

**LEBANON-LACLEDE COUNTY LIBRARY DISTRICT
REVISED RULES AND REGULATIONS**

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I. RECRUITMENT AND EMPLOYMENT

A. EQUAL EMPLOYMENT OPPORTUNITY

The Lebanon-Laclede County Library District is committed to the principles of nondiscrimination to assure equal opportunity in all categories of employment and to provide opportunity for advancement so all employees can perform at their highest potential. In compliance with state and applicable federal regulations, the Library maintains an employment policy in which no procedure, policy, or practice shall unfairly or adversely affect the interests of any applicant or employee on the basis of race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), national origin, age (40 or older), disability or genetic information in employment or programs.

B. AUTHORIZATION TO EMPLOY AND DISCHARGE STAFF

The Library Director is authorized to hire all staff employees of the Library and to discharge same, subject to the employee's right of appeal to the Library Board. Any employee hired by the Library shall be an employee at will.

C. TYPES OF EMPLOYMENT

Full-time Employee—defined as an employee who is hired to fill a full-time position and who works 40 hours per week.

Part-time Employee—defined as an employee who is hired to work less than 40 hours per week. Part-time employees are not entitled to any of the employee benefits described in this personnel policy.

Temporary Employee—defined as an employee hired to fill a full-time or part-time position for a limited period of time. Temporary employees are not entitled to any of the employee benefits described in this personnel policy.

Professional Librarian—defined as a full-time employee who has successfully completed the requirements for a Master of Library Science degree at an ALA-accredited Library graduate school and who is hired to fill a position established as requiring or preferring an MLS.

D. EMPLOYMENT STATUS

Promotion: A promotion is an advancement to a position which offers a higher salary range than the employee's current position. It is the philosophy of the Library to encourage the promotion and/or transfer of current employees to open positions. Eligibility for promotion will be based solely on skill, ability, and work performance.

Demotion: An employee may be demoted to a position of lesser responsibility with a reduction of salary.

Transfer: A transfer is a change of position within the same salary range. If the transfer involves a change from one department to another, both Department Heads must consent unless the Library Director orders the transfer for purposes of economy and efficiency. A voluntary transfer requires a written request for the transfer by the employee. An involuntary transfer requires the approval of the Library Director.

Layoff/Position Elimination: A layoff/position elimination may occur if a position is abolished due to lack of funds, lack of work, reorganization, or other related reasons. The Library will make every effort to transfer affected employees to other positions within the Library. Competition for retention will be limited to those employees holding identical positions. Selection will be based on performance and then on seniority of service in position. A notice of layoff will be given to affected employees with as much notice as possible. Unused vacation leave will be remunerated in the employee's final paycheck.

Notification of Absence: All employees are required to work their scheduled hours unless prior approval has been given by the Library Director. In the event of illness, notification must be made to the Library Director or employee's supervisor. Repetitive use of unapproved absence may result in dismissal.

Abandonment: An employee who fails to properly notify the Library Director or supervisor of his/her absence from work for two consecutive days will have voluntarily resigned from his/her position without proper notice. An employee who abandons his/her position without just cause will forfeit eligibility for future employment by the Library. One incident of no show/no call will result in a write-up.

Resignation: A written notice of resignation to the Library Director is required of all employees. No additional leave will be approved once a written notice of resignation has been received. Professional positions (Library Director) must give a minimum of four weeks notice. All other Library employees must give a minimum of two weeks notice. An employee who fails to give adequate notice may have the notation "resignation accepted with prejudice due to inadequate notice" placed on permanent record in his or her personnel file. Failure to give adequate

notice may be sufficient grounds to deny an applicant consideration for re-employment at a later date.

The final paycheck is released on the next pay period following the employee's last working day. Unused annual leave will be remunerated in the employee's final paycheck based on his/her last working day. Any outstanding fees/charges owed to the Library by the employee will be deducted from the final paycheck. All Library property must be returned to the Library Director before the final paycheck will be issued.

Retirement: Library employees planning to retire should notify the Library at least three (3) months prior to the retirement date to review retirement benefits. Unused vacation leave will be computed on the last working day and remunerated in the employee's final paycheck. Employees with 10 or more years of service with the Library will receive 100% of accumulated Paid Time Off (PTO) upon retirement if in compliance with the procedures set forth in this policy.

E. NEPOTISM

The Library may employ no person related within the 3rd degree of consanguinity by blood or marriage to any Library Board member or the Library Director. No employee may be in direct supervision of an immediate family member.

F. APPLICATIONS

Applications for all positions will be made in person at the Library. All applications must be upon forms provided by the Library. Applications will be kept on file for six (6) months by the Library Director and/or the circulation manager.

G. REHIRE

Any employee who resigns and reapplies for employment will be subject to the same application procedures as other applicants and will not be entitled to any benefits or accruals from previous service. Employees who resign without proper notice, or who are discharged for misconduct or unsatisfactory job performance, are not eligible for rehire. (If the employee participates in the LAGERS program and chooses to take a refund of his accumulated contributions, he forfeits his credited service. If he is re-employed within four years from the time his membership last terminated, he has the option to repay to the system the amount he was refunded, plus

any regular interest thereon, and reinstate the service he had previously forfeited.)

H. PROBATIONARY PERIOD

An employee holds probationary status for the first 90 days of employment. Employees will be evaluated at the discretion of the Library Director during the probationARY period to determine the employee's suitability for the position. At the completion of the employee's probationary period, the Library Director will complete a work review and make a determination to retain or to terminate the employee, or if circumstances warrant, to extend the probationary period. This determination becomes part of the employee's personnel folder.

The employee shall remain probationary until written notice of successful completion of probation. The passage of time shall not constitute removal from probationary status.

