



**MESSENGER**  
PUBLIC LIBRARY OF NORTH AURORA

**Messenger Public Library of North Aurora**  
**Personnel Policy Manual**

***Current as of July 1, 2019 New and Revised Policies gkd***

**Messenger Public Library of North Aurora**

**Personnel Policy Manual**

## Table of Contents

<b>Section 1: Introduction</b> .....	6
<b>Mission and Vision Statement</b> .....	7
<b>Introduction</b> .....	7
<b>Confidentiality Policy</b> .....	9
<b>Section 2: Library Guidelines</b> .....	10
<b>Hiring Policy</b> .....	11
<b>Qualifications for Employment</b> .....	12
<b>Employee Classification</b> .....	13
<b>Scheduling</b> .....	14
<b>Introductory Period</b> .....	15
<b>Rest Breaks</b> .....	16
<b>Meal Breaks</b> .....	17
<b>Overtime</b> .....	18
<b>Attendance</b> .....	19
<b>Separation from Service</b> .....	20
<b>Open Door Communications</b> .....	21
<b>Safety</b> .....	22
<b>Use of Electronic and Telephone Equipment</b> .....	23
<b>Use of Cellular Phones/Library Phones</b> .....	25
<b>Drugs and Alcohol Abuse</b> .....	26
<b>Anti-Harassment and Anti-Discrimination</b> .....	30
<b>Personal Appearance Policy</b> .....	36
<b>Personnel Files</b> .....	37
<b>Disciplinary Action</b> .....	38
<b>Social Media</b> .....	41
<b>No Solicitation/No Distribution</b> .....	45
<b>Workplace Security and Inspections</b> .....	46
<b>No Smoking</b> .....	47
<b>Whistleblower Compliance</b> .....	48
<b>Section 3: Compensation and Performance</b> .....	49
<b>Compensation</b> .....	50
<b>Pay Deductions</b> .....	51
<b>Timekeeping</b> .....	52
<b>Evaluations</b> .....	53
<b>Promotions</b> .....	54
<b>Emergency Closing Compensation</b> .....	55

<b>Section 4: Benefits and Services</b> .....	56
<b>Benefits in General</b> .....	57
<b>Holidays</b> .....	58
<b>Vacation Policy</b> .....	59
<b>Paid Time Off</b> .....	61
<b>Jury Duty</b> .....	64
<b>Military Leave</b> .....	65
<b>Personal Days</b> .....	66
<b>Sick Time</b> .....	67
<b>Bereavement Leave</b> .....	68
<b>General Leave of Absence Without Pay</b> .....	69
<b>Family and Medical Leave (FMLA)</b> .....	70
<b>Worker's Compensation</b> .....	74
<b>Social Security</b> .....	75
<b>Educational Assistance</b> .....	76
<b>Health Insurance</b> .....	78
<b>Illinois Municipal Retirement Fund (Pension Program)</b> .....	79
<b>457B Savings and Retirement Plan</b> .....	80
<b>Meetings and Workshops</b> .....	82
<b>Professional Organizations</b> .....	83
 <b>Section 5: Appendices</b> .....	 84
 <b>Appendices A: Employee Acknowledgment Form</b> .....	 85
<b>Appendices B: Employee Incident Report</b> .....	86
<b>Appendices C: Educational Assistance Application</b> .....	87
<b>Appendices D: Time Keeping System User Access Information</b> .....	89

**Addendum to Table of Contents:**

<b>Anti – Bullying Policy (New Policy Added and Approved 2017)</b> .....	<b>34 - 35</b>
<b>Lactation Break Policy (New Policy Added and Approved May 2018)</b> .....	<b>83a-83b</b>

**Messenger Public Library of North Aurora**

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# **Section 1: Introduction**

## **Welcome**

### **Mission and Vision Statement**

Welcome to the Messenger Public Library of North Aurora. The following is our Mission and Vision Statement:

#### **MISSION:**

The Messenger Public Library informs, connects and enriches the community of North Aurora Illinois.

#### **VISION:**

The Messenger Library serves as a gateway to an ever expanding world enhancing the quality of life for the community of North Aurora Illinois.

- Essential and relevant
- Friendly and welcoming
- A source to further literacy and learning for all ages
- A connection to technology

### **Introduction**

This Personnel Policy Manual is intended to be a guide to assist you in your employment at the Messenger Public Library of North Aurora. It does not constitute a contract of employment with the Library for any period of time, but merely sets forth the policies and procedures in effect on the date it was issued.

Responsibility for the Messenger Public Library of North Aurora is vested in the Board of Trustees which is the policy-making body of the Library. The Board has the authority to amend this manual at any time without prior notice to employees.

The Library Administrator is selected and appointed by the Board. The Administrator's responsibility is to implement the policies and decisions made by the Library Board. The Library Administrator is overall in charge of the Library personnel and is responsible for the hiring and termination of all employees. The Library Administrator is also responsible for the assignment of duties, establishing standards of service, and implementation of staff development.

The Library staff is the Library's representative to the community, and as such, the staff implements the objectives and the mission of the Library. The primary responsibility of staff members is to provide service to all patrons within the parameters of the policy.

[1.1. Revised November 2010 and January 2019]

- If any of the policies are or become in conflict with federal, state, or local laws or regulations.
- If any omissions or inclusions cause conflict with federal, state, or local laws or regulations.
- If typographical or printer error should cause conflict with any federal, state, or local laws or regulations.

Should there be any questions as to the interpretation of the policies or benefits listed in this personnel manual, the final explanation and resolution will be at the sole and absolute discretion of the Library, subject to federal, state, and local laws. Employees having any questions about this personnel manual, should see their supervisor or the Library Administrator.

The Library Administrator is selected and appointed by the Board. The Administrator's responsibility is to implement the policies and decisions made by the Library Board. The Library Administrator is overall in charge of the Library personnel and is responsible for the hiring and termination of all employees. The Library Administrator is also responsible for the assignment of duties, establishment of standards of service, and implementation of staff development.

The Library employees are the Library's representative to the community, and as such, the employee implements the objectives and the mission of the Library. The primary responsibility of employees is to provide service to all patrons within the parameters of the policy.

