time salaried staff that come into work will not suffer a loss of pay as a result of early dismissal, late opening or all-day closing. Part-time staff will be paid only for hours worked in such a situation. If a full-time employee decides it is not safe for her/him to come into work due to severe weather conditions the time off should be applied to vacation or personal leave.

## **Use of Sick Time in Excess of Leave Time Earned**

It is the Library Company of York's policy that employees may apply their absences only to leave time they have earned or are eligible to earn during a calendar year. In the event that you have used all your leave time for a calendar year and you must be absent due to an illness, you will have to take this time off without pay.

## **Time Records**

By law, we are obligated to keep accurate records of the time worked by employees. The Library Company of York requires all staff to complete a bi-weekly timesheet. You are responsible for accurately recording your time and submitting your time sheet by the due date indicated. You and your supervisor must sign each time sheet. In the event of an error in recording your time, please report the matter to the human resources office immediately.

Timesheets are used to keep track of the hours worked by hourly-paid employees and as a record of leave time balances for salaried staff. Any absence in excess of leave time earned will be without pay.

## **Bi-Weekly Pay Cycle**

Payday is normally on every other Friday, for services performed during the two (2) week period ending the previous Friday at 12:00 midnight. The bi-weekly pay schedule is made up of twenty-six (26) pay periods per year. At the beginning of each calendar year you will be given a yearly schedule of due dates for time sheets and pay days.

## **Paycheck Distribution**

Paychecks and direct deposit notices will be distributed by the human resources office. You will be required to sign a pay check log when you pick-up your paycheck. Certain satellite libraries will have their paychecks mailed to them through interlibrary delivery. Directly deposited funds will be credited to your checking or savings account on the pay dates specified on the yearly schedule described above. Direct deposit forms can be obtained through the human resources office at any time.

## **Error in Pay**

Every effort is made to avoid errors in your paycheck. If you believe an error has been made, please notify the human resources office immediately. Action will be taken promptly to research the problem and make any necessary corrections.

## **Performance and Compensation Reviews**

### **Performance Reviews**

Because we want you to grow and succeed in your job, the Library Company of York conducts a formal review approximately once a year for each regular employee. New employees will be reviewed near the end of their Introductory Period (first three months of employment). A review may also be conducted in the event of a promotion, change in duties and responsibilities, a substantial change in job performance, or whenever deemed necessary by the library or administrative office you work for.

The goal of the evaluation process is to provide all employees with regular periodic written reports on their work performance. Evaluations offer an opportunity for management to review major work responsibilities of each employee and to communicate individual performance standards and areas for improvement, based upon a written evaluation. Performance evaluations are designed to act as a training tool and as a permanent record for the employee and the Library Company of York.

Each employee should be receiving constant feedback from his/her direct supervisor. The written evaluation should, therefore, contain nothing startling or new to the employee, but merely confirms in writing previous oral communications. Preparation of objective evaluations is one of the most important duties of a supervisor. Each evaluation should be given serious attention by the supervisor.

During a formal performance review your supervisor will evaluate the work characteristics indicated below and will request that you also complete a self assessment in these areas.

- The quality and quantity of your work
- Strengths and areas for improvement
- Attitude and willingness to work
- Initiative and teamwork
- Attendance
- Customer service record
- Problem solving skills
- Ongoing professional growth and development
- Other relevant work related areas

Your performance evaluation provides a valuable opportunity for collaborative, two-way communication between you and your supervisor. This is a good time to discuss your interests, future goals and any concerns you may have regarding your duties or work environment. Your supervisor is interested in helping you to develop professionally and to support you in achieving your work-related goals. The performance review gives your supervisor an opportunity to

suggest ways for you to advance and make your job at The Library Company of York more fulfilling.

Your supervisor or a human resources representative can answer any questions you may have about the performance review process. Annual performance reviews are usually conducted in the last quarter of the calendar year.

### **Compensation Reviews**

The Library Company of York's compensation reviews are usually given with performance reviews. Having your performance or compensation reviewed does not necessarily mean that you will be given a salary increase. Any applicable Cost of Living increase will appear in your paycheck in the pay period indicated by the president of the Library Company of York. Pay adjustments due to promotions or changes in job duties will appear as indicated in the written notice submitted by your supervisor to the human resources office.

An individual's pay will depend on how consistently he/she performs over a given period of time. During the review, significant performance events that occurred throughout the year will be discussed. The overall performance rating will influence the compensation adjustment.

## Benefits

The Library Company of York is committed to sponsoring a comprehensive benefits program for all eligible employees. In addition to receiving an equitable salary and having an equal opportunity for professional development and advancement, you may be eligible to enjoy other benefits that will enhance your job satisfaction.

The Library Company of York will periodically review the benefits program and will make modifications as appropriate to the library's financial condition. The Library Company of York reserves the right to modify, add or delete the benefits it offers.

### **Eligibility for Benefits**

If you are a full-time employee, you will enjoy all of the benefits described in this Employee Manual as soon as you meet the eligibility requirements for each particular benefit. If you are a part-time employee, you will enjoy only those benefits for which you meet the minimum requirements set forth by law and our benefit plan(s).

## Leaves

In the interest of maintaining a healthy balance between work and home, the Library Company of York offers eligible regular full-time and part-time employees paid time off. Both paid and unpaid time off may be granted to eligible employees, according to the following leave policies. Please consult the human resources office or your supervisor for further information.

### **Holidays**

Regular full-time employees are eligible for holiday pay. Professional part-time employees with an accredited master's degree, (refer to definition on page 10), will also receive holiday pay based on a percentage of the full-time employee rate, starting on their day of hire. Please refer to the table in the vacation section for part-time eligibility rates. The Library Company of York recognizes the following eight (8) holidays as paid holidays. The actual day these holidays are observed by the Library Company of York may vary on a yearly basis. You are not eligible to receive holiday pay when you are on an unpaid leave of absence.

New Year's Day  
Memorial Day  
Independence Day  
Labor Day

Thanksgiving Day  
Christmas Eve  
Christmas Day  
New Year's Eve

You may take time off to observe your religious holidays. If available, a full day of unused vacation or personal leave may be used for this purpose, otherwise you will not be paid for this time off. Please schedule the time off in advance with your supervisor.

## Vacations

Vacation is a time for you to rest, relax, and pursue special interests. The Library Company of York has provided paid vacation as one of the many ways in which we show our appreciation for your work, knowledge, skills, and talents; all of which contribute to make us a leading library.

Regular full-time employees are eligible to accrue paid vacation time. Part-time employees that meet the criteria indicated below are eligible to accrue paid vacation on a pro-rated basis. Accrual starts the month you are hired if hired prior to the 15<sup>th</sup>, if not it begins the 1<sup>st</sup> of the month after your hire date. Vacation time cannot be taken during an employee's introductory period unless approved by the employee's supervisor and the human resources office.