An employee is subject to limited benefits during the probation period. Details of such limitations are specified in the outline of benefits in this policy.

Employees who are promoted or transferred will also be considered on probation for the first 90 days in the new position. Benefits are not affected by this secondary position.

I. PERFORMANCE EVALUATION

All regular employees will be formally evaluated annually in October in the following manner.

The Library Director or person designated by the Library Director conducts the evaluation.

Upon completion of the written evaluation from the Library Director (or designee), the employee will be given an opportunity to read and consider the evaluation in private and be allowed to add written comments before the interview with the Library Director.

The evaluation will then be discussed between the employee and the Library Director/designee before signing. The form shall indicate that the employee is signing to acknowledge having reviewed and discussed the contents and not as any agreement as to the accuracy of the contents.

Refusal to sign shall subject the employee to discipline up to and including termination.

Following the evaluation interview, and after the evaluation has been signed by all appropriate parties, the form will become a part of the employee's permanent personnel file.

J. EMPLOYEE RECORDS

The Library will protect the confidentiality of information pertaining to applicants, current employees, and past employees.

Personnel records of all Library employees are maintained in the Library Director's office. Each personnel record will contain the following:

1. Employment application
2. References
3. Compensation and benefit information
4. Tax withholding information
5. Relevant personal data
6. College transcripts, if applicable
7. Staff evaluation

II. PERSONNEL BENEFITS

A. HOLIDAYS

Full-time employees will be granted 13 days of holidays. They are the following: New Year's Day, Martin Luther King Day, Presidents Day, Memorial Day, Juneteenth, July 4, Labor Day, Veteran's Day, Thanksgiving Day, the Friday following Thanksgiving, Christmas Eve, Christmas Day, and New Year's Eve.

B. CITIZENSHIP LEAVE

In the event an employee is called for jury duty, the employee must notify the Library Director immediately upon receipt of such notice. For those days that the employee must serve on jury duty, which were regularly scheduled work days, the employee will be paid regular pay, on an hour for hour basis, for each hour of jury duty. The employee will be required to submit proof of service to the Library Director. The employee shall be required to work when he/she is not required to be in court, The Library will pay for up to ten (10) days of jury duty annually. Jury duty beyond this time is without pay from the Library unless the Library Director grants an exception. If possible, the employee's supervisor will adjust the work

schedule; however, the employee may not be guaranteed a different work schedule to accommodate the jury duty obligation.

Employees who are in the military reserve corps and ordered to temporary active duty will be granted leave without pay.

C. PAID TIME OFF

Lebanon-Laclede County Library District (LLCLD) provides Paid Time Off (PTO) to eligible employees. PTO is an all-purpose time off policy. Eligible employees can use PTO for vacation, illness or injury, and personal business. PTO combines traditional vacation and sick leave plans into one flexible, time off policy.

Regular full-time employees are eligible for PTO. Regular part-time employees working an average of 20 or more hours per week are also eligible for PTO.

Once an employee enters an eligible employment classification, the employee will begin to earn PTO according to the following schedule. Employees will earn a portion of their annual PTO each pay period. Employees can request to use PTO after it is earned (i.e. PTO balance may not be negative).

For full-time employees, the amount of PTO received each year depends on how long the employee has been employed. PTO will accrue according to the schedule below (new accrual begins on indicated anniversary):

Length of Employment	Full-time Hourly Employee	Library Director
Less than 1 year	96 hours	256 hours
1 year	136 hours	256 hours
2-5 years	176 hours	256 hours
6-9 years	216 hours	256 hours
10+ years	256 hours	256 hours

Part-time employees working an average of 20 or more hours per week will accrue 4 hours of PTO per month.

Full-time employees may accrue up to 720 hours of PTO. Up to 240 PTO hours will be granted to the employee in terminal pay, subject to the following conditions:

- *Employee must have completed the 90-day probationary period.
- *Employee must leave LLCLD employment voluntarily.
- *Employee must give LLCLD sufficient notice prior to leaving employment (see Section I. D. Resignation, page 5).
- *Employee must return any property that belongs to LLCLD.

Part-time employees may accrue up to 120 PTO hours, which will be granted to the employee in terminal pay, subject to the following conditions:

- *Employee must have completed the 90-day probationary period.
- *Employee must leave LLCLD employment voluntarily.
- *Employee must give LLCLD sufficient notice prior to leaving employment.
- *Employee must return any property that belongs to LLCLD.

ALL EMPLOYEES

PTO payment is forfeited for an employee whose employment with LLCLD is terminated involuntarily or who does not fulfill the above conditions. In some rare cases, the LLCLD Board of Trustees may elect to offer a severance package to an employee. Severance packages may be based, in part or in whole, upon an employee's PTO accrual.

HOW TO USE PTO

- *PTO may be taken in ½ hour (30-minute) increments, but may not be taken to excuse late arrival to work.
- *A leave slip must be submitted for any use of PTO, expected or unexpected.
- *Employee must inform his/her supervisor as soon as it is known that PTO is needed. If the absence is unexpected, the employee must inform his or her supervisor prior to the beginning of the scheduled shift.
- *If the employee is scheduled to work on a day that the library is open but cannot get to work because of weather constraints, the employee must submit a written PTO request to be paid for the scheduled hours.
- *To schedule planned PTO, employee must submit a leave request to the supervisor at least two weeks in advance. Each request will be reviewed based on a number of factors, including business needs, staffing requirements, timeliness of request, and previous requests. Requests for extended leave (greater than two weeks) will be escalated to the Library

Director for review and approval. Requested PTO which falls on the day before or the day after a holiday may or may not be approved.