The Library's Operational Policy Manual outlines the service policies for the library and should be consulted in addition to this Personnel Manual. The Library Board develops and approves of all Operational Policies of the library in consultation with the Library Administrator and the Library Staff.



## **Confidentiality Policy**

Employees must safeguard confidential and personal information obtained as a result of working for the Library. This confidential information includes, but is not necessarily limited to, trade secrets, patron personal identification information (including but not limited to patron bank account numbers, credit card information, addresses, phone numbers, and email addresses), and patron histories and preferences.

Access to confidential information should be on a "need to know" basis and must be authorized by a member of management. Any employee who is unsure about confidentiality of any information should immediately seek the assistance of management prior to disclosing such information.

Employees should use reasonable security measures with respect to confidential information, including but not limited to the following:

Confidential information should not be disclosed to any third party except upon the Library Administrator's prior written approval. Information should only be shared internally on a "need to know" basis.

No copies should be made of any confidential information except for work related material for the Library.

Employees should not use confidential information for their own benefit, nor for the benefit of any third party.

All confidential information shall remain the sole property of the Library, and must be returned to the Library upon termination of employment or upon demand at any other time.

Non-adherence to this policy will result in discipline, up to and including termination.

## **Section 2: Library Guidelines**

## **Hiring Policy**

### **Equal Employment Opportunity**

It is the policy of the Messenger Public Library of North Aurora to afford Equal Employment Opportunities regardless of race, color, religion, sex, gender, pregnancy, national origin, citizenship status, age, mental or physical disability, ancestry, sexual orientation, gender identity, veteran status, military status, marital status, order of protection status, genetic information, or any other category protected by applicable law. This policy of equal employment applies to all aspects of the employment relationship, including but not limited to: initial consideration for employment; job placement and assignment of responsibilities; performance evaluation; promotion and advancement; compensation and fringe benefits; training and professional development opportunities; formulation and application of human resource policies and rules; facility and service accessibility; and discipline and termination.

### **Reasonable Accommodations**

The Library supports the Illinois Human Rights Act and the Americans with Disabilities Act as amended and will attempt to provide reasonable accommodations for pregnant employees and qualified individuals with disabilities in the workplace unless such accommodations would present an undue hardship for the Library.

Reasonable accommodations apply to all covered employees and include, but are not limited to, hiring practices, job placement, training, pay practices, promotion and demotion policies, and layoff and termination procedures.

A pregnant individual includes any woman affected by pregnancy, childbirth, or medical or common conditions related to pregnancy or childbirth. A qualified individual with a disability is any individual with a medically recognized disability. In both cases, the individual must, with or without reasonable accommodation, perform the essential functions of the job the individual has or wants, and not pose a direct threat to the health or safety of themselves or other individuals in the workplace.

The employee should contact their supervisor or the Library Administrator for further clarification regarding the Library's policy on reasonable accommodations or to request a reasonable accommodation in the workplace.

## **Qualifications for Employment**

The Library Administrator, or designee, shall review and verify job applicants' stated qualifications for employment. The Library Administrator may also consider other factors, depending upon the nature of the position.

The Library Administrator will make all hiring decisions and set the rate of compensation and regular scheduled work hours within the confines of the Library classification schedule and with Board approval. The Administrator will then present the applicant with an offer letter. Upon acceptance, the letter will be signed by both the employee and the Library Administrator and placed in the employee's personnel file.

## **Appointments**

- a. The Board shall appoint the Library Administrator.
- b. The Library Administrator shall hire all other employees and set their rate of compensation, within the confines of the Library classification scheme and with the approval of the Board.

## Employee Classification

It is the intent of the Library to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. Accordingly, the right to terminate the employment relationship, at will, at any time is retained by both the employee and Employer.

Each employee is designated as either NON-EXEMPT or EXEMPT according to federal and state wage and hour laws. NON-EXEMPT employees are entitled to overtime pay and are subject to specific provisions of federal and state wage and hour laws. EXEMPT employees are not entitled to overtime pay and are excluded from specific provisions of federal and state wage and hour laws.

In addition to the above categories, each employee will belong to one other employment category:

**REGULAR FULL-TIME** employees are those who are not in a temporary, introductory, or part-time status and who are regularly scheduled to work a minimum of 37.5 hours per week or more. Generally, they are eligible for the Library's benefit package, subject to the terms, conditions, and limitations of each benefit program.

**REGULAR PART-TIME** employees are those who are not in a temporary, introductory, or full-time status and who are regularly scheduled to work less than 37.5 hours per week. They may be eligible for some of the Library's benefit package, in addition to those required by law, subject to the terms, conditions and limitations of each individual benefit program.

**TEMPORARY** employees are those who work over a designated, predetermined period of time, usually not to exceed six months. Temporary employees are not eligible for any of the Library's benefit package, except those required by law.

**INTRODUCTORY** employees are those working within their first three months of employment with the Library. The introductory period is an opportunity for the employee and the Library to evaluate whether the employee is suitable for a position with the Library. An employee's introductory status may affect eligibility for some benefits—please see the Library Administrator for more information. Once the employee successfully completes the introductory period, the employee will be a regular employee. This is simply an administrative designation. It does not mean that the employee has a permanent job and is not in any other way inconsistent with the Library's employment-at-will policy. The Library reserves the right to extend or shorten the introductory period within its discretion. See the Introductory Period policy for more information.

## **Scheduling**

The first day of the work week is Monday.

Scheduling for each non-exempt (hourly) employee's hours of work will be done by the Library Administrator and/or the employee's supervisor with consideration of the individual employee's preference, but with the needs of the Library as the primary consideration. All employees are expected to work when they are scheduled.

When an employee is unable to work his or her shift it is the responsibility of the employee to notify his or her supervisor of any change in his or her schedule. It is the supervisor's responsibility to approve any changes to the employee's schedule.

A regularly scheduled work week is agreed upon on the employee's date of hire. If there is a change in the regularly scheduled work week, the employee's immediate supervisor and the Library Administrator will provide a letter acknowledging the change, and it will be signed and added to the employee's personnel file.

## **Introductory Period**

The first three months of employment shall be considered an introductory period. During this period, employees have an opportunity to evaluate the Library as a place to work, and the Library has an opportunity to evaluate an employee as an with regards to their work, skills, attendance, punctuality, performance in the job, and other job-related criteria. The Library may not follow progressive discipline for rule violations occurring during the introductory period.

