

EMPLOYEE EXPECTATIONS and PERSONNEL HANDBOOK

SEPTEMBER 2022



WELCOME

Welcome to the Towanda District Library's staff! Your talents and contributions as well as your presence, contribute to a positive and productive team, and partnership. The library offers a pleasant work environment and an opportunity to serve our community.

The Towanda District Library is committed to establishing thoughtful and equitable policies, and administering them with honesty and fairness. The expectations, policies, and procedures outlined in this manual are meant to establish the foundation for a positive and professional workplace.

The mission of the library, is to provide education, information, and recreational services to persons who reside in the area of the Towanda District Library, is the responsibility of every TDL employee. The following pages detail the policies of the library related to your work employment. All staff personify the way the library is perceived by the community. You have the power to show our mission in action. Welcome to our team!

INTRODUCTION

This document is not a contract for employment, but rather a **reference tool** for explaining general practices. It is intended to support the fair and equitable development of employee-management relationships, and to identify the expectations and procedures necessary to serve the library's constituents, maintain the facility, and preserve its collection.

This employee handbook is not intended to create a promise or representation of continued employment that your employment at Towanda District Library is employment at will, which may be terminated at the will of the Towanda District Library or yourself. Your employment is not for any specific time and may be terminated at will with or without cause and without prior notice by the Towanda District Library. The Towanda District Library reserves the right to change all employee hours, wages, and working conditions at any time.

This handbook and the policies and procedures contained herein supersede any and all prior practices, oral, or written representations, or statements regarding the terms and conditions of your employment with the Towanda District Library. By distributing this handbook, the Towanda District Library expressly revokes any and all previous policies and procedures that are inconsistent with those contained herein.

New challenges or unexpected circumstances may require additional information, beyond what this handbook provides. **Please communicate directly with the Library Director if you have a question or concern.**

The Director and Towanda District Library Board of Trustees reserve the right to change, modify, add to or delete any information contained in this employee handbook at any time, providing written notice to staff. All such changes will be communicated through official written notices and it is understood that revised information may supersede, modify, or eliminate existing policies.

WHO WE ARE & WHAT WE DO

Towanda District Library: Discover. Share. Read. Explore.

Towanda District Library strives to enrich the lives of its community members by providing a diverse collection and facilitating engaging programs.

Our mission is to provide education, information, and recreational services to persons who reside in the area of the Towanda District Library

Employees are expected to consistently report to work when scheduled, perform assigned and duties as assigned accurately and efficiently, and positively contribute to the work environment.

At all times, assisting patrons is to take precedence over the completion of routines and special projects.

EMPLOYEE EXPECTATIONS, POLICIES, & PROCEDURES

Attendance

Attendance is paramount. When employees are absent, the workload for colleagues is disproportionately multiplied.

- Employees should arrive no earlier than 15 minutes prior to their shift.
- Employees should start their shift on time.
- If an employee is running more than five minutes late or unavailable to work due to illness, unexpected circumstances, or an emergency, they should contact the Library Director by phone/text as soon as possible.
- Failure to comply will result in a verbal warning followed by a written warning if the behavior is not rectified. Two written warnings may result in leave without pay or dismissal. If a third write up is required, it will be an immediate dismissal.

Confidentiality

- Conversations regarding patrons, borrowed materials, fines, and/or other personal information cannot be discussed in the presence of other patrons or outside of the library.
- Phone messages left for patrons regarding requested items cannot include the items' titles. If the patron answers the phone and asks for clarification, the information can be shared.
- Future plans, programs, and/or other announcements discussed with the Library Director and/or other staff members are subject to change until finalized in writing. Therefore, do not discuss these plans outside of Towanda District Library until public announcements have been made.

Conflict Resolution

The Library is committed to a policy where all employees are treated fairly, equitably and consistently within a safe working environment. Proper remedial action shall be taken if necessary.

- Employee grievances shall be filed in writing with a communication form to the Library Director. The Director will respond to the employee in writing within seven business days. The Director's response will describe the manner in which the grievance will be adjusted, denied, or referred to the Board of Trustees for further review.

- If the grievance involves the director, employees shall fill out a communication form and submit it to the Board President or Vice President in writing. The board will respond to the employee in writing within seven business days.

Demeanor and Professionalism

Polite and cooperative demeanor is necessary when interacting with patrons, fellow employees, and members of the Board of Trustees, as well as with community members and vendors that contact the library in person, by phone, and/or email.