*Employee will be paid for PTO at the base pay rate as of the time of the absence. PTO pay does not include overtime or any special forms of compensation such as incentives, commissions, bonuses, or shift differentials.

*If PTO is used for an extended absence because of an illness or injury, the employee must also apply for any other available compensation and benefits, such as worker's compensation. PTO can be used to supplement any payments that the employee is eligible for from state disability insurance or worker's compensation. The combination of these disability payments and PTO may not be more than normal weekly pay.

Bereavement Leave

Five days with pay is allowed in the case of the death of an employee's immediate family member (parents, spouse, children, siblings, in-laws, grandparents, step-families, grandchildren, or other family member living in the home). PTO may be used to supplement Bereavement Leave, if necessary. LLCLD may require proof of death if Bereavement Leave is abused. Other situations may be reviewed and leave granted at the discretion of the Library Director.

D. LEAVES OF ABSENCE

Absences due to sickness are recorded and charged in 30-minute increments against Paid Time Off. At the request of the Library Director, sick leave in excess of three consecutive working days will require a doctor's excuse in writing.

Employee doctor and dentist appointments scheduled and approved in advance by the Library Director may be counted against PTO.

If an employee is obliged to stay home on account of illness in his/her immediate family (parents, spouse, children, siblings, grandparents, step families, grandchildren, or other family members living in the home), such absence is allowed as PTO.

Any employee discovered misusing PTO privileges will be subject to dismissal.

E. LEAVE WITHOUT PAY

An employee must first use any annual PTO accumulated, as appropriate, before being able to request a leave without pay. With the approval of the Library Director, however, an employee may take two (2) days leave without pay in a month's time and not lose benefits (annual and PTO) for that month in special situations. If an employee feels that he/she needs more than two days, the Library Director and Library Board shall consider the reasons for such leave, and it will be at their discretion whether the employee shall lose their benefits for that month. Repeated use of leave without pay is grounds for dismissal.

F. EMERGENCY LEAVE

Emergency leave with pay may be allowed up to a maximum of five (5) workdays in case of serious illness or death of a member of the immediate family (parents, spouse, children, siblings, grandparents, step families, grandchildren, or other family member living in the home). Emergency leave is handled on a case by case basis, and decisions will be based upon the distance of travel and the relationship of the employee and the deceased or stricken family member. In no event is the maximum leave time automatic. All emergency leave requests should be addressed to the Library Director. All accrued vacation and sick leave must be used before Emergency Leave pay will be granted.

G. INSURANCE

The Library provides health insurance coverage for those full-time employees wishing to participate. The employee pays a percentage with the employer (LLCLD) paying the remainder. The coverage is available to spouses and dependents with the employee paying the full premium.

H. RETIREMENT

The Library is a member of the Missouri LAGERS Retirement Plan. This is a noncontributory plan in which the Library Board pays the full amount. The Library also provides a payroll deduction plan for retirement savings.

I. PAY PERIODS

All staff will be paid on the 15th of the month (or closest work day prior to such) and on the last day of the month (or closest work day prior to such).

J. OVERTIME

If situations arise requiring employees to work more than 40 hours per week, the Library requires that the employee receive compensatory time off in lieu of overtime pay. This time must be taken within 30 days.

K. STAFF DEVELOPMENT

Staff members are encouraged to belong to and attend meetings of their professional organizations. They will be encouraged to attend Library meetings on a local, district, and state level as the budget allows.

The professional staff will have the opportunity to attend the annual meeting of the Missouri Library Association. The Library will pay their annual dues and expenses.

Missouri Library Association (MLA) dues are paid for all Board Members.

Provision will be made for attendance at MLA by Board Members, and in the event of an official delegate to the American Library Association, his/her expenses will be paid by the Library.

With the approval of the Library Board, attendance at other meetings of interest to the Library will be allowed as budget permits.

Employees and Board Members attending state and national conferences shall present a written report to the Library Board.

L. TRAVEL AND TRAINING/LIBRARY APPROVED EXPENSES

All travel and training and associated expenses must have the prior approval of the Library Director. Employee travel claims will be approved by the Director before reimbursements are made. Director travel claims will be approved by either the Library Board President or Library Board Treasurer before reimbursements are made.

Expenses incurred by Library representatives at workshops, seminars, training sessions, conferences, or other authorized Library business will be reimburse to the e employee if not charged on the Library's credit card or paid in advance or billed to the Library. All employees seeking reimbursement must file a complete travel reimbursement request.

Mileage will be reimbursed at the rate currently issued by the Internal Revenue Service. Employees who must use a personal vehicle to conduct

Library business such as running errands or picking up supplies may be reimbursed for mileage on completion of a travel reimbursement request.

No meal reimbursement will be paid if the employee is absent from the Library for four hours or less, unless the meal is part of the function attended. Receipts are required for all meal reimbursements. The Library will not reimburse expenditures for alcoholic beverages. Reasonable tips will be reimbursed.

For overnight trips, reservations should be made in advance, taking advantage of special rates. Receipt for lodging is required. The Library will not reimburse for extraneous room charges, such as pay-per-view television or personal phone calls.

Plane reservations should be made in advance to take advantage of special rates and should be charged to the Library credit card, if possible. Receipt is required for reimbursement for any transportation, including cab fare.

Registration fees for reimbursement should be charged in advance to the Library credit card, if possible.

Return travel to the primary work location for emergency purposes, such as fire alarm or computer malfunctions, or holiday-related duties, such as clearing book drops, may be reimbursed from the employee's residence.

Employees may seek reimbursement for membership fees to professional and/or civic organizations, subject to Board approval.