Introductory status is simply an administrative designation. It does not mean that an employee has a permanent job after completing the introductory period and is not in any other way inconsistent with the Library's employment-at-will policy. At any time during the introductory period and after the conclusion of the introductory period, the employee may be terminated. The Library reserves the right to extend or shorten the introductory period within its discretion.

## **Rest Breaks**

Non-exempt employees shall be allowed one paid fifteen-minute rest break for each four consecutive hours of work. Rest breaks for employees working shifts shorter than four (4) hours will be up to the supervisor's discretion.

Employees who work a seven-and-one-half hour day are entitled to two fifteen-minute non-consecutive rest breaks, one of which must be taken in the first half of the employees' shifts, and one of which must be taken in the second half.

Rest breaks shall not be taken in conjunction with regular meal periods or at the beginning or end of the work shift.

Additional breaks may be allowed at the discretion of the Library Administrator due to health reasons. Documentation from a health professional will be required to document the accommodation that is needed.



## **Meal Breaks**

An employee who works at least seven-and-one-half hours in a day must take an unpaid thirty-minute meal break beginning no later than five hours after the start of the work period. Department heads may grant an hour-long unpaid meal break to employees as long as such time does not interfere with the provision of service. The schedule for meals will vary according to the public service needs of the Library departments.

Employees who work less than seven-and-one-half (but more than five) hours may, with their supervisor's approval, choose to take an unpaid half hour meal break, as long as such time does not interfere with the provision of service. The schedule for meals is arranged by the supervisor or the person in charge, and it will vary according to the public service needs of the Library departments.

## Overtime

When overtime is necessary, employees will be notified as far in advance as possible. Employees are expected to work overtime if additional work effort is required to serve our patrons.

Non-exempt employees must have authorization from the Library Administrator prior to working overtime. Working unauthorized overtime is prohibited and may be disciplined up to and including termination.

Overtime is only paid after a non-exempt employee has worked more than forty (40) hours during a work week. Therefore, vacation time, sick time, bereavement time, holiday time, paid time off (PTO), personal days and other non-work time do not count towards hours worked for overtime pay. All overtime is paid at one and a half times the employee's regular hourly rate.

Hours worked on Saturday or Sunday (other than any hours in a workweek in excess of forty hours) do not qualify the employee for overtime pay or any other premium compensation.

## Attendance

Consistent attendance and punctuality contribute to the success of the Library's operations. Chronic tardiness or absenteeism disrupts work flow, affects customer service, and creates a burden on other employees. All Library employees are expected to assume responsibility for their attendance and promptness. Failure to comply with the guidelines below will result in discipline, up to and including termination.

### Rules Concerning Attendance

- Inform the Library in advance when possible. When the employee knows in advance that they cannot avoid absence from work, they must make arrangements in advance with their supervisor.
- If it is not feasible to make arrangements in advance for an absence, the employee is required to call their supervisor on the first day of the absence at least 30 minutes before their normal starting time. If the employee cannot reach their immediate supervisor, call the Library Administrator or the manager in charge. The employee must actually speak to someone to confirm their absence. Be prepared to explain the reason for the absence and give an expected date of return to work.
- The employee must personally contact the Library on a daily basis during all absences, except those arranged in advance with the Library. The need to make contact with their supervisor and in their absence the Library Administrator.
- The Library may require that additional documentation substantiating the reason for the absence be furnished.
- In instances of absence due to an employee's health, the Library reserves the right to require an employee to obtain a doctor's report explaining the condition and the doctor's restriction that they cannot work. Ordinarily any absence due to illness over three consecutive days requires a report from the attending doctor. Where deemed appropriate, the Library may delay its decision as to their physical fitness to return to work until a doctor's report is submitted.
- Three consecutive days of absence without notice to the Library constitutes job abandonment; thus, the Library will consider employees who are absent for three days without notice to have voluntarily separated from the Library.

## Separation from Service

Employment with Messenger Public Library is mutually voluntary or "at will" and both the employee and the employer are free to end the relationship at any time, for any or no reason.

### Voluntary Separation

The Library requests that an employee who is resigning submit a written resignation to his or her supervisor, who should then report it to the Library Administrator. The Library requests that exempt employees provide such written notice at least one month prior to their date of separation, and non-exempt employees provide such written notice at least two weeks prior to their date of separation. Earned but unused vacation time and/or PTO time will be paid upon resignation. Accumulated sick leave will not be paid.

Any employee who leaves the Library and later returns shall be considered a newly hired employee for all purposes, including granting of vacations and/or PTO.

### Involuntary Separation

The Library Administrator has the authority to dismiss any employee for any reason, with or without notice. Earned but unused vacation and/or PTO time will be paid upon dismissal. Accumulated sick leave will not be paid.

## Open Door Communications

The Library encourages its employees to raise issues that may be negatively impacting their work environment. If an employee has a complaint, problem, or situation that needs to be addressed, the following procedure should be utilized:

**Step One:** The employee should first discuss the situation with his or her supervisor as soon as possible. The employee should give the supervisor an opportunity to investigate and then get back to the employee.

**Step Two:** If the employee is not satisfied with the supervisor's response or feels the issue is not resolved, the employee can present the issue to the Library Administrator, again, as soon as possible. The employee should give the Library Administrator an opportunity to reconsider and or investigate the situation and get back to the employee.

**Step Three:** If the employee is still not satisfied that the issue is resolved; the employee may present the issue in writing to the President of the Board of Trustees.

A Board Committee will meet within 30 days of receipt of the written complaint. If necessary, the Committee will complete an additional investigation. The Board Committee shall present the complaint to the entire Board along with the Committee's recommendation in a timely manner in an executive (closed) session of a regularly scheduled Board meeting. The Board's decision is final.

## **Safety**

It is the intent of the Messenger Public Library of North Aurora that patrons and employees enjoy a secure and safe environment, and the Library will attempt to do everything within its control to assure compliance with federal, state, and local safety regulations. Employees are expected to obey safety rules and to exercise caution in all their work activities.

Employees have an absolute obligation to immediately report any unsafe conditions to their supervisor and/or the manager-in-charge. Not only supervisors, but employees at all levels of the Library are expected to correct unsafe conditions as promptly as possible. The Library will not take reprisals against an employee who comes forth with a safety recommendation or refuses to operate any equipment or work in an area he or she reasonably feels is unsafe.

