

**CRAWFORD  
COUNTY  
LIBRARY**

**PERSONNEL  
MANUAL**

**NOVEMBER 12, 2015**

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# **CRAWFORD COUNTY LIBRARY**

## **PERSONNEL MANUAL**

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# CRAWFORD COUNTY LIBRARY

## Personnel Manual

**PURPOSE:** The purpose of this manual is to address the basic expectations the Library possesses of its employees and to communicate these expectations and employment guidelines to the employees. This is not intended to be a “stand alone” document but to work hand in hand with the Crawford County Library Policy Manual. It is the intent of this document to act as an information outline for benefits the Crawford County Library extends to its employees. The Crawford County Library System will comply with all Federal and State employment laws. In the event the statements within this manual are in conflict with any Federal or State employment law, the law will supersede this manual.

**AUTHORITY:** The Crawford County Library Board of Trustees

**APPLICATION:** The policies and expectations herein set forth apply to all Library employees governed exclusively by the Crawford County Library Board of Trustees. However, the primary purpose of this document is to govern those library employees, who are not covered by an employment contract. If the policies set forth within this document are in conflict with an employment contract that is applicable, the provisions of the employment contract supersede the provisions set forth in this document.

**RESPONSIBILITY:** The Library Director shall be responsible for the implementation of these policies. It shall be the responsibility of the Crawford County Library Board of Trustees to oversee these policies.

### **GENERAL INFORMATION**

**Medical Insurance:** The Library agrees to pay the same portion of the premium for each full-time salaried employee hired by the Library as the County pays for its full-time employees. Medical benefits will generally include coverage for office calls, emergency, hospitalization, prescription, vision, and dental. If the employee is hired after the 15<sup>th</sup> of the month then insurance coverage will take effect on the 1<sup>st</sup> of the month following the next. If the employee is hired before the 15<sup>th</sup> of the month, benefit coverage will take place on the 1<sup>st</sup> of the next month.

**Longevity:** Salaried, full-time employees shall be entitled to longevity benefits. The longevity benefits will be paid based on the longevity schedule within the current County’s AFSCME union employee contract. Information regarding these benefits is available through the Library Director.

**Work Hours:** Forty hours (40) will constitute the normal amount of hours for full-time library employees. All libraries within the system will be available to the public during operating hours set by the Library Director, adhering to hours contained in branch library contracts, unless an emergency or inclement weather causes the closure of a facility. Hours of operation are subject to change by the Library Director, with approval by the Crawford County Library Board of Trustees.

**Date of Hire:** The effective date of hire will be the date of the employee’s first actual work day. This date will be the date used for all benefit administration that requires a date of hire and shall remain in

effect throughout the employee's continuous consecutive years of employment with the library. Exceptions follow:

- Layoffs that do not exceed 90 days
- Authorized leaves of absence that do not exceed 90 days
- A return to employment within 60 days of termination
- If employee was hired on part time status

**Pay Periods:** Library employees are paid on a twenty-six (26) pay period per year. In the event that adjustments are required as a result of shortages or overpayment, the adjustments will be made on the employee's next payroll check. In the event that the shortage constitutes an amount which would cause severe economic stress for the employee, then upon the request of the employee and approval of the Library Director, a supplemental check may be issued by the Crawford County Treasurer. In the event an overpayment constitutes a considerable amount, refund of such overpayment will be through payroll check adjustments over a specified period of time to be determined by the Library Director, under the advisement of the Crawford County Treasurer.

**Compensation:** The Crawford County Library Board of Trustees will set compensation for the position of Library Director. The Library Director and the Crawford County Library Board of Trustees will set the compensation for other Library employees.

**Hierarchy:** The supervisor of all employees is the Library Director. The supervisor of the Library Director is the Crawford County Library Board of Trustees.