III. PATRON BEHAVIOR

The following patron behaviors and actions will be enforced on Library property:

A. Aggressive Behavior

1. The Library is a violence-free facility. Library staff will report patron behavior which endangers or threatens another person to the appropriate authority.
2. Bringing knives, firearms, or other weapons onto Library property is prohibited.
3. Loud, abusive, aggressive, threatening, or obscene language or behavior will not be tolerated.
4. Harassing Library personnel or other Library users is prohibited.

B. Drugs, Alcohol, & Food

1. Patrons under the influence of drugs or alcohol are not permitted on Library property.
2. The use and/or the possession of alcoholic beverages is not permitted on Library property.
3. Using or distributing drugs on Library property is strictly prohibited.
4. Smoking or usage of **ANY** tobacco products, including e-cigarettes or vaping devices, is prohibited in the Library or within 50 feet of the Library entrance.
5. Patrons may not bring or consume food or beverages, including water, anywhere in the Library. Exceptions may be made for meeting rooms with prior arrangement and approval of Library staff.

C. Disruptive Behavior

1. Children under the age of 13 must be accompanied by an adult AT ALL TIMES.
2. Behaving in a disruptive manner, or allowing children to behave in a disruptive manner, will not be tolerated.
3. Running in the Library is prohibited.
4. Library staff will assume no responsibility for patrons or unattended minors at closing time.

D. Soliciting

1. Soliciting or selling items or services for money is prohibited on Library property without the approval of the Library director or by following procedures set forth in the room rental policy.
2. Patrons may not display or post printed materials which have not been approved by the Library.
3. Obtaining signatures on a petition, conducting surveys or similar investigations, or distributing printed materials is prohibited on Library property.

E. Cell Phones & Technology

1. Cell phones must be silenced or placed on vibrate mode inside the Library. Cell phone conversations are prohibited inside the Library.
2. Library phones are not available for patron use. Library staff may place a call for a patron in an emergency situation.
3. Listening to music or watching videos on a cell phone or other device is allowed only with the use of earbuds or headphones.
4. Patrons may NOT remove Library materials from the premises without authorization or through established lending procedures.

5. Circumventing or attempting to circumvent the Library security system is prohibited.
6. Tampering with, altering, editing, or damaging computer hardware and/or software is strictly prohibited.
7. No outside devices may be plugged into Library computers, excluding headphones. Library staff may approve the use of a USB flash drive upon completion of approved scanning process.

F. Other Prohibited Items & Behaviors

1. Patrons may NOT bring pets into the building. Guide dogs or other licensed service animals with identifying vest or other equipment are welcome.
2. The **usage** of roller blades, skates, or skateboards is not permitted on Library property.
3. Patrons may not bring bicycles or other means of transportation into the building.
4. Neglect of bodily hygiene to the point that it is offensive and constitutes a nuisance to other patrons will not be tolerated.
5. Patrons may not bathe or do laundry in the public restrooms.
6. Loitering on Library property is prohibited, including the lobby.
7. Sleeping in the building is prohibited. Sleeping equipment, including sleeping bags, pillows, tents, etc., will not be allowed in the building.
8. Patrons may bring **ONE** backpack, book bag, or computer bag into the Library, in addition to a personal item (purse, diaper bag, etc.).
9. Shirts and shoes are required AT ALL TIMES. Swimsuits may not be worn as clothing; swimsuits must be covered at all times.
10. Patrons may not place feet on tables or chairs.
11. Vandalism, damage, or destruction of Library materials, furniture, or other property is prohibited. Violators may be prosecuted and/or required to pay for repair or replacement.
12. Littering is prohibited.
13. Furniture may not be rearranged without Library staff approval.
14. Only one person may sit in a chair at one time, including at computer stations. Failure to comply violates fire safety codes.
15. Any illegal acts or conduct in violation of Federal, State, or local law, ordinance, or regulations are prohibited.
16. The Library staff reserve the right to address any inappropriate conduct not specifically stated in this policy by asking patrons to stop the behavior or leave the premises. Law enforcement officers may be called if necessary.

G. Sexually Explicit Materials & Misconduct

1. Patrons may NOT view sexually explicit or pornographic materials, whether print or electronic, on Library property.
2. Patrons may not engage in sexual, lewd, or lascivious acts on Library property.
3. Extended public displays of affection will not be tolerated.
4. Indecent exposure is prohibited.

H. STAFF RESPONSIBILITIES REGARDING PATRON SEXUAL MISCONDUCT

As stated in item G, public display of explicit sexual materials is prohibited. Staff should take prompt action to instruct patrons to remove such a display. If at any time the patron should become threatening or dangerous, the police will be called immediately and measures will be taken to protect patrons and Library staff. An incident report will be filed with the Library Director. The Library will request the patron to leave at the first incident. Library privileges will be suspended indefinitely. Reinstatement of library privileges must be approved by the Library Director.

Explicit sexual material, as defined by Missouri Revised Statutes, Chapter 573, Sec. 573.010, is any pictorial or three-dimensional material depicting human masturbation, deviate sexual intercourse, sexual intercourse, direct physical stimulation or unclothed genitals, sadomasochistic abuse, or emphasizing the depiction of post-pubertal human genitals; provided, however, that works of art or of anthropological significance shall not be deemed to be within the foregoing definition.

Child pornography, as defined by the same statute, is any obscene material or performance depicting sexual conduct, sexual contact, or a sexual performance which has as one of its participants, or portrays as an observer of such conduct, contact, or performance, a child under the age of eighteen.

When a patron is observed engaging in sexual misconduct, including but not limited to acts of exposure, public masturbation, sexual harassment, offensive touching, sexual solicitation, etc., staff should immediately contact a supervisor. If a staff member or another patron can positively identify the offender and describe the activity observed, staff should first contact the police and then the supervisor.

