JOSEPH T. SIMPSON PUBLIC LIBRARY

EMPLOYEE HANDBOOK

Adopted November 26, 2013 by the Joseph T. Simpson Public Library Board of Trustees
Updated November 28, 2017
Updated November 24, 2020
I. **WELCOME**

Welcome to the library! We are proud of our organization and its greatest assets — the people who work here. We are pleased that you have joined us and hope you will quickly feel at home, enjoy your work, and find your employment with us both satisfactory and rewarding.

We know you will take pride in being a member of our organization and in your association with the many people who have contributed to our pursuit of excellence. We expect that your skills, enthusiasm, and team effort will make an important contribution to our overall success.

Quality service is the driving force behind our mission to be a community center for learning and leisure.

We value YOU as a member of our organization and expect that your skills, enthusiasm, and team effort will make an important contribution to our overall success. We believe that working together in a spirit of mutual respect and goodwill will make employment with the library a productive and fulfilling experience for all! Thank you for joining us!

Sincerely,

Sue Erdman
Executive Director
II. IMPORTANT NOTICE

This handbook applies to all employees employed by the Joseph T. Simpson Public Library (“the library”). We encourage you to read it carefully.

This handbook is a general guideline voluntarily adopted by the library for informational purposes only. It is not intended to and does not create an express or implied contract of employment or any other contractual rights, obligations, or liabilities.

Because the handbook is not a contract, it does not contain any promises by the library and the library is not legally or otherwise bound by it. More specifically, the handbook should not be considered as or relied upon by employees as establishing terms and conditions of employment.

We believe that every employee is an individual and that no general policy can, or should, dictate what must happen in every situation. Therefore, from time to time, situations or problems may arise which, the library believes, require or deserve special handling, even though a policy stated in this handbook may indicate a different general rule.

We hope that, through the individualization of our relationships, you will find the library a good place to work. However, because your employment is at-will, you are not guaranteed employment or any particular job or type of work for any specified period of time.

More specifically, because your employment is at-will, both you and the library have the right to terminate your employment at any time and for any or no reason and with or without prior notice. While the library may follow a disciplinary process from time to time, nothing in this handbook or its application shall restrict the right of the library to terminate employees at-will.

Please understand that the library also reserves the right, in its sole discretion, to amend, modify, change, cancel, terminate or withdraw any or all of the policies, rules, benefits, sections and provisions of this handbook at any time, unilaterally, with or without prior notice, in its sole discretion. Further, the library through its Board of Trustees and the Library Director remains the final authority on the interpretation or meaning of any word, phrase or section of this handbook.

This handbook, as well as its attachments and all subsequent revisions, supersedes and/or replace all policies, rules, and benefit-program descriptions issued previously.

For the purposes of this manual, the Library Director reports to the Board of Trustees President.
III. FOR NEW EMPLOYEES

As a new employee, your first ninety (90) days of employment is considered to be an **Introductory Period**. During this time, your supervisor will discuss with you our expectations and your responsibilities as well as the library’s policies and practices.

You may be given a Performance Appraisal at or near your completion of your first ninety (90) days of employment. The Introductory Period may be extended by the number of days an employee is absent during his or her Introductory Period.

It is important to remember that an employee is not guaranteed employment for the entire Introductory Period. Equally important, completion of the Introductory Period does not guarantee your employment with the library for any period of time thereafter.
**IV. EQUAL EMPLOYMENT OPPORTUNITY**

A. **Non-Discrimination** The library is committed to ensuring equal employment opportunity. The library will not engage in or tolerate unlawful discrimination on account of a person’s age, sex, race, color, religion, creed, national origin, citizenship, disability, handicap, sexual orientation or preference, genetic information, marital status, veteran’s status, military status or membership in any other protected group.

B. **Reasonable Accommodations** The library makes reasonable accommodations with respect to disabilities as well as religious observances, practices or beliefs of which it is aware, and which do not impose an undue hardship on the library. If you believe you need an accommodation, please contact the Library Director.

C. **Non-Harassment and Anti-Bullying** The library will neither engage in nor tolerate sexual or any other form of unlawful harassment or bullying. By way of example only, the following behaviors and/or communications are inappropriate and as such prohibited, regardless of whether they are illegal:

- Requiring sex as a condition of employment or any term or benefit of employment or punishing a person with regard to any term, condition or benefit of employment because he or she did not submit to sexual advances or making any employment decision based on a person’s submission to or refusal to submit to sexual advances.
- Sexual or suggestive pictures, photos, cartoons, e-mails, Internet web sites, jokes, slurs, profanity, nicknames, conversations, questions, innuendo (verbal and non-verbal), objects and symbols; frequent and/or inappropriate comments on appearance; repeated requests for dates; excessive and/or inappropriate touch; and other inappropriate behaviors and/or communications of a sexual, suggestive or biased nature.
- Pictures, photos, cartoons, e-mails, Internet web sites, jokes, slurs, epithets, nicknames, conversations, questions, objects, symbols, imitations, and other communications/behaviors which reflect negatively upon, stereotype, or disparage any protected group, e.g., any race, gender, ethnic group, age, religion or disability.
- Hostile, abusive or demeaning communications or behaviors related to a protected group or directed at someone because of his or her membership in a protected group.

Types of bullying include but are not limited to:
1. Verbal bullying: Slandering, ridiculing, or maligning a person or his or her family; spreading rumors and gossip; persistent name calling that is hurtful, insulting or humiliating; using a person as butt of jokes; abusive and offensive remarks.
2. Physical bullying: Pushing, shoving, kicking, poking, tripping, assault or threat of physical assault, damage to a person’s work area or property.
3. Gesture bullying: Verbal or nonverbal threatening or obscene gestures; glances that can convey threatening messages.
4. Exclusion: Socially or physically excluding, ignoring, interrupting, or disregarding a person in work-related activities.
5. Persistent singling out of one person.
6. Shouting or raising your voice at an individual in public or in private.
7. Personal insults and use of offensive nicknames.
8. Public humiliation or reprimands
9. Deliberately interfering with mail and other communications.
10. Refusing reasonable requests for leave in the absence of work-related reasons not to grant leave.

It is important to remember that these prohibitions apply not only to oral and written communications, but also to email, voice mail and Internet communications and searches.

The prohibitions on inappropriate behavior set forth above apply not only in the workplace itself but also to all other work-related settings, such as meetings at other work sites, as well as business trips and business-related social functions.

It is no defense to inappropriate behavior that there was no bad intent, it was only a joke or that it was not directed at any person.

It is also important to keep in mind that these are only some examples of inappropriate behavior. If you have any question about whether behavior is inappropriate, do not do it.

D. Complaint Procedure. If you believe that you have been discriminated against, harassed by, bullied, or retaliated against by any employee or non-employee with whom we do business, please speak with your supervisor or the Director. If you cannot speak with your supervisor or the Director, you may speak with the Chairperson of the Operations Committee or the President of the Library Board of Trustees. Please speak with the person with whom you feel most comfortable.

The library will:

- Conduct a prompt and fair investigation;
- Disclose allegations only to the extent necessary to conduct the investigation/take corrective action;
- Take corrective action with respect to any employee or non-employee who has engaged in unlawful discrimination, harassment, bullying, or retaliation and/or inappropriate behavior inconsistent with this policy (even if not unlawful),
including discipline up to and including termination of the employment or other relationship; and

- Not tolerate any unlawful retaliation of any kind against anyone who makes a complaint, serves as a witness, or otherwise participates in the investigatory process.

Any employee who believes he/she is being subjected to harassment or bullying should immediately inform the offending party to stop such conduct. Should the conduct continue or should the employee feel uncomfortable addressing the offending party; the following procedure will be used. This policy applies to employees, subcontractors and non-employees (such as customers, sales representatives, and job applicants).

An employee who feels that he/she is being harassed or bullied or believes he/she has witnessed harassment or bullying is responsible to:

1. Report the incident immediately to the Executive Director. If the Executive Director is the offending party, the incident should be reported to the Chairperson of the Board of Trustees’ Operations Committee.

2. Reported allegations of harassment will be investigated promptly by the Executive Director or in the case of the Executive Director, by the Chairperson of the Board of Trustees’ Operations Committee.

The investigation will include individual interviews with the parties involved, and where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge. Confidentiality will be maintained throughout the investigation process to the extent practical. In certain instances the library may have an ethical or legal obligation to make a limited disclosure of the complaint.

3. Retaliation against an individual for reporting harassment or bullying or for participating in an investigation of a claim of harassment or bullying is a serious violation of this policy and will be subject to disciplinary action, up to and including termination. Acts of retaliation should be reported immediately to one of the designated representatives mentioned above and will be promptly investigated and addressed.

4. Confirmed misconduct will be dealt with appropriately. Responsive action may include, but is not limited to: training, referral to counseling and/or disciplinary action such as a warning, a reprimand, a temporary suspension with or without pay or termination as the library believes appropriate under the circumstances.

**E. Immigration Law Compliance**

In compliance with the Immigration Reform and Control Act of 1986, Immigration Act of 1990
and Illegal Immigration Reform and Immigrant Responsibility Act of 1996, each new employee, as a condition of employment, must complete the current federal Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility.