**Political/Campaign Activity:** Employees have the right to actively participate in political activities, as guaranteed by the constitution and not precluded by stature, including becoming candidates for elective office. Employees, who become candidates for election to Crawford County Office, or any other office, which conflicts or potentially conflicts with their Library employment, must take a leave of absence without pay, commencing when candidacy filing requirements are met, or sixty (60) days before any election relating to that Office, whichever date is closer to the election. Employees who are elected to a Crawford County Office, or any other office, which conflicts with their Library employment, must resign their position. Determination of conflict will be based upon review by the Crawford County Prosecutor's office. Employees may not use their Library position for political purpose and may not engage in political activity during working hours. No campaigning materials (pens, flags, sticker, etc.) are to be within 100 feet of any branch of the Crawford County Library System. Political campaigning must not interfere with work performance.

## **LEAVES OF ABSENCES**

**Military Leave:** Upon presentation of official orders requiring training, a regular full-time employee who is a member of an armed forces reserve unit or National Guard will be granted a leave of absence if activated or to engage in annual training. This is an unpaid leave of absence. If the employee wishes to use accrued paid leave time, they may do so.

**Personal Leave:** An employee who has completed one year of service may request a personal leave. All requests must be submitted to the Library Director in writing. Requests must include the reason for leave and expected duration. Personal leaves may not exceed thirty (30) days in length, are unpaid, and must be approved by the Library Director.

**Family Medical Leave Act:** Applies to employees who have been employed for twelve (12) months and have worked at least 1,250 hours for the employer in the twelve (12) month period preceding the leave date. These employees may be granted an unpaid leave for a period not to exceed twelve weeks within a twelve-month period. All requests must be in writing, must give the reason for the request, must give the expected duration of the leave, and must be approved by the Library Director. An unpaid leave of absence under this section shall, as to eligible employees, be granted in the following cases:

- A serious health condition that makes the employee unable to perform the functions of his/her position;
- In order to care for the employee's spouse, child or parent if the person being cared for has a serious health condition;
- Because of the placement of a child with the employee for adoption of foster care and in order to care for such child;
- Because of the birth of a child of the employee and in order to care for such child; or
- For other reasons deemed appropriate by the employer.

The Library has the right to request certification from a physician before granting a leave for a medical condition. Employees shall be required to exhaust all of their paid leave days before beginning an unpaid leave.

**\*\*\*NOTE\*\*\***

If an employee is off for more than five consecutive days, for any reason, documentation will be required when the employee returns so that the absence is verified. An employee who has exhausted their personal days, vacation days, and eligibility for unpaid leave is subject to discipline.

**\*\*\*NOTE\*\*\***

It is the employee's responsibility to inform the administration personnel of any requests for days off. The Library Director has final approval. It is also the employee's responsibility to communicate the nature and expected duration of the time off and any changes that occur.

**GENERAL PERSONNEL POLICIES**

1. Telephone or personal calls while working should be kept to a minimum or reserved for emergency circumstances only.
2. If an employee's personnel or family status changes, for example, changes in name, address, phone number, birth, death, etc., the employee is required to notify the Library Director within thirty (30) days of the event. This is critical for insurance coverage.

