



ELMHURST
PUBLIC LIBRARY

EMPLOYEE HANDBOOK

MISSION STATEMENT

Elmhurst Public Library enriches life in Elmhurst by providing opportunities to connect, create, and explore.

TAG LINE

Elmhurst Public Library: Prepare to Be Amazed!

VISION

Elmhurst Public Library is the place for discovery at the heart of the community. The Library provides the support, resources, and environment for Elmhurst patrons to:

Pursue a Love of Reading
Explore Interests
Connect with Others

Access Information
Engage with Technology
Create and Innovate

VALUES

The Elmhurst Public Library Values:

Exemplary Services
Diversity

Life Learning
Intellectual Freedom
Priority to Elmhurst Taxpayers

Fiscal Responsibility
Innovation

CULTURE: RESPECT

The Elmhurst Public Library staff is: resourceful, empathetic, smart, proud, empowered, creative, and a team

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INTRODUCTION

Welcome

Welcome to the Elmhurst Public Library (hereinafter the "Library")! We are glad to have you with us and look forward to a mutually beneficial working relationship. We hope the following information provides helpful information about our Library and the expectations we have for our employees.

Introductory Statement/Employment at Will

This Handbook Manual (hereinafter "Handbook") is designed to acquaint you with the Library and provide you with general information regarding working conditions, employee benefits, and some of the policies affecting your employment. It describes many of your responsibilities as an employee and outlines the programs developed by the Library to benefit you. This Handbook supersedes any and all other employment manuals and policies. **You are responsible for reading, understanding, and complying with all provisions of this Handbook.**

The Library reserves the right, in its sole discretion, to alter, modify, amend, or delete any provision contained in this handbook manual from time to time as it deems appropriate. The Library will make an effort to notify employees of such changes as they occur. The Library further reserves the right to deviate from any term or provision of this manual in its sole discretion based on the facts of any particular situation. It is neither possible nor intended to anticipate every matter of employment in the Library. Those matters not covered shall be decided as necessary by the Library Director, with the approval of the Board of Trustees.

This employee Handbook does not constitute a contract of employment, nor is it an agreement to provide any of the benefits described in this Handbook. **Your employment is at-will and may be terminated with or without cause and with or without notice at any time at the option of either you or the Library.** Any agreements or assurances relating to the terms and conditions of your employment that differ in any way with the provisions of this Handbook must be in writing and formally adopted or approved by the Library.

Should there be any questions as to the interpretation of the policies or benefits listed in this Handbook, the final explanation and resolution will be at the sole and absolute discretion of the Library, subject to applicable federal, state, and local laws. If you have any questions about this Handbook, please see Human Resources.

Statement of Professional Ethics

The Library hereby adopts the American Library Association (ALA) code of ethics in its entirety. The code states:

As members of the American Library Association, we recognize the importance of codifying and making known to the profession and to the general public the ethical principles that guide the work of librarians, other professionals providing information services, Library Trustees, and Library staff.

Ethical dilemmas occur when values are in conflict. The American Library Association Code of Ethics states the values to which we are committed, and embodies the ethical responsibilities of the profession in this changing information environment.

We significantly influence or control the selection, organization, preservation, and dissemination of information. In a political system grounded in an informed citizenry, we are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. We have a special obligation to ensure the free flow of information and ideas to present and future generations.

The principles of this Code are expressed in broad statements to guide ethical decision making. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations.

1. We provide the highest level of service to all Library users through appropriate and usefully organized resources, equitable service policies, equitable access; and accurate, unbiased, and courteous responses to all requests.
2. We uphold the principles of intellectual freedom and resist all efforts to censor Library resources.
3. We protect each Library user's right to privacy and confidentiality with respect to information sought or received, and resources consulted, borrowed, acquired, or transmitted.
4. We respect intellectual property rights and advocate balance between the interests of information users and rights holders.
5. We treat co-workers and other colleagues with respect, fairness, and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.
6. We do not advance private interests at the expense of Library users, colleagues, or our employing institutions.

7. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.
8. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession.
9. We affirm the inherent dignity and rights of every person. We work to recognize and dismantle systemic and individual biases; to confront inequity and oppression; to enhance diversity and inclusion; and to advance racial and social justice in our libraries, communities, profession, and associations through awareness, advocacy, education, collaboration, services, and allocation of resources and spaces.

Adopted at the 1939 Midwinter Meeting by the ALA Council; amended June 30, 1981; June 28, 1995; January 22, 2008; and June 29, 2021.

EMPLOYMENT PROCEDURES

Hiring

It is the policy of the Library to hire individuals who are best qualified for employment as determined by identified standards of education, experience, aptitude, character, and ability to perform essential duties of the position. All decisions regarding the recruitment, selection, and placement of employees are made solely on the basis of job-related criteria.

Application

All applicants for Library employment shall file applications online. If needed, accommodations will be made upon request.

Background Checks

All applicants for employment who are age 16 or older must pass a criminal background check prior to being offered a position at the Library. Until the criminal background check is completed, the Library's offer of employment to the applicant and/or the Library's hiring of the applicant is conditional only, and future employment by the Library is contingent upon the satisfactory completion of the criminal background check. In reviewing criminal convictions, the Library generally takes into account the nature and gravity of the offense, the time that has passed since the conviction, and the nature of the position sought. The Library does not request information regarding, nor does it consider, arrests or convictions that have been sealed or expunged. Past conviction of a crime will not necessarily result in denial of employment. Any such situation will be evaluated on a case-by-case basis, considering the factors described above.

The results of each criminal background check will generally be shared only with the Director and the Human Resources Manager (HR), unless there is a business need for additional disclosures. All information obtained from such checks will be kept confidential to the extent required or permitted by law.

Verification of Employment Eligibility

The Library is committed to employing only those applicants who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. New employees must complete Section 1 of the Form I-9 by their first day of work for pay. Employees may complete Section 1 of the Form I-9 at any time between acceptance of a job offer and the first day of work for pay. The employee must fully complete Section 2 of the Form I-9 within three business days of the first day of work for pay. Former employees who are rehired must, in certain circumstances, complete a new I-9 form.

Expiration of Work Authorization

Employees who have a work authorization that expires will need to provide an updated work authorization. Employees who fail to provide proof of their renewed authorization to work prior to the expiration of the authorization documented on their Form I-9 are subject to immediate termination.

Relatives of Employees and Library Trustees/Nepotism

The Library will not employ a family member of, or those in a close personal or romantic relationship with, a Library Trustee. If this situation does occur, please notify HR.

Members of an employee's family, or those in a close personal or romantic relationship with an employee, will not be considered for employment without prior approval from the Library Director. Such approval is preceded by a determination that neither a conflict of interest, nor a situation exists whereby any family member or significant other has a supervisory/subordinate working relationship, or any other interference with the Library's operations is likely to occur.

For purposes of this section, the term "family member" shall include the employee's or Library Trustee's spouse, child, grandchild, parent, stepparent, stepchild, parent-in-law, grandparent, sibling, brother-in-law, sister-in-law, niece, nephew, aunt, uncle, or cousin. This policy must also be considered when assigning, transferring, or promoting an employee.

Employees who marry or establish close personal or romantic relationships may continue working for the Library as long as they are not in a supervisory/subordinate working relationship and no other interference with the Library's operations is likely to occur. Employees must inform their manager if they enter into a familial or close personal or romantic relationship with another employee to ensure that no actual or perceived conflict of interest is present. If such conditions should occur, attempts may be made to find a suitable position within the Library to which one of the individuals may transfer. If accommodations of this nature are not feasible, the employees will be permitted to determine which of them will resign.

GENERAL POLICIES

Equal Employment Opportunity

It is the policy of the Library to afford equal employment opportunities regardless of actual or perceived race, color, national origin, ancestry, citizenship status, age, religion, marital status, disability, gender, pregnancy, sexual orientation, gender identity, military or veteran 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.

Any employee who believes this policy has been violated should report the situation to Human Resources. All such matters will be thoroughly investigated and rectified if a policy violation is identified. Please refer to the Anti-Harassment and Discrimination Policy for more detailed information concerning the Library's investigative procedures.

Anti-Harassment and Discrimination

The Library is committed to maintaining a work environment that is free of all forms of discrimination and harassment, including sexual harassment, which are all illegal under the Illinois Human Rights Act (IHRA) and Title VII of the U.S. Civil Rights Act of 1964 (Title VII). In keeping with this commitment, the Library will not tolerate discrimination or harassment by anyone, including any supervisor, employee, vendor, patron, contractor, or other regular visitor of the Library. Violation of this policy shall be considered grounds for disciplinary action up to and including termination.

Discrimination

Discrimination consists of employment actions taken against an individual based on an actual or perceived characteristic protected by law, such as sex, race, color, ancestry, national origin, citizenship status, religion, age, disability, marital status, sexual orientation, gender identity, pregnancy, military or veteran status, genetic information, order of protection status, or any other category protected by applicable law. In other words, discrimination occurs when an individual is treated differently or unequally because the individual is a member or a perceived member of a protected group.

Harassment

Harassment consists of unwelcome conduct, whether verbal, physical, or visual, that is based upon a person's actual or perceived protected status such as race, color, ancestry, national origin, citizenship status, religion, sex, 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 applicable 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 actual or perceived protected status; and (b) written or graphic material circulated within or posted within the workplace that shows hostility toward a person because of the individual's actual or perceived protected status.

Sexual Harassment

Sexual harassment, as defined by the IHRA, consists of unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature 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 refusal to engage in 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. Unwelcome touching, such as patting, pinching, or intentional brushing against another's body; or

5. Suggesting or demanding sexual involvement of another employee, whether or not such suggestion or demand is accompanied by implicit or explicit threats concerning one's employment status or similar personal concerns.

Even if two or more individuals are engaging in consensual conduct, such conduct could constitute harassment of or discrimination against another individual who witnesses or overhears the conduct and is adversely affected by it.

Investigation Procedure

Everyone is responsible to help ensure that harassment and discrimination do not occur and are not tolerated. An individual who believes that they have been subjected to sexual or other types of harassment or discrimination, or who has witnessed harassment or discrimination, should immediately tell the harasser to stop and submit a complaint to his or her supervisor, Department Head, Human Resources, the Ethics Officer (Circ. Dept. Head), Assistant Library Director or Library Director. If a manager or supervisor receives a complaint of harassment or discrimination or becomes aware of such conduct, the complaint or conduct shall be immediately reported to Human Resources or the Library Director. In the event the Library Director is the charged party, the complaint should be referred to the President of the Library Board of Trustees.

The Library Director, or their designee, shall promptly investigate all complaints and make all reasonable efforts to resolve the matter formally. These efforts may include, but are not limited to, convening conferences with the complainant and/or the accused harasser/discriminator to discuss the complaint and the results of the investigation.

Complaints by an elected/appointed official against another elected/appointed official shall be submitted to the Library Director. The Library Director shall, in consultation with legal counsel for the Employer, ensure that an independent review is conducted with respect to such allegations.

The right 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.

A substantiated complaint against an employee will subject the individual to disciplinary action, up to and including termination. The Library will also take appropriate action to address a substantiated complaint of discrimination or harassment by a third party or non-employee. 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 discharge.

Retaliation Prohibited

Reporting harassment or discrimination or participating in an investigation will not reflect adversely upon an individual's status or affect future employment or work opportunities. Any form of retaliation against an individual who reports harassment or discrimination or participates in an investigation is strictly prohibited by the Illinois Human Rights Act, the Illinois State Officials and Employees Act, the Illinois Whistleblower Act, Title VII of the Civil Rights Act of 1964, and Library policy. Any employee who retaliates against another for exercising their rights under this policy shall be subject to discipline, up to and including termination. The Library will also take appropriate action to address a third party or non-employee who engages in retaliation.

Resolution Outside the Library

The purpose of this policy is to establish prompt, thorough, and effective procedures for responding to every complaint and incident so that problems can be identified and remedied internally. However, an individual has the right to contact the Illinois Department of Human Rights (IDHR) and/or the Equal Employment Opportunity Commission (EEOC) about filing a formal complaint. An IDHR or EEOC complaint must be filed within 300 days of the alleged incident(s) unless it is a continuing offense.

Contact Information:

Illinois Department of Human Rights (IDHR)

- Chicago: 312-814-6200 or 800-662-3942; TTY: 866-740-3953
- Springfield: 217-785-5100; TTY: 866-740-3953
- Marion: 618-993-7463; TTY: 866-740-3953

Illinois Human Rights Commission (IHRC)

- Chicago: 312-814-6269; TTY: 312-814-4760
- Springfield: 217-785-4350; TTY: 217-557-1500

United States Equal Employment Opportunity Commission (EEOC)

- Chicago: 800-669-4000; TTY: 800-869-8001

Whistleblower Protection

A whistleblower as defined by this policy is an employee or contractor of Elmhurst Public Library who reports an activity that they consider to be illegal or dishonest to one or more of the parties specified in this Policy. The whistleblower is not responsible for investigating the activity or for determining fault or corrective measures; appropriate management officials are charged with these responsibilities.

Examples of illegal or dishonest activities are violations of federal, state, or local laws; billing for services not performed or for goods not delivered; and other fraudulent financial reporting.

If an employee/contractor has knowledge of or a concern of illegal or dishonest fraudulent activity, the employee/contractor is to contact the Auditor, Human Resources, or, in the event that individual is the subject of the complaint and/or not available, the Library Director. The employee/contractor must exercise sound judgment to avoid baseless allegations. An employee/contractor who intentionally files a false report of wrongdoing will be subject to discipline up to and including termination.

Whistleblower protections are provided in two important areas -- confidentiality and against retaliation. Insofar as possible, the confidentiality of the whistleblower will be maintained. However, identity may have to be disclosed to conduct a thorough investigation, to comply with the law and to provide accused individuals their legal rights of defense. The Library will not retaliate against a whistleblower for:

- Reporting an improper governmental action pursuant to this Policy;
- Cooperating with an investigation by an auditing official related to a report of improper governmental action; or,
- Testifying in a proceeding or prosecution arising out of an improper governmental action.

This protection includes, but is not limited to, protection from retaliation in the form of an adverse employment action such as denial of adequate staff to perform duties; frequent staff changes; frequent and undesirable office changes; refusal to assign meaningful work; unsubstantiated letters of reprimand or unsatisfactory performance evaluations; demotion; reduction in pay; denial of promotion; transfer or reassignment; suspension or dismissal; or other disciplinary action made because of an employee's protected activity under this Policy. **Any whistleblower who believes they are being retaliated against should contact the Auditor, or their designee, immediately.** Reports of retaliation must be made in writing and within 60 (sixty) days of learning of the retaliatory action. The right of a whistleblower for protection against retaliation does not include immunity for any personal wrongdoing that is alleged and investigated.