Former employees who are rehired must also complete the form if they have not completed an I-9 with the library within the past three years, or if their previous I-9 is no longer retained or valid.

Employees may raise questions or complaints about immigration law compliance without fear of reprisal.

**F. Background Checks**

Employees of the library are required to follow the Cumberland County Library System policy of background checks. The library will pay for all three clearances for employees:

a) Report of criminal history record information from the Pennsylvania State Police or a statement from the Pennsylvania State Police that the State Police central repository contains no such information relating to that person.

b) Certification from the Department of Public Welfare as to whether the applicant is named in the central register as the perpetrator of a founded report of child abuse, indicated report of child abuse, founded report for school employee or indicated report for school employee.

c) Federal FBI criminal history record information check. The applicant shall submit a full set of fingerprints in a manner prescribed by the Pennsylvania Department of Public Welfare.

For more information, please review the Employee Criminal and Child Abuse Clearance Checks policy for the Cumberland County Library System.

**V. ABOUT YOUR JOB**

**A. The Library’s Expectations and Your Responsibilities as a Library Employee**

Each of us was selected for employment with the library because our training, prior experience, knowledge and job skills closely matched the requirements for the job each of us now holds. In accepting employment, we also acknowledged a personal responsibility for assuring that our workplace conduct; job performance and business practices “measure up” to the expectations of the library.
While these expectations are set forth in greater detail throughout this Handbook and will be communicated to you further in the course of your employment with us, both formally and informally, in general, you are expected to:

1. Conduct yourself and all of your business activities ethically and honestly;
2. Approach your job responsibilities with enthusiasm, professionalism and self-confidence;
3. Promote goodwill by handling all contacts with co-workers, supervisors, customers, vendors and suppliers in a spirit of respect, courtesy, cooperation and attentiveness;
4. Deal with all co-workers, supervisors, customers, vendors, suppliers, etc. without unlawful regard to their gender, race, color, creed, age, religion, national origin, ancestry, citizenship, sexual preference or orientation, genetic information, marital status, military status, veteran’s status, handicap or disability or membership in any other protected group;
5. Report to work physically and mentally fit for duty (e.g., free from the influence of either drugs or alcohol);
6. Report to work promptly and regularly, keeping absences, late arrivals, and early departures to a minimum;
7. Provide appropriate notice of an unavoidable absence or lateness in accordance with established policy;
8. Perform your job responsibilities efficiently and thoroughly;
9. Remain actively engaged in the performance of your job responsibilities throughout the entire workday;
10. Perform your job responsibilities prudently and carefully, observing all health, safety, and security rules at all times;
11. Protect the confidentiality of information, which you acquire in the course of your employment and which is not generally accessible to the public;
12. Avoid engaging in any conduct, which could create an actual or potential conflict of interest or even the appearance of a conflict of interest;
13. Safeguard library property to prevent its damage, loss, misuse, or theft;
14. Report to your supervisor accidents, injuries (whether your own, a co-worker’s or otherwise), fire, theft, or other unusual incidents immediately after occurrence or discovery;
15. Follow all established library policies, rules, and procedures as well as the specific instructions of your supervisor;
16. Refrain from using library property, services, or supplies for personal reasons, unless prior permission has been obtained;
17. Provide complete and honest information in connection with all pay, time, business, expense, and employment records;
18. Ensure that your personal appearance, oral communication, and physical conduct are consistent with high standards of professionalism and propriety; and
19. 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 may be asked to submit a copy of your driving record when required. Any changes in your driving record must be reported to our Director immediately. Failure to do so may result in disciplinary action, including possible dismissal.

B. Employee Conduct and Standards

Library patrons receive their first impression of the library from the employees who help them in public service areas. It is the responsibility of all employees to create a library environment that is welcoming, helpful, and pleasant. Courtesy and a positive attitude are the most important elements of this environment and should be extended to all patrons and employees.

1. Employees in public service areas must not discuss patrons or other employees.
2. Promptness is required of everyone. It is especially important so that shift changes can take place on time.
3. Employees are to avoid congregating around public service desks.
4. Those working in the workroom, in offices, or at the circulation desk should be aware of the noise level and keep conversations quiet.
5. Business-like conduct with colleagues and the public is expected at all times.
6. Personal reading and personal computer use on duty is not permitted.
7. Telephones are provided to conduct library related business. Personal calls are discouraged except in unusual circumstances and should be made at an extension away from the public. Personal long distance calls should not be made except in an emergency.
8. Employees are not to interrupt transactions between other staff and patrons except for urgent business.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of conduct that may result in disciplinary action, up to and including termination of employment:

1. Theft, destruction, inappropriate removal of, or possession of library property.
2. Falsification of timekeeping records.
3. Deliberately or willfully releasing or discussing library business with volunteers, funding bodies, sponsors, government officials, or patrons.
4. Discussing any confidential matter with anyone outside the library or with unauthorized library employees.
5. Harassment
6. Repeated discourtesy to patrons or colleagues.
7. Excessive absenteeism, early departures, or tardiness.
8. Misuse of the library’s computer, Internet, and e-mail systems.
9. Misconduct, insubordination, etc.
10. Disregarding personal appearance or hygiene.
11. Soliciting patrons for non-library related fundraisers.
12. Releasing statement or stories to the news media.

Although your employment with the library is at-will (i.e., either party can terminate the employment relationship at any time, for any or no reason, with or without prior notice), your failure to meet these expectations may result in Corrective Counseling, the goal of which is to preserve your employment by turning around unsatisfactory job performance and/or unacceptable conduct.

C. Personal Appearance

Employees should be comfortable while maintaining a professional image. Clothing and accessories should not have any violent or inappropriate sayings or graphics on them. Spaghetti strap-style tank tops, halter-tops, or midriff-baring tops, short mini-style skirts, t-shirts, shorts, jeans, and exercise type wear are not acceptable. Employees should consult with their supervisor with questions as to what constitutes appropriate attire.

Examples of inappropriate clothing include (but are not limited to):

- Sweat suits, pants or shirts.
- T-shirts and partial shirts.
- Blue jeans
- Resort or beachwear.
- Unclean, torn, or ragged clothes.
- Clothing, which is sexually suggestive, provocative, or revealing.
- Clothing which includes profane or obscene words or symbols.
- Clothing with messages relating to drugs, alcohol, sex, or violence.

Personal hygiene is an important aspect of customer service and must be properly maintained to avoid creating an environment that is offensive to customers and fellow employees.

D. Conflicts of Interest

A basic principle of ethical business conduct is to avoid conflicts of interest. Consistent with this general principle, employees are prohibited from having a financial interest in or from soliciting gifts, money, services, or anything else of value from any customer, potential customer, competitor, supplier, or vendor.

E. Outside Employment

An employee may engage in outside employment as long as the outside employment does not interfere or conflict with the employee’s duties and responsibilities to our library.

F. Attendance and Punctuality
Your **regular and prompt attendance** on each scheduled workday is **essential** if we are to achieve our business goals and to serve our customers efficiently. Frequent incidents of unscheduled absence and/or reporting late and/or leaving before the end of the scheduled shift prevent all of us from serving our customers efficiently, impose additional burdens on co-workers, and prevent us from meeting our business objectives.

Your record of attendance and punctuality is maintained by your immediate supervisor and is reviewed carefully on a routine basis. Substandard attendance and/or punctuality will result in disciplinary action, up to and including termination of your employment with us.

Not reporting to work and not calling to report the absence is a no call/no show and is a serious matter. The first instance of a no call/no show will result in a final written warning. The second separate offense will result in termination of employment with no additional disciplinary steps. Any no call/no show lasting two consecutively scheduled workdays is considered job abandonment and will result in immediate termination of employment.

**G. Personnel Records and Changes in Personal Information**

Your Personnel Record contains information relative to your employment with the library, such as changes in earnings and job positions, your participation in job-related training, and written appraisals of your job performance.

Because it is **essential** that the information contained within your Personnel Record be kept **up to date**, you are required to notify the Director in writing when any of the following events occurs:

- Change in your legal name
- Change of address or telephone number
- Change in your social security number
- Change in your marital status/dependents (only if relevant to your participation in library-sponsored insurance benefits)
- Change in the number of exemptions claimed for income-tax withholding purposes
- Change of designated individual to be notified in case of emergency

You may review the contents of your personnel file, by appointment, with either the library director or assistant director present. Personnel records are the property of the library. You may not alter, remove, add, or replace any documents in your file. You may not view the personnel records of any other employee, unless you are the direct supervisor of the employee whose records you wish to access.

**H. Staff Development**
The library will provide, as resources allow, continuing education opportunities on library related topics to employees. With prior approval, the library will pay required program fees with available continuing education funds.

An employee who works 20 hours or more per week is required by the state to attend a minimum of six continuing education hours in two years. The Library Director is required to attend eight hours every year. Pennsylvania Library Code does not require custodial positions to obtain continuing education hours. Employee will be paid for time-spent attending continuing education programs. A record of the employee’s attendance should be submitted by the employee to the Library Director for record keeping.

The Cumberland County Library System sponsors a countywide Staff Development Day at least every other year so that library staff can meet the state’s continuing education requirements.