3. It is prohibited for an employee of the Crawford County Library System to possess any weapon while on duty unless the employee is approved through a specific motion/resolution of the Crawford County Board of Commissioners.
4. If the employee holds the position of Library Director, that employee must follow the guidelines set forth in his/her contract, if any. The Library Director must obtain written permission from the Crawford County Library Board of Trustees before partaking in supplemental employment. Any employee who engages in outside or supplemental employment shall:
  - Not use Library or County facilities as a source of referral for private customers or clients.
  - Not be engaged in the outside or supplemental employment during the employee's regular scheduled work hours.
  - Not use the name of the Library or any County agency as a reference or credential in advertising or soliciting customers or clients.
  - Not use Library or County supplies, facilities, staff, or equipment in conjunction with any outside or supplemental employment.
  - Maintain a clear separation of outside or supplemental employment from activities performed for the Library.
  - Not cause any incompatibility, conflict of interest, or any possible appearance of conflict of interest, or any impairment of the independent and impartial performance of the employee's duties.
  - Hold the Library and County harmless and without liability, both directly and indirectly, for any activities performed during outside or supplemental employment.
5. All employees will adhere to all current Library policies and any ensuing policies, which the Crawford County Library Board of Trustees adopts.
6. All employees must maintain a perception of being pleasant and helpful to all patrons that have contact with the employee, either in person or by phone.
7. No employees shall accept any gift or gratuity from any individual or agency that may be construed as influencing a decision of the Library, County or decision of the Library Director.
8. It is prohibited for any Library employee to abuse the resources of the Library or County for personal reasons. This includes the use of technology, copy machine, postage, etc.
9. Misappropriation of Library funds and or property is considered grounds for immediate dismissal.
10. Falsification or unauthorized altering of any Library, County or historical records is considered grounds for immediate dismissal.
11. Insubordination or lack of professionalism may be considered grounds for immediate dismissal.
12. Committing an assault or threatening any individual while on Library paid status shall be grounds for immediate dismissal.
13. Illegal use of controlled substances such as drugs or narcotics while on Library paid status or County property shall be grounds for immediate dismissal. Reporting for work or officially representing the Library while intoxicated or under the influence of a controlled substance, or in possession of alcohol or a controlled substance, shall be grounds for immediate dismissal. Crawford County has adopted a drug-free workplace policy and views infractions with zero tolerance. This policy applies to all County owned sites, and during all County functions. The Library will abide by the drug-free workplace County policy.

**\*\*\*NOTE\*\*\***

This list is not intended to be all-inclusive, it is only offered as a sample of general conduct issues.

This Personnel Manual supersedes any employer's oral statements regarding employment with the Library and the employee agrees that there is not direct or explicit words between employer and employee, no implied or direct action or conduct of the employer or any other circumstance that modifies the employment stipulations stated in the manual, and employees may be discharged with or without previous notice.

# **CRAWFORD COUNTY LIBRARY**

## **Policy Manual**

### **Policy No. 203**

#### **Subject: Employee Classification**

Anyone regularly scheduled to work 35-40 or more hours per week is considered a full time employee. Full time employees are eligible for benefits per Crawford County's benefits package.

All other employees are considered part time and receive vacation days on a prorated basis.

**ADOPTED:** August 13, 2002

**REVIEWED:** December 9, 2010, February 12, 2015

**AMENDED:** December 9, 2010, March 12, 2015, October 11, 2018

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# CRAWFORD COUNTY LIBRARY

## Policy Manual

### Policy No. 206

#### Subject: Breaks – Lunch Breaks

1. The lunch breaks will be scheduled so that they will coordinate with their fellow workers. Both salaried and full-time employees are entitled to a one-hour, unpaid break for lunch.
2. All employees will receive two 15-minute paid breaks throughout the day. An employee working a four (4) hour scheduled day will receive a 15-minute break. These breaks are not cumulative and should be taken when time allows so that it does not affect the service provided to the public. Any exceptions are up to the discretion of the administrative staff.
3. It is the responsibility of the employee to coordinate breaks with their fellow workers.
4. Breaks not used on the day they are earned are forfeited.
5. Meals must be consumed out of public view.

**ADOPTED:** March 13, 2001

**REVIEWED:** January 10, 2008, June 11, 2015

**AMENDED:** July 9, 2015

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# **CRAWFORD COUNTY LIBRARY**

## **Policy Manual**

### **Policy No. 210**

#### **Subject: Harassment**

The purpose of this policy is to contribute to a quality work environment for all the employees and future employees of the Crawford County Library, and to inform each person of their rights and responsibilities in achieving that goal, with respect to each person being free from intimidation, hostility, disrespect, humiliation, insults, or from being subjected to offensive physical or verbal abuse or actions, direct or insinuated, based on a person's sex, whether of the opposite sex or the same sex.

Crawford County Library insists that each employee respect the individual rights of all other employees. Accordingly, Crawford County Library fully supports and complies with laws, both state and federal, which are enacted to protect and safeguard employees' right to work in an environment free of harassment. Crawford County Library will not tolerate harassment; complaints of harassment will be promptly investigated (See Complaint Procedures below). Any employee found to have harassed another employee is subject to disciplinary action, which may include termination.