All reports of illegal and dishonest activities pursuant to this policy must be made in writing and will be promptly investigated. Please see the investigation procedures that follow.

Guidance for Review and Resolution of Whistleblower and Retaliation Complaints Brought Pursuant to Elmhurst Public Library's Whistleblower Policy

- As directed in the policy, whistleblower and retaliation claim should be reported to the auditing official, Human Resources, or, in the event Human Resources is unavailable and/or named in the complaint, to the Library Director. These individuals have the authority to appoint other members of the management team, Board and/or outside counsel/consultants to assist with the investigation.
- Upon receiving such a report, the auditing official, or their designee, will consult with others (the Board, outside counsel) to determine whether the claim falls under the whistleblower policy and, if so, how to best proceed. Employment-related concerns, including, but not limited to, harassment, discrimination, bullying, and other such work-related complaints are not covered by this policy.
- Confidentiality of the individual making the complaint, as well as any witnesses, will be respected consistent with the Library's need to investigate.
- After a written complaint is received by the Auditor, a written acknowledgement notice may be sent to the Complainant that may include a timeline for review, investigation, and resolution.
- The Auditor, or their designee, may meet with the Complainant, Respondent and/or other witnesses as a part of the investigation. The Auditor, or their designee, has the authority to conduct multiple interviews, if needed. The Auditor, or their designee, may also request written statements and/or other documentation that may be pertinent to the resolution of the complaint.
- If it is determined that the conduct that is the subject of the complaint involves fraud, or illegal/egregious conduct, the Auditor, or their designee, has the authority to conduct the investigation in a more formal manner. This may include a report to law enforcement agencies.
- Upon completion of the investigation, the Complainant and Respondent will be notified that the investigation has ended, and the decision made. This notification may take place orally or in writing. If the Auditor, or their designee, determines this policy has been violated, the Board will be notified. Remedies and discipline for policy violations will be in accordance with applicable law.

Whistleblower Policy and Procedures

Employee Acknowledgment

(To Be Distributed Upon Hire and Annually Thereafter)

I acknowledge that I have received a copy of the Organization's Whistleblower Policy and Procedures and understand that it is my responsibility to read it, understand it, and comply with it. I have also received a copy of Section 4.1 of the Public Officer Prohibited Activities Act. I understand that the Library has the maximum discretion permitted by law to interpret, administer, change, modify, or delete this policy at any time (with or without notice). No statement or representation by a supervisor or manager or any other employee, whether oral or written, can supplement or modify this policy. Changes can only be made if approved in writing by the Board.

I understand that neither this policy nor any other communication by a management representative or any other employee, whether oral or written, is intended in any way to create a contract of employment. I understand that, unless I have a written employment agreement signed by an authorized member of the Board, I am employed at will and this policy does not modify my at-will employment status.

(Employee's Signature)

(Employee's Printed Name)

(Date)

50 ILCS 105/4.1

Sec. 4.1. Retaliation against a whistleblower.

(a) It is prohibited for a unit of local government, any agent or representative of a unit of local government, or another employee to retaliate against an employee or contractor who:

(1) reports an improper governmental action under this Section;

(2) cooperates with an investigation by an auditing official related to a report of improper governmental action; or

(3) testifies in a proceeding or prosecution arising out of an improper governmental action.

(b) To invoke the protections of this Section, an employee shall make a written report of improper governmental action to the appropriate auditing official. An employee who believes they have been retaliated against in violation of this Section must submit a written report to the auditing official within 60 days of gaining knowledge of the retaliatory action. If the auditing official is the individual doing the improper governmental action, then a report under this subsection may be submitted to any State's Attorney.

(c) Each auditing official shall establish written processes and procedures for managing complaints filed under this Section, and each auditing official shall investigate and dispose of reports of improper governmental action in accordance with these processes and procedures. If an auditing official concludes that an improper governmental action has taken place or concludes that the relevant unit of local government, department, agency, or supervisory officials have hindered the auditing official's investigation into the report, the auditing official shall notify in writing the chief executive of the unit of local government and any other individual or entity the auditing official deems necessary in the circumstances.

(d) An auditing official may transfer a report of improper governmental action to another auditing official for investigation if an auditing official deems it appropriate, including, but not limited to, the appropriate State's Attorney.

(e) To the extent allowed by law, the identity of an employee reporting information about an improper governmental action shall be kept confidential unless the employee waives confidentiality in writing. Auditing officials may take reasonable measures to protect employees who reasonably believe they may be subject to bodily harm for reporting improper government action.

(f) The following remedies are available to employees subjected to adverse actions for reporting improper government action:

(1) Auditing officials may reinstate, reimburse for lost wages or expenses incurred, promote, or provide some other form of restitution.

(2) In instances where an auditing official determines that restitution will not suffice, the auditing official may make their investigation findings available for the purposes of aiding in that employee or the employee's attorney's effort to make the employee whole.

(g) A person who engages in prohibited retaliatory action under subsection (a) is subject to the following penalties: a fine of no less than \$500 and no more than \$5,000, suspension without pay, demotion, discharge, civil or criminal prosecution, or any combination of these penalties, as appropriate.

(h) Every employee shall receive a written summary or a complete copy of this Section upon commencement of employment and at least once each year of employment. At the same time, the employee shall also receive a copy of the written processes and procedures for reporting improper governmental actions from the applicable auditing official.

(i) As used in this Section:

"Auditing official" means any elected, appointed, or hired individual, by whatever name, in a unit of local government whose duties are similar to, but not limited to, receiving, registering, and investigating complaints and information concerning misconduct, inefficiency, and waste within the unit of local government; investigating the performance of officers, employees, functions, and programs; and promoting economy, efficiency, effectiveness and integrity in the administration of the programs and operations of the municipality. If a unit of local government does not have an "auditing official," the "auditing official" shall be a State's Attorney of the county in which the unit of local government is located within.

"Employee" means anyone employed by a unit of local government, whether in a permanent or temporary position, including full-time, part-time, and intermittent workers. "Employee" also includes members of appointed boards or commissions, whether or not paid. "Employee" also includes persons who have been terminated because of any report or complaint submitted under this Section.

"Improper governmental action" means any action by a unit of local government employee, an appointed member of a board, commission, or committee, or an elected official of the unit of local government that is undertaken in violation of a federal, State, or unit of local government law or rule; is an abuse of authority; violates the public's trust or expectation of his or her conduct; is of substantial and specific danger to the public's health or safety; or is a gross waste of public funds. The action need not be within the scope of the employee's, elected official's, board member's, commission member's, or committee member's official duties to be subject to a claim of "improper governmental action." "Improper governmental action" does not include a unit of local government personnel actions, including, but not limited to employee grievances, complaints, appointments, promotions, transfers, assignments, reassignments,

reinstatements, restorations, reemployment, performance evaluations, reductions in pay, dismissals, suspensions, demotions, reprimands, or violations of collective bargaining agreements, except to the extent that the action amounts to retaliation.

“Retaliate,” “retaliation,” or “retaliatory action” means any adverse change in an employee’s employment status or the terms and conditions of employment that results from an employee’s protected activity under this Section. “Retaliatory action” includes, but is not limited to, denial of adequate staff to perform duties; frequent staff changes; frequent and undesirable office changes; refusal to assign meaningful work; unsubstantiated letters of reprimand or unsatisfactory performance evaluations; demotion; reduction in pay; denial of promotion; transfer or reassignment; suspension or dismissal; or other disciplinary action made because of an employee’s protected activity under this Section.

Reasonable Accommodations

The Library supports the Illinois Human Rights Act, the Americans with Disabilities Act as amended, and Title VII of the Civil Rights Act, and will attempt to provide reasonable accommodations for pregnant individuals, qualified individuals with disabilities, and individuals who request such accommodations for their religious beliefs or practices unless such accommodations would present an undue hardship for the Library.

Reasonable accommodations apply to all covered employees and applicants and include, but are not limited to, accommodations related to hiring practices, job placement, training, pay practices, promotion and demotion policies, access to benefits, facility and service accessibility, and layoff and termination procedures.

As noted above, individuals who may request a reasonable accommodation include:

- A pregnant individual, which includes any woman affected by pregnancy, childbirth, or medical or common conditions related to pregnancy or childbirth;
- A qualified individual with a disability, which includes any individual with a disability who, with or without reasonable accommodation, can perform the essential functions of the job the individual has or wants, and does not pose a direct threat to the health or safety of themselves or other individuals in the workplace; and
- An individual who requests reasonable accommodations that will allow the individual to practice their religion.

Contact Human Resources for further clarification regarding the Library’s policy on reasonable accommodations or to request a reasonable accommodation in the workplace.¹

¹ For more information regarding your rights on Pregnancy in the Workplace, download the Illinois Department of Human Rights fact sheet at www.illinois.gov/dhr, or refer to the posted “Pregnancy Rights Notice.”

COMPENSATION/PAY PLAN

General Policy

It is the policy of the Library to pay wages and salaries which are based upon the nature of the job performed and which are competitive with rates being paid for similar work in comparable communities in our geographic area. Merit increases shall be based on job performance and shall not be given on the basis of length of service.

Each year, through the annual budget, the Board shall determine the amount of money available for merit pay increases. The Library Director then is responsible for determining the percentage of salary increase that will be applied in each of the performance review categories outlined in this policy. Merit pay increases are generally provided to employees on April 1st of each year, but may happen at other times, such as when there are changes to employee status or responsibilities.

In addition to a merit pay increase, the Library Director may, in special circumstances, award a one-time bonus to any staff member who has performed well above the required level while working on a short-term major project. This bonus may not exceed two weeks salary or vacation, whichever the staff member chooses.

Wage and Salary Administration

Job Descriptions

The Library has written job descriptions for each position that describe the status (exempt or non-exempt), nature of work, level of education and skills required, plus any other characteristics needed to satisfactorily perform the tasks of the position. A copy of an employee's job description is in their personnel file.

Pay Grades

Pay grades are established by the Library Board, and each position is assigned to a specific pay grade based on job description criteria described above as well as the position's impact on the organization and the public. The pay grade range provides a minimum, midpoint, and maximum and will be utilized when determining initial pay and any changes to pay.

New employees generally will be compensated at the minimum pay rate assigned their job classification. However, in recognition of previous experience, the Library may hire new employees above the minimum pay rate.

The salary schedule is adjusted with the review and approval of the Board as necessary to maintain competitive salaries. The Board will review the salary schedule annually.

Employment Classifications

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 the Library.

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 an introductory, temporary, or part-time status and who are regularly scheduled to work at least 37.5 hours per week. 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 an introductory, temporary, 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 benefits required by law, subject to the terms, conditions, and limitations of each individual benefit program.
- **TEMPORARY/INTERNSHIP** employees are those who work over a designated, predetermined period of time, usually not to exceed six months. They are not eligible for any of the Library's benefit package, except those benefits required by law.
- **INTRODUCTORY** employees are those working within their first 6 months of employment or first 6 months of assignment to a new position with the Library. The introductory period is an opportunity for the employee and the Library to evaluate whether the employee is suitable for the chosen position. An employee's introductory status may affect eligibility for some benefits—please see Human Resources 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.

Compensation for Work in Excess of Regular Hours

Employees are expected to work overtime if additional work effort is required to serve our patrons. Non-exempt employees must have supervisory authorization prior to working overtime. Working unauthorized overtime is prohibited and may be disciplined, up to and including termination.

Overtime is paid only after a non-exempt employee has worked more than 40 hours during the work week. Please see your classification below for more detailed information. Holiday, vacation, personal, sick time, and any other paid time off, do not count as hours worked for purposes of overtime.

Hourly Non-Exempt Employees

These employees shall be paid for all hours worked. They will be paid at the regular rate for all hours up to 40 per week and at 1½ times the regular rate for hours in excess of 40 hours per week.

All work in excess of regularly scheduled hours must be approved in advance by the employee's supervisor. All overtime should be documented on your time record.

Salaried Non-Exempt Employees

These employees shall be paid for all hours worked. Hours worked in excess of 40 per week will be compensated at 1½ times the regular rate. The employee may choose whether to take this compensation in pay or in compensatory time off (hours or days that an employee can later use as paid time off). All other hours worked in excess of regularly scheduled hours will be compensated at the regular rate with additional pay. All work in excess of regularly scheduled hours must be approved in advance by the employee's supervisor. Non-exempt salaried staff shall record extra hours worked on their biweekly time records. Compensatory time may be cumulated to equal but not exceed one (1) week's scheduled work (37.5 hours for full-time employees). It must be used within one (1) year and shall be scheduled only with the prior approval of the department head or designated supervisor.

Performance Appraisals

The Library is committed to providing you with ongoing feedback, both formal and informal, regarding your performance on the job. This typically includes verbal and/or written feedback throughout the year, as well as a formal documented performance review, after completion of the Introductory Period, and then typically between January 15th and March 15th of each year.

Criteria that will typically be evaluated includes but is not limited to: quality and quantity of work performed; conduct and behavior; dependability; ability to work with others; initiative, resourcefulness, and creativity; and potential for future growth. Your performance review will also include a review of your strengths; identify any areas needing improvement; and goals and

objectives that need to be achieved. If the employee is performing at or above required levels, the evaluation process provides reinforcement and reassurance and justifies a merit increase in salary. If the employee is performing below required levels, the process allows the supervisor to review problems and determine what the employee needs to do to correct them.

Performance evaluations are intended to provide an opportunity for open discussion between supervisors and employees, and employees are thus encouraged to actively participate in the evaluation process.

Timekeeping

All employees must complete daily time reports, ensuring they record their start and end times (including any time worked outside normal work/business hours), as well as all breaks that are 30 minutes or longer. It is the employee's responsibility to certify the accuracy of all time recorded in the timekeeping system. If corrections or modifications are necessary, please speak with your supervisor.

It shall be the responsibility of the employee to record or enter their work hours in a manner prescribed by the Library's payroll processor, and the responsibility of the Department Head or designee to assure proper recording of hours worked. Employees are required to truthfully and accurately represent and record their hours worked or leave taken during each pay period.

Falsification of this record or failure to accurately and/or timely complete the record will subject an employee to discipline up to and including termination.

Pay Periods

The normal pay period for the Library is a two-week, 14 day period that commences at 12:00 a.m. Sunday and ends fourteen days later on Saturday at 11:59 p.m. The normal pay date for a pay period is the Friday following the end of the pay period for a total of 26 pay periods per year. When a payday falls on a holiday, checks or direct deposits will be issued or made on the previous workday.