As outlined by Missouri Revised Statutes, Chapter 566, Sec. 566.083, a person commits the crime of sexual misconduct involving a child if the person: (1) knowingly exposes the person's genitals to a child less than fourteen years of age

in a manner that would cause a reasonable adult to believe that the conduct is likely to cause affront or alarm to a child less than fourteen years of age; (2) knowingly exposes the person's genitals to a child less than fourteen years of age for the purpose of arousing or gratifying the sexual desire of any person, including the child; or (3) coerces a child less than fourteen years of age to expose the child's genitals for the purpose of arousing or gratifying the sexual desire of any person, including the child.

IV. WORK RULES/RULES OF CONDUCT

The Library expects employees to exhibit regular and prompt attendance and cooperative attitudes and actions. Certain rules of conduct are essential for fairness, equity, and productivity of all personnel.

A. MISCONDUCT

Misconduct that will subject employees to discipline, up to and including dismissal, include, but is not limited to, the following:

1. Stealing, or attempting to steal, the property of the Library, Library users, or Library employees; or intentionally destroying Library property.
2. Accessing, releasing, discussing, or misusing privileged or confidential information without prior authorization.
3. Violating the Library's equal employment opportunity guidelines and/or policies on sexual, racial, or other harassment or abuse of a fellow worker.
4. Misrepresenting recorded hours worked or intentionally accepting pay for hours not worked.
5. Insubordination: failing to carry out any reasonable order of a superior or verbally abusing a superior.
6. Offensive conduct or language toward the public or fellow employees, including the disregarding of good patron relations.
7. Appearing on Library grounds with an unauthorized firearm or weapon.
8. Excessive absenteeism or tardiness. Abuse of PTO or approved leave of absence.
9. Misuse of Library supplies or equipment.
10. Violating substance abuse policies.

It is recognized that other behavior not specifically covered in the preceding material may warrant discipline up to and including dismissal. Activities not expressly covered in these rules will be handled on a case by case basis. All employees are expected to act with good common sense and in a totally professional manner.

B. ATTENDANCE

All Library staff members are expected to be punctual and to keep absences and tardiness to a minimum. Employees should be at their workstation on time and ready to begin work at the beginning of each shift. When this is not possible, employees should follow specific guidelines for notification provided by their supervisor or department manager.

Tardiness. Tardiness is defined as any occasion when an employee is expected to have started his/her shift at a given time, ready to work, and is not present. Excessive tardiness is defined as two or more occurrences in a calendar month. When an employee expects to be late because of illness or an emergency, the employee should notify his/her supervisor before the start of work and give a projected arrival time.

An employee is required to notify the supervisor if the tardiness converts into a day of absence. If the supervisor is not available, the employee will contact the next level of supervision so that accommodations can be made to cover the workstation.

Absenteeism. Absenteeism is defined as any absence from an assigned shift(s) which was not requested and approved in advance by the employee's supervisor. Normally, "advance" means on or before the previous day. Excessive absenteeism is defined as two or more occasions per calendar month.

When an unexpected absence arises because of illness or an emergency, the employee must notify his/her supervisor before the start of work, or if that person is not available, the next level of supervision, so that schedule changes and coverage can be arranged.

Unreported absence is subject to a written warning after one day and will be considered as a resignation (job abandonment) after two consecutive days.

General Provisions. The supervisor is responsible for keeping records of absences and tardiness. Records, however, must be available for review by the employee. Employees who are either tardy or absent during the probationary period will be evaluated on an individual basis.

Employees who become ill or who must attend to an emergency situation while at work should advise their supervisor before leaving work. If the

supervisor is unavailable, the employee should contact the next level of supervision for approval before leaving.

After proper warnings, an employee may be terminated for excessive absenteeism or tardiness, even if proper notice of absences and tardiness has been given by telephone or other notification.

C. APPEARANCE AND HYGIENE

To enhance the Library's public image, all staff and volunteers are to be well-groomed and dressed in as professional a manner as befits their position with the Library.

Dress must be appropriate for the type of work and not offensive to the public. If an employee is uncertain about the suitability of any item of apparel, it is advisable to consult with his/her supervisor before wearing the item.

Desk and office staff are expected to present a professional appearance. In general, the following types of attire are inappropriate for all desk and office staff:

1. Sweatsuits or other athletic wear
2. Leggings worn as trousers
3. Shorts of any kind, including dress shorts
4. Excessively bare sundresses
5. Hemlines more than 4" above the knee
6. Bare feet
7. Buttons, stickers, or any other accessory or item of apparel that espouses a cause, supports a political candidate or platform, or expresses an opinion. The only exceptions are buttons worn for Library promotions and approved by the Library Director.
8. All clothing must be clean and in good condition.

Employees are expected to exercise good judgment in selecting attire.

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

The Supervisor has the right to remove an employee from the workplace to correct major deficiencies in dress, appearance, or personal hygiene. The

Supervisor will consult the Library Director prior to removing any employee from the workplace for violation of this policy.

D. HARASSMENT

The Lebanon-Laclede County Library District intends to provide a work environment that is pleasant, professional, and free from intimidation, hostility, or other offenses that might interfere with work performance. Harassment, in any form or fashion, by a patron, employee, supervisor, Library Director, or Library Board member will not be tolerated.

All Library employees have a responsibility for keeping the work environment free from harassment. Any employee who becomes aware of an incident of harassment, whether by witnessing the incident or being told about the incident, or feel they are being victimized themselves, must report it as soon as possible to his/her supervisor or the Library Director.

Any validated complaint of harassment will result in immediate and appropriate disciplinary action of the offending party.

All complaints will be held in the strictest confidence to the extent it does not interfere with the investigation. Retaliation of any sort will not be permitted. If it is found that a charge of harassment is filed maliciously or with malfeasance, the person filing the complaint will be subject to disciplinary action.