Crawford County Library accepts no liability for harassment of one employee by another employee. The individual who makes unwelcome advances, threatens, or in any way harasses another employee is personally liable for such actions and their consequences. Crawford County Library may not provide legal, financial, or any other assistance to an individual accused of harassment. Crawford County Library will determine the extent to which legal or financial assistance will be provided based on an investigation of the facts and circumstances of each case.

Any malicious complaint which, upon investigation, is shown to be without foundation, will be treated as a disciplinary matter, no less serious than an act of harassment itself.

#### **What is Harassment?**

Harassment can take many forms. It may be, but is not limited to: words, signs, jokes, pranks, intimidation, physical contact, or violence. Harassment is not necessarily sexual in nature.

Sexual harassment is defined as unwelcome sexual advance, request for sexual favors, and other verbal or physical conduct of a sexual nature when:

1. Submission to such conduct is made either explicitly or implicitly as a term or condition of employment;
2. Submission to or a rejection of such conduct by an individual is used as a basis for employment decisions such as discharge, promotion, transfer, work assignments, etc.; and/or (Continued on next page)

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3. Such conduct has the purpose or effect of substantially interfering with an individual's work performance or creates an intimidating, hostile, or offensive work environment.

### **Examples of Harassment**

Any harassment that violates State or Federal law will be unacceptable. Examples of harassment include:

1. Making derogatory comments, insults, suggestive remarks or jokes based on a person's sex;
2. Display of photographs, cartoons, or drawings that would be offensive to a reasonable person;
3. Conduct which when viewed by a reasonable person would have the purpose or effect of degrading or creating an intimidating, hostile, or offensive work environment;
4. Propositions or requests for sexual favors;
5. Physical contact which is sexual in nature;
6. Stating or implying that deficient job performance is attributable to a person's gender;
7. Possession (while on employer's property or while working) of materials of any kind, such as magazines, calendars, etc., which are degrading to an individual or group on the basis of sex (or any other protected characteristic); and
8. The giving of unsolicited or inappropriate personal gifts (lingerie, books, or any gift inappropriate in nature).

### **Complaint Procedure**

All Crawford County Library employees, and particularly managers, are responsible for keeping our work environment free of harassment. Any employee who believes he or she has been the subject of any harassment should report the incident immediately to their supervisor. The report should be made within three (3) days of the occurrence. The employee's supervisor shall then immediately notify the Director or the Crawford County Board of Trustees about the complaint. A complaint may be filed by an employee who was not the target of harassment or retaliation. When the Library becomes aware of a charge of harassment, it is obligated by law to take prompt and appropriate action, whether or not the victim wants the Crawford County Library to do so. The complaint will promptly be investigated in a fair and expeditious manner.

### **Steps for Filing a Complaint**

The employee shall register his/her complaint initially with his/her immediate supervisor. The immediate supervisor will investigate the complaint and prepare a written report. The supervisor will give the employee a written response to the complaint within five (5) working days. A copy of the report will be given to the Library Director and the Chair of the Personnel Committee of the Crawford County Library Board of Trustees.

(Continued on next page)

Where the immediate supervisor was: (1) a participant in the prohibited activity; (2) condoned the activity; (3) failed to respond in writing within five (5) days without good cause; or (4) the response was unsatisfactory, the employee may at his/her choosing bypass the immediate supervisor and submit a written complaint directly to the Library Director or the Chair of the Personnel Committee of the Crawford County Library Board of Trustees.

In those situations where a violation has been shown to have occurred, immediate action, as deemed appropriate under the circumstances, will be taken to remedy the situation. Further steps will be taken to discourage or prevent future reoccurrence.

All complaints and the actions taken to resolve such complaints will be treated confidentially, and will be disclosed only when necessary to the investigation and resolution of the matter. NOTE: Reasonable accommodations will be provided, upon request, of persons with disabilities who need assistance filing or pursuing a complaint of harassment.