Business Expenses

The Library will reimburse employees for reasonable business expenses incurred while conducting Library business away from their normal work location or for business equipment that is required to do one's job. Employees are expected to limit expenses to reasonable amounts, exercising good business judgment. *All expenses must be approved in advance by your supervisor.* When approved, the actual and reasonable costs of travel, meals, lodging, and other expenses directly related to accomplishing business objectives will be reimbursed by the Library.

Reimbursement of Expenses

Expenses that generally will be reimbursed include:

- Airfare for travel in coach or economy class;
- Reasonable transportation to/from airports;
- Car rental fees, only for compact or mid-sized cars;
- Fares for shuttle or airport bus service;
- Costs of public transportation;
- Private car service, only when there is not a less expensive alternative;
- Mileage costs for the use of personal vehicles (mileage will be reimbursed for any travel beyond the employee's normal commute, at the standard IRS rate);
- Taxi fares;
- Cost of standard accommodations;
- Cost of meals; and
- Any other expenses that are necessary in order to fulfill your particular job responsibilities (i.e., cell phones, the costs associated with cell phone usage, and home internet). Whatever portion of these expenses were required by and/or incurred as part of your job will be reimbursed.

Expenses that are not generally reimbursed include:

- Theft or loss of personal property;
- Personal mobile phone use, unless pre-approved;
- Laundry;
- Visits to a spa/salon;
- Hotel movies;
- Parking/traffic violations;
- Portion of a business trip that is personal; and
- Any expense that is deemed excessive in nature or unnecessary.

The Library reserves the right to deny reimbursement of any expenses deemed unreasonable in type or amount. Employees should contact their supervisor for guidance and assistance on procedures related to travel arrangements, travel advances, expense reports, reimbursement for specific expenses, or any other business expense issues.

Expense Reports

All expenses are to be submitted to your supervisor, with proper substantiation, within 30 days of the expenses being incurred. Failure to submit proper substantiation or verification will result in the expenses not being paid.

Abuse of the expense policy, including falsifying expense reports to reflect costs not incurred by the employee, may be grounds for disciplinary action, up to and including termination of employment.

EMPLOYEE BENEFITS

Overview

Eligible employees of the Library are provided a wide range of benefits. A number of the programs (such as Social Security, workers' compensation, and unemployment insurance) cover all employees in the manner prescribed by law. Eligibility for other benefits is dependent upon a variety of factors, including employee classification.

The descriptions of the various benefits contained in this manual are intentionally brief. For more detailed information regarding the terms of specific plans, please refer to the City of Elmhurst Employees' Intranet site. The actual plan documents, which are available by making a written request to Human Resources, are the final authority in all matters relating to benefits described in this Handbook or through the City Employees Intranet site and will govern in the event of any conflict. The Library reserves the right to change or eliminate any benefits at any time in accordance with applicable law.

Health, Dental and Vision Benefits

The Library offers health, dental, and vision insurance benefits to full-time employees and their eligible dependents. The Library pays the majority of the premium. Family members may also be eligible to participate in the plan. Employees are eligible to participate in the plan on the first of the month following their initial start date. Specific enrollment and plan information will be provided by the Library when an employee becomes eligible to participate. If you have questions about this benefit, please contact Human Resources.

Flexible Spending and Dependent Care Accounts

The Library offers full-time employees the opportunity to participate in the following Section 125 flexible spending benefit plans:

Medical Reimbursement Plan. This allows an employee to set aside pre-tax dollars (up to \$5,000 per year) for qualifying medical and dental expenses. Participation is available only during the annual open enrollment period.

Dependent Care Plan. This allows an employee to set aside pre-tax dollars (up to \$5,000 per year) to be used to pay dependent care expenses (*e.g.*, day care). Participation is available only during the annual open enrollment period.

Please refer to the Human Resources Department for additional information on these plans.

Life and Accidental Death & Dismemberment Insurance

The Library provides full-time employees with group life insurance and accidental death and dismemberment (AD&D) insurance in case of certain serious injuries or death of the employee.

These benefits are at no cost to employees and employees will be automatically enrolled at the time of employment. Additional supplemental life and AD&D insurance may be obtained on a contributory basis. If you have questions about this benefit, please contact Human Resources.

Illinois Municipal Retirement Fund (IMRF)

Illinois Municipal Retirement Fund (IMRF) is a retirement and disability fund for public employees. All employees who are under 70 years of age at the time of employment and are hired for a position normally requiring 1,000 hours or more of work in a 12-month period (600 hours per year for employees who participated in the plan before January 18, 1982) must contribute to IMRF through payroll deductions in an amount determined by statute. The Library also contributes to IMRF on behalf of all participating employees. The retirement pension and disability benefit is determined by a combination of date of hire, years of service, and average earnings. Employees may contact Human Resources or IMRF website at www.imrf.org for more information.

Credit Union

Benefits of a service credit union are available through membership in the Central Credit Union of Illinois. Members may receive regular dividends on their deposits and are eligible for other benefits such as loans, charge cards, and certain discount privileges. For more information, please contact Human Resources.

Deferred Compensation Plan

The Library has established a 457(b) deferred compensation plan to provide employees the potential for a financially secure retirement. All employees are eligible to participate in the plan starting on the first day of employment.

Employees may defer a percentage of their pay, on a pretax basis, up to the maximum amount allowed by applicable law, into their retirement account. The Library does not provide any type of match.

Specific enrollment and plan information will be provided when an employee becomes eligible to participate. Please contact Human Resources if you have any questions or need more information.

Employee Assistance Program

The Library offers an Employee Assistance Program (“EAP”) to all employees and their families. This benefit is a free, voluntary, and confidential resource designed to provide professional assistance to individuals who are experiencing problems which may affect their general well-being or job performance. The purpose of the EAP is to promote physical and mental health while respecting the privacy of the individual. The EAP is available 24/7 to help employees and their families deal with issues such as death, divorce, drug and alcohol abuse, aging parents, stress, illness, financial difficulties, marital conflicts, eating disorders, etc.

This confidential counseling program offers support, counseling, referral services, and assistance in short-term problem resolution. All services are provided by trained professionals in a confidential off-site setting. The Library will not be notified of any individual utilization of the program, decisions made, or problems discussed unless the referral was made by the organization as a condition of continued employment. For further information regarding the EAP, please contact Human Resources.

Fitness Center

Library employees, through agreements negotiated by the City of Elmhurst, may receive discounted membership rates at participating fitness centers. Please see Human Resources for more information.

Professional Development Activities

Employees are encouraged to engage in professional development activities, including but not limited to membership in professional organizations (i.e., the American Library Association, Illinois Library Association and LACONI) and attendance at seminars, conferences, workshops and meetings that will assist the employee in performing their essential job functions and increase the employee's contribution to the organization.

Eligibility for participation in and sponsorship of professional development activities will be based upon:

- Applicability of organization/conference/seminar/workshop to the staff member's primary responsibilities in the Library
- Recommendation of the staff member's Department Head
- Ability to maintain public service schedules
- Staff member's office or committee assignment in the professional association or organization
- Funds available in the Training/Conference Expenses Budget

Employees are typically eligible for full reimbursement of professional development activities. To obtain such reimbursement, the employee must request and obtain advanced approval from their supervisor or the Library Director.

Reimbursement for attendance at such activities typically includes:

- Mileage expense at the current Internal Revenue Service rate;
- Tolls and parking;
- Airfare;
- Registration fees;
- Reimbursement for meals; and
- Overnight lodging

Please see the Business Expense Policy for more information regarding reimbursement of expenses.

Tuition Reimbursement

Educational assistance may be available to all employees who wish to pursue course work related to their employment with the Library.

To participate in this educational assistance program, an employee must make a written request detailing the planned courses they want to take and how it relates to the employee's role with the Library. Courses must specifically be related to the employee's current position or to the employee's career development with the Library. The Library has the sole discretion to determine whether a course relates to an employee's current job duties or a foreseeable future position. *Courses must be approved prior to class enrollment in order to qualify for reimbursement.*

Reimbursement

The maximum reimbursement that will be made to an individual employee is \$1,000 per 12-month period subject to the availability of funds. Reimbursement will be provided upon satisfactory completion of the course (a grade of "B" or better or a "pass" for a pass/fail class) and receipt of a paid tuition bill and official grade report. Requests for reimbursement must be completed within 30 days of course completion.

Employees eligible for reimbursement from any other source (e.g., a government-sponsored program or a scholarship) may seek assistance under our educational assistance program but are reimbursed only for the difference between the amount received from the other funding source and the actual course cost. Total aid from the Library and other sources may not exceed 100% of the costs and fees.

Tax consequences (if any) as a result of reimbursement under this policy are the sole responsibility of the employee. Taxable earnings (if applicable) may be added to overall earnings and reflected on an employee's W-2.

Contact Human Resources for more information or questions regarding this tuition assistance policy.

TIME OFF and LEAVES OF ABSENCE

Sick Leave

Paid sick leave is provided to all employees for the exclusive purpose of allowing employees to take time off for medical reasons. Acceptable medical reasons include the employee's own illness or injury; to take care of a child, spouse, domestic partner, sibling, parent, mother-in-law, father-in-law, grandchild, grandparent, or stepparent who is ill or injured; and necessary medical treatment or medically advised rest. Visits to doctors and dentists by the employee or the employee's family member (as detailed above) also are acceptable reasons for taking sick leave. Sick leave may also be used to attend a funeral or for other unanticipated emergency reasons. Please see the Bereavement and Emergency Leave Policy for more information. Sick leave may be taken in 15-minute increments. Taking sick leave under false pretenses is a violation of trust that is subject to disciplinary action, up to and including termination. Sick leave will be provided to employees upon starting employment and will accrue monthly.

Sick Leave Accrual and Pay

Full-time employees may accrue up to 12 days of sick leave each year or 1 day per completed month of employment.

Part-time employees, who are regularly scheduled to work 20 hours or more per week, may accrue pro-rated sick leave based on hours worked during each pay period.

<u>HOURS PER WEEK</u>	<u>ACCRUAL RATE</u>
20 – 23 hours	4 hours monthly/48 hours yearly
24 & 25 hours	5 hours monthly/60 hours yearly
28 & 30 hours	6 hours monthly/72 hours yearly

Part-time employees who are regularly scheduled to work 19 hours or less per week, may accrue pro-rated sick leave based on hours worked during each pay period

<u>HOURS PER WEEK</u>	<u>ACCRUAL RATE</u>
15 hour	1.25 hours monthly/15 hours yearly
16 hours	1.33 hours monthly/16 hours yearly
18 hours	1.5 hours monthly/18 hours yearly

Employees must be in an active pay status on the last day of the month to accrue sick leave for that month. An employee who is on an unpaid leave of absence does not earn sick leave.

Full-time employees may accrue up to a total of 240 days of sick leave at one time. After that, no further sick time will accrue until some sick time is used.

Sick Leave Advancement

Up to, but no more than five days of sick leave may be advanced to a full-time employee. All other vacation, compensatory time, and personal days must be used before any sick leave will be advanced.

Sick Leave Pay

Sick leave will be paid at the employee's base rate at the time the leave is taken. Sick leave is not included in overtime calculations and does not include any special forms of compensation such as incentives, commissions, or bonuses. **Employees will not be reimbursed for unused sick leave upon separation of employment**, though they may receive service credit for IMRF purposes.

Notice of Absence

As detailed in the Attendance Policy, employees who know in advance that they will be absent for health reasons must give their supervisor advance notice, including the probable start date and duration of the absence. If a sudden illness makes it impossible for an employee to request advance sick leave, the employee should notify their supervisor as soon as possible and at least one (1) hour prior to the employee's start time.

Proof of Need for Absence

When an employee is absent on sick leave, the Library may require a note from a health care practitioner certifying that the employee or their family member was unable to work due to medical-related reasons and, when applicable, a note that the employee is fit to return to duty. (Please see the Attendance Policy for more information). Failure to provide appropriate documentation may result in the time off being unpaid and/or considered an unexcused absence. Sick leave may be granted, at the discretion of the Director, for the care of others (child, spouse, domestic partner, sibling, parent, mother-in-law, father-in-law, grandchild, grandparent, or stepparent who is ill or injured) or other reasons.

Vacation

All full-time staff and part-time staff who are regularly scheduled to work at least 20 hours per week are eligible for paid vacation time. Part-time employees (who are regularly scheduled to work at least 20 hours per week) shall receive a pro-rated amount of vacation based on hours worked.

Eligibility for paid vacation is as follows:

Full-time professional librarians (staff with a master's degree in library science) and full-time employees classified in Grade X or above:

<u>YEARS OF SERVICE</u>	<u>ACCRUAL RATE</u>	<u>MAXIMUM ACCRUAL CARRY OVER AT ANY TIME</u>
0+ Years	1.67 Days/Month	150 hours/20 Days

All other full-time employees:

<u>YEARS OF SERVICE</u>	<u>ACCRUAL RATE</u>	<u>MAXIMUM ACCRUAL CARRY OVER AT ANY TIME</u>
0 months - 4 Years	.833 Days/Month	75 Hours/10 Days
5 years - 12 Years	1.25 Days/Month	112.5 Hours/15 Days
13+ Years	1.67 Days/Month	150 Hours/20 Days

Part time employees scheduled to work 20 hours or more per week:

<u>HOURS PER WEEK</u>	<u>ACCRUAL RATE</u>	<u>MAXIMUM ACCRUAL CARRY OVER AT ANY TIME</u>
20 – 23 Hours	4 Hours/Month	48 Hours
24 & 25 Hours	5 Hours/Month	60 Hours
28 & 30 Hours	6 Hours/Month	72 Hours

Vacation Use & Scheduling

Employees may take vacation time after completion of the Introductory Period. Exceptions will be considered on a case-by-case basis. Employees should submit vacation requests to their supervisor as early as possible.

An employee's vacation schedule will reflect, as nearly as possible, their personal preference for vacation. However, no request for a vacation will be approved when the effect would be to leave an office or department without adequate personnel to perform the required services during any working period. When the absence of several employees during the same period of time would jeopardize operations, the employee who first requested the time off will typically be given priority. However, rotating major holidays will also be taken in consideration.

Vacation Pay & Payout

Vacation days will be paid at the employee's base rate at the time the leave is taken. Vacation days are not included in overtime calculations. Pay for vacation does not include any special forms of compensation such as incentives, commissions, or bonuses.

Upon termination of employment, employees will be paid for vacation benefits that have been earned through the last month of work, but not yet taken.

Holidays

The Library typically observes the following paid holidays and is closed:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Eve
- Christmas Day

If a scheduled holiday falls on a Sunday, the Library will be closed on Sunday and the following Monday.