I. Performance Appraisals

Performance Appraisals are formal, written evaluations of your job performance ordinarily prepared by your immediate supervisor. Performance Appraisals are not directly related to pay increases.

Your first Performance Appraisal may be prepared at or near the end of your ninety (90) day Introductory Period. In addition, ordinarily, you will receive Performance Appraisals on an annual basis in the last quarter of the calendar year.

An employee or his/her immediate supervisor may request a review at any time.

J. Solicitation and Distribution of Literature

The library recognizes that employees may have causes and/or interests on behalf of which they may wish to solicit and/or distribute literature. At the same time, solicitation and distribution in the workplace may interfere with productivity.

Therefore, the library has developed reasonable rules, which restrict (but do not prohibit) solicitation and distribution by employees. In contrast, solicitation and distribution by nonemployees is strictly prohibited.

Persons not employed by the library are prohibited from soliciting or distributing literature on library premises at any time, for any cause or on behalf of any organization.

Employees of the library are prohibited from soliciting for any cause or on behalf of any organization except during the nonworking time of all involved. Employees of the library also are prohibited from distributing literature for any cause or on behalf of any organization except in non-work areas during the nonworking time of all involved. Employees may not solicit or distribute non-Simpson Library or Friends of Simpson Library literature to the public on library premises.
Working time is defined as all hours of work. Non-work areas include the lunchroom. Library premises includes the facilities, buildings, parking areas, surrounding grounds, and motor vehicles owned or leased by the library.

Any nonemployee who violates this Policy will be removed immediately from our library’s premises. Any employee who violates this Policy will be subject to discipline, up to and including termination of his or her employment with us.

K. Bulletin Boards

Library bulletin boards have been placed in strategic locations throughout our premises. It is important that you inspect these bulletin boards regularly so that you can remain informed in a timely fashion concerning important announcements, notices, and upcoming events of interest to you as an employee of the library.

Employees are permitted to make use of our library's bulletin boards. If you are interested in posting a message, you should contact the Director. The library reserves the right to refuse to post and/or remove any postings, which are offensive and/or may create an uncomfortable working environment.

L. Staff Use of Computer Equipment, Data, Internet Access, & Email


Background

The purpose of this policy is to ensure that computer equipment, data, or Internet access provided to Cumberland County Library System personnel and volunteers is used safely, responsibly, and solely in the conduct of library system business. Violations of any part of this policy or other policies are subject to the sanctions described in the “Cumberland County Employee Handbook”. For non-County employees, violations may result in termination of network access, disciplinary action by the employee’s local library board, and/or further legal action. The user will be responsible for all monetary damages resulting from such acts.

Computer Equipment

The Cumberland County Library System provides staff and volunteers with computer equipment that is meant for business use. The library system allows occasional personal use of computer equipment. Such use should be limited to breaks and lunch hours and is at the sole discretion of the individual’s supervisor, library director, or CCLS executive director.

Any misuse of computer equipment, attempts to harm data or networks or other irresponsible use will result in immediate disciplinary action, and, where applicable, criminal prosecution.

One’s supervisor must authorize occasional personal use by staff of CCLS staff computing resources, such as computers, printers, etc. Personal use (by employees only) of staff computing
resources will be on an employee’s personal time. It will not interfere with any work-related activity.

Data

All information concerning customer circulation records, including library card registration, circulation histories, etc. are considered confidential under Pennsylvania state law. For more information, review the library system’s Confidentiality of Library Records Policy.

Work that is created by Cumberland County Library System employees or volunteers is governed by a Creative Commons Attribution-Noncommercial-Share Alike 3.0 United States licensing (http://creativecommons.org/licenses/by-nc-sa/3.0/us/).

It is the user’s responsibility to respect copyright laws and licensing agreements and to pay charges for any fee-based service. Staff will not illegally copy protected works. Staff members who illegally post such information shall be solely liable to the author for damages.

Internet Access

The Cumberland County Library System provides staff and volunteers with Internet access that is meant for business use. The library system allows occasional personal use of Internet access. Such use should be limited to breaks and lunch hours and is at the further discretion of the individual’s supervisor, library director, or CCLS executive director. Personal use of the Internet should not interfere with business activity or employee productivity.

The library system reserves the right to monitor all network traffic, including Internet use, in order to maintain system safety and integrity.

Personnel and volunteers will:
1. Exit Internet browsers when not actively browsing to prevent external intrusion.
2. Turn off print and file sharing prior to connecting to the Internet in order to minimize external intrusion while actively browsing.
3. Log off Internet enabled PCs when away from work area to prevent unauthorized use.
4. Lock computer when away from work area to prevent unauthorized use.

Personnel and volunteers will not:
1. Use the library system’s Internet access for illegal, improper, unprofessional, or illicit purposes including (for example) games, gambling, and pornography.
2. Use the library system’s Internet access for political, commercial, or profitable services.
3. Download or execute programs or other software without approval from county library system administrative staff.
4. Deliberately access any material that may expose the library system to liability, embarrassment, or criticism.

Violations of any part of this policy or other policies are subject to the sanctions described in the “Cumberland County Employee Handbook”. For non-County employees, violations may result in termination of network access, disciplinary action by the employee’s local library board, and/or further legal action.
**Electronic Mail**

Cumberland County government provides and administers the Cumberland County Library System’s email services. The purpose of this policy is to ensure the proper use of Cumberland County's email system.

All messages distributed via the County's email system, even personal emails, are County property. You must have no expectation of privacy in anything that you create, store, send or receive on the County’s email system. Your emails can be monitored without prior notification if the County deems this necessary.

Employees may not intercept or in any way attempt to gain access to another employee’s email files unless specifically authorized to do so.

Violations of any part of this policy or other policies are subject to the sanctions described in the “Cumberland County Employee Handbook”. For non-County employees, violations may result in termination of network access, disciplinary action by the employee’s local library board, and/or further legal action.

If you have any questions or comments about this Email Policy, please contact your supervisor, library system computer service staff, or the library system Executive Director.

Email users are forbidden from using the County’s email system for the following:

1. Private business, religious, or political activities.
2. Creation and exchange of emails containing offensive, threatening, or harassing statements, or language including disparagement of others based on their race, color, national origin, sex, sexual orientation, age, disability, religious, or political beliefs, or any other protected classification.
3. Sending, saving, or soliciting sexually oriented messages or images.
4. Gambling or engaging in any other activity in violation of local, state, or federal law.
5. Transmission of proprietary, confidential, or sensitive information that includes HIPAA restricted data.
6. Creation and exchange of advertisements, solicitation, chain letters, or other unsolicited email.
7. Creation and exchange of information in violation of any copyright laws.
8. Subscription to non-business related list-serves.

**Virtual Private Network Access**

**Purpose**

The purpose of this Virtual Private Network (VPN) Policy is to ensure that VPN access provided to Cumberland County Library System staff is used safely, responsibly, and solely in the conduct of library system business. The Cumberland County Library System reserves the right to monitor all network traffic, including Internet use, in order to maintain system safety and integrity.
Background
A Virtual Private Network is a secure Internet connection to a private network. As implemented in the Cumberland County Library System, an authorized external user is provided with a library system laptop that is specially configured to establish a secure (encrypted) connection from that laptop, over the Internet, through the County firewall, to the Cisco VPN Concentrator. The VPN Concentrator decodes the connection and allows the user to log in to the county library system’s network and use of the network at that point is the same as for any other user. Specific rights are defined and access is limited to only those authorized resources, as with other library system network accounts. The remote user interacts with the directory or file just as if it were on his/her local PC or Network.

Who can use
The member library director and the Cumberland County Library System Executive Director must approve requests for VPN access.

Network Security
All PCs on the CCLS computer network must have CCLS approved virus protection software installed and fully enabled. All staff storage media must be scanned for viruses prior to usage. If staff members have a home PC and share data with their PC at work, their home PC must have the CCLS approved virus protection software installed and fully enabled with current updates to virus files.

Network Passwords
System logins must not be shared with anyone other than library employees or regular library volunteers. Personal logins must not be shared with anyone other than the employee’s/volunteer’s supervisor or the system administrator. Logins and passwords must not be written in any place accessible to the public or other staff members.

Library vendors or the general public may not have access to system logins. Vendors are issued logins on an as needed basis by CCLS administrative staff.

The system administrator must be immediately notified of any immediate or pending staff changes. The system administrator assigns passwords to new staff members.

With the permission of the system administrator, libraries may use local passwords to limit access to local library PC files. The system administrator must approve all local library PC passwords. The system administrator must be notified of any changes to PC passwords.

NOTE: Cumberland County Library System Email Use Compliance Statement form is located at the end of this handbook and requires employee signature.

M. Staff Meetings
Staff meetings are a time when staff receives information about the library, programs, policies, procedures, or other issues that will affect their work. This time may also be used to present continuing education programs or bring in guest speakers.
All employees, except custodial staff, are required to attend. If you are unable to attend, notify your supervisor in advance with the reason for your absence. Repeated absences will be subject to corrective counseling. Employees are paid for the hours they attend.

N.  **Emergency Closings**

Emergencies such as severe weather, fires, power failures, etc. can disrupt library operations and may require the closing of the library.