### **Non-retaliation Policy**

The above policy not only strictly prohibits harassment, but also prohibits any active retaliation against an employee who, in good faith, has filed a complaint pursuant to this policy. Any supervisor, agent, or employee of the employer which is found to have taken actions determined to be retaliatory in nature against a complainant shall be subjected to immediate discipline up to and including immediate discharge. Any person who believes that they were retaliated against for exercising his or her rights under this policy should immediately file a complaint.

*This Crawford County Library Policy Statement is based upon the Michigan Civil Rights Act and the analogous federal legislation, Title VII or the Civil Rights Act of 1964, as well as the guidelines promulgated by the Equal Employment Opportunity Commission.*

**ADOPTED:** April 10, 2003

**REVIEWED:**

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# CRAWFORD COUNTY LIBRARY

## Policy Manual

### Policy No. 210.1

#### Subject: Employee Harassment/Grievance Complaint Form

The Crawford County Library System is committed to sustaining a positive work environment in which employees work constructively together. The problem resolution policy and process has been established as a foundation for ensuring that the work environment remains positive.

#### CONFIDENTIAL

Thank you for bringing your concern to our attention. We will try to promptly resolve your complaint. Feel free to keep in touch during the investigation process. We will, to the extent appropriate, inform you of the results of the investigation. Discussing your concern with the Library Director initially often results in a successful resolution. However, where you believe that the Director has engaged in and/or condoned activities that involve this complaint, you are not required to discuss this matter with the Director. Care will be taken to protect the identity of those making the complaint and of the accused person or persons, except as may be reasonably necessary to successfully complete the investigation.

Have you held a discussion with the Director?

YES \_\_\_\_\_ DATE \_\_\_\_\_ NO \_\_\_\_\_

If there was no such meeting, what was your reason for NOT bringing it to the Director's attention?

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If you did discuss this matter with the Director, please state the Director's response to the complaint:

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## COMPLAINT

1. Please state the facts, events and circumstances that initiated filing this complaint. Please give a complete description of the event(s) and statements made. If this is an alleged harassment issue, please give the names of the persons engaging in the alleged harassment, the dates they occurred, witnesses to the alleged harassment, and your response (attach additional sheets, if necessary)

2. Please state the action or change(s) you are seeking in order to resolve this complaint (attach additional sheets, if necessary).

Date: \_\_\_\_\_ Signature of Employee: \_\_\_\_\_

**3. Within five (5) working days of receiving the complaint, the Director will complete the investigation and prepare a written response. The Director will forward a copy of the response along with a request that the employee sign and date the copy to confirm he or she has received the reply and agrees or disagrees with the Director's plan of action.**

**4. If the complaint has not been resolved to the employee's satisfaction, the employee can request the complaint be investigated by the personnel chair of the Crawford County Library Board. The decision and recommendations made by the personnel chair will be final.**

**ADOPTED:** April 10, 2003

**REVIEWED:** December 11, 2014

**AMENDED:** December 11, 2014

# CRAWFORD COUNTY LIBRARY

## Policy Manual

### Policy No. 211

#### Subject: Resignation or Dismissal – At Will Policy

##### 1. Resignation

- a. Employees wishing to resign in good standing shall submit a dated and signed written statement giving the effective date of the resignation.
- b. Resignation should be filed at least two weeks before its effective date.
- c. Absence without permission or notification for three consecutive scheduled working days will be regarded as abandonment of a position and in effect a resignation without notice.
- d. The Library Director will inform the Library Board of Trustees of any resignations.

##### 2. Dismissal – At Will Policy

The Crawford County Library is an “at-will” employer. Just as any employee may resign at any time for any reason, the Crawford County Library reserves the right to terminate the employment of any employee, with or without cause and with or without notice, at any time. The Library/Employee relationship is one of employment “at-will” and no representative of the Library, without prior approval by the Crawford County Library Board of Trustees, has the authority to enter into any agreement contrary to this policy.

An employee cannot rely upon custom or prior practice. The fact that these policies may have been applied differently in the past, does not affect their current or future enforcement.