In the event that the offending party is a member of the Library Board, and the allegations have been proven true, the appointing authority will be immediately notified and a request made that the offending party be immediately removed from the Library Board.

Some problems may not be satisfactorily resolved through this method; therefore, a formal grievance procedure exists.

E. TELEPHONE COURTESY

The Library considers telephone service to be as important a public service as any other business conducted. Guidelines include a prompt response, distinct diction, pleasant voice, identification of one's name, and minimizing the amount of time a caller is on hold. All are considered necessary elements in meeting Library expectations.

F. USE OF STAFF TIME

Library employees are expected to devote time on the job entirely to their assigned responsibilities. Personal conversations, personal email and Internet use, telephone conversations, and/or performance of duties related to other organizations or interests should be conducted during breaks or lunch and dinner periods only. Inappropriate use of staff time may result in disciplinary action.

Friends and relatives are welcome to drop by for an occasional visit, but regular or daily visits to the workplace are inappropriate.

G. PERSONAL USE OF SUPPLIES AND OFFICE MACHINES

All requests for Library, office, and maintenance supplies should be submitted to the Operations Manager.

All employees are responsible for notifying the Operations Manager before depleting the supply of any item.

Every employee using the photocopier is responsible for the refilling of paper trays, replenishing of paper supplies, and maintaining the order of the paper storage areas. The Operations Manager will be responsible for calling for service on the copiers.

Employees are discouraged from using the photocopy machines for personal use.

Employees may send personal mail from and receive packages at the Library. Employees should not use the Library address for bills, subscriptions, or any other regularly received personal mail.

Any employee using the Library postage meter for personal mail will be subject to dismissal.

H. PHONE CALLS AND GENERAL PHONE USE

Personal phone calls are a distraction to coworkers, as well as an impediment to the employee's own work.

Personal phone calls should be limited and brief. Employees should place personal phone calls only on breaks or during meal periods.

Under normal circumstances, a patron should not be able to hear a personal phone conversation.

I. STAFF BREAK ROOM

The break room is reserved for the use of the Library employees and volunteers.

All those using the break room are required to clean up after themselves.

All items left in the refrigerator should be labeled. Unmarked food and beverages left in the refrigerator will be thrown away, along with the containers.

Any unlabeled food left on the table or countertop is fair game for everyone.

J. BREAKS AND MEAL TIMES

Staff members may request one 15-minute break for each continuous four (4) hours worked. Break time is considered work time, and the employee is considered “on call” during that time. Breaks should be taken out of the workstation and away from the public area.

Breaks are not guaranteed and should never be taken at the expense of service to the public. When staff shortages occur, it may become necessary to reschedule or cancel break periods. Break time cannot be saved, added to lunch or dinner time, or added to any kind of leave. Also, breaks cannot be used to leave work early or to cover for late arrivals.

One hour of an employee’s own time is allowed for lunch. At the discretion of their supervisors, full-time employees who work a seven- (7) or eight- (8) hour shift may take one hour of their own time for their meal period.

Employees working a six- (6) hour shift will be scheduled a 30-minute dinner break during the shift. Employees working a four- (4) or five- (5) hour shift will be scheduled a 15-minute meal break.

K. EMPLOYEE PARKING

The front parking lot is for patron use. The parking area along the side of the building is for employee/volunteer use.

L. STAFF MEETING/TRAINING

Staff meetings will be conducted monthly and are usually held the Friday following the regular monthly Library Board meeting. The Library will be closed for these meetings with times posted in advance. The Library pays for all food and snacks for meetings and training.

M. ANNUAL STAFF POTLUCK LUNCHEONS

The Library pays for the meat at the Spring and Christmas staff potluck luncheons. The Library is closed during these events with the times posted in advance.

N. SEASONAL DECORATING

The Library pays for all seasonal decorations. The staff is encouraged to take part in the decorating and is allowed work time for the decorating.

O. PERSONAL CELEBRATIONS

The Library will not close for employee birthdays, weddings, baby showers, or any other social events. If such events are planned during Library hours, arrangements should be made to keep the circulation desk manned. These events are better suited for after hours.

P. STAFF COMMITMENT TO PATRON SERVICE

Employees are responsible for providing the best possible patron service in an open and inviting atmosphere. Patrons shall be encouraged to use Library facilities and materials, and staff shall be available to assist patrons in finding, using, and borrowing materials in a courteous and helpful manner.

Q. PUBLIC SERVICE PROBLEMS/COMPLAINTS

All Library patrons have a right to question Library policies and their personal circulation records, as long as this is done in a reasonable manner. Staff members who deal with these patrons should carefully and courteously explain policies and take all necessary steps to ensure that patron circulation records are accurate. If the patron still has questions or objections, he/she should be referred to the staff member's supervisor. In the interest of patron service, the supervisor should attempt to resolve the problem immediately.

R. OUTSIDE EMPLOYMENT

The Library has no objection to an employee accepting other outside employment unless said employment has negative effects on the employee's abilities to satisfy the job-related requirements of his/her

position at the Library or involve the use of confidential information learned directly or indirectly through employment at the Library. Because of scheduling considerations, employees who hold or plan to hold an outside job should advise their immediate supervisor.

S. REPORTING ACCIDENTS

Any employee or patron accident occurring on Library property (or on Library business when off Library property) must be reported within 24 hours to the Director giving the person's name, place and time of accident, how it occurred, and names of witnesses. Good judgment should be exercised in calling for appropriate outside emergency assistance (911). Accidents resulting in severe injury to an employee or patron must be verbally reported immediately with a written report within 24 hours. An incident form is required for all accidents.