Employees seeking to observe a religious holiday, which the Library does not observe, may seek to use vacation, personal, or compensatory time or take a day off without pay. Employees should request this time off at least 10 days in advance.

The following conditions apply to the Library's holiday pay policy:

Full and part-time employees will be paid for their **scheduled** hours of work at their regular rate of pay for observed holidays.

For full-time employees, if a holiday falls on an employee's regular day off, the employee's supervisor will work with the employee to coordinate a paid day off for the non-exempt employee during the same work week. Exempt employees may take a paid day off during the same pay period.

Holidays will not be paid to employees on any type of unpaid leave.

Holidays falling within an approved scheduled vacation will be recorded as holiday pay and a vacation day will not be used for that particular day.

Personal Business Days

The Library recognizes that occasionally it may be necessary for an employee to miss work because of personal business reasons.

Full-time salaried employees are granted 4 paid personal business days on January 1st of each year. In the first year of employment, employees shall receive one personal business day for each quarter in which they are employed. That means, an employee who begins employment from January to March will receive 4 days, an employee who begins employment from April to June will receive 3 days, an employee who begins employment from July to September will receive 2 days and an employment from October to December will receive 1 day. New employees will receive their full allotment of paid personal days upon beginning employment.

Personal business days should be scheduled in advance and shall be taken only with the prior approval of your supervisor. All personal business days must be used during the calendar year in which they were granted or forfeited. An employee who leaves employment with the Library shall be paid for remaining personal business days.

Paid Parental Leave

The Elmhurst Public Library will provide up to 8 weeks of paid parental leave to eligible employees following the birth of an employee's child or the placement of a child with an employee in connection with adoption or foster care. The purpose of paid parental leave is to enable the employee to care for and bond with a newborn or a newly adopted or newly placed child.

Eligibility:

Eligible employees must meet the following criteria:

- Have been employed with Elmhurst Public Library for at least 12 consecutive months.
- Be a regular employee (temporary employees and interns are not eligible for this benefit).

In addition, employees must meet one of the following criteria:

- Have given birth to a child.
- Be a spouse or committed partner of a woman who has given birth to a child.
- Have adopted a child or been placed with a foster child (in either case, the child must be age 17 or younger). The adoption of a child by a new spouse is excluded from this policy.

Amount, Time Frame and Duration of Paid Parental Leave:

- Eligible employees will receive a maximum of 8 weeks of paid parental leave per birth, adoption or placement of a child/children. The fact that a multiple birth, adoption, or placement occurs (e.g., the birth of twins or adoption of siblings) does not increase the total amount of paid parental leave granted for that event. In addition, in no case will an employee receive more than 8 weeks of paid parental leave in a rolling 12-month period, regardless of whether more than one birth, adoption or foster care placement event occurs within that 12-month time frame.
- Each week of paid parental leave is compensated at 100% of the employee's regular, straight-time weekly pay. Paid parental leave will be paid on a bi-weekly basis on regularly scheduled pay dates.
- Approved paid parental leave may be taken at any time during the 6-month period immediately following the birth, adoption or placement of a child with the employee. Paid parental leave may not be used or extended beyond this 6-month time frame.
- In the event of an employee who has given birth, the 8 weeks of paid parental leave will typically commence at the conclusion of any short-term disability leave/benefit provided to the employee for the employee's own medical recovery following childbirth.
- Employees must work with their manager to schedule the paid parental leave and must use all paid parental leave during the 6-month time frame indicated above. Any unused paid parental leave will be forfeited at the end of this time frame.
- Upon termination of employment, the individual will not be paid for any unused paid parental leave for which they were eligible.

Coordination with Other Policies:

- Paid parental leave taken under this policy will run concurrently with leave under the Family Medical Leave Act (FMLA); thus, any leave taken under this policy that falls under the definition of circumstances qualifying for leave due to the birth or placement of a child due to adoption or foster care will be counted toward the 12 weeks of available FMLA leave. All other requirements and provisions under the FMLA will apply. In no case will the total amount of leave—whether paid or unpaid—granted to the employee under the FMLA exceed 12 weeks during the 12-month FMLA period. Please refer to the Family and Medical Leave Policy for further guidance on the FMLA.
- After the paid parental leave (and any short-term disability leave for employees giving birth) is exhausted, the balance of FMLA leave (if applicable) will be compensated through the employee's accrued sick, vacation and/or personal time. Upon exhaustion of accrued sick, vacation and/or personal time, any remaining leave will be unpaid. Please refer to the Family and Medical Leave Policy for further guidance on the FMLA.

- The Elmhurst Public Library will maintain all benefits for employees during the paid parental leave period just as if they were taking any other Library's paid leave such as paid vacation leave or paid sick leave. Accordingly, the employee will be expected to continue to pay his/her/their portion of the benefits (*i.e.*, medical, dental, vision, etc.) through payroll deductions.
- If a holiday occurs while the employee is on paid parental leave, such day will be charged to paid parental leave; and such holiday will not extend the total paid parental leave entitlement.

Requests for Paid Parental Leave:

- The employee should provide his/her/their supervisor and/or Human Resources department with notice of the request for leave at least 30 days prior to the proposed date of the leave (or if the leave was not foreseeable, as soon as possible). The request should include the reason for the leave, the date on which you wish or believe the leave will begin, the date on which you expect to return to active employment and any documentation supporting your need for leave.
- As is the case with all Elmhurst Public Library's policies, the Library has the exclusive right to interpret this policy.

ELMHURST PUBLIC LIBRARY

PAID PARENTAL LEAVE REQUEST FORM

Employee: _____ Date of Request: _____

Start Date: _____ Department: _____

Position: _____

Anticipated Leave Start Date: _____ End Date: _____

After 8 weeks of paid parental leave have been exhausted, I would like to request:

_____ sick leave _____ vacation leave

_____ personal time _____ unpaid time off

Please indicate the amount of additional time off you will be requesting. FMLA is up to 12 weeks and runs concurrent with paid parental leave and any additional time off that is used.

_____ Weeks

I agree to the use of Paid Parental Leave as outlined in the policy.

Employee Signature

Date

Family and Medical Leave

This policy contains information consistent with, and in addition to, the information contained in the “Employee Rights and Responsibilities” (found on the last page of the Handbook) and is meant to provide additional information about the Library’s specific policies and procedures under the Family and Medical Leave Act (FMLA). In the event of any conflict between the “Employee Rights and Responsibilities” and this policy, the “Employee Rights and Responsibilities” will prevail.

Basic Leave Entitlement

Employees may be eligible to take up to 12 weeks of unpaid family/medical leave (FML) within a 12-month period provided that the employee has worked for the Library for at least 12 months AND worked at least 1250 hours in the last 12 months AND if at least 50 employees are employed by the Library. The “12-month period” is a rolling 12-month period measured backward from the date leave is taken and continuous with each additional leave day taken.

Reasons for Leave

If an employee is eligible, the employee may take FML for any of the following reasons: (1) the birth of a child and in order to care for such child; (2) the placement of a child with the employee for adoption or foster care; (3) to care for a spouse, son, daughter or parent (“covered family member”) with a serious health condition; or (4) because of the employee’s own serious health condition which renders the employee unable to perform the functions of the employee’s position. Leave because of reasons one and two above must be completed within the 12-month period beginning on the date of birth or placement. In addition, spouses employed by the Library who request leave because of reasons one or two or to care for an ill parent may only take a combined aggregate total of 12 weeks leave for such purposes during any 12-month period.

Military Family Leave Entitlement

If an employee is eligible, the employee may use the 12-week FML entitlement to take military family leave. This leave may be used to address certain qualifying exigencies related to the covered active duty or call to covered active duty of a spouse, son, daughter, or parent.

Qualifying exigencies include: (1) attending certain military events; (2) arranging for alternative childcare; (3) addressing certain financial and legal arrangements; (4) attending certain counseling sessions; (5) addressing issues related to short-notice deployment; (6) spending time with a covered family member who is resting and recuperating; (7) attending post-deployment briefings; and (8) for certain activities relating to the care of the military member’s parent who is incapable of self-care where those activities arise from the military member’s covered active duty.

An employee may also be eligible for up to 26 weeks of leave to care for a covered servicemember during a single 12-month period. *This single 12-month period begins with the first day the employee takes the leave.* A covered servicemember includes: (1) a current member of the Armed Forces, including a member of the National Guard or Reserves, who has a serious injury or illness incurred in the line of duty on active duty that may render the service member medically unfit to perform his or her duties for which the service member is undergoing medical treatment, recuperation, or therapy or is in outpatient status; or (2) is on the temporary disability retired list; or (3) a covered veteran, meaning one who is undergoing medical treatment, recuperation or therapy for a serious injury or illness and: “(i) was a member of the Armed Forces (including a member of the National Guard or Reserves); (ii) was discharged or released under conditions other than dishonorable; and (iii) was discharged within the five-year period before the eligible employee first takes FMLA military caregiver leave to care for the veteran.

Limitations of Leave

Employees may not be granted FML to gain employment or work elsewhere, including self-employment. If an employee misrepresents facts in order to be granted FML, the employee may be subject to immediate termination.

Notice of Leave

If the FML is foreseeable, the employee must give the Library at least 30 days’ notice. Employees should complete a “Request for FMLA Leave” form and submit it to Human Resources. Failure to provide the requested notice may be grounds for delay of the leave. Where the need for leave is not foreseeable, the employee is expected to notify the Library as soon as practicable and, absent unusual circumstances, in accordance with the Library’s normal leave procedures. See the Attendance Policy for more information.

Medical Certification—Leave for Employee’s Own or a Covered Family Member’s Serious Health Condition

If the employee is requesting leave because of the employee’s own or a family member’s serious health condition, the employee and the relevant health care provider must supply appropriate medical certification. The medical certification must be provided within 15 days after it is requested, or as soon as reasonably possible under the circumstances. Failure to provide requested medical certification in a timely manner may result in denial of leave until it is provided. The Library, at its expense, may require an examination by a second health care provider designated by the Library, if it reasonably doubts the medical certification you initially provide. If the second health care provider’s opinion conflicts with the original medical certification, the Library, at its expense, may require a third, mutually agreeable health care provider to conduct an examination and provide a final and binding opinion. The Library may also require medical recertification periodically during the leave and employees may be required to present a fitness for duty verification upon their return to work following a leave for

the employee's own illness specifying that the employee is fit to perform the essential functions of the job.

Certification for a Qualifying Exigency

If the employee is requesting leave because of a qualifying exigency arising out of a covered family member's active duty or call to active duty status, the employee must supply a copy of the covered military family member's active duty orders or other documentation issued by the military indicating that the covered military member is on active duty or call to active duty (including the dates of the active duty service). The Library may also request additional information pertaining to the leave.

Certification for Service Member Family Leave

If an employee is requesting leave because of the need to care for a covered service member with a serious injury or illness, the Library may require the employee to supply certification completed by an authorized health care provider of the covered service member. In addition, the Library may also request additional information pertaining to the leave.

Substitution of Paid Leave

FML is unpaid leave. If you request leave for any FML covered reason, you may be required to exhaust any remaining applicable paid time, such as vacation, personal, compensatory, sick days, etc. The exhaustion of this paid leave does not extend the leave period. In addition, if you are eligible for any additional paid leaves, such as disability or workers' compensation, these leaves will also run concurrently with FML (where appropriate) and will not extend the leave period. When using paid leave in conjunction with FML, employees must comply with the requirements of the applicable paid leave policy.

Benefits During Leave

Use of paid time off benefits such as paid holidays, jury duty, voting time, etc. will be suspended during FML and will resume upon return to active employment.

During an approved FML, the Library will maintain the employee's health benefits as if the employee continued to remain actively employed. If paid leave is substituted for unpaid FML, the Library will deduct the employee's portion of the premium as a regular payroll deduction. If the leave is unpaid, the employee is responsible for submitting the premium payment to the Library. Failure to make payments may result in termination of coverage(s).

If the employee does not return to work at the end of the leave period, the employee may be required to reimburse the Library for the cost of the premiums paid by the Library for maintaining coverage during the unpaid leave, unless the employee cannot return to work because of the continuation, recurrence, or onset of a serious health condition or other

circumstances beyond the employee's control.

Intermittent Leave

Leave because of a serious health condition, to care for a service member with a serious injury or illness, or because of a qualifying exigency may be taken intermittently (in separate blocks of time due to a single covered health condition) or on a reduced leave schedule (reducing the usual number of hours an employee works per workweek or workday) if necessary. If leave is unpaid, the Library will reduce the employee's salary based on the amount of time actually worked. In addition, while the employee is on an intermittent or reduced schedule leave, the Library may temporarily transfer the employee to an available alternate position which better accommodates the recurring leave and which has equivalent pay and benefits. A fitness for duty certification may be required to return from an intermittent absence if reasonable safety concerns exist concerning the employee's ability to perform their job duties.

Job Restoration

When possible, the Library requests employees provide written notice of the intention to return to work to the employee's department head at least 30 calendar days before the date the leave is to terminate. Most employees are entitled to return to the same position or to an equivalent position with equal pay, benefits, and other terms and conditions of employment. If the employee would have been laid off, terminated, or otherwise subject to changes in employment conditions had they not been on FML, they will not by virtue of having been on FML, be entitled to reinstatement or greater employment rights than they would have been absent the FML.

If the employee takes leave because of the employee's own serious health condition, the employee may be required to provide medical certification that the employee is fit to perform the essential functions of the job before returning to work. Employees failing to provide the certification will not be permitted to resume work until it is provided.

Bereavement Leave

Absence with pay may be granted to attend the funeral services of an immediate family member. Accumulated sick time may also be used for travel, making arrangements, and grieving purposes. Employees under discipline for attendance issues may be required to provide documentation with regard to their bereavement leave.

For the purposes of bereavement leave, immediate family includes the employee's spouse, domestic partner, children, parents, siblings, grandparents, grandchildren, in-laws, nieces, nephews, any member of the employee's household, and legal guardians. Bereavement leave may also be granted to attend services for people not mentioned above at the discretion of the Library. Proof of the need for the leave may be required.

NOTE: Time off with pay shall be granted to attend the funeral services of persons connected with the Library if minimal staffing can be maintained. This will not be charged to accumulated sick leave. Please see Human Resources for more information.

Child Bereavement Leave

An employee who is eligible for leave under the federal Family and Medical Leave Act (FMLA) and who suffers the loss of a child may take up to two (2) weeks of unpaid leave for any or all of the following purposes:

- To attend the funeral or alternative to a funeral of the child;
- To make arrangements necessitated by the death of the employee's child; or
- To grieve the death of the employee's child.

For purposes of this policy, "child" means an employee's son or daughter who is a biological, adopted, or foster child, a stepchild, a legal ward, or a child of a person standing in loco parentis.