### Vacation Accrual

Eligible employees accrue vacation for each month of service. The vacation accrual rate is based on the length of employment and the professional status of a staff member, as follows:

<b><u>Regular Full-time Staff</u></b>		
<b>Years of Employment</b>	<b>Monthly Accrual Rate (In 8 Hour Days)</b>	<b>Total Accrual Per Year (In Days)</b>
Less than five (5) years		
Staff	.83	10
Professional Staff	1.25	15
Five (5) to nine (9) years		
Staff	1.25	15
Professional Staff	1.66	20
Ten (10) years		
Staff	1.66	20
Professional Staff	1.66	20
Eleven years or more		
Staff	1.75	21
Professional Staff	1.75	21

### **Eligible Part-time Staff**

Based on a total of 40 hours a week, equaling 2080 per year, hourly paid part-time employees who meet the following criteria are legible to accrue vacation time:

- Part-time staff that have completed two years of continuous service and work at least 20 hours a week or more on a regular basis will accrue paid vacation time as a percentage of the full-time employee monthly rates based on the categories listed on the next page.
- Professional part-time staff regularly scheduled to work 20 hours or more a week will accrue at these similar rates but starting on their date of hire (i.e., a librarian with an MLS degree from an accredited ALA program or an employee in a managerial position with a master's degree in your field of expertise.)

<u>Weekly Hours</u>	<u>% of Full-time Rate</u>
20 hours weekly	50%
24 hours weekly	60%
28 hours weekly	70%
32 hours weekly	80%
36 hours weekly	90 %

**For example:** *If you are a library assistant that works 24 hours a week your monthly accrual rate upon completing two years of service would be .50 of a day (60% of .83).*

### Vacation Policies

The Library Company of York will always try to let you use your vacation time as desired, but scheduling situations may arise where an employee may not be given his or her preferred time off. Therefore, all vacation requests must be approved by your supervisor and submitted to your supervisor by the 10<sup>th</sup> of the month prior to the time you want off. If any conflicts arise in vacation requests, preference will be given to the employee who submitted their vacation request first.

Vacation time to be taken during the Christmas holidays should be submitted as early as possible in the calendar year. Approval for time off during this period will be based on scheduling needs and the desire to balance staff requests from year to year.

Vacation time should be taken in units of ½ day (4 hours). Normally, only accrued vacation may be taken. Supervisors on a case-by-case basis may approve a request for vacation that exceeds accrued vacation days at the time of the leave taking place. In such situations the employee will maintain a negative balance until the time is accrued. Any amount of advanced vacation paid but not yet accrued at the time of termination of employment will be deducted from your final paycheck.

If you are on an approved leave of absence for less than or equal to ninety (90) days, your vacation eligibility will not be affected. If your approved leave of absence extends beyond ninety (90) days, vacation time will not continue to accrue.

If you have unused vacation days upon the termination of your employment with the Library Company of York and you meet our separation of employment policy, you will be paid for that time at your regular hourly rate.

### Accumulation (Carryover) Rights

Employees are encouraged to use their vacation to take paid time off each year. If you do not use all the vacation time accrued for one year and would like to use these days the following year, you must submit a carryover request in writing to the human resources office. This request must be submitted by December 1<sup>st</sup>. If a request is not received by this date the employee loses these days. An employee can request a maximum of five (5) days to be carried over to the following year.

Exceptions to this policy may be made in unusual circumstances. Each case will be viewed on an individual basis by the President of the Library Company of York.

## **Sick Leave**

Regular full-time employees are eligible to accrue paid sick leave. Part-time employees that have worked with the Library Company of York a minimum of two years and regularly work twenty (20) hours per week or more, are eligible to accrue paid sick leave on a pro-rated basis. Accrual for full-time staff starts the month you are hired if hired prior to the 15<sup>th</sup>, if not it begins the 1<sup>st</sup> of the month after your hire date. Sick time cannot be taken during an employee's introductory period unless approved by the director of the library.

### *Sick Time Accrual*

Eligible full-time employees accrue sick leave credits at the rate of one (1) eight hour day for each month of continuous service for a total of twelve (12) days per year.

Based on a total of 40 hours a week, equaling 2080 per year, hourly paid part-time employees who have completed two years of continuous service will accrue paid sick leave as a percentage of the full-time monthly rates based on the categories below:

<u><b>Weekly Hours</b></u>	<u><b>% of Full-time Rate</b></u>
20 hours weekly	50%
24 hours weekly	60%
28 hours weekly	70%
32 hours weekly	80%
36 hours weekly	90 %

Professional part-time librarians with an MLS degree from an accredited ALA program will accrue at these similar rates but starting on their date of hire.

### *Sick Leave Policies*

If you must be absent from work because of a personal illness you may use your sick leave in units of two (2) hours at any one time. Please let your supervisor know that you will be absent from work due to an illness as early as possible. As a reminder only accrued sick leave may be taken.

In addition to utilizing sick leave in the event of your own illness, sick leave may also be used for the purpose of visiting doctors, dentists or other recognized practitioners. The Library Company of York may, in its sole and absolute discretion, require a doctor's certificate verifying the necessity for absence(s) and the specific illness, injury, or other disability to which the absence is attributed.

If you are on an approved leave of absence for less than or equal to ninety (90) days, your sick leave eligibility will not be affected. Should the leave extend beyond ninety (90) days, sick leave will not continue to accrue.

### *Sick Leave Accumulation (Carryover) Rights*

Sick leave not used during the year can be carried over into future years and accumulated up to a maximum of ninety (90) days.

## **Personal Leave**

Full-time employees are eligible to accrue personal leave. Professional part-time staff will accrue based on a percentage of the FTE rate, starting on their day of hire. Please refer to the table in the Vacation section for part-time eligibility rates. All other part-time employees are not eligible for personal leave. Accrual starts the month you are hired if hired prior to the 15<sup>th</sup>, if not it begins the 1<sup>st</sup> of the month after your hire date. Personal leave hours accrue at a rate of .50 of a day per month for a total of six (6) days per year.

### Personal Leave Policies

You may use your personal leave in units of no less than two (2) hours at any one time. The Library Company of York offers you this personal leave benefit to accomplish personal business that cannot be done during time other than your normal working hours. You are required to request personal leave from your supervisor with as much lead time as possible. Personal leave time cannot be accumulated or carried over beyond a one year calendar period.

If you are on an approved leave of absence for less than or equal to ninety (90) days, your personal leave eligibility will not be affected; should the leave extend beyond ninety days, personal leave will not continue to accrue.