The library director will make all decisions about closing the library due to emergency conditions. Employees who are affected will be contacted prior to 7:30 a.m. about schedule changes. Local television and radio stations will also be notified.

O.  **Staff Lounge**

All staff is responsible to help maintain a neat and clean lounge area. This includes removal of expired items from the refrigerator or freezer and to load and unload the dishwasher as needed. When products are low, staff will inform the administrative assistant of the needed products.

P.  **Communication**

Email – Employees are assigned a Cumberland County email account. Employees are expected to check and read their email at least once during your shift.

CCLS Intranet – This intranet source includes training documents, CCLS policies, and the CCLS customer service guide.

Staff mail trays – All staff have a mail tray located in the staff lounge. Mail trays should be checked at least once during your shift.

VI.  **HEALTH AND SAFETY**

A.  **Our Responsibilities**

One of our most important responsibilities as an employer is to provide all of our employees with a safe and healthful working environment, which is free from unsafe conditions and exposures to harmful substances. The library takes this responsibility very seriously!
The library provides training on health and safety issues. Safety and housekeeping rules will be enforced aggressively; and violations of health, safety, and security rules will result in appropriate corrective action.

B. **Workplace Violence**

The library has a number of prohibitions, which are designed to minimize our exposure to workplace violence. More specifically, the following behaviors are absolutely prohibited:

- **Threatening to harm any employee or nonemployee with whom we do business.** Prohibited threats can be written or oral, expressed, or implied. The fact that a threatening comment may have been made “in jest” is no defense.

- **Threatening to cause damage to the library’s property or the property of any employee or nonemployee with whom we do business.** Again, the fact that a threatening comment may have been made in jest is no defense.

- **Possessing or concealing a weapon while on library premises or anywhere else while doing business for the library.** For purposes of this prohibition, a weapon is defined to include guns, rifles, firearms, knives, explosives, bombs, and any and all other tools or instruments capable of inflicting harm to persons or property. Library premises include the buildings, parking lots, surrounding grounds, and motor vehicles owned or leased by the library. In the case of guns, rifles, and other firearms, it is irrelevant that the person has a license or that the gun, rifle, or firearm has no ammunition in it.

- **Physically assaulting, attacking or otherwise intentionally causing injury to any person with whom you interact in connection with your employment with the library.** The only narrow exception to this rule is an employee may use physical force in self-defense under circumstances in which the employee cannot withdraw safely from the situation without the use of physical force.

- **Intentionally causing damage to property belonging to the library or any employee or nonemployee with whom we do business.**

Any employee who violates any of the prohibitions set forth above will be subject to immediate discharge. The employee also may be subject to criminal prosecution.

C. **Substance Abuse Policy**

Our ability to maintain a safe workplace and to promote high standards of employee health is directly dependent upon the establishment and maintenance of a workplace that is free from the adverse effects of drug use and alcohol abuse.
As an employee of the library, you are required to be fit-for-duty at all times during the Work Day or while on library premises. You are not fit-for-duty if, during the Work Day or while on library premises, you are under the influence of illegal drugs or alcohol.

The library reserves the right to determine fitness-for-duty by drugs and/or alcohol tests where there is reason to believe an employee is unfit-for-duty. The library further reserves the right to test an employee for drugs and/or alcohol as required by the government, a customer or any industry association of which the library is a member.

An employee who is unfit-for-duty will be subject to immediate discharge. An employee also will be subject to immediate discharge if he or she fails to submit to testing on the day and time requested or if he or she provides an adulterated, substituted or otherwise tampered specimen.

Employees also are prohibited from using, possessing, manufacturing, selling, distributing or dispensing illegal drugs while on library premises or during the Work Day. An employee who violates this prohibition will be discharged immediately.

Involvement with illegal drugs or abuse of alcohol off premises and/or outside of the Work Day also may result in discipline, up to and including discharge, where such involvement may have an adverse effect on the library’s reputation and/or its operations. The employee may also be subject to criminal prosecution.

D. Tobacco-Free Facility

The library is a tobacco-free facility, which is defined as including the building, grounds, and the parking lot. Smoking, including vaping with e-cigarettes, or other use of tobacco products in any form, including but not limited to pipes, cigars or cigarettes, and smokeless tobacco is prohibited. Failure to comply with these restrictions will result in disciplinary action.

E. Reporting On-The-Job Accidents and Work-Related Illnesses

If you have an accident or injure yourself in the course of your work, no matter how minor, it is essential that this be reported to your supervisor immediately. This is necessary to ensure that you receive the appropriate level of medical care as soon as possible. It is also necessary to allow the library to complete and forward the proper forms and reports to governmental agencies and to the library’s workers’ compensation carrier as required by law.

F. Workers’ Compensation

All employees are covered by the library’s workers’ compensation insurance policy from the moment employment with the library begins. This coverage provides medical treatment for you in the event you are injured or become ill as a result of your job duties and also provides for income-continuation should job-related injuries or illnesses prevent you from reporting for work.

Employees must report any accident or injury immediately to the library director. No matter how insignificant an accident or incident may seem at the time, an incident report must be completed
at the time of the incident. Such reports are necessary to comply with laws and initiate insurance or compensation benefits procedures.

G. Arrest or Conviction Reporting Requirements

Employees who are charged with any criminal activity other than a summary offense must report this to their supervisor within 72 hours of being charged.

A summary offense is any minor crime, initially heard and decided by a district justice. Many violations of the Motor Vehicle Code, such as speeding, illegal parking and going through a red light, are summary offenses. However, driving under the influence of alcohol or drugs is not a summary offense, it is a misdemeanor, which is a more serious crime. Non-traffic summary offenses include but are not limited to disorderly conduct, under age drinking, harassment, criminal mischief, and first offense shoplifting.

H. Safety and Security

To maintain safety and security for staff and customers, the library has several items in place. An employee must immediately report any unsafe condition or activity to the appropriate supervisor. An employee who violates safety standards, who causes hazardous or dangerous situations, or who fails to report, or where appropriate, remedy such situations, may be subject to disciplinary action, up to and including termination of employment. An incident report must be completed immediately for any emergency, theft, accident, or any unusual happening no matter how insignificant the incident may seem. This report is to be submitted no later than 24 hours after the incident or the next business day. Provide as much detail as possible as these reports may be turned over to the police or the insurance carrier. These reports are also used to document any unusual behaviors or incidents that may require additional action.

All employees are provided with a key to the building. Lost keys must be reported immediately to the library director.

Surveillance cameras are installed in the Joseph T. Simpson Public Library to protect the safety and security of library visitors and staff, as well as the building and its contents, while respecting individuals’ rights to privacy. Staff and library patron safety is the first priority.

Surveillance cameras are positioned to monitor public areas of the library. They shall not be used in rest rooms nor shall they be positioned to identify a person’s reading, viewing, or listening activities in the library. Audio is not recorded. Signs are posted within the library indicating that surveillance cameras monitor the facility.

Images from the library surveillance cameras are for the use of the library. The library director or designee may share images with law enforcement personnel upon request or as otherwise required by law. Images may be posted in restricted staff areas for the purpose of identifying
banned patrons and people responsible for library policy violations, criminal activity, or actions considered disruptive to normal library operations. Images will be viewed on designated staff monitors to ensure private access by authorized library staff only.

Images from the library video security system are stored digitally on hardware in the library. It is the intent of the library to retain all recorded images for approximately 30 days. Typically, the images will not be routinely monitored in real-time nor will they be reviewed unless an incident comes to the attention of the library director or library staff.

Video records may be used to identify persons responsible for library policy violations, criminal activity, or actions considered disruptive to normal library operations. Video records of incidents may be retained and reviewed for as long as considered necessary by the library director.

Video records may be used to assist law enforcement agencies in accordance with applicable state and federal laws upon receipt of a subpoena. The requirement of a subpoena may, however, be waived by the library director when appropriate.

Only the library director shall be authorized to release any video record to any third-party other than law enforcement.

Only the library director or employees authorized by the library director shall operate the video surveillance system.

Video surveillance cameras shall not be used to evaluate routine employee performance unless an incident comes to the attention of the Library Director or library staff. However, video surveillance may be used to monitor areas where financial transactions occur. Employees should be aware that the video surveillance system does not cover 100% of the library interior and exterior. It may not provide the level of detail necessary to spot suspicious activity or identify criminals.

Video records shall not be used or disclosed other than as specifically authorized by this policy or as otherwise required by law.

Duress buttons are provided for staff. They should be worn around your neck or clipped on your belt or kept in your pocket while working at the library. When the duress button is pressed, the security company will notify the police department that a duress signal has been activated.

VII. YOUR COMPENSATION AND HOURS OF WORK

A. Employment Classifications

All employees are either exempt or non-exempt. The classifications are defined as follows:
• **Exempt Employees**: Personnel whose jobs are classified under the Fair Labor Standards Act as being of an **Executive, Professional** or **Administrative** nature. These employees are **not** eligible for overtime payments.

• **Nonexempt Employees**: Personnel whose job duties qualify them for coverage under the Fair Labor Standards Act. These employees are eligible for overtime payments.

Your employment will be further defined as Full-Time or Part-Time:

• **Regular Full-Time**: This describes the employment of those persons who are regularly scheduled to work at least Thirty-Seven and One-Half (37.5) hours. As a Regular Full-Time employee, you may be eligible for all of the benefits described in this Handbook.