In the event of the death of more than one child in a 12-month period, an employee may take up to a total of six (6) weeks of bereavement leave during the 12-month period. Child bereavement leave must be completed within 60 days of the date on which the employee received notice of the death of their child.

Leave under this policy is only available to employees who have not exhausted their FMLA leave entitlement at the time the bereavement leave is requested. An employee requesting leave under this policy generally must provide the Library with at least 48 hours advance notice of the intention to take bereavement leave, unless providing such notice is not reasonable and practicable under the circumstances.

The Library may require reasonable documentation in connection with leave taken under this policy.

Emergency Leave

Emergency Leave of up to two (2) days per event will be granted to all employees upon approval of the Director or the Assistant Director of the Library. Emergency days are intended to provide for an unforeseen emergency that cannot be handled outside of the employee's regular work schedule and will be charged to the employee's accumulated sick leave, if applicable. Examples include an emergency home repair, family emergency, last-minute car trouble, etc.

Arrangements for leave should be made through the appropriate Department Head pending approval of the Library Director or Assistant Director.

Jury and Witness Duty Leave

Employees will be granted necessary time off when summoned for jury or witness duty. It is the employee's responsibility to notify their manager as soon as possible after receiving the summons for jury or witness duty.

The employee shall receive full pay or pro-rated pay at their straight-time hourly rate for time not worked if the duty occurs on a scheduled work day. Eligibility is immediate upon hire. Payment for service shall be kept by the employee unless the employee is serving on a Grand Jury.

In cases where jury or witness duty does not require a full day, employees are expected to spend as much time as possible at their regular duties in the office. Employees who are "on call" for jury or witness duty must report to work if not required to serve that day. Employees requesting and/or returning from jury or witness duty leave may be required to provide verification of service.

Military Leave

Leaves of absence for military or reserve duty are granted to all employees of the Library. Employees called to active military duty or to reserve or National Guard training, or volunteering for the same, should submit copies of their military orders to their supervisor as soon as is practicable. This includes time off for: (i) service in a federally recognized auxiliary of the U.S. Armed Forces when performing official duties in support of military or civilian authorities as the result of an emergency; (ii) service covered in the Illinois State Guard as defined by the Illinois State Guard Act; and (iii) a period for which an employee is absent from a position of employment for the purpose of medical or dental treatment for a condition, illness, or injury sustained or aggravated during a period of active service in which treatment is paid by the United States Department of Defense Military Health System.

Employees will be granted a military leave of absence for the period of military service or training in accordance with applicable Federal and State laws. Employees who are reservists or members of the National Guard are granted time off for required military training. Their eligibility for pay, reinstatement after the completion of their military duty and training, and benefit continuation/eligibility issues are determined in accordance with applicable Federal and State laws. For any unpaid leave, employees may elect, but are not required, to use any applicable paid time off entitlement for the absence.

Victim of Economic Security and Safety Leave Act (VESSA)

All employees may use unpaid VESSA leave for up to 12 weeks during a 12-month period for any one or more of the following reasons:

- Seeking medical attention for, or recovering from, physical or psychological injuries caused by domestic or sexual violence to the employee or the employee's family or household member.

- Obtaining services from a victim services organization for the employee or the employee's family or household member.
- Obtaining psychological or other counseling for the employee or the employee's family or household member.
- Participating in safety planning, temporarily or permanently relocating, or taking other actions to increase the safety of the employee or the employee's family or household member from future domestic or sexual violence or ensuring economic security.
- Seeking legal assistance or remedies to ensure the health and safety of the employee or the employee's family or household member, including preparing for or participating in any civil or criminal legal proceeding related to or derived from domestic or sexual violence.

Definitions

- "12-Month Period" means a rolling 12-month period from the date leave is taken and continuous with each additional leave day taken.
- "Family or Household Member" means a spouse, parent, child, other person related by blood or by present or prior marriage, a person who shares a relationship with the employee through a child, and persons jointly residing in the same household.
- "Parent" means the biological parent of an employee or an individual who stood in loco parentis to an employee when the employee was a child.
- "Child" means a biological, adopted, or foster child, a stepchild, a legal ward, or a child of a person standing in loco parentis, who is under 18 years of age, or is 18 years of age or older and incapable of self-care because of a mental or physical disability.
- "Domestic or Sexual Violence" means domestic violence, sexual assault, or stalking.

Intermittent or Reduced Leave

An employee may take leave intermittently (a few days or a few hours at a time) or on a reduced leave schedule.

Substitution of Time Off

An employee may elect to substitute accrued vacation or personal time, as well as sick time, if applicable, for part of the VESSA leave. Such substitution will not extend the employee's total allotment of time off under this policy. Once paid time off benefits are exhausted, the balance of VESSA leave will be without pay.

Notice Requirement

An employee is required to give 48 hours' notice to the Library in the event of a foreseeable leave. In unexpected or unforeseeable situations, an employee should provide as much notice as is practicable, usually verbal notice within one or two business days of when the need for leave becomes known.

While on VESSA leave, you must give notice to your supervisor as soon as practicable (within two business days, if feasible) if the dates of leave change, are extended, or initially were unknown and now are known.

Certification

For leaves taken pursuant to this policy, the employee may be required to submit a certification demonstrating the need for the leave. The certification must be provided by the employee as soon as reasonably possible, but in most cases, within 15 days after requested.

The certification requirement may be satisfied by the submission of a sworn statement from the employee *and* one of the following: documentation from a victim services organization, attorney, clergy, or medical or other professional from whom the employee or the family/household member has sought assistance from in addressing domestic or sexual violence and/or its effects; a police or court record; or other corroborating evidence.

All documentation related to the employee's need for the leave pursuant to this policy will be held in strict confidence and will only be disclosed as required/permitted by law.

Effects on Benefits

Use of paid time off benefits such as paid holidays, jury duty, voting time, etc. will be suspended during VESSA leave and will resume upon return to active employment.

During an approved VESSA leave, the Library will maintain the employee's health benefits as if the employee continued to remain actively employed. If paid leave is substituted for unpaid VESSA leave, the Library will deduct the employee's portion of the premium as a regular payroll deduction. If the leave is unpaid, the employee is responsible for submitting the premium payment to the Library. Failure to make payments may result in termination of coverage(s).

If the employee does not return to work at the end of the leave period, the employee may be required to reimburse the Library for the cost of the premiums paid by the Library for maintaining coverage during the unpaid leave, unless the employee cannot return to work because of the continuation, recurrence, or onset of domestic or sexual violence, or other circumstances beyond his/her control.

Job Protection

With certain exceptions provided in VESSA and other applicable law, if an employee wishes to return to work on or prior to the day following the expiration of leave, the employee will be returned to the same position or to an equivalent position with equal pay, benefits, and other terms and conditions of employment. If the leave is taken because of an employee's medical condition, medical certification must be provided to resume work. If the employee would have been laid off, terminated, or otherwise subject to changes in employment conditions had they not been on VESSA leave, they will not by virtue of having been on VESSA leave, be entitled to reinstatement or greater employment rights than they would have been absent the VESSA leave.

If an employee fails to return to work upon expiration of a designated VESSA leave, the Library will assume that the employee has voluntarily resigned, and they will lose the right to job restoration.

Reasonable Accommodations

The Library will attempt to provide reasonable accommodations for qualified individuals who are entitled to protection under VESSA in a timely fashion, unless such accommodations would present an undue hardship for the Library. A qualified individual is an individual who, but for being a victim of domestic or sexual violence or having a family or household member who is a victim of domestic or sexual violence, can perform the essential functions of the employment position that such individual holds or desires.

Reasonable accommodation applies to applicants and employees and may include adjustment to a job structure, workplace facility, or work requirement, transfer, reassignment, or modified schedule, leave, a changed telephone number or seating assignment, installation of a lock, implementation of a safety procedure or assistance in documenting domestic or sexual violence that occurs at the workplace or in work-related settings, in response to actual or threatened domestic or sexual violence.

Should you wish to request a reasonable accommodation pursuant to this policy, you should contact your supervisor or the Library Director.

Personal Leave of Absence

Employees who, for personal or other reasons, wish to request time off, but do not qualify for a leave under another of the Library's policies, may request an unpaid personal leave of absence. This leave is not to obtain employment elsewhere or to go into business for yourself. This leave of absence is typically granted for a maximum of 30 calendar days. Employees applying for an unpaid personal leave of absence must have exhausted all their available paid time off, such as vacation, personal, and, where applicable, sick time.

An employee must apply in writing for this leave of absence and submit the request to his or her supervisor. The employee's request should include the reason for the leave, the date on which the employee wishes the leave to begin, the date on which the employee will return to active employment with the Library, and any documentation supporting the employee's need for leave. If the reason for the leave of absence is reasonably foreseeable, the employee should request the leave at least 30 days in advance. The granting of a leave of absence, and the terms and conditions surrounding the leave of absence, are at the sole discretion of the Library. While the Library will make every effort to reinstate the employee to their previous position upon return to employment, there are no guarantees.

Failure to return from a leave of absence at the time agreed upon is normally regarded as a voluntary resignation. Requests for an extension of a general leave of absence should be submitted in writing to your supervisor prior to the agreed upon return date.

Voting Time

An employee will be permitted two hours of paid leave for the purpose of voting in a state or national election if the employee's working hours begin less than two hours after the opening of the polls *and* end less than two hours before the closing of the polls. If you need to take time off to vote, you should notify your supervisor of your plans no later than the day before the election. Your supervisor will notify you of the two-hour block of time assigned to you for voting purposes. Proof of attendance at the polls may be required.

Employee Blood Donation Leave

An employee may take up to one hour of paid leave every 56 days to donate or to attempt to donate blood.

Definitions

"Eligible employee" means a full-time employee who has been employed for at least 6 months and who donates or attempts to donate blood.

"Blood donation" means the act of donating blood in accordance with the nationally recognized medical standards for blood donation eligibility of the community blood bank as operated by the American Red Cross, America's Blood Centers, the American Association of Blood Banks, or other blood bank.

Notice, Approval, and Verification Requirement

An employee is required to give reasonable notice to the Library in the event that the employee chooses to use leave under this policy. A request for leave under this policy must be in writing and must include the day the employee wishes to use the leave along with a written statement from the blood bank indicating that the employee has an appointment on the day requested for leave to donate or attempt to donate blood. Upon the employee's return from an approved leave, the employee will be required to submit a written statement from the blood bank verifying that the employee kept the appointment.

School Visitation Leave

An employee who has worked at the Library for at least 6 months, and for an average of at least 15 hours per week, may be eligible to take up to 8 hours of unpaid school visitation leave per school year to attend school conferences or classroom activities related to the employee's child if the conference or classroom activities cannot be scheduled during non-work hours.

No more than 4 hours of leave may be taken in any one day. Additionally, the employee may not take leave unless they have used all available vacation and personal days.

Before arranging attendance at the school conference or activity, the employee must provide their supervisor with a written request for leave at least 7 days in advance of the requested time off. However, in an emergency, the employee may give 24 hours' notice. In addition, the employee must consult with their immediate supervisor to schedule the leave so as not to unduly disrupt business operations.

School visitation leave shall be unpaid. The employee may choose, however, to make up the time missed due to school visitation leave on a different day or shift if such arrangement may reasonably be provided by the Library. If the employee chooses not to make up the time missed, or an arrangement to make up such time cannot be made, the employee will not receive compensation for the missed time. Upon completion of a school visit, the employee may be required to produce documentation of their visit from the school administrator and submit such documentation to Human Resources.

Outside Employment

In general, the Library does not object if employees engage in professional activities outside of their regular work schedule, as long as such employment does not interfere with their job performance, affect attendance, prevent employees from working overtime, involve the use of the Library's equipment, tools or other resources during working time, or otherwise conflict or compete with the Library's best interests. You are, of course, prohibited from engaging in outside activities that create any conflict of interest. If the Library determines that outside employment interferes with the employee's performance or creates an actual or apparent conflict of interest, the employee may be asked to terminate the outside employment.

CONDUCT POLICIES

Hours of Work

The Library's standard opening hours are Monday through Friday from 9:00 a.m. to 9:00 p.m., Saturday from 9:00 a.m. to 5:00 p.m., and Sundays from 1:00 p.m. to 5:00 p.m. Some employees will have a set schedule every week, while other employees will be assigned a different schedule each week. All employees may be asked to work evening and/or weekend hours. It is the personal responsibility of each employee to be at their workstation and fully prepared to begin work at the time the scheduled work hours begin. Employees are not permitted to alter work hours without the permission of their supervisor. "Altering work hours" includes arriving early and then leaving early, arriving late and staying late and/or working through lunch and leaving early. Employees are also not authorized to "trade hours" absent the permission of their supervisor.

Attendance and Punctuality

Consistent attendance and punctuality contribute to the success of the Library's business operations. Attendance problems disrupt operations, lower productivity, and create a burden on other employees. All employees of the Library are expected to assume responsibility for their attendance and promptness. Failure to follow the rules concerning attendance or excessive absences or tardiness will lead to disciplinary action, up to and including termination.

Rules Concerning Attendance and Punctuality

- Inform the Library in advance when possible. When you know in advance that you cannot avoid absence or tardiness from work, you must make arrangements in advance with your supervisor.
- If it is not feasible to make arrangements in advance for an absence, you are then required to call your supervisor on the first day of the absence or tardiness at least one (1) hour before your normal starting time. If you cannot reach your immediate supervisor, leave a message and contact your Department Head or the HR Manager. Be prepared to explain the reason for the absence/tardiness and provide an expected date/time of return to work.
- You must personally contact the Library on a daily basis during all absences, except those arranged in advance with the Library.
- The Library may require that documentation be furnished, substantiating the reason for the absence or tardiness.
- In instances of absence due to employee's health, the Library reserves the right to require the employee to obtain a doctor's report explaining the doctor's restriction that the employee not work. Ordinarily any absence due to illness or injury over three consecutive days requires a report from the attending doctor. Where deemed appropriate, the Library may delay its decision as to the employee's physical fitness to

return to work until a doctor's report is submitted confirming the employee's absence and physical fitness to return to work.

- The Library will consider employees who are absent for three days without notice to have voluntarily separated from the Library.