T. EATING

Eating in public areas is generally discouraged. Special permission may be granted by the employee's supervisor for special occasions or circumstances. Proper cleaning is required in all cases.

U. FIRST AID

A first aid kit is located in the employee break room and at Circulation. Aid for more serious injuries falls under Workers Compensation provisions, and immediate attention should be obtained in accordance with those guidelines. Should an employee become severely ill at work, first aid should be limited to making the employee comfortable until such time that he or she is able to leave the premises with or without assistance. In emergency situations, 911 should be called if it is deemed necessary.

V. VEHICLE OPERATIONS

The operation of Library vehicles, as well as personal vehicles for Library purposes, must be governed by the highest rules of care and caution. No one may drive a Library vehicle unless properly authorized and in possession of a valid driver's license. Supervisors are responsible for ensuring that all staff members assigned to drive have valid licenses and shall periodically check that they are current. All Library vehicles should be inspected prior to use, and safety-related defects should be attended to immediately. Seat belts must be worn by all occupants when driving or riding in a Library vehicle. Proper observance of traffic rules is not only a legal issue, but a safety issue, as well. If any accident occurs involving a Library vehicle, police must be notified, and it must be reported

immediately to the Library Director. All passengers must be approved by the Library Director.

W. USE OF PERSONAL AUTOMOBILES

A Library vehicle is available for conducting Library business by coordinating its use through the Library Director. Personal vehicles may also be used for Library business, including attendance at Library meetings. Employees shall be reimbursed for authorized use of their personal automobile for the benefit of the Library at the per-mile rate established by the Director. Reimbursement shall be paid by check when the mileage/expense form is submitted.

X. EMPLOYEE CONTACT WITH THE MEDIA

Employees of the Library are absolutely free at any time to exercise statutory rights regarding contact with political representatives or the media. While it is the right of an employee to express personal opinions, that right does not allow employees to speak as representatives of the Library. Employees may not use position titles associated with their employment in any way that suggests they are acting as representatives of the Library. Contacts by employees with the media as representatives of the Library are restricted to those duly appointed as Library spokespersons.

Y. STAFF CONFIDENTIALITY PROTECTION

No staff personal information, including address and/or phone number, is to be given to anyone for any reason. Law enforcement requests should be referred directly to the Library Director.

Z. EMERGENCY CLOSING POLICY

The Library Director will be responsible for making the decision to close or postpone the opening of the Library when an emergency arises. The Circulation Manager will make the decision in the event that the Library Director is not available.

The Library Director will notify affected staff by 8:00 a.m.

The public will be notified via social media.

If the Lebanon R-III School District is closed for inclement weather, the Library will also be closed.

Employees scheduled to work during the emergency period will be compensated at their regular rate for any scheduled time missed.

Employees may choose to stay home during inclement weather, even though the Library remains open. Likewise, employees may leave work early if an emergency situation develops. In both instances, employees should seek permission of the Library Director, or Circulation Manager in the absence of the Library Director. Employees will not be compensated for the missed time, except through the use of accrued PTO time. The only exception will be if an employee is unable to make it to work due to the official closure of county roads or state highways.

An employee may be required to work, even when the Library is closed due to an emergency. The employee will be compensated at his/her regular rate for the hours worked. There will be no additional compensation or time off as a result of the emergency.

V. EMPLOYEE PRINCIPLES AND PROCESSING OF DISCIPLINARY ACTIONS

Library employees have a personal responsibility to meet reasonable standards of performance and behavior.

Discipline for substandard performance or inappropriate behavior shall be corrective, rather than punitive. The goal of any disciplinary action is to influence an employee to choose the on-the-job behavior that ensures effective job performance.

Any type of disciplinary action, including immediate suspension or dismissal, may be invoked for serious misconduct.

Because this is a progressive system of discipline, failure to correct or improve after a disciplinary step will cause subsequent discipline to proceed to the next step.

In determining the appropriateness of any disciplinary action, legitimate mitigating factors shall be taken into account. Mitigating considerations include, but shall not be limited to, length of service, previous work record, awareness of rules violated, impact of conduct on operations, and/or the Library's handling of the offense.

A. PRE-DISCIPLINE/DISCIPLINARY PRACTICES

1. Initial Written Warning

When informal counseling has failed to produce sustained satisfactory performance, or when informal counseling is determined to be an inappropriate first step in dealing with substandard performance or inappropriate behavior, the next step is to hold a formal discussion with the employee and issue a formal initial warning in writing. Given individual circumstances, not all situations requiring employee discipline will follow the same progression. However, in most instances, a written initial warning should be preceded by counseling. The warning will document the discussion with a statement including the supervisor's account of circumstances, the employee's version, agreed-upon plan for improvement, statement advising the employee of what action will be taken if he/she fails to improve, and signatures of both parties. Also, the supervisor should give the employee a copy of the written statement and advise him/her that this is the first formal step of discipline, and a copy will be placed in the personnel file.

2. Advanced Written Warning

An employee receives an advanced written warning, usually after an initial written warning has been given. In some cases, the severity of an infraction may merit an advanced written warning, even when other steps have not been taken in the disciplinary process.

At the time of the advanced written warning, an employee will be placed in a probationary period when it appears to management that the guidelines or description of the employee's expected standards of performance are unclear. Probationary periods will not exceed 60 days in length and may be divided into 2-week increments in which specific goals must be met.

3. Decision-Making Leave

If the date set for reviewing performance has arrived and the employee is found to be incapable or unwilling to perform satisfactorily, he or she may be placed on a paid, one-day decision-making leave. In some cases, a decision-making leave may be the first step of discipline. In other circumstances, a decision-making leave may not be considered appropriate.