• **Regular Part-Time**: This describes the employment of those persons who are regularly scheduled to work fewer than Thirty-Seven and One-Half (37.5) hours in a workweek. As a Regular Part-Time employee, you may be eligible for certain enumerated benefits as further described in this Handbook.

**B. Working Hours (updated November 28, 2017)**

A regular work week for a Regular Full-Time employee normally consists of Thirty-Seven and One-Half (37.5) hours scheduled within a seven (7) day work week, depending upon the position. A regular work week for a Regular Part-Time employee normally consists of less than 37.5 hours scheduled within a seven (7) day work week. Your immediate supervisor will arrange your assigned work schedule. You may not “work through lunch” in order to arrive late or leave early or to qualify for overtime.

Your regular hours will depend upon the location and nature of your position. However, it is important to remember that the nature of our business and the structure of certain jobs often make it impossible to operate on a completely regular schedule. Consequently, you may be required as part of your job to work on Saturdays and/or Sundays, to have different starting times from week to week or day to day, or to be assigned irregular work hours or work weeks.

**C. Payment**

All paychecks are paid bi-weekly (every other week) and payment is made by direct deposit into the employee’s checking or savings account. The library 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 as required by law. These deductions will be itemized on your check stub. The amount of the deductions may depend on your earnings and on the information you furnish on your W-4 form regarding the number of dependents/exemptions you claim. Any change in name, address, telephone number, or number of exemptions must be reported to the Director immediately, to ensure proper credit for tax
purposes. The W-2 form you receive for each year indicates precisely how much of your earnings were deducted for these purposes.

Any other mandatory deductions to be made from your paycheck, such as court-ordered attachments, will be explained whenever the library is ordered to make such deductions. In the event we receive a court-ordered wage assignment or garnishment, you will be notified. We are required by law to deduct any court-ordered assignment or garnishment, and have no control over the deductions.

Direct deposit of the employee’s paycheck is mandatory.

D. Recording Time Worked

All Employees are required to record the time you start work at the beginning of the day and the time you complete work at the end of the day.

If an employee is not able to complete his or her timesheet, only the employee’s supervisor may record the time worked.

Improper recording or reporting of hours worked may result in disciplinary action.

E. Reporting In

If you expect to be late for work or are unable to report to work because of illness or other unavoidable causes, you must telephone your immediate supervisor at least two (2) hours prior to your scheduled starting time.

If you cannot reach your supervisor directly, contact the Library Director or Assistant Director. It is not sufficient to leave a voice mail message or send an email, you need to speak with someone to insure that your message is received in a timely manner so that appropriate arrangements can be made to cover your duties.

If you are going to be late for work, it is necessary to provide your supervisor a reason for and the expected length of your delay.

If you are going to be absent from work, you must provide your supervisor with a reason for your absence and the expected duration of your absence. If your absence continues for more than one (1) day, you are required to contact your supervisor on a day-to-day basis until the probable duration of your absence is established.

Arriving to work on time is critical to the library’s success. Accordingly, an employee’s excessive lateness and/or absenteeism will result in discipline, up to and including termination of employment.
F. **Overtime**

Exempt employees are not eligible for overtime payments. Non-Exempt employees will be compensated at a rate of one and one-half times their normal rate for any hours worked in excess of 40 in a single workweek.

When it is necessary to work overtime, you are expected to cooperate as a condition of your employment. Pre-approval by the employee’s supervisor is required in order to receive any overtime compensation.

---

G. **Vacation Leave**

Full-time and certain part-time employees are eligible for vacation leave as defined further in this Section.

The established benefit year is the calendar year, January 1 through December 31 each year.

Vacation time begins accumulating on the first day of employment. Supervisors reserve the right to approve or deny requests to meet the needs of the department. Employees requesting vacation leave will receive scheduling priority over employees requesting leave without pay. Vacation leave must be scheduled in no less than hour increments. Vacation leave must be used prior to taking leave without pay.

An employee will be paid the base pay rate at time of the vacation. Earned vacation leave may be carried over to the next year. Full-time employees may accrue a maximum of 225 hours and part-time employees may accrue a maximum of 100 hours. Hours will not begin accruing again until time is used.

Upon termination of employment, employees will be paid for unused vacation time.

Vacation time is accrued according to the schedule shown below.

**Part-Time Employees**

<table>
<thead>
<tr>
<th>Completed Years of Employment</th>
<th>Weeks of Vacation</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-2 Years</td>
<td>Maximum of 1 week</td>
</tr>
<tr>
<td>2-5 Years</td>
<td>Maximum of 2 weeks</td>
</tr>
<tr>
<td>6-10 Years</td>
<td>Maximum of 3 weeks</td>
</tr>
<tr>
<td>10 Years or more</td>
<td>Maximum of 4 weeks</td>
</tr>
</tbody>
</table>
This benefit is available only for part-time staff that worked 1000 hours or more in the preceding calendar year. Eligibility shall be determined by taking the total hours worked in the prior calendar year and dividing by 52 weeks in order to get the average number of hours worked per week. Take the average of those weekly hours and multiply it by the number of weeks above based on years of employment. This is the number of paid vacation hours that they have earned and these hours earned in the prior year will be added to the employee’s vacation bank on the first pay in January.

Except in emergencies, all vacation leave must be requested in advance, in the established format designated by the library and approved in advance by the employee's supervisor. Scheduling and approval of vacation leave will depend upon the operating needs of the library as well as the needs of the employee and may be denied, when necessary.

### Full-Time Employees

<table>
<thead>
<tr>
<th>Completed Years of Employment</th>
<th>Weeks of Vacation</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-2 Years</td>
<td>1 week</td>
</tr>
<tr>
<td>2-5 Years</td>
<td>2 weeks</td>
</tr>
<tr>
<td>6-10 Years</td>
<td>3 weeks</td>
</tr>
<tr>
<td>10 Years or more</td>
<td>4 weeks</td>
</tr>
</tbody>
</table>

Except in emergencies, all vacation leave must be requested in advance, in the established format designated by the library and approved in advance by the employee's supervisor. Scheduling and approval of vacation leave will depend upon the operating needs of the library as well as the needs of the employee and may be denied, when necessary.

Vacation time must be taken in a minimum of one-hour increments. If you are on an approved leave of absence for less than thirty (30) days, your vacation eligibility will not be affected; should the leave extend beyond thirty (30) days, vacation time will not continue to accrue.

Earned vacation leave must be used prior to taking leave without pay. Full-time employees may accrue a maximum of 225 hours and part-time employees may accrue a maximum of 150 hours. Hours will not begin accruing again until time is used. Upon termination of employment, employees will be paid for unused vacation time that has been earned through the last day of work.

**H. Sick Leave (updated May 9, 2017)**

Full-time employees accrue 7.5 hours per month of paid sick leave, earned the last pay date of the month. Part-time employees do not accrue paid sick leave.
Sick leave may be carried over, up to a maximum of 300 hours. If an employee has paid sick leave, the employee must use it during his/her illness. Sick leave may be used to care for an immediate family member (spouse, parents, or children) during an illness.

All employees are expected to schedule planned medical appointments in a manner that minimizes disruption of workflow.

Employees calling off for the day must notify their Supervisor prior to the start of the business day when they are unable to report to work due to illness.

Employees who take more than three (3) consecutive unscheduled sick days, for whatever reason, may be required to furnish a physician's certificate of health to their immediate supervisor before being permitted to return to their normal duties. Failure to do so will result in the employee not being paid for the day and/or days. All other uses of unscheduled absence time will be monitored and, where abuse is suspected, the immediate supervisor may require appropriate documentation including a physician's certificate.

Any employee who separates from the library and subsequently returns to work for the library is considered a new hire and loses any leave time in any category that they had previously earned.

No employee is eligible for payment of accumulated but unused sick leave on separation.

Full-time employees may contribute sick leave hours to the Sick Leave Bank, which is used to provide sick leave to full-time employees who have suffered an unplanned illness, injury, or disability and whose personal sick leave is exhausted.

I. **Holidays**

It is the policy of the library to designate and observe certain days each year as holidays. The library generally recognizes the following holidays (subject to change at the discretion of the library):

<table>
<thead>
<tr>
<th><strong>Holidays (7.5 hours paid for full-time employees only)</strong></th>
<th><strong>Closings but not considered holidays (not paid time off)</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>New Year’s Eve Day</td>
<td>New Year’s Eve – close at 5 pm</td>
</tr>
<tr>
<td>Easter</td>
<td>Mother’s Day - closed</td>
</tr>
<tr>
<td>Memorial Day</td>
<td>Father’s Day – closed</td>
</tr>
<tr>
<td>Independence Day</td>
<td>Jubilee Day</td>
</tr>
<tr>
<td>Holiday</td>
<td>Schedule</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>---------------------------------</td>
</tr>
<tr>
<td>Labor Day</td>
<td>Thanksgiving Eve – close at 5 pm</td>
</tr>
<tr>
<td>Thanksgiving Day</td>
<td></td>
</tr>
<tr>
<td>Christmas Eve Day</td>
<td></td>
</tr>
<tr>
<td>Christmas Day</td>
<td></td>
</tr>
</tbody>
</table>

Jubilee Day, the third Thursday of June, is a closed day but is a regular workday for full-time staff. Part-time staff working on special projects that day are paid for their hours worked.