Rest and Meal Periods

The Library provides meal breaks during the course of each workday in accordance with the following guidelines:

- Employees who work more than 3, but less than 5 hours per day, are entitled to one 15-minute paid break and one 30-60 minute unpaid meal period. The length of the meal period will be at the discretion of the employee subject to approval by the supervisor.
- Employees who work between 5 and 6.5 hours per day are entitled to two 15-minute paid breaks and required to take one 30-60 minute unpaid meal period. The length of the meal period will be at the discretion of the employee subject to approval by the supervisor.
- Employees who work 7.5 hours per day are entitled to two 15-minute paid breaks. In addition, these employees are entitled to one 60-minute unpaid meal period if the employee works Monday – Friday and one 30-minute unpaid meal period if the employee works on Saturday. Employees wishing to extend the 30 minute period to 60 minutes, may adjust their working hours at the discretion of their supervisor. *Note:* Full-time staff may use compensatory time for this purpose. As required by Illinois law, employees who work 7.5 hours or more per day must take their meal period by the 5th hour of the workday.

Managers will work with staff to schedule their breaks and meal period. Employees will be relieved of all active responsibilities and restrictions during meal periods.

Telecommuting

Telecommuting is a work arrangement that allows employees to work at home for all or some of their regularly scheduled work hours. Although not all jobs can be performed satisfactorily from other locations, the Library recognizes that, in some cases, telecommuting arrangements can provide a mutually beneficial option for both the Library and employees.

Candidates for telecommuting arrangements must typically:

- Have worked at the Library for minimum of 6 months;

- Possess good time-management and organizational skills, be self-motivated, self-reliant, and disciplined as assessed by the Library;
- Obtained a satisfactory rating on the most recent performance evaluation, as determined by the Library; and
- Responsible for work that has clearly defined tasks, measurable work activity, and does not require the individual's presence in the workplace.

Telecommuting arrangements are approved on a case-by-case basis. Not all positions can be performed from off-site locations. For example, positions requiring face-to-face interaction with patrons, vendors, and/or office personnel are not generally suitable for telecommuting arrangements.

In order to telecommute, the following basic requirements must typically be met:

- Employees must be able to carry out the same duties, assignments, and other work obligations at their home office as they do when working on the Library's premises.
- An employee must work the same hours from home as the employee would work in the Library's office. Employees must be reachable by phone and email when telecommuting.
- Employees must be available to attend scheduled meetings and participate in other required office activities at the home office as needed. Employees who telecommute may be required to attend these meetings and other activities "in-person."
- Employees must arrange for child/elder care during their work hours.

The Library's telecommuting arrangement will specify the number of hours to be worked at home and the specific time in which this will occur (e.g., every Tuesday, the first Monday of the month, etc.).

The Library does not provide telecommuting employees with equipment or office furnishings for their home offices. (Some exceptions may be made with respect to computer equipment and will be discussed on a case-by-case basis). Employees are responsible for equipping and maintaining their home offices so that they can accomplish their work in a safe, efficient, and expeditious manner. Depending on the nature of their jobs, this may require having computers, printers, computer software, fax machines, data and telecommunications equipment, and other equipment available for their use. The specifics concerning required equipment will be discussed with the individual employee. Employees are responsible for providing office furnishings—such as desks, chairs, file cabinets, and lighting—at their own expense.

The Library has the right to cancel or suspend employee telecommuting privileges at any time, for any reason or for no reason at all.

Conduct and Work Rules

As integral members of the Library's team, employees 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.

The following is a list of behaviors that could result in disciplinary action, up to and including termination. Be aware that this list is not intended to be "all inclusive," and that other behaviors may, at the Library's discretion, also result in disciplinary action, up to and including termination. 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.

Breaches of Conduct

- Falsifying an employment application, timesheet, expense report, personnel record, or other documents or records of the Library.
- Theft of Library, patron or employee property.
- Possession, distribution or use of weapons or explosives on the premises of the Library in accordance with the Illinois Firearm Concealed Carry Act.
- Fighting or other disorderly conduct.
- Threatening, intimidating, coercing, or using abusive or vulgar language towards other employees or patrons.
- Interfering with the performance of other employees.
- Insubordination or failure to perform reasonable duties that are assigned.
- Unauthorized or inappropriate use of material, time, equipment, or property of the Library.
- Damaging or destroying Library or patron property through careless or willful acts.
- Performance that does not meet the requirements for the position.
- Negligence in observing fire prevention and safety rules.

- Abuse or negligence of the Library’s security or confidential materials.
- Installing unauthorized or illegal copies of software on a Library-owned computer.
- Revealing any confidential, proprietary information to any person who is not authorized to receive it and/or who does not need to know it.
- Repeated tardiness or absence; failure to report for work without a satisfactory reason; abuse of leave privileges.
- Violation of the Library’s drug/alcohol policy.
- Unauthorized access to confidential records and information, including both Library and patron information.
- Failure or refusal to cooperate with Library audits or investigations.
- Rudeness and other inappropriate behavior towards patrons.
- Violations of applicable local, state, or federal law.
- Any behavior that results in an employee not performing their job, including sleeping on the job.
- Engaging in such other practices as the Library determines may be inconsistent with the ordinary and reasonable rules of conduct necessary to the welfare of the Library, its employees, or its patrons.

Disciplinary Steps

Should performance, work habits, conduct, or demeanor become unsatisfactory in the judgment of the Library, based on violations either of the above or of any other of the Library’s policies, rules, or requirements, an employee may be subject to disciplinary actions as follows:

- First Offense: Verbal Warning
- Second Offense: Written Warning
- Third Offense: Suspension/Performance Improvement Plan/Final Written Warning
- 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 (especially during the early stages of employment), 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.

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 the Library decides not to terminate the employee, the employee will be reinstated with or without back pay, depending on the circumstances.

Termination of Employment

As mentioned elsewhere in this Handbook, all employment relationships with the Library are on an at-will basis. Thus, although the Library hopes that its relationship with employees is long-term and mutually rewarding, both the employee and the Library reserve the right to terminate the employment relationship at any time.

Supervisory and managerial employees, as well as professional librarians, desiring to terminate their employment relationship with the Library are urged to notify the Library at least four (4) weeks in advance of their intended termination. All other employees are asked to provide at least 2 weeks' notice of their intended termination. Such notice preferably should be given in writing to the employee's supervisor. Proper notice generally allows the Library sufficient time to calculate all accrued overtime (if applicable) as well as other monies to which the employee may be entitled and to include such monies in the final paycheck.

Exit interviews may be scheduled for outgoing employees after the notice of intent to terminate is received. The purposes of this interview are to review eligibility for benefit continuation and conversion, to ensure that all necessary forms are completed, to collect all property that may be in the employee's possession (uniforms, keys, tools, phones, laptops, etc.), and to provide employees with an opportunity to discuss their job-related experiences.

Employees who terminate their employment relationship with the Library are welcome to reapply for employment with the Library in the future. If re-hired, such employees will not be credited for any previous service with the Library.

Personnel Files & Information

Personnel files are the property of the Library, and access to the information they contain is restricted. Generally, only officials and representatives of the Library who have a legitimate reason to review information in a file are allowed to do so. With reasonable advance notice and a written request, an employee may review material in their file up to two times per calendar year, but only in the Library's offices and in the presence of the individual appointed by the Library to maintain the file. Certain records, such as letters of reference, are not available for inspection.

Except when requested by government or law enforcement agencies or as required by FOIA, an employee must provide a written release in order for the Library to release information to outside parties. Requests for references should be directed to Human Resources. Only this individual, or their designee, has the authority to release information to outside parties.

It is the responsibility of each employee to promptly notify Human Resources of any changes in personnel data. Personal mailing addresses, telephone numbers, number and names of dependents*, marital status*, insurance beneficiary*, individuals to be contacted in the event of an emergency, educational accomplishments, and other such status reports should be accurate and current at all times.

The Library cannot be held responsible for situations resulting from employees withholding correct and accurate information.

*Such information need only to be disclosed if pertinent to a benefit received.

Confidentiality Policy

All employees must safeguard confidential information obtained as a result of working for the Library. This confidential information includes trade secrets, information regarding patron lists, patron information (including but not limited to patron bank account numbers, credit card information, addresses, phone numbers, and email addresses), patron histories and preferences, business plans and operations, research and development, mailing lists, mailing list strategies, technical information, information and electronic systems information, and in particular, any material identified by the Library as “proprietary and confidential.”

Access to confidential information should be on a “need to know” basis and must be authorized by the Library’s Director. Unauthorized use or disclosure of any confidential information will cause irreparable harm to the Library and thus the Library may seek all remedies available under the law for any threatened or actual unauthorized use or disclosure of confidential information. Any employee who is unsure about the confidentiality of any information should immediately seek the assistance of a supervisor 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’s prior written approval.
- Confidential information should not be removed from the work site without the permission of the Library.
- No copies or pictures should be made of any confidential information except to promote the purposes of the employee’s work for the Library.
- Employees should not use confidential information for their own benefit, nor for the benefit of any third party, without the Library’s prior written approval.

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

Immunity from Liability for Confidential Disclosure of a Trade Secret to the Government or in a Court Filing: (1) Immunity—An individual shall not be held criminally or civilly liable under any federal or state trade secret law for the disclosure of a trade secret that—(A) is made—(i) in confidence to a federal, state or local government official, either directly or indirectly, or to an attorney; and (ii) solely for the purpose of reporting or investigating a suspected violation of law; or (B) is made in a complaint or other document filed in a lawsuit or other proceeding, if such filing is made under seal. (2) Use of Trade Secret Information in Anti-Retaliation Lawsuit—An individual who files a lawsuit for retaliation by an employer for reporting a suspected violation of law may disclose the trade secret to the attorney of the individual and use the trade secret information in the court proceeding, if the individual—(A) files any document containing the trade secret under seal; and (B) does not disclose the trade secret, except pursuant to court order.

No Solicitation/No Distribution

Employees may not:

- Solicit other employees during working time.
- Distribute literature during working time.
- Distribute literature at any time in working areas.

Definitions

Solicitation includes, but is not limited to, approaching someone in person or through Library-owned property such as computers, smartphones, email systems, and intranets for any of the following purposes:

- Offering anything for sale.
- Asking for donations.
- Collecting funds or pledges.
- Seeking to promote, encourage or discourage participation in or support for any organization, activity or event, or membership in any organization.
- Distributing or delivering membership cards or applications for any organization.

Non-employees may not solicit employees or distribute written material on Library property at any time.

Distribution includes, but is not limited to, disseminating or delivering in person or through Library-owned property such as bulletin boards, computers, smartphones, emails, and intranets any literature or other materials including circulars, notices, papers, leaflets or other printed, written or electronic matter.

Working time includes any time in which either the person doing the solicitation (or distribution) or the person being solicited (or to whom non-business literature is being distributed) is engaged in or required to be performing work tasks. Working time excludes times when employees are properly not engaged in performing work tasks, including break periods and mealtimes.

Working areas include areas controlled by the Library where employees are performing work, excluding, for example, cafeterias, break rooms and parking lots.

Personal Appearance

The dress and manner of employees contributes directly to the overall impression that the Library makes on the community. A neat, clean, tasteful appearance contributes to the positive impression you make on your colleagues and our patrons. Accordingly, you are expected to be suitably attired and groomed during working hours or when representing the Library. An employee who is 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.

Employees may wear jeans, without holes, or tears, on the weekend (Friday, Saturday, and Sunday).

The following are examples of clothing that detract from the atmosphere of the Library and are unacceptable: see-through, low cut, revealing or torn garments; tank tops, t-shirts with writing or logos, shorts, halter tops, midriff blouses, skirts shorter than 4" above the mid-knee, hats, and thong-type beach shoes.

Keep in mind to dress for your position and what your work will entail for that day. Supervisors will discuss inappropriate dress with individual employees, and may have additional suggestions on what is deemed appropriate or inappropriate attire, in accordance with the needs and atmosphere of their departments. For example, if you primarily shelve or handle books during most of your shift, please do not wear open-toed shoes or shoes with a precariously high heel height.

Employees who are assigned to attend Library meetings or workshops should be particularly conscious of maintaining dress and grooming standards that present a more professional image than the day-to-day casual dress normally permitted.

If there is an issue with an employee's hygiene or use of too much perfume/cologne, their supervisor will discuss the problem with the staff member in private and will point out the specific areas to be corrected. If the problem persists, supervisors may follow the normal corrective action process.

Employees who have questions about the personal appearance policy should speak to their supervisor. The Library Director, or other immediate supervisor, will have the final say on whether an employee is dressed and groomed properly for work. An employee who reports for work in violation of this may be sent home without pay to correct the violation. Repeated violations will be grounds for additional discipline, up to and including termination.

Parking

Employees must park in the designated staff parking lot while they are on duty at the Library. However, if the staff lot is full, employees may park in the patron lot as far from the entrance as possible. Employees are not allowed to park in the patron lot if there are spaces available in the staff lot unless there is a special circumstance and approval has been granted from the Department Head or the HR Manager. A sticker issued to staff members must be taped on the driver's side of the rear window to identify staff cars to parking control officers.

Library Privileges

Staff members must check out all materials and are encouraged to return or renew those materials on or prior to the due date. Any item which is on reserve must be returned by a staff member within the usual loan period.

Staff members are required to pay any direct charges incurred by the Library on their behalf for lost items, inter-Library loans, photocopy requests, reciprocal borrowing, etc.

Abuse of these privileges shall be noted in personnel records and may lead to disciplinary action.

All privileges shall be surrendered upon termination of employment.

Library Supplies or Equipment

Library supplies and equipment are provided for Library business. Library supplies are not to be given to the public or used excessively for personal business. Any personal use of Library equipment should never interfere with Library operations.

Staff may use the Library photocopier on a limited basis to make a reasonable number of personal copies. Large numbers of copies should be taken to a commercial copying service.

Staff may use the Library FAX machine on a limited basis to receive a reasonable number of pages.

Staff may use other Library equipment, if all supplies needed in the operation of the equipment are supplied by the staff member and use does not involve extensive expense, time, or training.

Employees are responsible for the care of Library equipment and should promptly report accidents, breakdowns, or malfunctioning of any unit in order that necessary repairs may be made.

Negligence or deliberate misuse of Library property or equipment may be cause for immediate dismissal.

Communication/Information Systems

This policy governs employees/ use of the Library's computers, networks, communications systems, phone systems, Internet, and other IT resources (collectively "information systems"). All such information systems, and all communications and stored information transmitted through, received on, accessed on, or contained in the Library's information systems are Library property and are to be used primarily for job-related purposes during working time. When using the Library's information systems, employees should note the following:

1. Excessive personal use of information systems by employees during working time is prohibited. While limited personal use is permissible, such use must not interfere with the employee's job performance. Any personal phone calls should be brief and made or received outside public service areas.
2. 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.
3. The electronic systems of the Library may not be used by employees for commercial purposes during working time, personal financial gain during working time, or illegal or criminal purposes at any time.
4. Employees shall not use electronic systems for mass distribution of personal or non-City information. These messages include, but are not limited to, information containing personal advertisements, personal opinions or personal requests.
5. Employees shall not use e-mail for personal lobbying of elected officials or any other publicity or propaganda purposes designed to support or defeat legislation or candidates, unless e-mail represents the official position of the Library.
6. Employees shall not use e-mail for any union-related activity.
7. All workstations will be configured with virus protection software, which should not be removed or disabled. Each employee is responsible for protecting their computer against virus attack by following appropriate guidelines for scanning all incoming communications and media, and by not disabling the anti-virus application installed on

their workstation. All data disks and files entering or leaving the Library should be scanned for viruses.