In administering a decision-making leave, the supervisor should:

- a. Inform the employee of the decision-making leave and explain that continued employment with the Library subsequent to the leave is conditional upon the employee's decision to solve the problem and make a total commitment to acceptable performance on the job.
- b. Instruct the employee to return after the decision-making leave and report directly to the supervisor and Library Director with his/her decision to either change and stay with the Library or quit and find more satisfying work elsewhere. Any decision other than the decision to stay with the Library and make all necessary changes will result in immediate dismissal.
- c. Document the discussion in writing, including an agreed-upon action plan and provide signatures of both parties.
- d. Give a copy to the employee and file a copy in the employee's personnel records in the Library Director's office.

4. To Grieve Discipline

If at any stage in disciplinary proceedings an employee feels as though his/her supervisor is unjustly attempting to apply discipline, he/she may follow procedures set out in Grievance and/or Complaint Resolution Procedure.

B. GRIEVANCE AND/OR COMPLAINT RESOLUTION PROCEDURE

Ideally, grievance or complaint issues should be resolved to the mutual satisfaction of all parties at the lowest level of supervision. When this is not possible, the established grievance or complaint procedure shall be followed. Nothing in the grievance or complaint resolution procedure shall preclude the individual from seeking other legal remedies, including appeal to the policy making authority of the Library Board.

A grievance is a written personal appeal presented by an employee to change a management decision or administrative practice affecting his/her work, working conditions, or employment status (including discharge). The grievance must state the reason for the belief that unfair or unequal treatment has resulted from the decision or practice.

If an employee has good cause to believe that he or she has been treated or disciplined unfairly or in a manner inconsistent with Library policy, the

following procedure should be utilized to achieve a fair and equitable resolution of the matter at the lowest possible supervisory level.

Step 1: The employee should discuss the situation with her/his immediate supervisor, who will attempt to resolve the matter within the framework of established policy and administrative procedure.

Step 2: If the employee's supervisor is unable to resolve the problem, or if the problem is between the employee and the direct supervisor, the employee has the right to have her/his problem informally reviewed by the Library Director.

Step 3: If the matter is still unresolved to the satisfaction of the employee, she/he may file a formal grievance or complaint. The grievance must be filed in writing within thirty (30) calendar days after the event or occurrence giving rise to the alleged grievance took place, or within thirty (30) calendar days from the date on which the employee should have reasonably known of its occurrence.

The written grievance must include:

- a. A statement of the specific problem and/or complaint;
- b. The Library policy violated or a statement as to why the employee feels the situation represents unfair or inequitable treatment;
- c. All facts relevant to the problem and/or complaint;
- d. A recommended solution; and
- e. Evidence establishing that all reasonable informal avenues to achieve a solution have been attempted.

A grievance will not be considered when based on any of the following:

- a. Position elimination due to reduction in force
- b. Complaint, grievance, or concern affecting temporary employees
- c. Non-selection for promotion or transfer when the basis of grievance is an allegation by the employee regarding the qualifications of the person selected
- d. Rates of pay or benefits
- e. Group grievances

Step 4: The formal written grievance must be submitted to the Library Director within the time frame outlined in Step 3. If the grievance or complaint involves the Library Director, the written grievance should be

submitted to the Library Board Personnel Committee. The Director or Personnel Committee will conduct any necessary interviews and respond in writing to the grievance within five (5) working days from the date of receipt. At this time, the Director or Personnel Committee may obtain an outside consultant to advise on human resource/legal issues. Step 4 should not exceed 15 days if outside council is sought in the matter.

Step 5: If the employee is not satisfied with the Director's or Personnel Committee's response, a meeting with the entire Library Board may be requested by the employee within ten (10) working days.

Step 6: The Library Board will meet with the employee within five (5) days. The decision of the Library Board is binding.

All employees of the Library are entitled to the above enumerated due process steps and fair consideration of their viewpoint under this procedure. No reprisals of any kind will be taken against any employee for participating in the grievance process.

C. APPEAL OF TERMINATION

The Library Director has the authority to discharge an employee. In some situations, employees **may or may not** be given an option to resign or accept termination. Employees MAY NOT be coerced or forced to sign a letter of resignation against their will. If the employee opts to resign and gives the required two-weeks notice, the employee shall be allowed to work the two weeks as normally scheduled. Punitive reduction in hours will not be allowed. If the employee chooses not to resign, the following steps for termination will be followed:

Step 1: A notice of termination shall be in writing and shall be delivered personally to the affected employee, or, if not convenient, by certified mail. The notice of termination shall state a date when the termination shall become effective and advise the employee of the right, manner, and deadline for appeal.

Step 2: Any full-time employee who is not a temporary or substitute employee or on probation may appeal the Library Director's decision to terminate his/her employment by delivering written notice of his/her appeal to the Library Director and the Chair of the Personnel Committee within three (3) working days of receipt of the Library Director's notice of termination.

Step 3: The employee may, within five (5) days thereafter, submit to the Library Director and the Chair of the Personnel Committee a written summary of the reasons the Library Director's decision should be reversed. The employee's summary should not exceed five (5) pages (excluding attached supporting documentation). If the employee desires to meet personally with the Library Board, he/she should request such a meeting in the summary and state reasons why a personal meeting is requested.

Step 4: When the request to meet with the Library Board is granted, the President shall give the employee and the Library Director at least three (3) days' notice of the date, time, and location of the meeting. The Library Board may follow any procedures it desires, but ordinarily, the Library Board hears information supporting the termination from the Library Director first in the presence of the employee, followed by the employee's presentation. Each side shall present their information and shall be allowed to present all relevant documents. The Library Board shall deliberate in closed session and issue a decision within ten (10) days.

The decision of the Library Board shall be final.

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