Certain days designated as holidays may still require full-time staff to be scheduled to work. There will be no premium rate paid for working on a holiday. Compensatory time will be provided for holiday hours worked.

A holiday that occurs on a Saturday or Sunday may be observed on either the preceding Friday or the following Monday. This is at the sole discretion of the library when developing the holiday schedule for the upcoming year. When the holiday falls on Saturday or Sunday, the employee will be allowed flex 7.5 hours, which can be taken with prior approval from their supervisor as long as adequate staffing is available for the time requested.

Employees are not eligible for holiday pay during an approved unpaid leave of absence.

Full-time employees wishing to take religious holidays may substitute a religious holiday for one of those listed above, with advance approval from their supervisor. Or, the full-time employee may use vacation time to observe a religious holiday, which has not been recognized by the library, provided undue hardship is not introduced to the library.

Holiday pay will not be considered as time worked for the purpose of overtime calculations.

Time off without pay may be granted by the Library Director to part-time employees who desire to observe a religious holiday which has not been recognized by the library, provided undue hardship is not introduced to the library.

Part-time employees are not eligible for holiday pay.

**J. Jury Duty and Service as a Witness**

The library encourages its employees to respond positively to their civic responsibilities when called upon to serve as jurors or witnesses. Consequently, the library compensates all employees summoned to serve in these capacities, up to a maximum of ten (10) days, the difference between their base rate of pay for regularly scheduled work days lost and jury pay or witness fees received.
You must report immediately to your supervisor your receipt of subpoena or notice to appear for Jury Duty or as a witness. However, the library may request that you be excused from Jury Duty or witness duty or be assigned to another time if your services are considered to be essential to our business operations at the time you are scheduled for Jury Duty or service as a witness.

While on Jury Duty or serving as a witness, you must report for work whenever the service schedule permits. You shall receive full pay for any workweek in which you are on Jury Duty or serve as a witness and you perform any work for the library.

K. Insured And Savings Benefits (revised November 28, 2017)

The library offers insured, savings, and retirement benefits. They include the following:

- GROUP MEDICAL
- 403(b) ACCOUNT
- LIFE INSURANCE

With regard to each of these benefits, eligible employees will receive a Summary Plan Description. As the name implies, the Summary Plan Description is a general summary of the eligibility requirements and other terms, conditions and restrictions as set forth in the Plan Document for each benefit plan.

Your specific rights to benefits under each benefit plan and the conditions to be satisfied for eligibility for participation/coverage is governed solely, and, in every respect, by the eligibility requirements and other terms, conditions, and restrictions in the Plan Documents and insurance contracts, and not by the information in this Handbook. If there is any discrepancy between the descriptions of the plans presented in this Handbook and the official Plan Document, the language of the official Plan Document shall govern as the “final word.”

You should remember that the library reserves the right, in its sole discretion, to revise, to modify or to terminate any benefit plan, option or coverage (including any retiree benefit plan, option or coverage) at any time, for any reason, with or without further notice.

1. Medical Plan

Full-time employees are eligible for this benefit. Enrollment in the Plan occurs during the Plan’s scheduled open enrollment period or during qualifying events as defined by the Plan. The Plan is selected by the Finance and Operations committees and is approved during the annual budget approval process. The Plan is subject to change annually.

All plan participants are responsible for paying a percentage of the medical plan premium. This percentage is determined by the Board of Trustees during the budget approval process and may change annually.

2. 403(b) Plan
A 403(b) account is available for full-time employees and part-time employees who have recorded 1000 hours worked in the prior year and who are working 20 hours a week on average. Contributions to this account are employee contributions only and there are no employer contributions to an employee’s 403(b) account. Eligible staff should contact the Executive Director for further information to enroll in this plan.

3. Life Insurance

A group life insurance policy is paid for by the library for full-time employees once their introductory period has been successfully completed. Upon separation from the library, the employee may continue the insurance coverage at their own expense by converting the policy to an individual plan at non-group rates.

L. Leaves of Absence

Employees may be eligible for an unpaid leave of absence under the federal Family and Medical Leave Act ("FMLA"), subject to its eligibility requirements and other terms, conditions and restrictions. Employees who do take FMLA leave must use available leave time concurrently with their FMLA leave time. At the present time, Simpson Library does not fall under FMLA regulations as our organization retains fewer than 50 employees.

M. Military Leave

All employees shall be eligible for Military Leave for voluntary or involuntary military service in conformity with all applicable federal and state laws, including the Uniformed Services Employment and Reemployment Rights Act (USERRA). An employee on Military Leave will be reinstated in accordance with applicable federal and state laws.

N. Bereavement Leave

Full-time employees may take up to 3 days (22.5 hours) with pay following the death of a spouse, parent, parent-in-law, step parent, child, sibling, step child, grandparent or grandchild.

Part-time employees will be excused from work if scheduled to work on the day of a funeral for any of the persons listed above and will be paid his/her regular wage for the number of hours scheduled to work on the day of the funeral.

The library understands the deep impact that death can have on an individual or family, therefore additional non-paid time off may be granted. The Library Director will reserve the right to grant leave to any employee depending on circumstances such as distance and the
employee’s family responsibilities.

N. **Overdue Fines and Fees**

While fines are waived for staff, staff should not abuse this privilege. Staff should also not abuse access to the circulation system or library equipment to gain personal advantage, or to provide special privileges to friends and family members.

Staff and volunteers are exempt from library fines for materials that may be occasionally overdue a day or so. However, they are not exempt from charges for overdue materials once a second notice has been generated, two weeks after the item is due, or from being referred to a collection agency.

As a result, the following actions should be avoided without reasonable cause:

- Reordering the request queue
- Editing due dates on materials
- Overriding blocks related to circulation period policy
- Waiving fees and fines for family members, friends or members of the general public

Please note that supervisors have access to reports that assist in identifying accounts on which these types of data manipulations are being performed. Reports and other collected information may be used to impose disciplinary action or criminal prosecution.

O. **Employee Assistance Program (EAP)**

This service provides for the employee and each family member residing in the employee’s household to see a counselor for up to three (3) face-to-face sessions per person, per problem at no cost. For example, a couple going for marital counseling would be eligible for 6 sessions, which can be used as couple or individual sessions as long as they do not exceed 3 individual sessions per person.

If the employee or family members have not been in counseling for at least two months, they are eligible to use the EAP again even if it's the same calendar year. Services beyond the EAP sessions may be payable through the primary healthcare insurance according to the terms of the employee’s benefit agreement.

This employee benefit is totally confidential. No information is released to anyone without the employee’s consent in writing. The only information that the library receives is strictly statistical in nature and cannot reveal your identity in any way.

The EAP can also provide Financial and Legal referrals. Although EAP staff are not counselors, lawyers, or financial experts, their job is to direct the employee to the services that are needed.
What happens when a call is made?
An EAP Account Manager will take some basic information and provide some options for counselors in the area or other appropriate resources, but it is up to the employee or family member to contact the counseling agency (or other resource) to set up the initial appointment. If a call is after hours, emergencies are directed to an on call Account Manager or on call counselor via an answering service that is available 24/7.

Who do I call?
Mazzitti and Sullivan Counseling Services is the provider of our EAP program.  
1-800-543-5080;  www.mazzittiandsullivan.com

P. Mileage

An employee is reimbursed for mileage expenses while attending meetings, workshops, conferences, or performing other job related tasks that require use of their personal automobile. The employee must submit a mileage sheet including the date, purpose of travel, destination, and miles traveled to the administrative assistant for payment. Mileage reimbursement payments are made twice a month when library invoices are paid. The rate of reimbursement will follow the federal guidelines.

VIII. Open Door Policy

Problems are inevitable in every workplace. What distinguishes workplaces is how they are resolved.

The library prides itself on its “Open Door Policy,” which provides any employee access to the Director or Board of Trustees for the purpose of addressing a problem. This policy will continue to be at the core of the library’s philosophy.

IX. Disciplinary Action and Corrective Counseling

Although your employment with the library is “at-will” (that is, either party can terminate the employment relationship at any time, for any or no reason, with or without prior notice), your failure to meet the library’s expectations may result in Corrective Counseling.

Corrective Counseling will **NOT** be followed:

- When management is of the opinion that remedial efforts are unlikely to be successful (for example, where a negative attitude or personality conflicts are present);
- During the New-Hire Introductory Period; or
When you have engaged in misconduct, which falls below the expectations of the library that the library concludes that your employment cannot be continued.

Corrective action is necessary when employee conduct is not considered to be in the best interest of the library and its patrons. The library subscribes to the philosophy that discipline must be corrective rather than punitive. The supervisor should be sure that the employee understands that a problem exists. In any instance where corrective action is necessary, it is important that the employee thoroughly understand the nature of the misconduct, the change expected to correct the problem, and the consequence of continuing the misconduct. In the instance corrective action is necessary the following steps shall be administered progressively. The degree of corrective action applied shall be based on the seriousness of the circumstances surrounding the misconduct and may result in immediate termination of employment.