## **Other Paid Leaves**

### Funeral (Bereavement) Leave

Up to three (3) working days of leave with pay (not charged to other leave time) shall be granted to regular employees upon request to make arrangements for and attend funeral services of the employee's family members including spouses or domestic partners, children, parents, siblings, grandparents and grandchildren related by birth, marriage or adoption. Also included are children of the employee's spouse or domestic partner and any relative living in the household of the employee.

With your supervisor's approval, you may take up to one full day without pay to attend funerals of other relatives and friends. If you prefer, unused personal leave or a day of accrued vacation may be used for this purpose.

Funeral leave pay will only be made to employees for actual time spent away from work for the funeral or its arrangements. For example, if the death occurs at a time when work is not scheduled, payment will not be made. If a holiday or part of your vacation occurs on any of the days of absence, you may not receive holiday or vacation pay in addition to paid funeral leave.

### Jury Duty

It is your civic duty as a citizen to report for jury duty whenever called. If you are called for jury duty, you must notify your supervisor within forty-eight (48) hours of receipt of the jury summons. A copy of the letter you receive requesting your service is sufficient.

The Library Company of York will permit you to take the necessary time off and will continue your regular pay (minus your jury duty pay) for a two week period. You must report for work if you are temporarily released from jury duty or if your obligation is completed and you have sufficient time to return to work and complete your shift.

## Unpaid Leaves

Occasionally, for medical, personal, or other reasons, you may need to be temporarily released from the duties of your job with the Library Company of York. It is our policy to allow eligible employees to apply for and be considered for certain specific leaves of absence. In general, a leave of absence is an official authorization to be absent from work **without pay** for a specified period of time. Failure to return to work as scheduled from an approved leave of absence or to inform your supervisor of an acceptable reason for not returning as scheduled will be considered a voluntary resignation of employment.

All requests for leaves of absence shall be submitted in writing to the Director of Human Resources with at least one month of lead time when possible. Each request shall provide sufficient detail such as the reason for the leave and the expected duration of the leave. There are several types of unpaid leaves for which you may be eligible. Employees must notify the human resources office at least one week prior to returning to work of their return date. This notice must be received in writing. Submission of a request for unpaid leave does not guarantee it will be approved.

### **Family and Medical Leave of Absence (FMLA)**

Eligible employees may be entitled to job-protected family or medical leaves of absence if they are unable to come to work due to pressing family or medical concerns as described within this Family Medical Leave of Absence Policy, which shall be administered in accordance with applicable state and federal laws as follows:

1. Employees are eligible if they have been actively employed for twelve (12) months, and worked at least 1250 hours during those twelve (12) months. This twelve (12) month period "rolls back" from the date of leave to the prior twelve (12) month period.
2. Employees may request one (1) or more family care or medical leaves, however, the total amount of leave taken cannot exceed twelve (12) work weeks in any twelve (12) month period. You may request an intermittent leave or reduced schedule leave to care for a seriously ill family member or if you have a serious health condition that warrants such a request.
3. A family leave shall be granted upon the birth or adoption of a child of the employee, or upon the serious health condition of the employee's child, spouse, or parent.
4. A medical leave shall be granted upon the employee's own serious health condition.
5. In appropriate circumstances, we may require you to be examined by a designated physician, at the Library Company of York's expense.
6. Employees shall be required to give the Human Resources Office written notice in the event of a foreseeable medical treatment or upon the adoption of a child. This notice must be submitted thirty days in advance, if possible, but may be submitted no later than two weeks before the leave begins. To assist us in arranging work assignments during your absence, we request written notice, to the extent possible, of an expected date of leave, as well as an

indication, to the extent known, of your expected return date. This written request must be supported by a letter from your physician if the leave is for your own medical treatment or that of your child, spouse, or parent. To facilitate your return to work, we also ask that you provide the Human Resource Office with at least one (1) week advance written notification of your intended return date. Failure to do so may delay your return date.

7. In the event of an unforeseeable serious health condition to the employee or his/her child, spouse, or parent, creating a need for family or medical leave, the employee must provide us with notice, as soon as practicable, of any needed time off, and a written doctor's certificate. The certification must include the date on which the health condition occurred, the probable duration of the condition, an estimate of the amount of time you need to be off work to care for the family member or for your own health condition, and confirmation that the nature of the condition warrants you to be away from work to care for yourself or your dependent.
8. For purposes of this policy, a child is defined as a natural, adopted, or foster child, a stepchild or a legal ward. If the child is over eighteen (18), he/she must be unable to care for himself/herself due to a serious illness.
9. A parent is defined as the employee's or his/her spouse's natural, adoptive, or foster parent, stepparent, or legal guardian.
10. A serious health condition is defined as a disabling physical or mental illness, injury, impairment, or condition involving 1) inpatient care in a hospital, nursing home, or hospice; or 2) outpatient care requiring continuing treatment or supervision from a health care professional.
11. Leave of absence rights available to you under other sections of our policy shall be counted towards the total time off available under this section.
12. A Family Care Leave that relates to the birth or adoption of a child must be completed within twelve (12) months of the birth or adoption.
13. Upon completion of a leave granted under this section, you shall be reinstated to your original position, or an equivalent one.
14. If, due to your own medical circumstances, you are no longer able to perform your original job, we will attempt to transfer you to alternate suitable work, if available.
15. You must use any accrued vacation or other accrued paid time off, during your family care or medical leave. If the leave is related to your own serious health condition, you must use any accrued sick leave during your medical leave.
16. While on a leave of absence provided for under this policy, we will continue your insurance benefits under the same terms as provided to other employees, for up to a maximum of twelve (12) weeks leave during any one (1) year period. If your leave extends beyond twelve (12) weeks, you shall be offered the opportunity to purchase continuing coverage under state and federal COBRA continuation rules.

17. Other accumulated fringe benefits such as retirement, sick pay, vacation pay, and the like, shall be preserved at the level accrued as of commencement of the leave, but shall not accrue further if such leave period extends beyond a 12 weeks period.
18. If additional family care or medical leave is required beyond your original request, you must, prior to expiration of the family care or medical leave, submit additional certification to the Library Company of York.

### **Disability (Including Pregnancy) Leave of Absence**

The Library Company of York may grant an unpaid leave of absence for illness, disability or pregnancy. In many cases this type of leave falls under the statutes of FMLA, please contact the human resources offices if you are considering requesting such a leave.

To request a disability leave of absence, you must submit to the human resources office (or have someone submit for you) a request in writing and attach to it a statement of ill health or disability from your doctor. (Pregnancy is treated, for the purposes of this policy, the same as an illness or disability.) An approved disability leave may be granted for up ninety (90) days. If necessary, you may request extensions in thirty (30) day increments for a maximum of six months. Whenever possible, you are required to give as much notice as possible of your pending need for a disability leave of absence.

In the case of pregnancy, please inform your supervisor as soon as possible of the date you and your doctor anticipate that you will begin your leave.