All accidents, especially those that result in injury, must be reported immediately to the nearest available supervisor, regardless of how insignificant they may appear. Such reports are necessary to comply with federal and state laws and initiate insurance and workers' compensation procedures. Failure to promptly report an accident may result in discipline, up to and including termination.

The report form included in the Appendix shall be filled out promptly by the supervisor and handed to the Library Administrator. If the Library Administrator is not present, the report should be emailed immediately to the Library Administrator.

## **Use of Electronic and Telephone Equipment**

It is the policy of the Library to provide or contract for the communication services and equipment necessary to promote the efficient conduct of Library business. All business equipment, electronic and telephone communications systems, and all communications and stored information transmitted, received, or contained in the Library's information systems are Library property and are to be used primarily for job-related purposes during working time. To ensure the proper use of communications systems and business equipment, the Library may monitor the use of these systems and equipment from time to time. When using the Library's business equipment, employees should note the following:

1. Electronic systems are owned/leased and maintained by the Library, and electronic communications are the sole property of the Library. Excessive personal use of electronic systems or distribution of personal messages by employees is prohibited. Personal software or messages shall not be installed or stored on the Library equipment unless prior approval is obtained.
2. Employees are prohibited from using codes, accessing files, or retrieving any stored communication without prior authorization. No employee may use a pass code unknown to the Library.
3. The use of personal passwords, assigned to the employee, is not grounds for an employee to claim privacy rights in the electronic or communications systems. The Library reserves the right to override personal passwords. Employees may be required to disclose passwords or codes to the Library to allow access to the systems.
4. In order to maintain network and information security, the sharing or misuse of passwords is prohibited. The employee is responsible for protecting the confidentiality of their password(s). Passwords should not be written down or left in that they may be accessible to others.
5. Likewise, employees are prohibited from bringing unauthorized electronic communications equipment to work to use with Library-provided electronic communications equipment and/or from accessing Library systems with their devices absent explicit permission from the Library Administrator. Such prohibited equipment includes but is not limited to any type of external computer drives, such as flash drives, to save information from computer drives, and personal laptops and other wireless communications devices. Using such unauthorized equipment with Library-provided electronic communications equipment and/or accessing Library systems

without permission is considered to be theft of the Library's intellectual property.

Employees who create a Library profile/email account on their personal devices without permission (or who refuse to delete their Library profile/email account on their personal devices when asked to do so) will automatically have their devices reset to factory default by the Library. This setting will delete all Library information from their devices, but will also delete any and all personal information (including, but not limited to, apps, contacts, pictures, videos, etc.) as well.

6. The Library will, or reserves the right to, monitor the use of electronic systems and to review or inspect all material stored therein. No communications are guaranteed to be private or confidential.
7. The Library's prohibition against sexual, racial, and other forms of harassment is extended to include the use of electronic and telecommunications systems. Harassing, vulgar, obscene, or threatening communications are strictly prohibited, as are sexually oriented messages or images. Employees who receive email or other information on their computers which they believe violate this policy should immediately report this activity to their supervisor or the Library Administrator.
8. Privileged or confidential material, such as, but not limited to, trade secrets or attorney-client communications, should not be exchanged haphazardly by email, facsimiles, etc.
9. Respect all laws governing copyright, fair use of copyrighted material owned by others, trademarks, and other intellectual property, including the Library's own copyrights, trademarks, and brands.
10. Employees must be aware of the possibility that electronic messages that are believed to have been erased or deleted can frequently be retrieved by systems experts and can be used against an employee or the Library. Therefore, employees should be cautious and use the systems only in the appropriate manner and consult with systems experts to guarantee that information to be deleted is truly eliminated.
11. Employees should exercise care so that no personal correspondence appears to be an official communication of the Library. Employees may not use the Library's address for receiving personal mail or utilize Library stationery or postage for personal letters.
12. Violation of this policy can result in discipline, up to and including termination of employment.



## **Use of Cellular Phones/Library Phones**

While at work, employees are to exercise the same discretion in using personal cellular phones as they do for Library phones. Excessive personal calls or messaging during the workday (especially at the front public service desk areas), regardless of the phone used, can interfere with employee productivity and be distracting to others. Employees are therefore asked to make any other personal calls on non-work time where possible and to ensure that friends and family members are aware of the Library's policy. Flexibility will be provided in circumstances demanding immediate attention.

The Library encourages and promotes cell phone safety when operating a motor vehicle for Library business. If the employee finds that it is absolutely necessary to utilize a cellular phone while driving, the following should be observed:

- Employees may only use a cellular phone while driving if they are utilizing a hands-free device (such as a headset) or are using the phone in a voice activated mode. [The Library will abide by the most current State and or Federal Laws regulating cell phone use while operating a vehicle.]
- Place calls while stopped or have someone place the call for the employee.
- Avoid intense, emotional or complicated conversations.
- Assess traffic conditions before making a call. Do not utilize a cell phone in heavy traffic conditions, inclement weather, or in unfamiliar terrain.
- Give driving the employee's full attention.
- Ensure that the phone is within easy reach.
- Use memory dial to minimize dialing time.
- Do not take notes or look up phone numbers while driving.
- Do not compose, send or read electronic messages while operating a motor vehicle.

## **Drugs and Alcohol Abuse**

*Revised and approved by Board 7/11/2019*

### **A. Introduction**

The Library has a strong commitment to its employees to provide a safe and healthy work environment. The Library expects all employees to report for work in a condition in which they are able to perform their duties. The presence of drugs or alcohol on the job and the influence of these substances on employees during working hours are inconsistent with these objectives. The Library's policy with respect to drugs and alcohol is as follows:

### **B. Work Rules**

1. Whenever employees are working for the Library, they are prohibited from:
  - using, possessing, buying, selling, manufacturing, or dispensing illegal drugs;
  - being under the influence of alcohol or illegal drugs; and
  - possessing or consuming alcohol (NOTE: drinking alcoholic beverages during a business lunch/ off site event/meeting is **not** acceptable conduct).
2. This policy does not prohibit employees from the lawful use (use must be lawful in accordance with both federal and state law) and possession of prescribed medications. Employees are responsible for consulting with their doctors about a medication's effect on their ability to work safely, and promptly disclose any restrictions to their supervisor. In the event an employee fails to report such restrictions and creates a safety threat, neither a physician's prescription nor other medical reason will be an acceptable excuse for being in violation of this policy. Employees should not, however, disclose underlying medical conditions unless specifically directed to so.