8. Personal software, messages, or files shall not be installed or stored on the Library's information systems unless prior approval is obtained.
9. A reasonable number of personal copies may be made from Library printers. Staff members needing a large number of copies should use a commercial service.
10. In order to maintain network and information security, the sharing or misuse of passwords is prohibited. Employees are responsible for protecting the confidentiality of their password(s). Passwords should not be written down or left in places that they are accessible to others.
11. The use of personal passwords, assigned to or selected by the employee, is not grounds for an employee to claim privacy rights in the information systems or any data or content stored therein. Employees may be required to disclose passwords or codes to the Library to allow access to the systems. The Library reserves the right to override personal passwords.
12. Employees are prohibited from using codes, accessing files, or retrieving any stored communication without prior authorization.
13. Employees are prohibited from bringing unauthorized electronic equipment to work to use with Library-provided information systems and from accessing Library systems with their devices absent explicit permission from IT department. 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 information systems and/or accessing Library information systems without permission is considered to be theft of the Library's intellectual property.
14. 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 Library. This setting will delete all Library information from the devices, but may also delete any and all personal information (including, but not limited to, apps, contacts, pictures, videos, etc.) as well.
15. The Library's prohibition against sexual, racial, and other forms of harassment is extended to include the use of the Library's information 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.

16. 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.
17. Employees must 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.
18. Internal and external e-mails are considered business records and may be subject to discovery in the event of a FOIA request or litigation. Be aware of this possibility when sending e-mail within and outside of the Library.
19. 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.
20. Violation of this policy can result in discipline, up to and including termination of employment.

Cellular Phones

Employees may carry personal cell phones while at work at the discretion of their supervisor. If allowed by your supervisor, the use of cell phones, just as with Library phones, should be limited and out of sight of patrons or visitors. Cell phones shall be turned off or set to silent or vibrate mode during meetings, conferences, and in other locations where incoming calls may disrupt normal workflow. If the use of a personal cell phone should cause disruptions or loss in productivity, employees may be barred from carrying cell phones while on work time.

The Library encourages and promotes cell phone safety when operating a motor vehicle for Library business. If an 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.
- Place calls while stopped or have someone place the call for you.
- 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 your 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, or otherwise review or send material on your phone while operating a motor vehicle.

Social Media

At the Library, we understand that social media can be a fun and rewarding way to share your life and opinions with family, friends, and co-workers. However, the use of social media also presents certain risks and carries with it certain responsibilities. Ultimately, you are solely responsible for what you post online. To assist you in making responsible decisions about your use of social media, we have established these guidelines for appropriate use of social media.

Guidelines

In the rapidly expanding world of electronic communication, social media can mean many things. Social media includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal website, social networking or affinity website, web bulletin board or a chat room, whether or not associated or affiliated with the Library, as well as any other form of electronic communication. Before creating online content, consider some of the risks and rewards that are involved. Keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow employees and/or otherwise adversely affects patrons, suppliers, and people who work on behalf of the Library may result in disciplinary action.

Know and Follow the Rules

Carefully read these guidelines, Conduct & Work Rules, Anti-Harassment and Discrimination, Confidentiality and other applicable policies, and ensure your postings are consistent with these policies.

Be Respectful

Always be fair and courteous to fellow co-workers, patrons, suppliers, or people who work on behalf of the Library. You are more likely to resolve work-related complaints by speaking directly with your co-workers than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, and threatening or intimidating, that disparages patrons, suppliers, or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion or any other status protected by law or Library policy.

Be Honest and Accurate

Make sure you are always honest and accurate when posting information or news, and if you make a mistake, correct it quickly. Be open about any previous posts you have altered. Never post any information or rumors that you know to be false about the Library, fellow co-workers, patrons, suppliers, and people working on behalf of the Library or its competitors.

Post Only Appropriate Content

Express only your personal opinions. Never represent yourself as a spokesperson for the Library. If the Library is the subject of the content you are creating, be clear and open about the fact that you are an employee and make it clear that your views do not represent those of the Library, fellow employees, patrons, suppliers or people working on behalf of the Library. If you do publish a blog or post online related to the work you do or subjects associated with the Library, make it clear that you are not speaking on behalf of the Library. It is best to include a disclaimer such as "*The postings on this site are my own and do not necessarily reflect the views of the Library.*"

Social Media and Work

Do not use your Library email address to register on social networks, blogs, or other online tools utilized for personal use.

Media Contacts

Employees should not speak to the media on the Library's behalf without contacting the Library Director. All media inquiries should be directed to the Library Director.

Staff Recognition

Service Awards

These are presented annually on Staff Institute Day to those Library employees who, during the year, have reached employment milestones in increments of five-year periods.

Gifts

Any gift received as a premium by the Library must be given to the Library Director or Assistant Library Director for proper handling. Such gifts will be used to benefit the public whenever possible. When this is not possible, the item may be given to another agency or sold.

All monetary gifts must be donated to the Library. Any non-monetary gifts received by staff from patrons for individual services rendered on a particular occasion or throughout the year may be kept by the staff member if the cumulative value does not exceed \$50 in a calendar year.

Whenever possible, gifts should be shared with other staff. Administrative Staff should be informed of all gifts regardless of value and those over \$50 in value must be given to the Administrative Staff for proper handling.

Gifts received by staff or their immediate family from any person or organization doing or seeking to do business with the Library under circumstances from which it might reasonably be inferred that the purpose of the gift is to influence the employee in the conduct of Library business with the donor shall not be accepted. Such gifts should be returned with a note of explanation.

HEALTH AND SAFETY

Health and Safety Practices and Guidelines

Establishment and maintenance of a safe work environment are shared responsibilities of the Library and employees from all levels of the Library. The Library will attempt to do everything within its control to assure a safe environment and compliance with federal, state, and local safety regulations. Employees are expected to obey safety rules and to exercise caution in all their work activities. As part of this expectation, all employees should read and become familiar with the Emergency Policy Manual, which is available on the staff Bookmark page and in each department.

Employees have an absolute obligation to immediately report any unsafe conditions to their supervisor. Not only supervisors, but employees at all levels of the organization are expected to correct unsafe conditions as promptly as possible. The Library will not retaliate against an employee who comes forth with a safety recommendation or refuses to operate any equipment or work in an area they reasonably feel is unsafe.

All accidents, especially those that result in injury, must be reported immediately to Human Resources, the Library Director, or Assistant Library Director, 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 immediately report an accident may result in discipline, up to and including termination.

Smoke-free Workplace

The Library is committed to protecting the safety and welfare of its employees, patrons, and visitors. Accordingly, no smoking of any kind will be permitted in the Library's facilities, Library vehicles, or within 15 feet of any the Library entrance, exit, window, or ventilation intake that serves an enclosed area where smoking is prohibited. Smoking is also prohibited in the Reading Garden and the Garden Island. This policy applies to the use of both traditional smoking products, such as cigarettes, cigars, and pipes, and electronic smoking devices, such as e-cigarettes and vaporizers.

Employees who wish to smoke during authorized breaks must do so on the east side of the building at least 15 feet from the Receiving Room entrance and must dispose of all smoking materials properly. This policy applies equally to all employees, patrons, and visitors.

Workplace Security and Inspections

To safeguard the property of employees, patrons, and the Library; help prevent the possession, sale, and use of illegal drugs on the Library's premises; and help prevent the possession of illegal weapons on the Library's premises, the Library reserves the right to question employees and all other persons entering and leaving our premises, and to inspect any packages, parcels, purses, handbags, briefcases, lunchboxes, or any other possessions or articles carried to and from the Library's property.

In addition, the Library reserves the right to search any employee's office, desk, files, cabinets, locker, or any other area or article on our premises. In this connection, it should be noted that all offices, desks, files, cabinets, lockers, and so forth, are the property of the Library and are issued for the use of employees only during their employment with the Library.

While the Library will ordinarily attempt to make any such inspections with the employee's consent or in the employee's presence, the Library has the right to conduct such inspections without prior consent or notice. Inspections shall be conducted with as much privacy as possible.

Persons entering the premises who refuse to cooperate in an inspection conducted pursuant to this policy will not be permitted to enter the premises. Employees working on or entering or leaving the premises who refuse to cooperate in an inspection will be subject to disciplinary action, up to and including termination.

Drug-free Workplace: Alcohol and Drugs

The Library has a longstanding commitment to provide a safe and productive work environment. Alcohol and drugs in the workplace, including cannabis, pose a threat to the health and safety of employees and to the security of our equipment and facilities. For these reasons, the Library is committed to the elimination of drug and/or alcohol use and abuse in the workplace.

Prohibited Activity

The possession, consumption, purchase, sale, transfer, or distribution of alcohol on Library premises is prohibited, unless an exception is made by the Library. Accordingly, no employee shall be under the influence of alcohol while on Library premises or while performing Library business off Library premises, except a moderate amount of alcohol may be consumed at approved Library events provided such consumption does not adversely affect an employee's behavior or judgment and, if the employee will drive a motor vehicle following the event, does not adversely affect the employee's ability to safely and legally drive the vehicle. A violation of this moderate consumption rule will result in discipline up to and including termination of employment.

"Legal drugs" are: (1) drugs that are permitted under state or federal law, (2) obtained by an employee with a physician's prescription or over-the-counter, and (3) used for the purposes for which they were prescribed or sold. Employees using cannabis must be aware of any potential effect such drugs may have on their judgment or ability to perform their duties and may not possess, use, or be under the influence of cannabis while performing their duties, while on Library property, or while operating vehicles for the Library. Employees are responsible for consulting with their doctors about a prescription 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.

“Illegal drugs” are drugs or controlled substances that are: (1) not legally obtainable under federal or state law, or (2) legally obtainable under federal or state law, but not obtained and/or used in a lawful manner. The use, purchase, sale, transfer, possession, being under the influence, or the presence in one’s system of a detectable amount of an illegal drug by any employee is prohibited: (1) on Library premises or (2) where the employee is performing Library business off Library premises.

Testing

The Library will require a drug and alcohol test of any employee where there is a reasonable suspicion to believe that they may be using drugs or may be under the influence of drugs or alcohol while working, on Library premises, or operating Library vehicles. “Reasonable suspicion” will be based on objective factors such as the employee’s appearance, speech, behavior, or other conduct or facts that indicate the employee is under the influence of drugs or alcohol. Involvement in an injury or accident at work or while performing Library business may also be grounds for testing if a member of management has a reasonable belief that drugs or alcohol may have contributed to the injury or accident. Employees will be required to sign a consent and release form prior to drug or alcohol testing. Test results will be kept confidential to the extent possible and consistent with applicable law.

Employees who refuse to cooperate in required tests; test positive for alcohol, cannabis, or illegal drugs; are found to be under the influence of alcohol, cannabis, or illegal drugs; or use, possess, buy, sell, manufacture or dispense alcohol, cannabis, or illegal drugs in violation of this policy (as discussed above) will be subject to discipline, up to and including termination. In addition, if an employee fails to report immediately to the testing location upon request, comply with any testing procedures (including attempting to substitute, dilute, or otherwise change specimens to be tested) and/or fails to provide specimens unless medically incapable, they will be considered as refusing to test and subject to discipline, up to and including termination.

The laboratory conducting the tests shall transmit positive drug tests results to a doctor (Medical Review Officer), retained by the Library, who shall offer persons with positive results a reasonable opportunity to establish that their results are caused by lawful prescribed medicines or other lawful substances. (A medical cannabis prescription or a claim that cannabis was used “off duty” is not a defense to a reasonable suspicion test). 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 will be treated as passing the test.

Employee Assistance Program

The Library will assist and support employees who voluntarily seek help for alcohol or drug problems *before* they become subject to disciplinary action 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 or otherwise accommodated as required by law. Such employees may be required to document that they are successfully following prescribed treatment and required to take and pass follow-up tests.

Confidentiality

Information and records relating to test results, drug and alcohol dependencies and legitimate medical explanations provided by the Medical Review Office 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 legitimate need-to-know basis and may be disclosed when relevant to a grievance, charge, claim or other legal proceeding initiated by or on behalf of an employee. Upon written request, an employee may be provided with a copy of the test results and other records.

Workplace Violence

The Library is concerned about the increased violence in society, which has also filtered into many workplaces throughout the United States. Due to this concern, the Library has taken steps to help prevent incidents of violence from occurring at the Library. The Library expressly prohibits any acts or threats of violence by any employee, former employee, or any third party (including patrons, vendors, and visitors) both in the workplace or at any Library-related events. This includes threatening comments that are intended to be made in a joking manner.

In keeping with the spirit and intent of this policy, and to ensure that the Library's objectives in this regard are attained, is the commitment of the Library:

- To provide a safe and healthful work environment.
- To take prompt remedial action up to and including immediate termination, against any employee who engages in any threatening behavior or acts of violence or who uses any obscene, abusive, or threatening language or gestures.
- To take appropriate action when dealing with patrons, former employees, or visitors to the Library's facilities who engage in such behavior. Such action may include notifying the police or other law enforcement personnel and prosecuting violators of this policy to the maximum extent of the law.

- To prohibit employees, former employees, patrons, and visitors from bringing unauthorized firearms or other weapons onto Library premises in accordance with the Illinois Firearm Concealed Carry Act.
- To establish viable security measures to ensure that the Library's facilities are safe and secure to the maximum extent possible and to properly handle access to the Library's facilities by the public, off-duty employees, and former employees.

All employees are responsible for maintaining a workplace that is free from threatening behavior and violence. Accordingly, each employee has a duty to report any threat, instance of harassment, or violent act observed or experienced at work to their supervisor, Human Resources, the Library Director, or police, as appropriate. In addition, any employee who has a reason to believe that a violent act may be committed on the worksite or against an individual related to the business in any way, must promptly report that belief or suspicion to the employee's immediate supervisor, Human Resources, the Library Director, or police, as appropriate. No employee who in good faith either makes a report or participates in an investigation under this policy will experience retaliation of any kind.