At the time the disability leave begins, you may use any accrued vacation, personal leave or sick days to cover your absence. Once your accrued leave time is exhausted the remainder of your leave will be unpaid. Your position will be protected in that we will make every effort to hold your position open, or return you to a similar position at the end of your leave, but this cannot be guaranteed for leaves that do not fall under FMLA. Benefits that you are eligible for, including health insurance, will not continue to accrue during a leave of more than ninety (90) days. If your leave extends beyond twelve (12) weeks, you shall be offered the opportunity to purchase continuing coverage under state and federal COBRA continuation rules. This policy applies to all employees.

Employees who develop an illness or physical condition which requires medical treatment or restrictions and precautions will be required to submit a physician's statement. This statement must give approval that continued full-time employment in his/her present position will not jeopardize his/her health or the safety of others, in the event she/he continues to work. A similar statement is required upon return from a disability leave.

### **Military Leave of Absence**

Employees who serve in U. S. or state military organizations may take the necessary time off without pay to fulfill this obligation, and will retain all of their legal rights for continued employment under existing laws. These employees may apply accrued personal leave and unused earned vacation time to the leave if they wish, however, they are not obliged to do so.

You are expected to notify the human resources office, in writing, as soon as you are aware of the dates you will be on duty so that arrangements can be made for replacement during this absence.

### **Personal Leave of Absence**

In special circumstances, the Library Company of York may grant a leave for a personal reason, but never for taking employment elsewhere or going into business for yourself. A written request for an unpaid personal leave of absence should be submitted to the human resources office 30 days prior to the desired start date for the leave. A personal leave of absence must not interfere with the operations of your department or the Library Company of York.

A personal leave of absence may be granted for up to ninety (90) days. If your leave extends for more than ninety (90) days, vacation and other benefits will no longer continue to accrue. You will be notified by the human resources office if your request is approved.

### **Insurance Premium Payment During Leaves of Absence**

The Library Company of York will continue to pay its share of insurance premiums for employee coverage for a maximum of 12 weeks while you are on a FMLA or any other approved unpaid leave of absence. You will be responsible for paying the insurance premiums for your coverage, for any period of time that exceeds 12 weeks. Failure to do so may result in loss of coverage and possible refusal by the insurance carrier to allow your coverage to be reinstated. Please consult with the human resources office to set up a payment schedule.

## **Insurance & Retirement Plans**

The Library Company of York is concerned about the health and well-being of both you and your family. With this in mind we provide full-time and eligible part-time employees the opportunity to enroll in two insurance programs. You become eligible for coverage on your date of hire.

The following benefits are provided, as defined and limited in the literature provided by our insurance companies. Upon enrolling, you will obtain summary plan descriptions describing your benefits in detail.

- Health Care Coverage (vision and prescription coverage where applicable)
- Group Term Life Insurance/Accidental Death and Dismemberment Insurance (AD&D) and Long Term Disability Insurance

### **Health Insurance**

Only full-time employees are eligible for health insurance coverage. Employees eligible for health insurance should meet with the human resources office within their first month of employment to learn about the benefits and costs associated with our health insurance plans. Applicable employee payments will be automatically deducted from your paycheck.

According to the federal Consolidated Omnibus Budget Reconciliation Act (COBRA) of 1985, in the event of your termination of employment with The Library Company of York or loss of eligibility to remain covered under our group health insurance program, you and your eligible dependents may have the right to continued coverage under our health insurance program for a limited period of time at your own expense. Please contact the human resources office for additional information regarding COBRA benefits.

If an eligible employee decides not to select health insurance coverage through the Library Company of York, proof of health insurance coverage through another insurer must be provided in addition to signing a waiver form.

### **Life and AD&D Insurance and Long Term Disability Insurance**

If you are a full-time employee or a part-time employee that was hired prior to August 2001, you are covered by our Group Life and AD&D insurance policy. This insurance is payable in the event of your accidental death or bodily injury caused by external or violent means which results in loss of sight or limb, in accordance with the policy, while you are insured. You may change your beneficiary whenever you wish by submitting the appropriate documents to the human resources office. Please contact the human resources office for literature provided by our insurance company and the details of our group insurance plan.

Full-time employees are also eligible for long-term disability insurance. Additional information and enrollment forms for these policies will be provided to you during your new employee orientation.

## **Workers' Compensation**

All employees who suffer an on-the-job injury during their regular work schedule at an approved work site are entitled to Workers' Compensation benefits. An on-the-job injury is defined as an accidental injury suffered in the course of your work, or an illness, which is directly related to performing your assigned job duties. This job-injury insurance program is required by the Pennsylvania State Workmen's Insurance Fund and is paid for by the Library Company of York through a private insurance company. If you cannot work due to a job-related injury or illness, Workers' Compensation insurance pays your medical bills and may provide a portion of your income until you can return to work. The employee must use accrued sick time for any absences due to an on-the-job injury or apply for an FMLA request.

All injuries or illnesses arising out of the scope of your employment must be reported to your supervisor immediately. Prompt reporting is the key to prompt benefits. Benefits are automatic, but nothing can happen until your employer knows about the injury. Insure your right to benefits by reporting every injury, no matter how slight.

The Library Company of York will make necessary accommodations as required by law if an employee's physician recommends alternate duty prior to having the employee return to his/her regular position. Please refer to the Alternate Duty section on page 35.

Employees returning to work after being absent due to a work-related injury must report to their supervisor prior to beginning work and must bring a doctor's clearance for returning to work.

## **Retirement Plan**

The Library Company of York has a Retirement Plan to provide eligible employees with a monthly pension benefit upon retirement. The Plan is a defined benefit plan and allows only for employer contributions. All full-time employees and part-time employees who work at least one thousand (1,000) hours per year are eligible. Employees must complete one (1) year of continuous service prior to becoming eligible for participation in the Plan. Only participants that complete the five-year vesting period are eligible for the payment of benefits.

Additional details regarding the employer contribution rate, vesting, administration, and investments are provided in the Summary Plan Description, which will be given to you when you reach your eligibility date.

## **Statement of Employee Retirement Income Security Act (ERISA) Rights**

As a participant of the Library Company of York's plan, you are entitled to certain rights and protections under the Employee Retirement Income Security Act of 1974 (ERISA). ERISA provides that all plan members shall be entitled to:

- Examine all plan documents, at the plan administrator's office, without charge. This includes insurance contracts and copies of all documents filed by the plan with the U.S. Department of Labor. Examples of this include detailed annual reports and plan descriptions.

- Obtain copies of all plan documents and other plan information upon written request to the plan administrator. The administrator may make a reasonable charge for the copies.
- Receive a summary of the plan's financial report. The plan administrator is required by law to furnish each member with a copy of this summary annual report.

