

## ON-CALL

RAILS employees may be required to serve on-call to provide necessary services to members, such as LLSAP services. On-call pay will be awarded to nonexempt employees who are called back to work outside their normal work schedules consistent with this policy.

### Definitions

1. On-call duty is defined as an unscheduled request to return to work for emergency purposes outside of an employee's regular work schedule. Such requests may be made by a supervisor, other appropriate RAILS management team member, or by member libraries needing emergency support for RAILS-provided services (e.g. LLSAP emergency support).
2. An employee is considered on-call when the employee is assigned on-call duty and is available to respond by telephone or email to the end user's request for assistance. On-call duties may include travelling to the worksite, providing remote assistance to members or RAILS employees, answering questions, consulting with a supervisor, or any other on-call related matters.

It is the responsibility of each employee assigned on-call duty to:

1. Carry the on-call device (cell phone, tablet computer, pager, etc.) or provide a current telephone number where they may be reached or paged.
2. Respond to the on-call request within 30 minutes to confirm that the employee has received the request and is working on the issue.
3. Employees must be available and ready to respond within 30 minutes of receiving a call or page. When the employee returns to duty, the employee shall complete the required documentation to account for time worked in accordance with RAILS policy.
4. The employee is free to move about as they please so long as they can be reached via the on-call device.
5. Employees who are on-call must comply with all RAILS policies, including Illegal Drugs and Alcohol in the Workplace. Employees who fail to comply with RAILS policies will be disciplined, up to and including termination of employment.

### Eligibility for Compensation

Nonexempt employees who serve in an on-call capacity are eligible for compensation as follows:

- An employee who is called back to work outside their normal work schedule in an emergency or is assigned on-call duty will be paid for the time actually worked. Hours

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worked are triggered only when the employee must respond to an on-call issue; carrying the on-call device will not qualify as time worked.

- Time worked while on call will be calculated at the employee's regular rate of pay. If an employee is called back to a RAILS facility or member library, they will be paid for travel time.

- Overtime compensation (or compensatory time) is only applicable when total hours worked exceed 40 hours in a workweek.

### **Compliance**

It is imperative that employees comply with the policy and procedures outlined herein. Depending on the nature of the problem, failure to respond to emergency calls could result in poor service to RAILS members. Any employee who is, or becomes, unable to meet their on-call obligation shall immediately notify their supervisor.

The supervisor must approve any changes to the approved on-call schedule. Employees who fail to meet their on-call obligations by not responding and/or refusing to fulfill duties when called during their on-call duty period are subject to disciplinary action, up to and including termination of employment.

### **On-Call Duty Schedule**

The supervisor will publish the on-call duty schedule at least one month in advance. Employees wishing to exchange scheduled on-call time are responsible for finding a replacement or making a trade. Trades must be approved by the appropriate supervisor. If an employee is unable to locate a replacement, the prescheduled on-call duty stands.

### **On-Call and Leave Events**

If an employee is unable to report to work during normal business hours, it is the employee's responsibility to notify the supervisor of such in accordance with the RAILS Attendance policy. An employee can be removed from on-call status at any time at the discretion of the supervisor should there be any question as to whether the employee is able and/or capable of carrying out the on-call responsibilities.