Employees should be aware of their surroundings while working at the library. This includes:

- Using respectful language;
- Being aware of the volume and tone of voice;
- Using materials and supplies with care; and
- Keeping areas clean and organized.

Patron Interactions

Face-to-Face Interactions

- Upon entry to the library, patrons should be welcomed and asked if they need assistance.
- If a patron needs a resource that is not currently available, offer to locate the item(s) via interlibrary loan.
- If a patron requests a resource or special topic be added to the library, complete a request slip on his/her behalf.

Phone Interactions

- All calls should be answered within three rings and with a courteous tone of voice: "Good morning (afternoon/evening). Towanda District Library, this is (___) speaking. How may I help you?"
- Determine what the caller needs and record pertinent information. Do your best to answer general questions, or ask them to "please hold" while you gather additional information.
- If you are unable to answer a question, record a detailed message that includes:
 - The date/time of call
 - Caller's full name
 - Phone number
 - Purpose of the call
 - Give note to the Library Director or appropriate staff member

Board of Trustee Interactions

- Be positive and proactive.
- All work related communication with the Board will go through the Library Director.
- In the instance that the communication is about the director, contact the Board President or Vice President via email using the communication form.

Dress Code

Towanda District Library offers a casual dress environment for employees. What employees wear should reflect an image of professionalism at all times.

Employees are expected to use good judgment and show courtesy to their coworkers by using "presentable and appropriate" guidelines:

- Clothes should be clean and neat (free of rips, tears, holes).

- Examples of clothing items that cannot be worn to work:
 - Items that promote risky or illegal behavior
 - Items that contain crude phrases and/or images
 - Items that promote cultural, political, and/or religious messages
 - Clothing should not be too revealing
- Hats and caps are expected to be removed after entering the library and prior to beginning a shift.
- Dress for Towanda Elementary School events in conjunction with school guidelines.

For specific programs (either hosted by the library or held at a community location), the Library Director may request employees to wear employer-issued apparel.

Personal Information

- All employees must provide the Library Director with a phone number where they can be reached. Employees who change their numbers to an unlisted number are also subject to this requirement.
- Each employee is responsible for notifying the Library Director of changes in name, address, and telephone number.
- Employees who do not want personal information (birth date, phone number[s], and/or home address) included on staff directories should notify the Library Director.

Resources & Supplies

- Equipment and consumable supplies are for library use only and cannot be used for personal projects.
- Supplies should be returned to their original locations and kept in a neat and orderly fashion.

Schedules

- Staff members are employed with the understanding that their work week may include weekend and evening assignments. Schedules are arranged by the Library Director. Since punctuality is essential to the smooth functioning of the library, every employee is expected to be at work at the scheduled start time.
- All employees are expected to work when they are scheduled. If there is a change in scheduled hours, an employee will receive as much notification as possible. If for any reason an employee is unable to report at the scheduled time, the Director should be notified at the earliest possible moment by text or phone call. In case of illness lasting more than three days, the Library Director reserves the right to request notice of a physician's visit permitting the employee to safely return to work.
- Hourly employees will not be in the building during off hours without prior authorization of the Director.

Unexpected Closures

Occasionally, unanticipated events, such as severe weather conditions, power failures, technological difficulties, or Force Majeure (any acts outside of human control) may require the temporary closure of Towanda District Library.

The Library Director will contact staff if the facility is closed. If possible, the closing will be posted on the library Facebook page, the library website, and signage will be posted on the library's front door.

Staff Development

Internal Meetings

- Towanda District Library Staff Meetings are conducted on an as needed basis.
- Staff are compensated for their attendance while at the meeting.
- The Library tries to schedule meetings at least two weeks in advance.
- Attendance is expected. If staff are unable to attend, please notify the Director immediately by phone call or text. If an employee is unable to attend, it is the employee's responsibility to schedule time to go over the material covered in the meeting with the Library Director.
- Absences from Staff Meetings will result in disciplinary action.

Professional Development Opportunities

- A staff member may be given the opportunity to attend conferences, meetings, and classes to further their education, performance, or skills at the library. Mileage will be reimbursed at the current Federal Government Rate.

Substances

The illicit manufacture of, use, possession, or distribution of alcohol, marijuana, controlled substances, nicotine use in the form of smoking or vaping, look-alike drugs, and drug paraphernalia is not permitted in the library building, on library premises, or at library sponsored activities where employees are engaged in activities on behalf of the library.