In addition to creating rights for plan members, ERISA imposes duties upon the people who are responsible for the operation of the employee benefit plan. The people who operate your plan, called "fiduciaries" of the plan, have a duty to do so prudently and in the interest of you and other plan members and beneficiaries. No one, including your employer, may terminate you or otherwise discriminate against you in any way to prevent you from obtaining a welfare benefit or exercising your rights under ERISA. If your claim for a welfare benefit is denied in whole or in part, you must receive a written explanation of the reason for denial. You have a right to have the plan reviewed and your claim reconsidered.

If you have any questions about your Plan, you should contact the Plan Administrator. If you have any questions about this statement or about your rights under ERISA, you should contact the nearest Area Office of the U.S. Labor-Management Services Administration, Department of Labor.

## **Professional Development & Education Assistance**

We feel an individual who possesses a desire to continue their education, in addition to performing their full-time job, shows a commitment to improving themselves and their position within the Library Company of York. To encourage and reward these individuals, the Library Company of York offers the following professional development and educational benefits.

### **Professional Development**

If you are interested in participating or attending a professional development activity, i.e. conference, workshop, seminar, or short course, you must complete a request form with at least one month advance notice. Forms can be obtained from the human resources office. Consideration is given to the benefits the employee and the organization will receive upon completion of the training and the availability of funds. Your immediate supervisor must approve your request for professional development. Final approval is made by the President of the Library Company of York. Upon completion you must submit to the human resources office a brief description of the skills gained or a copy of any certification received.

Attending a professional development activity allows no accumulation of overtime or compensatory time. The time recorded on your timesheet, when attending a conference or workshop, cannot exceed 8 hours per day. Reimbursement for costs incurred when participation in such events will not exceed the amount submitted on the request form. You must submit receipts for any expense to be reimbursed.

## Education Assistance

Full-time employees interested in pursuing a Master's Degree in Library Science may qualify for tuition reimbursement as per this program. Applications for tuition reimbursement must be submitted to the President of the York County Library System by August 31 prior to the requested year. Tuition Reimbursement applications may be obtained through the Human Resource office.

1. Applicant must be an employee of a library within the York County Library System for a minimum of two years prior to seeking reimbursement.
2. Courses must be ALA (American Library Association) accredited and must lead to an ALA accredited Master's Degree in Library and Information Science.
3. Participant must obtain a minimum grade of "B" in the course.
4. Participant agrees to complete the educational program within a four-year period, unless otherwise arranged with approval from the President.
5. The Tuition Reimbursement Committee reviews all applications for approval based on availability of funds as determined by the System Board of Directors and on the selection criteria listed below. The committee is appointed by the President.
6. Selection criteria include: relative merit of applicant's explanation of how course work will contribute to the productivity of the library; previous academic records; letters of recommendation; future career goals identified by applicant; personal interviews.
7. Applicant must submit to the President a list of semester courses for approval prior to the beginning of each semester.
8. Reimbursement will be for an amount equal to the tuition rate, excluding fees, charged by a university in the Pennsylvania State University System, i.e. Clarion University. Thus participants enrolled at another accepted university may be reimbursed an amount less than the actual amount paid. *(Please refer to the Clarion University website for the current tuition rate.)*
9. Reimbursement will be made upon completion of each course. Participant will submit a request for reimbursement, along with a final course grade report of not less than a "B" or its equivalent and proof of payment for the course such as a canceled check.
10. Participant agrees to remain as an employee of a YCLS library for two years after completion of educational program.
11. It is expected that the participant will remain employed within the York County Library System while pursuing the MLS degree at a position at least equal to the position held upon application, if possible and available.
12. The employee agrees to repay YCLS the full amount of tuition reimbursed should the Employee leave before two years after completion of educational program.
13. All approved applications will require that the employee sign a Tuition Reimbursement Agreement.

## Professional Memberships

When the budget allows, the Library Company of York will pay for an employee's membership in a professional association, per approval of the employee's supervisor.

Professional librarians may have their membership paid for enrollment in the American Library Association or the Pennsylvania Library Association if they elect to belong. Other professional

staff may also request payment for enrollment in a professional association. Membership registration forms should be submitted to the human resources office for processing. Within the limitations of the library's budget, requests to attend conferences sponsored by a professional association may be approved upon submission of the appropriate request form.

### **Scheduling of Coursework**

At the Library Company of York we encourage our staff to obtain a college education but due to our customer service requirements it is not always possible for us to accommodate special scheduling requests for this purpose. We strongly recommend that any undergraduate or graduate classes you enroll in be taken at times that do not interfere with your regular work schedule. If you are pursuing a college degree and require flexibility in scheduling your classes, you must submit a request in writing to your supervisor and the human resources office at least four weeks prior to your first day of classes. We will review such requests on a case-by-case basis and respond accordingly. The submission of your request in a timely manner does not guarantee that the request will be approved.

## **Safety**

### **General Employee Safety**

The Library Company of York is committed to the safety and health of all employees. We will maintain safety and health practices consistent with the needs of our organization. If you are ever in doubt about how to safely perform a job, it is your responsibility to ask your supervisor for assistance. We depend on the cooperation of each employee to keep our working environment safe.

Any suspected unsafe conditions and all injuries that occur on the job must be reported immediately. It is the responsibility of each employee to accept and follow established safety regulations and procedures.

### **Reporting Safety Issues**

All accidents, injuries, potential safety hazards, safety suggestions and health and safety related issues must be reported immediately to your supervisor. If you or another employee is injured, you should contact outside emergency response agencies, if needed. Whether an injury does or does not require medical attention, an Accident Report must be completed. These forms are available at each library or can be requested from the human resources office. Completed forms must be submitted to the human resources representative as soon as possible. The information provided is used to document cases where medical treatment is needed and to insure that any existing safety hazards are corrected. The Accident report form is used to submit a claim for Worker's Compensation Benefits when an injury requiring medical attention has occurred.

Federal law (Occupational Safety and Health Administration) requires that we keep records of all illnesses and accidents, which occur during the workday. The Pennsylvania State Workers'

Compensation Act also requires that we report any workplace illness or injury, no matter how slight. If you fail to report an injury, you may jeopardize your right to collect workers' compensation payments as well as health benefits.

## **Safety Rules**

Safety is to be given primary importance in every aspect of planning and performing the day-to-day tasks of your library. We want to protect you against any work injury and illness, as well as minimize any potential harm to our patrons.

On the next page are some general safety rules to assist you in making safety a regular part of your work. Certain work areas may have specific safety procedures posted within their departments, please abide by them at all times. Safety is everyone's responsibility. Remind your co-workers about safe work methods.