### **C. Employee Assistance**

The Library will assist and support employees who voluntarily seek help for alcohol or drug problems before becoming subject to discipline under this or other Library policies. Employees who seek such assistance will be allowed to use accrued paid time off, placed on leaves of absence, where available, referred to treatment providers and otherwise accommodated as required by law. Such employees may be required to

document that they are successfully following prescribed treatment and may be required to take and pass follow-up tests.

#### **D. Required Testing**

1. Reasonable Suspicion: Employees are subject to testing if a supervisor or Library Administrator reasonably suspects them of using or being under the influence of alcohol or drugs while they are working.
2. Post-Accident: Employees are subject to testing when they cause or contribute to accidents which seriously damage a vehicle or Library equipment, or result in an injury requiring emergency medical treatment away from the scene of the accident.

#### **E. Collection and Testing Procedures**

Employees subject to alcohol testing shall be sent or driven to a Library-designated clinic and directed to provide breath specimens. Specimens shall be collected by trained technicians, using federally approved testing devices, which are regularly calibrated and capable of producing printed results that identify the employee.

Employees subject to drug testing shall be sent or driven to a Library-designated clinic and directed to provide urine specimens. Employees may provide split specimens and may provide specimens in private unless they appear to be submitting altered, adulterated or substitute specimens. Collected specimens shall be sent to a federally certified laboratory and tested for evidence of marijuana, cocaine, opiate, amphetamine and PCP use. There shall be a chain of custody from the time specimens are collected through testing and storage.

The laboratory shall transmit positive drug tests results to a doctor called a medical review officer ("MRO"), retained by the Library, who shall offer persons with positive results a reasonable opportunity to establish that their results are caused by lawful (under both federal and state law) prescribed medicines or other lawful substances. Persons with positive test results may also ask the MRO to have their split specimen sent to another federally certified lab, to be tested at the employee's own expense. Such requests must be made within three (3) working days of notice of test results. If the second lab fails to find any evidence of drug use in the split specimen, the employee or applicant will be treated as passing the test.

#### **F. Consequences**

1. Employees who refuse to cooperate in required tests, are found to be under the influence of illegal drugs or use, possess, buy, sell, manufacture or dispense illegal drugs in violation of this policy will be terminated.

2. Unless aggravating circumstances are present, the first time employees test positive for alcohol or possess, consume or are under the influence of alcohol, they will be suspended and referred to the Library's Employee Assistance Program (EAP). Continued employment and/or reinstatement will be conditioned on cooperation with the EAP, successful completion of any prescribed treatment, passing follow-up tests and other appropriate conditions.
3. Employees who test positive for alcohol or violate this policy's alcohol rules more than once will be terminated.

## **G. Confidentiality**

Information and records relating to positive test results, drug and alcohol dependencies and legitimate medical explanations provided to the MRO shall be kept confidential and maintained in secure files separate from normal personnel files. Such records and information may be disclosed among managers and supervisors on a need to know basis and may be disclosed where relevant to a charge, claim or other legal proceeding initiated by or on behalf of an employee or applicant.

## **H. Definitions**

**"Illegal Drugs"** means substances (1) that are illegal under state or federal law; or (2) whose use or possession are controlled by federal or state law, but are not being used or possessed under the supervision of a licensed health care professional. This definition includes, but is not limited to, marijuana (including medical marijuana), cocaine, PCP, heroin, LSD, amphetamines, and barbiturates.

**"Refuse to Cooperate"** means to obstruct the collection process, to submit an altered, adulterated or substitute sample, or to fail to promptly provide specimen(s) for testing when directed.

**"Under the Influence of Alcohol"** means an alcohol concentration of .04 or more, or actions, appearance, speech or bodily odors which reasonably cause a supervisor to conclude that an employee is impaired because of alcohol use.

**"Under the Influence of Drugs"** means a confirmed positive test result for illegal drug use, aside from marijuana. With regards to marijuana, "under the influence of drugs" means actions, appearance, speech or bodily odors which reasonably cause a supervisor to conclude that an employee is impaired because of marijuana use, which may or may not be accompanied with a confirmed positive test result.

## **I. Notification of Drug Conviction**

All employees are required to notify a member of management if they have been convicted of a criminal drug offense occurring in the workplace. Such notification must take place within five (5) working days after the conviction.

## **J. Miscellaneous**

This policy is not a contract of employment and may be modified by the Library at its sole discretion. To the extent contractor employees who are present on the Library's premises engage or appear to have engaged in conduct that would violate this policy if engaged in by an employee, such contractor employees will be barred from the Library's premises.

## **Policy Prohibiting Harassment, Discrimination and Retaliation (and Procedures for Reporting and Investigating Complaints)**

It is the policy of Library to maintain a work environment free from all forms of harassment and discrimination and to insist that all employees be treated with dignity, respect, and courtesy. It will be a violation of Library policy for any employee to harass or discriminate against another individual in the workplace based upon race, color, religion, sex, gender, national origin, citizenship status, age, mental or physical disability, ancestry, pregnancy, sexual orientation, gender identity, veteran status, military status, marital status, order of protection status, genetic information, or any other category protected by applicable law. The Library will not tolerate harassment of or discrimination against Library employees by anyone, including any supervisor, co-worker, vendor, client, contractor, customer, patron, or other regular visitor of the Library. Violation of this policy shall be considered grounds for disciplinary action up to and including termination.

Harassment consists of unwelcome conduct, whether verbal, physical, or visual, that is based upon a person's protected status such as race, color, national origin, citizenship status, religion, sex, gender, pregnancy, sexual orientation, gender identity, age, disability, marital status, military or veteran status, genetic information, order of protection status, or any other category protected by law. The Library will not tolerate harassing conduct that affects tangible job benefits, interferes unreasonably with an individual's work performance, or creates an intimidating, hostile or offensive working environment.