1. **Verbal Warning**
The supervisor shall meet with the employee informally and verbally explain the misconduct to the employee. The supervisor will also outline the steps needed to correct the behavior. A file entry will be filled out and placed in the employee’s personnel file.

2. **Written Warning**
If the initial misconduct continues or if behavior of a more serious nature occurs, a written warning outlining the misconduct and the steps needed to correct the behavior will be issued by the supervisor. The supervisor will notify the director of the misconduct and will also schedule a formal meeting with the employee. Both the supervisor and the employee should sign the document. If the employee refuses to sign it, the supervisor will note the refusal, and the written warning will still be in effect. The employee will receive a copy of the reprimand and a copy will be placed in the employee's personnel file.

3. **Final Written Warning**
The employee will receive a final written warning if the behavior continues, the corrective steps outlined have not been followed, or the misconduct is severe enough to warrant it. The supervisor will notify the director of the misconduct and will also schedule another formal meeting with the employee and the director. At this meeting, the supervisor will stress that if the performance does not improve immediately, termination will follow. The supervisor, director, and employee should sign the document. If the employee refuses to sign it, the supervisor will note the refusal, and the final written warning will still be in effect. The employee will receive a copy of the reprimand and a copy will be placed in the employee's personnel file.

4. **Termination**
Termination shall follow in cases where the employee’s behavior has not been corrected using the steps outlined above or the misconduct is severe enough to warrant it.
X. WHEN YOU LEAVE THE LIBRARY

A. Resignation of Employment

Because employment with the library is “at-will,” either you or the library has the right to terminate your employment at any time and for any reason — or for no reason at all, with or without prior notice. However, if you are considering resigning, we encourage you to discuss the matter with your immediate supervisor. Perhaps opportunities of which you may not be aware can be pointed out to you, problems resolved or misunderstandings corrected.

Regardless of whether you share your plans with us, we encourage you to give us proper notice of your intent to resign your position and the reason for your resignation. Proper notice is defined as written notification of your intent to separate from our employ addressed to the Library Director and presented at least fourteen (14) calendar days prior to the last day on which you will be actively at work. In the case of the library director, his/her resignation should be addressed to the Board of Directors President.

Two weeks notice is requested for part-time employees and one month’s notice is requested for full-time employees.

You are expected to be present as scheduled for each workday during your notice period. However, if you fail to give us proper notice or fail to report for work on each day of your notice period, this may result in your ineligibility for rehire.

The library may, in its sole discretion, waive your notice period, in whole or in part, with pay.

Accrued vacation time not taken will be included in an employee’s final paycheck. An employee will not be paid for unused sick leave or unused compensatory time.

B. Leaving Without Notice (Job Abandonment)

Your absence from work for a period of two consecutively scheduled work days without reporting in constitutes an abandonment of your employment and is considered to be your voluntary resignation from our library’s employment. If your separation from our employ occurs under these circumstances, you will not be eligible for rehire.

C. Discharge From Employment

This form of termination of employment is initiated by the library where the library believes your separation from our employ to be in the library’s best interest. If the library discharges you, you will not be eligible for rehire.
D. **Separation Procedure and Exit Interviews**

Regardless of the reason for your separation from our employ, it is necessary that you complete the entire **Separation Procedure**. Also, arrangements must be made for the return of all property of the library (e.g., library materials, credit cards, keys and this Handbook) and settlement of all outstanding library fees and cash travel expenses (if any).

Moreover, upon the termination of your employment with the library, whether by the library or by you, regardless of the reason, you shall return to the library, retaining no copies, any and all files, correspondence, documents, drawings, specifications, computer printouts, disks and other writings which relate to or reflect the library’s business, operations, customers, employees, suppliers, etc., regardless of where such files, correspondence, documents, drawings, specifications, computer printouts, disks and other writings were kept or prepared and regardless of whether you created or prepared these files, correspondence, documents, drawings, specifications, computer printouts, disks and other writings.

**Exit Interviews** are a routine part of the Separation Procedure. During the Exit Interview, you may comment upon the particular aspects of specific duties and responsibilities as well as upon the library in general. Your comments, based on your first-hand experience, can be extremely helpful.

E. **References**

It is the library’s general policy to provide neutral references only (i.e., positions held, most-recent salary and dates of employment) to prospective employers of former employees.
X. ACKNOWLEDGMENT OF RECEIPT OF EMPLOYEE HANDBOOK

This is to acknowledge that I have received a copy of the library’s employee handbook.

________________________________________  __________________________________________
Employee’s Name                           Employee’s Signature

________________________________________
Date
Cumberland County Library System Email Use Compliance Statement

The purpose of this policy is to ensure the proper use of Cumberland County's email system. All messages distributed via the County's email system, even personal emails, are County property. You must have no expectation of privacy in anything that you create, store, send or receive on the County’s email system. Your emails can be monitored without prior notification if the County deems this necessary. If there is evidence that you are not adhering to the guidelines set out in this policy, the County reserves the right to take disciplinary action, including termination and/or legal action. If you have any questions or comments about this Email Policy, please contact your supervisor or Cumberland County Library System Executive Director.

Email users are forbidden from using the County’s email system for the following:

- Private business, religious, or political activities.
- Creation and exchange of emails containing offensive, threatening, or harassing statements or language including disparagement of others based on their race, color, national origin, sex, sexual orientation, age, disability, religious or political beliefs, or any other protected classification.
- Sending, saving, or soliciting sexually oriented messages or images
- Gambling or engaging in any other activity in violation of local, state or federal law
- Transmission of proprietary, confidential or sensitive information to include HIPAA restricted data
- Creation and exchange of advertisements, solicitation, chain letters, or other unsolicited email.
- Creation and exchange of information in violation of any copyright laws.
- Subscription to non-business related list-serves.

Although the County's email system is meant for business use, Cumberland County allows incidental personal usage if it is reasonable and does not interfere with work. Violations of any part of this policy or other policies are subject to the sanctions described in the “Cumberland County Employee Handbook”. For non-County employees, violations may result in termination of network access and further legal action.

Acknowledgement:
I have read and agree to comply with the terms of this policy governing email use on the Cumberland County local area network.

_________________________________    __________________________________    _______________
Printed Name    Signature      Date
Standards for Excellence

The Joseph T. Simpson Public Library has Standards for Excellence accreditation from the Pennsylvania Association of Nonprofit Organizations (PANO). These standards are intended to describe how the most well managed and responsibly governed organizations should and do operate. They provide benchmarks to determine how well an organization is fulfilling its obligations to those who benefit from its programs, to contributors, and to the public. It is comprised of six guiding principles that the Joseph T. Simpson Public Library endorses.

STANDARDS FOR EXCELLENCE - GUIDING PRINCIPLES 2.0

I. MISSION, STRATEGY AND EVALUATION
Guiding Principle: Nonprofits are founded for the public good and operate to accomplish a stated purpose through specific program activities. A nonprofit should have a well-defined mission, and its programs should effectively and efficiently work toward achieving that mission. Nonprofits have an obligation to ensure program effectiveness and to devote the resources of the organization to achieving its stated purpose.

II. LEADERSHIP: BOARD, STAFF AND VOLUNTEERS
Guiding Principle: Nonprofits depend upon effective leadership to successfully enact their missions and programs. Effective leadership consists of a partnership between the board and management, each of which plays an essential role. Understanding and negotiating these shared and complex elements of leadership are essential to the organization’s success.

A nonprofit’s employees and volunteers are fundamental to its ability to achieve its mission. Board members are in a position of trust to ensure that resources are used to carry out the mission of the organization. An organization’s board leadership should consist of volunteers who are committed to the mission and who demonstrate an understanding of the community served. An effective nonprofit board should determine the mission of the organization, establish management policies and procedures, assure that adequate human and financial resources are available, and actively monitor the organization’s allocation of resources to effectively and efficiently fulfill its mission. For membership organizations, board members are directly responsible to the members.

Nonprofits should also have executive leadership which carries out the day-to-day operations of the organization, ensures financial and organizational sustainability, and provides adequate information to the board of directors. An organization’s human resource policies should address both paid employees and volunteers and should be fair, establish clear expectations, and provide meaningful and effective performance evaluation.

III. LEGAL COMPLIANCE AND ETHICS
Guiding Principle: Nonprofits enjoy the public’s trust, and therefore must comply with a diverse array of legal and regulatory requirements. Organizations should conduct periodic reviews to
address regulatory and fiduciary concerns. One of leadership’s fundamental responsibilities is to ensure that the organization governs and operates in an ethical and legal manner. Fostering exemplary conduct is one of the most effective means of developing internal and external trust as well as preventing misconduct. Moreover, to honor the trust that the public has given them, nonprofits have an obligation to go beyond legal requirements and embrace the highest ethical practices. Nonprofit board, staff, and volunteers must act in the best interest of the organization, rather than in furthurance of personal interests or the interests of third parties. A nonprofit should have policies in place, and should routinely and systematically implement those policies, to prevent actual, potential, or perceived conflicts of interest. Ethics and compliance reinforce each other.