### **Ask Questions**

If you are ever in doubt regarding the safe way to perform a task, please do not proceed until you have consulted a supervisor. Employees will not be asked to perform any task, which may be dangerous to their health, safety or security. If you feel a task may be dangerous or worsen a current health condition, inform your supervisor at once.

### **Fire Extinguishers**

Know where fire extinguishers are and how to use them.

### **Lifting**

Ask for assistance when lifting heavy objects or moving heavy furniture. Bend your knees, get a firm grip on the object, hold it close to your body and space your feet for good balance. Lift using your stronger leg muscles, not your weaker back muscles.

### **Reaching High Areas**

If you are trying to retrieve, store or shelve an item in a high area you must use a stable foot stool or ladder. Do not at any time stand on a chair to reach a high area. If you are using a ladder please make sure that another staff person is present to assist in holding or moving the ladder.

### **Reasonable Accommodation**

Medical documentation from a doctor will be required prior to evaluating a job related accommodation requested by an employee with a severe health condition. By law, The Library Company of York is not required to make reasonable accommodations if the request places undue hardship on the organization.

### **Report Injuries**

Immediately report all injuries, no matter how slight, to your supervisor. This is done by completing an accident report. These forms are available at each service desk or you may request a form from the human resources office. Original forms should be returned to the human resources office for further processing and filing. The human resources office will investigate any accident as required by law.

### **Tasks Requiring Repetitive Motion**

If your job requires you to repeat the same motion (i.e., typing, data entry) for a significant amount of time, please use your break time to stretch your muscles and/or rest your eyes. Notify your supervisor immediately if you are experiencing pain or numbness.

### **Work Areas**

Keep cabinet doors and file and desk drawers closed when not in use. Remove or pad torn or sharp corners and edges. Keep drawers closed. Open only one drawer at a time.

We strongly encourage employee participation and your input on health and safety matters. Employees may report potential hazards and make suggestions about safety without fear of retaliation. We appreciate, encourage and expect this type of involvement! The success of our safety program relies on the participation of all employees. Though it is our responsibility to provide for the safety, health and security of all our staff during working hours, it is the responsibility of each employee to abide by the rules, regulations and guidelines set forth.

### **Alternate Duty**

In the event that an employee suffers from a disability or injury which causes the employee to be unable to perform the essential functions of his/her position with or without reasonable accommodation, the Library Company of York in its discretion may assign that employee to a temporary alternate duty position. An employee placed on alternate duty shall be compensated at a wage rate commensurate with the nature of the work being performed. The employee's regular job classification and corresponding wage rate shall have no bearing upon the alternate duty wage.

Alternate duty is available only on a temporary basis, and the Library Company of York shall not assign an employee to an alternate duty position on a permanent basis. The maximum period for which an employee may remain on alternate duty during any rolling 12-month period is 90 working days. Any employee who is unable to return to his/her regular position with or without reasonable accommodation after 90 working days of alternate duty employment within a rolling 12-month period shall be removed from his/her light duty position.

All alternate duty assignments shall be made by the Library Company of York subject to the review and approval of a designated physician. If the physician determines that an employee is unable to perform an available alternate duty assignment or that in all probability the employee will not be able to return to his/her regular position with or without reasonable accommodation within 90 working days of the commencement of the period of disability, the Library Company of York shall not make alternate duty available to that employee. All decisions made by the physician with respect to alternate duty assignments are final.

Regardless of whether an employee is assigned to alternate duty, he/she must be able to return to his/her regular position within 90 working days of the commencement of any period of disability. An employee, who is unable to return to his/her regular position or another vacant position which the employee is qualified to perform, with or without reasonable accommodation, shall be subject to immediate dismissal.

## **In Case of Fire**

If you are aware of a fire, you should:

- ✓ Dial 911 or the local fire department.
- ✓ If possible, immediately contact the library director or the facilities manager. He or she is responsible for notifying the appropriate authorities. Proceed to evacuate customers and employees from the building using designated fire exits.
- ✓ If the fire is small and contained, locate the nearest fire extinguisher. This should only be attempted by employees who are knowledgeable in the correct use of fire extinguishers.
- ✓ If the fire is out of control, leave the area immediately. No attempt should be made to fight the fire.

When the fire department arrives, direct the crew to the fire. Do not re-enter the building until directed to do so by the fire department.

Staff working at other sites must familiarize themselves with the fire exit procedures of their work location.

## **Fire Exits and Emergency Evacuation**

Staff and volunteers must be aware of the Library's fire exits and assist library patrons when exiting the building due to a fire alarm. Please follow the procedures set by your library in regards to exiting your library in case of an emergency.

If you are advised to evacuate the building, you should:

- ✓ Stop all work immediately and remain calm.
- ✓ Contact outside emergency response agencies (dial 911), if needed.
- ✓ Shut off all electrical equipment and machines, if possible.
- ✓ Walk to the nearest exit, including emergency exit doors.
- ✓ Exit quickly, but do not run. Do not stop for personal belongings.
- ✓ Proceed in an orderly fashion to your library's designated emergency waiting place. Be present and accounted for during roll call.
- ✓ Do not re-enter the building until instructed to do so.

## **Housekeeping**

Neatness and good housekeeping are signs of efficiency. You are expected to keep your work area neat and orderly at all times - it is a required safety precaution. If you spill a liquid, clean it up immediately. Do not leave boxes, materials, or other objects on the floor, which may cause others to trip or fall. Keep aisles, stairways, exits, electrical panels, fire extinguishers, and doorways clear at all times.

Easily accessible trash receptacles and recycling containers are located throughout your library building. Please put all litter and recyclable materials in the appropriate receptacles and containers. If your library has available a kitchen or common area for meals, please make sure

to leave counters, tables, and appliances clean and to remove leftovers from the refrigerator on a regular basis. You are responsible for washing any dishes you use.

Please report anything that needs repairing or replacing to your supervisor immediately.

### **Office Safety**

Office areas present their own safety hazards. Please be sure to:

- ✓ Leave desk, file or cabinet drawers firmly closed when not in use.
- ✓ Open only a single drawer of a file cabinet at a time.
- ✓ Arrange office space to avoid tripping hazards, such as telephone cords or calculator electrical cords.
- ✓ Remember to lift things carefully and to use proper lifting techniques.

### **Property and Equipment Care**

It is your responsibility to take care of the equipment that has been assigned to you. If you need to learn to use any work machines to perform your job duties please notify your supervisor to arrange for training. If you find that a work machine is not working properly please notify your supervisor immediately so that repairs or adjustments may be made. If you are having problems with your computer or printer please send an e-mail message to our technical support team ([support@yorklibraries.org](mailto:support@yorklibraries.org)). Technical support staff will check these messages daily and will respond in a prompt manner.

Do not attempt to use or fix any machine or equipment if:

- ✓ you do not know how to operate it
- ✓ you have not completed training on the proper use of the machine or equipment
- ✓ you have not obtained authorization from your supervisor.