The conduct forbidden by this policy specifically includes, but is not limited to: (a) epithets, slurs, negative stereotypes or intimidating acts that are based on a person's protected status; and (b) written or graphic material circulated within or posted within the workplace that shows hostility toward a person because of his or her protected status.

### Definition of Sexual Harassment

"Sexual harassment" consists of unwelcome sexual advances; requests for sexual favors; or other verbal or physical conduct of a sexual nature when made to an employee where:

1. Submission to such conduct is made either explicitly or implicitly a term or condition of a person's employment;
2. Submission to or rejection of such conduct is used as the basis for any employment decisions affecting such individual; or
3. Such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Sexual harassment, as defined above, may include, but is not limited to:

1. Uninvited sex-oriented verbal "kidding" or demeaning sexual innuendoes, leers, gestures, teasing, sexually explicit or obscene jokes, remarks or questions of a sexual nature;
2. Graphic or suggestive comments about an individual's dress or body;
3. Displaying sexually explicit objects, photographs, writings, or drawings;



4. Unwelcoming touching, such as patting, pinching, or constant brushing against another's body;  
or
5. Suggesting or demanding sexual involvement of another employee whether or not such suggestion of demand is accompanied by implicit or explicit threats concerning one's employment status or similar personal concerns.

Even if two or more employees are engaging in consensual conduct, such conduct could constitute harassment of or discrimination against another employee who witnesses or overhears such conduct.

#### Investigation Procedures

All Library employees are responsible to help assure that harassment and discrimination do not occur and are not tolerated. Any individual who believes that he or she has been subjected to harassment or discrimination as prohibited by this policy or who has witnessed harassment or discrimination should submit a complaint to their supervisor and/or Library Administrator, or any other manager or supervisor, in accordance with the following complaint procedures. If a manager or supervisor receives a complaint of harassment or discrimination directly from an employee, or becomes aware of such conduct, the complaint shall be immediately reported to the Library Administrator and/or the Board of Trustees. Any employee wishing to submit a complaint (i.e. the "complainant") should submit a written statement to their supervisor, the Library Administrator, or any other manager or supervisor within thirty (30) days after the incident or act which gives rise to the complaint. The written statement should state the specific facts and/or perceived wrongful act (e.g. location, names, dates, times) to be investigated.

If a manager or supervisor receives the complaint, he or she should immediately provide it to the Library Administrator (unless the complaint involves the Library Administrator, in which case it must be provided to the Board of Trustees, who will then designate an individual to investigate or otherwise address the complaint).

The Library Administrator, his or her designee, or the Board's designee shall promptly investigate the complaint and make all reasonable efforts to resolve the matter informally. These efforts may include, but may not be limited to, convening a conference with the complainant and/or the accused harasser/discriminator to discuss the complaint and the results of the investigation.

If the complainant or the accused is not satisfied with the disposition of the investigation, he or she may submit in writing an appeal to the Library Board, who will review the investigation report and make a final decision. At the Library Board's option, it may conduct further investigation, if necessary.

Reporting harassment, discrimination, or retaliation, or participating in an investigation will not reflect adversely upon an individual's status or affect future employment. Any employee who retaliates against another for exercising his or rights under this policy shall be subject to discipline, up to an including termination.

The rights to confidentiality, both of the complainant and of the accused, will be respected consistent with the Library's legal obligations and with the necessity to investigate allegations of misconduct and to take corrective action when this conduct has occurred.

If an investigation results in a finding that the complainant falsely accused another of harassment or discrimination knowingly or in a malicious manner, the complainant will be subject to appropriate discipline, including the possibility of termination.

A substantiated complaint against an employee will subject the employee to disciplinary action, up to and including termination.

The filing of a complaint under the procedures described herein shall not limit, extend, replace or delay the right of any person to file a similar complaint of change with any appropriate Local, State, or Federal Agency or Court.

#### Whistleblower Protections

Whistleblower protections and remedies are available under the Whistleblower Act, 740 ILCS 174/1 et seq. the State Officials and Employees Ethics Act, 5 ILCS 430/1-1 et seq., and the Illinois Human Rights Act, 775 ILCS 5/1-101 et seq. [See also the Employee Personnel Manual "*Whistleblower Compliance Policy*" on page 48 ].

#### Dissemination

The Library shall take reasonable measures to assure that employees are informed of their policy and procedure by inclusion in the employee personnel manual and by posting in the employee break room. A copy is also available in the Administrative offices.

The employee may contact the State or Federal government as follows:

Illinois Department of Human Rights  
100 West Randolph Street  
Suite 10-100  
Chicago, Illinois 60601  
(312) 814-6200

Illinois Human Rights Commission  
100 West Randolph  
Suite 5-100  
Chicago, Illinois 60601

Federal Equal Employment Opportunity Commission  
500 West Madison Street  
Suite 2800  
Chicago, Illinois 60661  
(312) 353-2713



## **Anti – Bullying Policy**

The Messenger Public Library (the organization) prohibits acts of harassment or bullying. The organization has determined that a safe environment is necessary for employees to be successful and productive. Bullying, like other disruptive or violent behaviors, is conduct that disrupts both an employee's ability to positively contribute to the organization on a day-to-day basis and the organization's ability to successfully run its business.

"Bullying" is conduct that meets all three of the following criteria:

- is directed at one or more employees;
- substantially interferes with work/prevents work from being accomplished; and
- adversely affects the ability of an employee to contribute in a positive manner in the workplace by placing the employee in reasonable fear of physical harm and/or by causing emotional distress.

Examples of bullying behavior may include but are not limited to:

- spreading malicious rumors, gossip, or innuendo about another employee
- excluding or isolating someone socially
- intimidating a person
- undermining or deliberately impeding a person's work
- physically abusing or threatening abuse
- removing areas of responsibilities without cause
- constantly changing work guidelines
- establishing impossible deadlines that will set up the individual to fail
- withholding necessary information or purposefully giving the wrong information
- making jokes that are 'obviously offensive by spoken word or e-mail (see the organization's Sexual and Other Forms of Harassment for more guidance in this area)
- intruding on a person's privacy by pestering, spying or stalking
- assigning unreasonable duties or workload which are unfavorable to one person (in a way that creates unnecessary pressure)
- underwork - creating a feeling of uselessness
- criticizing a person persistently or constantly
- belittling a person's opinions (i.e., disagreeing with a person's opinions in a manner that suggests the person is incapable of forming an educated opinion or that the person's opinions are not as important as compared to others).
- unwarranted (or undeserved) punishment
- blocking applications for training, leave or promotion
- tampering with a person's personal belongings or work equipment.