- Any employee who violates this policy will be suspended, terminated, and/or referred to appropriate legal authorities for prosecution.

Employees who report to work under the influence of these substances will be subject to disciplinary action up to and including termination.

Technology

Library Equipment

Library telephones, fax machines and computers, including email, are to be used for business purposes in serving the interests of our patrons and in the course of normal system operations for system business.

The Towanda District Library internet service is not intended for personal use during work hours.

Personal Devices: Phones, Tablets, Laptops

Use of this equipment should not interfere with the daily work of the library. Reasonable personal use of this equipment is permitted, but we ask for employee's cooperation in limiting them to emergencies or essential personal business and in keeping them brief.

No personal devices will be permitted to do official library work in any capacity.

TDL-Issued Email Account

The Towanda District Library email account is property of the Towanda District Library with no expectation of privacy. Each employee TDL email account will be used to communicate with other staff members in the library or to conduct library business with non-staff members. It is not to be used as a personal email account. The Library Director may view this account.

EMPLOYER POLICIES & PROCEDURES

EQUAL EMPLOYMENT OPPORTUNITY

The Towanda District Library is an equal opportunity employer and complies with all applicable federal, state, and local employment laws and regulations. The Towanda District Library employs qualified individuals without regard to age, ancestry, color, disability, marital or parental status, military service, national origin, history of employment-related claims or charges, race, religion, sex, sexual orientation, use of applicable leave or any other employee benefits for which the employee is eligible, or any other protected status. Employees who require reasonable accommodation of a physical or mental disability to perform their essential job functions should submit a request in writing to the Library Director.

The Towanda District Library's Equal Employment Opportunity Policy applies to all aspects of employment including, but not limited to hiring, compensation, promotion, transfer, assignment, discipline, evaluation, layoff and termination. Conduct that conflicts with this policy is not endorsed, permitted or tolerated under any circumstances. Each employee who reasonably believes that this policy has been violated must, within five days of the perceived violation, submit a description in writing to the Library Director.

ANTI-DISCRIMINATION

Towanda District Library maintains a 'zero tolerance' policy regarding prohibited employment discrimination. Work-related discrimination on the basis of age, ancestry, color, disability, marital or parental status, military service, national origin, history of employment-related claims or charges, race, religion, sex, sexual orientation, use of applicable leave or any other employee benefits for which the employee is eligible, or any other protected status is not tolerated. Sexual harassment is also prohibited.

SEXUAL HARASSMENT POLICY

Towanda District Library adheres to the Sexual Harassment Policy.

It is the policy of the Library that all employees should be able to enjoy a work environment free of discrimination and harassment. No employee may make unwelcome advances to or request sexual favors or other verbal or physical conduct of a sexual nature of another employee or applicant for a position. No employee may, by his or her overt or covert conduct, unreasonably interfere with another employee's work performance by creating an intimidating, hostile, or offensive working environment.

Violations of this policy will result in termination of employment and may also result in legal consequences.

Legal recourse is available through the Illinois Department of Human Rights and the Illinois Human Rights Commission. It is unlawful for anyone to retaliate against anyone who complains about sexual harassment or discrimination. Employees may contact the State or Federal government as follows:

- *Illinois Department of Human Rights*, 100 West Randolph St., Suite 10-100, Chicago, IL 60601, 312-814-6200, or 222 South College, Floor 1, Springfield, IL 62704, 217-785-5100
- *Illinois Human Rights Commission*, 100 West Randolph St., Suite 5-100, Chicago, IL 60601, 312-814-6269, or Stratton Office Building, Suite 404, Springfield, IL 62706, 217-785-4350
- *Federal Equal Employment Opportunity Commission*, 536 S. Clark St., 9th Floor, Chicago, IL 60605, 312-353-2713

AT-WILL EMPLOYMENT

The contents of this handbook do not constitute an expressed or implied contract of employment. Employment at TDL is employment-at-will and as such may be terminated at the will of either the employer or the employee at any time and for any reason, with or without cause or notice.

EMPLOYMENT ADMINISTRATION

TIME SHEET

The time sheet represents the hours employees have worked. These are kept on file as required by law. Employees are required to log IN and OUT times on their individual time sheets each day they work. Time sheets are given to the Library Director on the last day of each pay period, the 15th and last day of each month, or the last scheduled workday prior to the end of each pay period.