### **Safety Training & Inspections**

The Library Company of York will provide safety training on a regular basis. The human resources office will notify staff when training will be available and in conjunction with library directors will decide who will be trained.

## **Security**

Maintaining the security of our library facilities and equipment and your own personal belongings is every employee's responsibility. Develop habits that insure security as a matter of course. For example:

- Know the location of all alarms and fire extinguishers, and familiarize yourself with the proper procedure for using them, should the need arise.
- Do not enter the building if you notice anything suspicious. Please call your supervisor or 911 if necessary.
- If you are the last person to leave your work area make sure that all entrances are properly locked and secured, that all equipment has been turned off, and that cash collected during the day is stored and locked in the appropriate place.
- Make sure that you store your personal belongings in a securely locked storage area.
- If you work at a desk and are responsible for opening or closing the work area, make sure you perform all tasks indicated in the opening and closing procedures. These procedures were designed to meet with our safety requirements.

### **Security and Inspection (Employees)**

The Library Company of York retains the right to conduct searches and inspections for reasonable cause or suspicion at all times while an employee is on the premises of one of our libraries or is performing business for the Library Company of York.

- A Library Company of York representative will tell the employee that a search or inspection is to take place and explain the reasons why. To protect confidential sources of information, the basis of the reasonable suspicion may not always be revealed.
- The search and inspection in the presence of at least one witness of The Library Company of York's choice may include the employee's locker, vehicle, desks or any equipment.
- If an employee refuses to submit to a search or inspection, the employee will be suspended pending investigation for possible discharge of insubordination.
- If a search or inspection uncovers material, which is believed to be library property, unauthorized drugs or alcohol or other items prohibited on library premises, The Library Company of York's representative may confiscate the material and give the employee a receipt. Where appropriate, the items confiscated will be tested. If the items are authorized and lawful possessions of the employee, they will be returned.

### **Building Keys**

Staff responsible for opening or closing a library or administrative office will be given a master key. This key is for your own use and should not be given or lent to anyone that is not a Library Company of York employee. If you lose your key please report this loss to your supervisor

immediately. You will be asked to return the master key and any other keys supplied to you upon ending your employment with the Library Company of York.

## **Separation of Employment**

The Library Company of York operates under the principle of at-will employment. This means that you are free to terminate your employment with the Library Company of York at any time, with or without reason. Likewise, the Library Company of York has the right to terminate your employment, with or without reason, at the discretion of library management.

The Library Company of York expects that you will give at least two (2) weeks notice in the event of your resignation. We request that professional staff give a one (1) month notice prior to leaving. All resignations must be submitted in writing to your supervisor. A copy of the letter should also be delivered to the Human Resources Office. Any accrued but unused vacation time will be paid out at the time of employment termination if you meet our notification requirements.

### **Exit Interviews**

In a resignation situation, your supervisor or human resource representative will conduct an exit interview to discuss your reasons for leaving and any other impressions that you may have about the Library Company of York. The information obtained during the exit interview will provide insights into areas that would benefit from improvements or changes. Every attempt will be made to keep all information confidential.

### **Return of Library Property**

Any Library Company of York property issued to you including manuals, computer equipment, keys, or parking passes must be returned at the time of your termination. You will be responsible for any lost or damaged items. The value of any property issued and not returned may be deducted from your paycheck, and you may be required to sign a wage deduction authorization form for this purpose.

### **Former Employees**

Depending on the circumstances, the Library Company of York may consider a former employee for re-employment. Such applicants are subject to our usual pre-employment procedures. To be considered, an applicant must have been in good standing at the time of their previous termination of employment with the Library Company of York.

### **Reinstatement of Benefits**

If you were an employee of the Library Company of York with at least twelve (12) months of continuous employment, and were rehired within twelve (12) months of your termination date, you will be eligible to continue your benefits at the level you enjoyed at the time of your termination of previous employment with the Library Company of York. The exception to this policy would be if your reinstatement changes from full-time to part-time.

### **Post-Employment Inquiries**

The Library Company of York does not respond to oral requests for references. In the event that your employment with the Library Company of York is terminated, either voluntarily or involuntarily, the human resources office may be able to provide a reference to potential employers only if you have completed and signed a release form.

As an employee of the Library Company of York, do not under any circumstances respond to any requests for information regarding another employee unless it is part of your assigned job responsibilities. If it is not, please forward the information request to the human resources office.

## **Workplace Policies & Privileges**

Feel free to consult with your supervisor or the human resources office if you have any questions regarding the following:

### **Communications**

Successful working conditions and relationships depend upon successful communication. Not only do you need to stay aware of changes in procedures, policies and general information, you also need to communicate your ideas, suggestions, personal goals or problems as they affect your work.

All problems, ideas or suggestions should first be discussed with your immediate supervisor. He or she will direct you to the appropriate person when necessary. While the Board of Directors is a concerned party to all staff members, it is not available to staff to reconcile staff questions or differences.

### **Computers, Electronic Mail, and Voice Mail Usage Policy**

The Library Company of York makes every effort to provide the best available technology not only to our patrons but also to our staff. In this regard, the Library Company of York has installed, at substantial expense, equipment such as computers, electronic mail, and voice mail. This policy is to advise those who use our electronic equipment on the subject of access to and disclosure of computer-stored information, voice mail messages and electronic mail messages created, sent or received by the Library Company of York's employees with the use of our equipment.

This policy also sets forth policies on the proper use of the computer, voice mail, and electronic mail systems provided by the Library Company of York.

The Library Company of York property, including computers, electronic mail and voice mail, should only be used for conducting library business. Incidental and occasional personal use of the library's computers and our voice mail and electronic mail systems is permitted, but information and messages stored in these systems will be treated no differently from other business-related information and messages, as described below.

The use of the electronic mail or voice mail system may not be used to solicit for commercial, religious or political causes, or for any other non-job related reason. However, if you are soliciting on behalf of another non-profit, you must submit a waiver form to the LCY President prior to solicitation taking place on library premises. This form may be obtained through the Human Resources Office. Furthermore, the electronic mail or voice mail system is not to be used to create or send any offensive or disruptive messages. Among those, which are considered offensive, are any messages, which contain sexual implications, racial slurs, gender-specific comments, or any other comments that offensively address someone's age (over 40), sexual orientation, religion, national origin, or disability. In addition, the electronic mail system shall not be used to send (upload) or receive (download) copyrighted materials, trade secrets, proprietary financial information, or similar materials without prior authorization.

Although the Library Company of York provides certain codes to restrict access to computers, voice mail and electronic mail to protect these systems against external parties or entities obtaining unauthorized access, employees should understand that these systems are intended for business use, any and all personal information you may have stored on these systems may be lost if such security measures would malfunction.