All employees have a responsibility to stop bullying in the workplace. Bystander support of bullying can encourage further bullying; therefore, the organization prohibits both active and passive support for acts of bullying. Employees are encouraged to report acts of bullying to the appropriate person as described below.

An employee who believes that he or she has experienced or witnessed bullying is encouraged to report the incident as soon as possible to his or her supervisor or, the Library Administrator. A supervisor who receives a report under this policy must immediately inform the Library Administrator unless the complaint involves the Library Administrator, in which case the supervisor should inform the Library Board of Trustee President. Reports may be made anonymously, but formal disciplinary action *may not* be based solely on the basis of an anonymous report. Employees are also encouraged to review the organization's policies concerning "Sexual and Other Forms of Harassment" and "Workplace Violence" for further guidance.

A prompt, thorough, and complete investigation of each alleged incident will be conducted.

The organization prohibits reprisal or retaliation against any person who reports an act of bullying. The organization prohibits any person from falsely accusing another as a means of bullying. An employee found to have violated this policy may be disciplined up to and including termination of employment.

## **Personal Appearance Policy**

The dress and manner of the employee contributes directly to the overall impression that the Library makes on the community. A employee is expected to dress and conduct himself or herself at all times in a way suitable to his or her position, work to be performed, and any other special facts which may be pertinent. An employee employed in a position with minimal public contact will have occasional direct or indirect contact with members of the public and is expected to dress in the same manner as employees with constant or frequent public contact.

The Library Administrator or the employee's supervisor will have the final say on whether an employee is dressed properly for work. An employee may be asked to go home for a change of clothing if necessary. Repeated violations will be grounds for additional discipline, up to and including termination.

The Library provides nametags imprinted with the first name only for each employee. All employees must wear their own nametag while on duty.

The following items of clothing are prohibited: Shorts, flip-flops, tank tops or muscle shirts, clothing with images or writings that are obscene, harassing, threatening, or that would violate the Library's Anti-Harassment and Anti-Discrimination policy, halter tops, lingerie-style tops, blue jeans, open-toed shoes and athletic garments. From time to time, the Administrator may relax the dress code for specific events or time periods.

## **Personnel Files**

Personnel files are confidential. Upon written request to the Library Administrator, each employee may review his or her own personnel file in the presence of the Library Administrator to assure that the records are current and complete. Inspection of a personnel file by the employee will take place during regular business hours within seven days of receipt by the Library Administrator of a written request signed by the employee.

Nothing in the file may be removed from the office (although an employee may, upon request, receive a copy of anything in his or her personnel file). The employee and the Library Administrator may mutually agree to remove or correct information in the record which is acknowledged by both to be incorrect. If no such agreement is reached, the employee may submit a written statement to the Library Administrator explaining his or her position regarding any matters contained in his or her personnel file. This statement will then become part of the personnel file record.

The Library shall abide by State of Illinois laws and guidelines concerning the length of time a personnel file must be kept for legal records and administrative propriety.

## Disciplinary Action

Employees of the Messenger Public Library are expected to accept certain responsibilities, adhere to acceptable business principles in matters of personal conduct, and exhibit a high degree of personal integrity at all times. Employees are encouraged to observe the highest standards of professionalism at all times.

These rules and regulations, and others which may be established from time to time, are published to provide and promote understanding of what is considered unacceptable conduct. These rules are not all-inclusive, and unacceptable conduct not specifically covered by these rules may result in disciplinary action depending upon the circumstances. Any of these following acts of misconduct are in violation of the Library's rules. Repeated violations of the same rule, violations of more than one rule in a single act, violations of different rules at different times and aggravating circumstances may be cause for accelerated, compound disciplinary action.

Establishment of these standards of conduct does not alter the employment-at-will relationship. Employees should seek further clarification from their supervisor on issues related to conduct if they do not understand a particular rule or are uncertain regarding a particular behavior.

### Group One Rules

1. Stopping work before the specified end of the workday.
2. Loitering during work hours.
3. Regular failure to punch time card, or to otherwise accurately account for time worked.
4. Repeated failure to be at the work station at the scheduled beginning of the workday.
5. Smoking, eating or drinking in prohibited areas.
6. Creating or fostering unsanitary conditions.
7. Repeated failure to wear protective clothing and/or equipment as mandated by the Library.
8. Posting or removal of notices on or from Library bulletin boards without the expressed prior approval of the Administration.
9. Unexcused absenteeism.
10. Careless operation of Library equipment and/or machinery.
11. Obscene, abusive, inflammatory or derogatory language. This includes the spreading of rumors and/or malicious/maliciously false gossip.
12. Horseplay during working hours.
13. Threatening and/or coercing fellow employees during working hours.
14. Leaving the building during working hours without the expressed permission of the Library Administrator or Manager In Charge.

15. Outside employment which conflicts with Library interests or inhibits the employee's ability to function effectively.
16. Negligent actions that might result in injury to co-workers or damage to Library property.
17. Unauthorized use of Library property.

Should an employee's performance, work habits, overall attitude, conduct, or demeanor become unsatisfactory in the judgment of the Messenger Public Library, based on violations either of the above or of any other Library policies, rules, or regulations, employees may be subject to disciplinary action as follows.

First Offense	Verbal Warning
Second Offense	Written Warning
Third Offense	Disciplinary Suspension
Fourth Offense	Termination

The Library is not necessarily required to go through the entire disciplinary action process. Discipline may begin at any step, including immediate termination, dependent upon the severity of the incident. The progressive disciplinary steps and the Library's potential decision to decline to follow the steps in every situation do not in any way create a contractual right to continued employment. All documentation pertaining to disciplinary action will be kept in the employee's personnel file.