Any employee who displays a tendency to engage in violent, abusive, or threatening behavior, or who otherwise engages in behavior that the Library, in its sole discretion, deems offensive or inappropriate will be subject to disciplinary action, up to and including discharge.

Any employee who applies or obtains a protective or restraining order which lists Library premises as being protected areas should inform Human Resources. The Library may require the employee to furnish it with a copy of the order.

Emergency Closing

The Library Director will make the decision to close the Library due to inclement weather or other unforeseen circumstances. If the decision is made to close the Library prior to opening for business in the morning, an effort will be made to contact employees via a phone chain, e-mail, or text.

If the decision to close the Library is made during the workday, the Library Director, or their designee, will contact each supervisor with the scheduled closing time to be communicated to employees. If an employee chooses not to come to work or leaves early due to inclement weather when the Library remains open, the employee may choose to use any remaining vacation, personal time, or take a day without pay.

Bullying

The Library has determined that a safe and civil 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 Library on a day-to-day basis and the Library's ability to successfully run its business. Accordingly, the Library strictly

prohibits all acts of bullying. Demonstration of appropriate behavior, treating others professionally, and refusing to tolerate harassment or bullying is expected of all supervisors, co-workers, vendors, patrons, contractors, and other regular visitors of the Library.

“Bullying” is conduct that meets all 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
- Excluding or isolating someone socially
- Intimidating a person
- Undermining or deliberately impeding a person's work
- Physically abusing or threatening abuse
- Withholding necessary information or purposefully giving the wrong information
- Making jokes that are “obviously offensive” by spoken word or e-mail
- Intruding on a person's privacy by pestering, spying, or stalking
- Yelling or using profanity towards another person
- Criticizing a person persistently or constantly
- Belittling a person's opinions
- Unwarranted (or undeserved) punishment
- Blocking applications for training, leave, or promotion
- Tampering with a person's personal belongings or work equipment

The Library expects all employees to conduct themselves in a manner that displays proper regard for the rights and welfare of other employees, patrons, contractors, vendors, and regular visitors of the Library. All employees have a responsibility to stop bullying in the workplace. Bystander support of bullying can encourage further bullying; therefore, the Library prohibits both active and passive support for acts of bullying.

An employee who believes that they have experienced or witnessed bullying is encouraged to tell the individual the conduct is inappropriate and to report the incident as soon as possible to their manager or Human Resources. A prompt, thorough, and complete investigation of each alleged incident will be conducted. Individuals found engaging in bullying will be dealt with appropriately, up to and including termination. The Library prohibits reprisal or retaliation against any person who reports an act of bullying.

EMPLOYEE ACKNOWLEDGMENT FORM

The employee Handbook describes important information about the Library, and I understand that I should consult my supervisor or Human Resources regarding any questions not answered in the Handbook.

Since the information, policies, and benefits described herein are necessarily subject to change, I acknowledge that revisions to the Handbook may occur. All such changes will normally be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies.

I have entered into my employment relationship with the Library voluntarily and acknowledge that, unless covered by an employment agreement to the contrary, there is no specified length of employment and either **the Library or I may terminate the relationship at will, with or without cause, at any time.**

Furthermore, I acknowledge that this Handbook is neither a contract of employment nor a legal document. I have received the Handbook, and I understand that it is my responsibility to read and comply with the policies contained in this Handbook and any revisions made to it.

DATE

EMPLOYEE'S NAME (TYPED OR PRINTED)

EMPLOYEE'S SIGNATURE

EMPLOYEE RIGHTS UNDER THE FAMILY AND MEDICAL LEAVE ACT

THE UNITED STATES DEPARTMENT OF LABOR WAGE AND HOUR DIVISION

LEAVE ENTITLEMENTS

Eligible employees who work for a covered employer can take up to 12 weeks of unpaid, job-protected leave in a 12-month period for the following reasons:

- The birth of a child or placement of a child for adoption or foster care;
- To bond with a child (leave must be taken within one year of the child's birth or placement);
- To care for the employee's spouse, child, or parent who has a qualifying serious health condition;
- For the employee's own qualifying serious health condition that makes the employee unable to perform the employee's job;
- For qualifying exigencies related to the foreign deployment of a military member who is the employee's spouse, child, or parent.

An eligible employee who is a covered servicemember's spouse, child, parent, or next of kin may also take up to 26 weeks of FMLA leave in a single 12-month period to care for the servicemember with a serious injury or illness.

An employee does not need to use leave in one block. When it is medically necessary or otherwise permitted, employees may take leave intermittently or on a reduced schedule.

Employees may choose, or an employer may require, use of accrued paid leave while taking FMLA leave. If an employee substitutes accrued paid leave for FMLA leave, the employee must comply with the employer's normal paid leave policies.

While employees are on FMLA leave, employers must continue health insurance coverage as if the employees were not on leave.

Upon return from FMLA leave, most employees must be restored to the same job or one nearly identical to it with equivalent pay, benefits, and other employment terms and conditions.

An employer may not interfere with an individual's FMLA rights or retaliate against someone for using or trying to use FMLA leave, opposing any practice made unlawful by the FMLA, or being involved in any proceeding under or related to the FMLA.

An employee who works for a covered employer must meet three criteria in order to be eligible for FMLA leave. The employee must:

- Have worked for the employer for at least 12 months;
- Have at least 1,250 hours of service in the 12 months before taking leave;* and
- Work at a location where the employer has at least 50 employees within 75 miles of the employee's worksite.

*Special "hours of service" requirements apply to airline flight crew employees.

Generally, employees must give 30-days' advance notice of the need for FMLA leave. If it is not possible to give 30-days' notice, an employee must notify the employer as soon as possible and, generally, follow the employer's usual procedures.

Employees do not have to share a medical diagnosis, but must provide enough information to the employer so it can determine if the leave qualifies for FMLA protection. Sufficient information could include informing an employer that the employee is or will be unable to perform his or her job functions, that a family member cannot perform daily activities, or that hospitalization or continuing medical treatment is necessary. Employees must inform the employer if the need for leave is for a reason for which FMLA leave was previously taken or certified.

Employers can require a certification or periodic recertification supporting the need for leave. If the employer determines that the certification is incomplete, it must provide a written notice indicating what additional information is required.

Once an employer becomes aware that an employee's need for leave is for a reason that may qualify under the FMLA, the employer must notify the employee if he or she is eligible for FMLA leave and, if eligible, must also provide a notice of rights and responsibilities under the FMLA. If the employee is not eligible, the employer must provide a reason for ineligibility.

Employers must notify its employees if leave will be designated as FMLA leave, and if so, how much leave will be designated as FMLA leave.

BENEFITS & PROTECTIONS

ELIGIBILITY REQUIREMENTS

REQUESTING LEAVE

EMPLOYER RESPONSIBILITIES

ENFORCEMENT

Employees may file a complaint with the U.S. Department of Labor, Wage and Hour Division, or may bring a private lawsuit against an employer.

The FMLA does not affect any federal or state law prohibiting discrimination or supersede any state or local law or collective bargaining agreement that provides greater family or medical leave rights.



For additional information or to file a complaint:

1-866-4-USWAGE

(1-866-487-9243) TTY: 1-877-889-5627

www.dol.gov/whd

U.S. Department of Labor | Wage and Hour Division



**ELMHURST PUBLIC LIBRARY
POSITION/TITLE LIST**

GRADE	POSITION/JOB TITLE
1	CIRCULATION SORTING PAGE
2	TELEPHONE INFORMATION PAGE TECHNICAL SERVICES PAGE MATERIAL HANDLER
3	INTERLIBRARY LOAN/RESERVE CLERK T.S. INVENTORY CLERK
4	CUSTODIAN ASSISTANT
5	CIRCULATION DESK CLERK T.S. COPY CATALOGING CLERK T.S. AV CATALOGING CLERK
6	ACQUISITIONS RECEIVING CLERK ACQUISITIONS TECH CLERK AP & ADMINISTRATION ASSISTANT LEAD MATERIAL CLERK LIBRARY SPECIALIST LIBRARY ASSISTANT - KIDS DEPT. MAKERSPACE: CREATIVE SPECIALIST
7	BUILDING CUSTODIAN CATALOGER INCLUSIVE SERVICES COORDINATOR IT ASSOCIATE I KIDS' LIBRARY-LIB ASSOC. LEAD CIRCULATION CLERK MARKETING SPECIALIST READERS' SERVICES SPECIALIST SCHOOL SERVICES COORDINATOR
8	CIRC SUPERVISOR GRAPHIC DESIGNER INCLUSIVE SERVICES COORDINATOR LIBRARIAN I SOCIAL SERVICES SPECIALIST
9	ASSISTANT HEAD OF CIRC
10	LIBRARIAN II ADULT & TEEN PROGRAM COORDINATOR CHILDREN'S PROGRAM COORDINATOR MAKERSPACE: ASSISTANT MAKERY MANAGER

**ELMHURST PUBLIC LIBRARY
POSITION/TITLE LIST**

- 11 ASSISTANT HEAD ADULT SER
ASSIST HEAD OF KIDS' LIBRARY

- 12 HELD FOR FUTURE RESTRUCTURING

- 13 HEAD, ADULT SERVICES
HEAD, KIDS'S LIBRARY
HEAD, TECHNICAL SERVICES
BUILDING & GROUNDS MANAGER
HEAD, CIRCULATION SERVICES
HEAD, IT
ADMINISTRATION/HR MANAGER
HEAD, MARKETING & SPECIAL PROJECTS

- 14 ASSISTANT DIRECTOR

**ELMHURST PUBLIC LIBRARY
EXEMPT POSITIONS**

Director
Assistant Directors
Head of Adult Services
Head of Building and Grounds
Head of Circulation
Head of IT
Head of Kids' Library
Head of Marketing
Head of Technical Services
Administration and Human Resources Manager
Assistant Head of Adult Services
Assistant Head of Kids' Library
Adult and Teen Program Coordinator
Children's Program Coordinator
Makerspace: Assistant Makers Manager
Librarian II
Librarian I

ELMHURST PUBLIC LIBRARY
FY 2021 SALARY SCHEDULE
Effective January 1 through December 31, 2021

1.3%

GRADE	MINIMUM	MID-POINT	MAXIMUM	POSITION	JOB TITLE
I	\$11.00	\$12.90	\$14.82	Page I	Circ. Sorting Page
II	\$11.00	\$12.90	\$14.82	Page II Page II Material Handler	Telephone Info Page Tech. Services Page Material Handler
III	\$11.66	\$13.71	\$15.75	Clerk Clerk	ILL/Reserve Clerk Inventory Clerk
IV	\$13.15 \$25,635.60	\$15.45 \$30,124.09	\$17.75 \$34,612.58	Int. Clerk	Custodian Assistant
V	\$14.61 \$28,493.34	\$17.17 \$33,482.18	\$19.73 \$38,471.03	Senior Clerk Senior Clerk Senior Clerk	Circulation Desk Clerk TS AV Cataloging Clerk TS Copy Cataloging Clerk
VI	\$17.07 \$31,401.51	\$20.06 \$36,899.54	\$23.05 \$42,397.57	ADM Lead Materials Clerk Library Assistant Library Specialist Creative Specialist Int. Clerk Int. Clerk	AP & Administrative Assistant Lead Materials Clerk Library Assistant - Kids Dept. Library Specialist Makerspace: Creative Specialist TS Acquisition TS Receiving Clerk
VII	\$19.38 \$37,796.37	\$23.27 \$45,373.79	\$27.15 \$52,951.21	Bldg. Custodian Librarian Marketing IT Library Assoc. Lead Specialist I Lead Specialist I Library Assoc.	Building Custodian Cataloger Communication Specialist IT Associate I Kids' Library-Lib. Assoc. Lead Circulation Clerk Readers' Services Specialist School Services Coordinator
VIII	\$24.02 \$46,846.43	\$28.84 \$56,238.21	\$33.66 \$65,630.00	Circ Supervisor Marketing Lead Specialist II Librarian Lead Specialist II	Circulation Supervisor Graphic Designer Inclusive Services Coordinator Librarian I Social Services Specialist

IX	\$25.37 \$49,479.18	\$30.46 \$59,398.77	\$35.55 \$69,318.37	Asst. Hd. Circ. .	Assistant Head of Circ.
X	\$26.73 \$52,123.00	\$32.09 \$62,579.09	\$37.45 \$73,029.80	Program Coordinator Asst. Makery Mgr. Librarian Librarian Librarian	Adult & Teen Program Coordinator Asst. Makery Manager Children's Program Coordinator Digital Content Librarian Librarian II
XI	\$28.76	\$34.52	\$40.29	Librarian Librarian	Asst. Head of Adult Services Asst. Head of Kids' Library
XII	\$31.41 \$61,244.26	\$37.70 \$73,522.53	\$44.00 \$85,800.79		
XIII	\$34.31 \$66,904.67	\$41.19 \$80,317.73	\$48.07 \$93,730.79	Librarian Librarian Librarian Head, Circ. Serv. Bldg/Grnds Mgr. Head, Marketing ADM/HR Mgr. Head of IT	Head, Adult Services Head, Kids' Library Head, Technical Services Head, Circulation Services Head, Building & Grounds Head, Marketing & Communications Administration/HR Manager Head, IT
XIV	\$37.21 \$72,565.07	\$44.67 \$87,112.94	\$52.13 \$101,661	Librarian	Assistant Director

FY 2021
MERIT PAY INCREASES
Effective January 1, 2021

This year, 2% of the Personnel budget has been designated for merit pay increases. If you have a staff member who does not meet or exceed expectations, plan a meeting with HR to discuss improvement options. A determination will be made about whether the staff member will receive any merit increase. The following **guidelines** apply in implementing these increases.

PERFORMANCE LEVEL

Exceeds Expectations	2%
Meets All Expectations	2%
Meets Minimum Requirements	TBD
Needs Improvement	0
Unsatisfactory	0

PERFORMANCE REVIEW CATEGORIES

Exceeds Expectations given to employees who consistently perform above requirements, demonstrating a thorough knowledge of all aspects of the job, and who regularly show initiative in job performance.

Meets All Expectations given to employees who perform all duties as required, demonstrating thorough knowledge of all aspects of the job, and who show initiative on occasion.

Meets Minimum Requirements given to employees who have a technical mastery of all aspects of the job but do not exhibit initiative. May also be given to new employees who have not yet mastered all aspects of the job but are making adequate progress.

Needs Improvement given to employees who barely meet performance requirements and who
a) demonstrate unfamiliarity or lack of skill with some aspect of the job and required duties after repeated training or
b) do not exhibit satisfactory internal or external customer service behavior.
No salary increase is allowed, and employees in this category will be placed on probation.

Unsatisfactory describes unacceptable performance. Employment will be terminated.