The Library Company of York also needs to be able to respond to proper requests resulting from legal proceedings that call for electronically-stored evidence. Therefore, the Library Company of York must, and does, maintain the right and the ability to enter into any of these systems and to inspect and review any and all data recorded in those systems. Because the Library Company of York reserves the right to obtain access to all voice mail and electronic mail messages left on or transmitted over these systems, employees should not assume that such messages are private and confidential or that the Library Company of York or its designated representatives will not have a need to access and review this information. Individuals using the library's computer equipment should also have no expectation that any information stored on their computer - whether the information is contained on a computer hard drive, computer disks or in any other manner - will be private.

Though the Library Company of York maintains the right to monitor voice mail or electronic mail messages, this is done only on rare occasions. The Library Company of York's president will review any request for access to the contents of an individual's computer, voice mail, or electronic mail prior to access being made without the individual's consent.

Any employee who violates this policy or uses the electronic communication systems for improper purposes may be subject to discipline, up to and including termination.

### **Copyright Law (Unauthorized copying of protected materials and software)**

The Library Company of York does not condone the illegal duplication of software or print material. The copyright law is clear. The copyright holder is given certain exclusive rights, including the right to make and distribute copies. It is illegal to make or distribute copies of copyrighted material without authorization, except where the user has the right to make a backup copy of software for archival purposes.

The Library Company of York employees shall use software only in accordance with the software publisher's license agreement. This includes stipulations for use on local area networks or on multiple machines

The Library Company of York employees who make, acquire or use unauthorized copies of computer software shall be disciplined as appropriate under the circumstances.

### **Dress Code and Personal Appearance**

Please understand that you are expected to dress and groom yourself in accordance with accepted social and business standards, particularly if your job involves dealing with the public.

A neat, tasteful appearance contributes to the positive impression you make on our customers. You are expected to be suitably attired and groomed during working hours or when representing

the Library Company of York. Please refrain from wearing clothing that is tight, short, or revealing. Your clothing should be clean and without tears or stains. We recommend that you wear comfortable shoes as most positions at the library require frequent walking and standing. Jeans are acceptable if they are not too faded and meet the requirements stated above.

If your supervisor feels your attire and/or grooming is out of place, you may be asked to leave your workplace until you are properly attired and/or groomed. Employees who violate dress code standards may be subject to appropriate disciplinary action.

When working at a satellite library please dress according to their organizational culture.

### **Expense Reimbursement**

Reasonable travel expenses or emergency purchases will be reimbursed to the employee if the expense has been approved by your supervisor and a check request form is completed and submitted to our finance office. Mileage is reimbursed when you drive to a site that is not your regular place of work. The purpose of this travel may be to attend a meeting, participate in a training session, or to work at another site. Please note that this rate is based on IRS guidelines and may change at times. Forms may be obtained through the human resources or finance office.

### **Internet Access**

In compliance with the Children's Internet Protection Act (CIPA), the Library Company of York has installed a technology protection measure on all computers equipped with Internet access. A staff member who wishes to have this filter disabled must submit a request to the information technology department. Incidental and occasional personal use of the library's Internet service is permitted, but information and messages viewed or sent through this system will be treated no differently from other business related information as described in our "Computers, Electronic Mail, and Voice Mail Usage Policy".

### **Other Employment**

The Library Company of York does not prohibit employees from holding outside employment, as long as your other job responsibilities do not interfere with your duties and obligations to the Library Company of York.

### **Personal Use of The Library Company of York Property**

In some instances, employees may be allowed to borrow certain Library Company of York materials or equipment for their own personal use while on our premises. In no instance may this be done off our premises, or without prior management approval. You understand and agree that the Library Company of York is not liable for personal injury incurred during the use of library property for personal projects. As an employee of the Library Company of York, you accept full responsibility for any and all liabilities for injuries or losses, which occur, or for the malfunction of equipment. You are responsible for returning the equipment or materials in good

condition, and you agree that you are required to pay for any damages that occur while using the equipment or materials for personal projects.

## **Relatives**

Family members may be employed at the Library Company of York as long as one does not supervise the other nor work in the same department. The library reserves the right to not hire a family member whenever it deems necessary.

## **Social Media Policy**

Many new forms of social media have emerged and are being widely used. As centers for the exchange of information it is very much in the interest of our libraries that we be aware of and participate in on-line environments that encourage interaction and the sharing of information and ideas.

Whether or not an employee of LCY chooses to create or participate in a blog, wiki, online social network or any other form of online publishing or discussion, is his or her own decision. However, LCY and its representatives need to take responsibility for the reputation and brand of our organization and expect that our employees will exercise personal responsibility whenever they participate in social media.

LCY respects the legal rights of our employees. In general, what you do on your own time is your affair. However, activities in or outside of work that affect your job performance, the performance of other employees, or LCY's business interests are a proper focus for organizational policy. As your employer we reserve the right to monitor employee use of social media regardless of location (i.e. at work on a business computer or on personal time with a home computer). As an employee you should be made aware that organizational policies regarding anti-harassment, confidential information, and standards of conduct extend to all forms of communication (including social media) both inside and outside the workplace.

It has become increasingly important for our libraries to share with our communities the exciting things we are learning and doing, and to learn from others. As you explore and join on-line communities through social computing you have an opportunity to empower our profession, enhance our services and strengthen the role of the public library.

### **Guidelines:**

- Libraries support open dialogue and the exchange of ideas. Focus on responsible engagement in dialogue. Contribute, learn and add value to on-line discourse.
- Know LCY's Standard of Conduct Guidelines.
- Be thoughtful about how you present yourself in online social networks. Use a disclaimer when necessary.
- Respect copyright and fair use laws.
- Protect confidential and proprietary information in particular LCY business information.
- Respect your audience and your coworkers.
- Use your best judgment.
- Be the first to respond to your own mistakes.

## **Staff Privileges**

All employees and volunteers of The Library Company of York are eligible for the following staff privileges:

- Free overnight check out of DVDs and video games– additional nights will be at the regular fee (This does not include new video games or DVDs that you are placing on hold, for these, regular fees apply.)
- Photocopies & Printouts – the first five photocopies or computer printouts (black & white or color) within a one day period are free, any additional copies or printouts will have a charge of 5 cents per sheet
- Waiver of overdue fees for books, audio materials and magazines, unless it is an ILL item. Overdue fees for video games and DVDs will not be waived.

## **Staff Recognition**

The Library Company of York values its employees and appreciates the dedication and fine service that they provide. To recognize the many contributions of our staff, the Library Company of York supplies seasonal treats on a quarterly basis for its staff and sends them to each work site for distribution. In addition, all staff members receive one half day (4 hours) of paid time off on their birthday or, if that is not possible, during their birthday week, regardless of their usual leave time status.