#### Group Two Rules

1. Refusal to obey a direct, reasonable order that pertains to an employee's position as described.
2. Deliberate destruction or damage to Library property.
3. Intentional falsification of any kind or type of Library records.
4. Falsification of time records or the completion of time records of another employee.
5. Theft of Library property or the property of a co-worker.
6. Any violation of Illinois or federal law on Library premises. This includes gambling, the use of controlled substances, the possession and/or use of weapons in violation of the Illinois Firearm Concealed Carry Act, etc.
7. Immoral or indecent actions on Library premises.
8. Fighting.
9. Failure to return from an absence on the agreed upon date.
10. Revealing any confidential Library information.

When a violation of a Group Two rule occurs, the employee may be subject to immediate termination.

Sometimes the Library will find it necessary to investigate the infraction for which an employee may face termination. In this case, the Library may suspend the

employee, with or without pay, pending the investigation. The objective of this suspension will be to determine if termination is the proper decision. Following the investigation, if Employer decides not to terminate the employee, the employee will be reinstated with or without back pay, depending on the circumstances.

## **Social Media**

### **Use of Social Media**

Social Media is defined as: blogs, other types of self-published online journals, and collaborative Web-based discussion forums including, but not limited to, LinkedIn, Facebook, Pinterest and Twitter.

### **General Rules and Guidelines:**

Messenger Public Library regards online Social Media in the same way as its other information resources and communications. This policy is not intended to replace other Library policies in this personnel manual, but, rather, to supplement those policies.

The following rules and guidelines apply to the use of Social Media, whether such use is for the Library during working time, for personal use during non-working time, outside the workplace, or during working time while using Library-owned equipment. (Using Library equipment to access social media sites is also governed by the Use of Electronic and Telephone Equipment Policy. Employees should also refer to this policy before accessing such sites via the Library's equipment). These rules and guidelines apply to all employees.

1. Employees are prohibited from discussing confidential Library matters through the use of Social Media such as the Library's trade secrets, patron account information, and other proprietary and nonpublic Library information. See the Confidentiality policy for more information.
2. Employees cannot use Social Media to harass, threaten, bully, or discriminate against co-workers, managers, patrons, vendors or suppliers, any organizations associated or doing business with the Library, or any members of the public, including website visitors who post comments. The Library's anti-harassment and EEO policies apply to use of social media in the workplace.
3. This policy is not intended, nor shall it be applied, to restrict employees from discussing their wages, hours, and working conditions with co-workers.

### **Library-Sponsored Social Media**

Library-sponsored social media is used to: convey information about the Library's facilities and services; advise the public about upcoming events; obtain customer feedback, exchange ideas or trade insights about industry trends; reach out to



potential new markets; issue or respond to breaking news, or respond to negative publicity; and brainstorm with employees and patrons.

The Library believes that by participating in Social Media we are more accessible to Library users, can better promote Library services and resources, and more easily meet the users where they are.

All such Library-related social media is subject to the following rules and guidelines, in addition to rules and guidelines set forth above:

1. Only employees designated and authorized by the Library can prepare content for or delete, edit, or otherwise modify content on Library-sponsored social media.
2. Respect copyright, trademark and similar laws and use such protected information in compliance with applicable legal standards.
3. Designated employees are responsible for ensuring that the Library-sponsored social media conform to all applicable company rules and guidelines. These employees are authorized to remove immediately and without advance warning any content, including offensive content such as pornography, obscenities, profanity, and/or material that violates the Library's EEO and/or anti-harassment policies.

Employees who want to post comments in response to content must identify themselves as employees.

Social Media sites are ongoing web products. They have a clear start date but no end date, and employees who are considering proposing a Social Media website must be aware of the ongoing time commitment required to maintain audience interest at a satisfactory level.

All new Social Media sites must be cleared by a manager. The manager will assume responsibility for ensuring this policy is strictly enforced. The Library Administrator has ultimate authority in terms of the Library's Social Media presence.

All Social Media applications will be tied a multiuser email account, or have some other provision to ensure that access to the site can be maintained if the creator terminates employment with the Library.

Appropriate content

- Notices of upcoming Library meetings or events
- Greater North Aurora Area Community related events and programs.

- Content of all press releases
- Library policies and procedures
- Information about library services, trends, or technologies
- Communication between Library employees and the Library community regarding Library work and/or projects
- Training and continuing education opportunities
- Promotion of the Library or the Library systems, associations or other professional bodies related to the Library's activities

### **Photos and other audio/visual material**

Photos and other audio/visual material are an important element of Social Media content. Employees are encouraged to share relevant photos. Employees wishing to share these types of material via Social Media that include person's faces must first give those persons the opportunity to opt out if people do not want their photos shared.

### **Disclaimer:**

All Social Media sites will contain the following disclaimer:

*This site is for discussion purposes only and does not represent the official views of the Messenger Public Library. Any views expressed on this website are those of the individual post author only. The Messenger Public Library accepts no liability for the content of this site.*

### **Personal Use of Social Media**

The following rules and guidelines, in addition to the rules and guidelines set forth above, apply to employee use of Social Media on the employee's personal time.

1. Employees should abide by the Library's policy concerning personal use of the Library's computer and related equipment.
2. Employees who utilize Social Media and choose to identify themselves as employees of the Library may not represent themselves as spokespeople for the Library. Accordingly, employees are strongly encouraged to state explicitly, clearly, and in a prominent place on the site that their views are their own and not those of the Library or of any person or organization affiliated or doing business with the Library.
3. Employees should respect all copyright and other intellectual property laws. For the Library's protection, as well as their own, it is critical that employees show proper respect for all the laws governing copyright, fair

use of copyrighted material owned by others, trademarks and other intellectual property, including the Library's own copyrights, trademarks, and brands.

4. Employees may not advertise or sell Library products or services through Social Media.
5. Postings on Social Media are also available to the public for FOIA requests.

### **Library Monitoring**

The Library reserves the right to monitor employees' public use of Social Media, including but not limited to statements or comments posted on the Internet, in blogs and other types of openly accessible forums, diaries, and personal and business discussion forums.

Employees should have no expectation of privacy while using Library equipment and facilities for any purpose, including the use of Social Media. The Library reserves the right to monitor, review, and block content that violates the Library's rules and guidelines.

### **Violations**

The Library will investigate and respond to all reports of violations of the Library's rules and guidelines. Employees are urged to report any violations of this policy to the Library Administrator. A violation of this policy may result in discipline, up to and including termination of employment.