IV. FINANCE AND OPERATIONS
Guiding Principle: Nonprofits should have sound financial and operational systems in place and should ensure that accurate records are kept. The organization’s financial and non-financial resources must be used in furthurance of tax-exempt purposes. Organizations should conduct periodic reviews to address accuracy and transparency of financial and operational reporting, and safeguards to protect the integrity of the reporting systems.

V. RESOURCE DEVELOPMENT
Guiding Principle: The responsibility for resource development is shared by the board and staff. Nonprofit organizations depend on an array of sources of financial support. An organization’s resource development program should be maintained on a foundation of truthfulness and responsible stewardship. Its resource development policies should be consistent with its mission, compatible with its organizational capacity, and respectful of the interests of donors, prospective donors, and others providing resources to the organization.

VI. PUBLIC AWARENESS, ENGAGEMENT AND ADVOCACY
Guiding Principle: Nonprofits should represent the interests of the people they serve through public education and public policy advocacy, as well as by encouraging board members, staff, volunteers, and stakeholders to participate in the public affairs of the community. When appropriate to advance the organization’s mission, nonprofits should engage in promoting public participation in community affairs and elections. As such, they should communicate in an effective manner to educate, inform, and engage the public.
Complaints, Problem Resolution

When a problem arises or employees feel they have been treated unfairly, they should discuss it with their supervisor. Discussion usually leads to a better working relationship as well as a better working environment.

Supervisors have a responsibility to be aware of and to work together with employees to resolve such employee-supervisor matters in a mutually beneficial fashion. Employees who are unable to resolve a problem through the above procedure may discuss that problem with the Library Director.

In cases where the complaint, grievance or problem is with the Library Director, employees may discuss their concern with the President of the Board of Trustees or the Chairperson of the Operations Committee.
<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Discrimination</td>
<td>5</td>
</tr>
<tr>
<td>Dress Code</td>
<td>10</td>
</tr>
<tr>
<td>Email</td>
<td>15</td>
</tr>
<tr>
<td>Emergency Closings</td>
<td>18</td>
</tr>
<tr>
<td>Employee Assistance Program</td>
<td>31</td>
</tr>
<tr>
<td>Employee Conduct and Standards</td>
<td>9</td>
</tr>
<tr>
<td>Employment Classifications</td>
<td>22</td>
</tr>
<tr>
<td>Equal Employment Opportunity</td>
<td>5</td>
</tr>
<tr>
<td>Exit Interviews</td>
<td>35</td>
</tr>
<tr>
<td>Expectations and Your Responsibilities as a Library Employee</td>
<td>8</td>
</tr>
<tr>
<td>Fees</td>
<td>31</td>
</tr>
<tr>
<td>Fines And Fees</td>
<td>31</td>
</tr>
<tr>
<td>For New Employees</td>
<td>4</td>
</tr>
<tr>
<td>Grievances</td>
<td>40</td>
</tr>
<tr>
<td>Harassment</td>
<td>5</td>
</tr>
<tr>
<td>Health and Safety</td>
<td>18</td>
</tr>
<tr>
<td>Holidays</td>
<td>27</td>
</tr>
<tr>
<td>Hours of Work</td>
<td>22</td>
</tr>
<tr>
<td>Immigration Law Compliance</td>
<td>7</td>
</tr>
<tr>
<td>Important Notice</td>
<td>3</td>
</tr>
<tr>
<td>Insurance</td>
<td>29</td>
</tr>
<tr>
<td>Insured and Savings Benefits</td>
<td>29</td>
</tr>
<tr>
<td>Internet Access</td>
<td>15</td>
</tr>
<tr>
<td>Introductory Period</td>
<td>4</td>
</tr>
<tr>
<td>Job Abandonment</td>
<td>34</td>
</tr>
<tr>
<td>Jury Duty and Service as a Witness</td>
<td>28</td>
</tr>
<tr>
<td>Key to the Building</td>
<td>21</td>
</tr>
<tr>
<td>Leaves of Absence</td>
<td>30</td>
</tr>
<tr>
<td>Leaving Without Notice (Job Abandonment)</td>
<td>34</td>
</tr>
<tr>
<td>Library’s Expectations and Your Responsibilities as a Library Employee</td>
<td>8</td>
</tr>
<tr>
<td>Life Insurance</td>
<td>30</td>
</tr>
<tr>
<td>Literature Distribution</td>
<td>13</td>
</tr>
<tr>
<td>Lost Keys</td>
<td>21</td>
</tr>
<tr>
<td>Medical Insurance</td>
<td>29</td>
</tr>
<tr>
<td>Mileage</td>
<td>32</td>
</tr>
<tr>
<td>Military Leave</td>
<td>30</td>
</tr>
<tr>
<td>Open Door Policy</td>
<td>32</td>
</tr>
<tr>
<td>Outside Employment</td>
<td>11</td>
</tr>
<tr>
<td>Overdue Fines and Fees</td>
<td>31</td>
</tr>
<tr>
<td>Overtime</td>
<td>24</td>
</tr>
<tr>
<td>Panic Buttons</td>
<td>22</td>
</tr>
<tr>
<td>Topic</td>
<td>Page</td>
</tr>
<tr>
<td>------------------------------------------------------------</td>
<td>------</td>
</tr>
<tr>
<td>PANO Standards for Excellence</td>
<td>38</td>
</tr>
<tr>
<td>Passwords</td>
<td>17</td>
</tr>
<tr>
<td>Paychecks</td>
<td>23</td>
</tr>
<tr>
<td>Payment</td>
<td>23</td>
</tr>
<tr>
<td>Performance Appraisals</td>
<td>12</td>
</tr>
<tr>
<td>Personal Appearance</td>
<td>10</td>
</tr>
<tr>
<td>Personnel Records and Changes in Personal Information</td>
<td>11</td>
</tr>
<tr>
<td>Problem Resolution</td>
<td>40</td>
</tr>
<tr>
<td>Punctuality</td>
<td>11</td>
</tr>
<tr>
<td>Reasonable Accommodations</td>
<td>6</td>
</tr>
<tr>
<td>Receipt of Employee Handbook Signature Page</td>
<td>36</td>
</tr>
<tr>
<td>Recording Time Worked</td>
<td>24</td>
</tr>
<tr>
<td>References</td>
<td>35</td>
</tr>
<tr>
<td>Reporting In</td>
<td>24</td>
</tr>
<tr>
<td>Reporting On-The-Job Accidents and Work-Related Illnesses</td>
<td>20</td>
</tr>
<tr>
<td>Resignation of Employment</td>
<td>34</td>
</tr>
<tr>
<td>Responsibilities as a Library Employee</td>
<td>8</td>
</tr>
<tr>
<td>Retirement 403(B) Plan</td>
<td>30</td>
</tr>
<tr>
<td>Safety and Security</td>
<td>21</td>
</tr>
<tr>
<td>Security Cameras</td>
<td>21</td>
</tr>
<tr>
<td>Separation Procedure and Exit Interviews</td>
<td>35</td>
</tr>
<tr>
<td>Sexual Harassment</td>
<td>5</td>
</tr>
<tr>
<td>Sick Leave</td>
<td>26</td>
</tr>
<tr>
<td>Solicitation and Distribution Of Literature</td>
<td>13</td>
</tr>
<tr>
<td>Staff Development</td>
<td>12</td>
</tr>
<tr>
<td>Staff Lounge</td>
<td>18</td>
</tr>
<tr>
<td>Staff Meetings</td>
<td>17</td>
</tr>
<tr>
<td>Staff Room</td>
<td>18</td>
</tr>
<tr>
<td>Staff Use of Computer Equipment, Data, Internet Access and Email</td>
<td>14</td>
</tr>
<tr>
<td>Standards</td>
<td>9</td>
</tr>
<tr>
<td>Standards for Excellence</td>
<td>38</td>
</tr>
<tr>
<td>Substance Abuse Policy</td>
<td>19</td>
</tr>
<tr>
<td>Surveillance Cameras</td>
<td>21</td>
</tr>
<tr>
<td>Tardiness</td>
<td>11</td>
</tr>
<tr>
<td>Termination</td>
<td>3</td>
</tr>
<tr>
<td>Timesheets</td>
<td>24</td>
</tr>
<tr>
<td>Tobacco-Free Facility</td>
<td>20</td>
</tr>
<tr>
<td>Vacation Leave</td>
<td>25</td>
</tr>
<tr>
<td>Weather Emergencies</td>
<td>18</td>
</tr>
<tr>
<td>Welcome</td>
<td>2</td>
</tr>
<tr>
<td>When You Leave the Library</td>
<td>34</td>
</tr>
<tr>
<td>Witness Service</td>
<td>28</td>
</tr>
<tr>
<td>Topic</td>
<td>Page</td>
</tr>
<tr>
<td>---------------------------------------------------</td>
<td>------</td>
</tr>
<tr>
<td>Workers’ Compensation</td>
<td>20</td>
</tr>
<tr>
<td>Working Hours</td>
<td>23</td>
</tr>
<tr>
<td>Workplace Violence</td>
<td>18</td>
</tr>
<tr>
<td>Your Compensation and Hours of Work</td>
<td>22</td>
</tr>
<tr>
<td>Your Responsibilities as a Library Employee</td>
<td>8</td>
</tr>
</tbody>
</table>