Falsification of hours logged on a timesheet is terms for immediate termination of employment with the Library. The Library Director will be paid at a salaried rate and all other employees are paid at an hourly rate. All staff will be paid no later than the 1st and 16th of each month.

OVERTIME HOURS WORKED

Illinois labor laws require employers to pay employees overtime at a rate of one and a half times their regular wage rate when they work more than 40 hours in a single workweek, which is defined as Monday through Sunday, unless otherwise exempt. Overtime hours are not allowed to be worked without the prior written approval from the Library Director.

ANNUAL PERFORMANCE REVIEWS

All employees are evaluated on an annual basis. Evaluations are in writing and are intended as a means to evaluate competence, to encourage self-improvement, to provide an official opportunity to discuss job satisfaction and problems, and to improve the operations and services of the Library. Employees are encouraged not to wait until the annual evaluation to discuss any concerns or suggestions with the Library Director.

The Annual Performance Review is made part of each employee's personnel file. Employees are encouraged to review this form and discuss it with the Library Director at the time of the evaluation.

New employees will meet with the Library Director during their initial three months of employment to ensure proper progression. After the initial three months, employees will be evaluated once a year. The Library Director reserves the right to conduct additional formal performance reviews at any time circumstances warrant.

The Board of Trustees evaluates the Library Director annually. The Board may conduct a formal performance evaluation of the Library Director at any time circumstances warrant.

DISCIPLINARY ACTIONS, REMEDIATION, AND EMPLOYEE DISMISSAL

If a need for remediation occurs, a written warning will be given, which is signed by the staff member and the staff member's supervisor. If the behavior is not rectified within a reasonable period of time, a second written warning will occur with a performance improvement plan that will be administered. It will define the violation, action, and consequences for failure to improve. The violation will be documented, given to, and signed by the staff member and the staff member's supervisor. If behavior is not rectified after two written warnings, termination will be considered.

PERSONNEL RECORDS AND AMENDMENTS TO RECORDS

Towanda District Library adheres to all applicable State and Federal laws relating to access to personnel records.

All employees have a confidential personnel file, which contains documents relative to the employee's employment and performance. An employee has the right to access and review their personnel record. All records must be viewed under the direction of the Library Director.

We respect the privacy of our employees. Employees' phone numbers, addresses or other personal information will not be released outside the organization. Employees who do not want personal information included on staff birthday or home address listings should notify the Library Director.

TIME OFF BENEFITS

Salaried Staff - Vacation and Sick Leave

Salaried staff will receive an allotment of paid vacation and sick leave, which will be documented in the initial employment offer and then evaluated by the Library Board annually. Sick and Vacation leave reset July 1 of each year. Salaried staff will report their scheduled absences as soon as possible to the Library Board.

Hourly Staff Working for 20 Hours or More Weekly - Sick Leave

After three months of employment, each employee who works a regular schedule of at least 20 hours per week is eligible for the equivalent of 2 weeks paid sick leave annually, non-accumulating. Sick time is reset July 1 of each year. This benefit may be utilized for personal illness, as well as family illness.

WORK-RELATED ACCIDENTS AND/OR INJURIES

It is the policy of the Towanda District Library that all accidents involving employees during working hours or while on the library premises to be reported immediately to the Library Director. Any unsafe working conditions are to be reported to the Library Director.

LIBRARY ORGANIZATION

LIBRARY BOARD OF TRUSTEES

The Library is governed by a seven member Board of Trustees. Legal responsibility is vested in the Board of Trustees by the Illinois State Statute. The Board is responsible for hiring and evaluating the work of the Director. The Board is the policy-making body of the library.

LIBRARY DIRECTOR

The Library Director is the administrative officer of the library and reports to the board. The Director serves in an advisory capacity to the Board of Trustees, attends all meetings, and may speak on all matters under Board discussion. The Director is not a member of the Board, and therefore, has no official vote on matters under consideration.

EMPLOYEE AGREEMENT

By signing below, I am stating I have received the handbook and understand it is my responsibility to review and know the policies contained in this handbook and any revisions made to it.

EMPLOYEE SIGNATURE: _____

EMPLOYEE NAME (PRINT): _____

DATE: ___/___/___

Signed signature page to be placed in employee's personnel file.