This policy may possibly be superseded by an employment contract if the contract is adopted by the Crawford County Library Board of Trustees.

##### 3. Unpaid Vacation/Personal Days

Upon termination of employment, whether a resignation or dismissal, there will be **NO** payment to the employee for unused paid time off. This rule includes personal days and vacation days.

**ADOPTED:** May 22, 2001

**REVIEWED:** November 9, 2006

**AMENDED:** November 9, 2006

# CRAWFORD COUNTY LIBRARY

## Policy Manual

### Policy No. 212

#### Subject: Dress Code

It is the responsibility of the employees of the Crawford County Library System to present themselves in a manner consistent with the professional image of the organization. The standards must be reasonable and consistently applied to men and women in similar settings, performing similar duties. Clothing choices and grooming practices should not only reflect the nature of our business, but also the culture and atmosphere of the organization.

Employees must maintain good personal hygiene.

Jeans are allowed when it is Friday or the shift or work plan for the day deems it appropriate, with the following guidelines remaining:

- Please refrain from choosing old, beaten, ripped, torn and/or otherwise injured clothing that compromises professionalism.
- Consider your appointments and schedule before deciding to wear jeans at all.

Visible body piercing and tattoos are considered a radical departure from this code and are not permitted (i.e., eyebrow or tongue piercing). Hair must be smart, clean and tidy at all times staff are at work so as to present a professional image. Hair dyes used by either sex must be of natural coloring; e.g. blonde, not purple or blue. Multi-colored dyes are not acceptable, other than natural-looking highlights.

Female staff may wear make-up in moderation, so as not to appear excessive or obtrusive. Exception may be made where make-up is used to conceal a physical disfigurement or blemish such as scars or birthmarks.

Moustaches and beards may be worn and they should be trimmed and kept clean.

Should a question arise on defining inappropriate clothing, the Library Director should be advised so that it can be discussed. If there is a disagreement on interpretation, then the Board should be advised by the Library Director.



Any employee who does not meet the standards of this policy will be required to take corrective action, which may include leaving the premises without pay. Nonexempt employees will not be compensated for any work time missed because of a failure to comply with this policy. Repeated violations to the policy will result in disciplinary action.

**ADOPTED:** May 8, 2001

**REVIEWED:** February 12, 2015, April 9, 2015

**AMENDED:** May 14, 2015

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# **CRAWFORD COUNTY LIBRARY**

## **Policy Manual**

### **Policy No. 213**

#### **Subject: Substance Abuse**

The Crawford County Library is committed to providing its employees with a safe and professional environment. Crawford County Library does not tolerate employee conduct that compromises the safety of any patron, employee, or volunteer. You are expected to be in suitable mental and physical condition while at work, allowing you to perform your job professionally, effectively and safely.

All people associated with the Crawford County Library are expected to abstain from any behavior that may have an effect on their ability to maintain a safe and professional work environment. If the safe and professional environment is affected by the use of drugs or alcohol, Crawford County Library will take appropriate remedial action. The possession, sale or use of alcohol or other drugs at the workplace, or coming to work under the influence of such substances, shall be a violation of safe work practices and will subject the employee to disciplinary action, up to and including possible dismissal.

The Crawford County Library has a vital interest in maintaining safe, professional, and efficient working conditions for its employees. Being under the influence of a drug or alcohol on the job may pose serious risks not only to the user, but to all those who work with the user, as well as the public.

The Crawford County Library also recognizes that its own health and future are dependent upon the physical and psychological health of its employees. Accordingly, Crawford County Library has established the following guidelines with regard to use, possession, or sale of alcohol or drugs:

The manufacture, possession, use, distribution, sale, purchase or transfer of, or being under the influence of, alcohol or illegal drugs is strictly prohibited while on Crawford County Library premises or while performing Crawford County Library business.

Being a public entity, here to serve the public, alcohol or illegal drug use that could adversely affect an employee's job performance or that could jeopardize the safety of other employees, the public, or Crawford County Library facilities, or where such usage could jeopardize the security of library finances, assets, or business records, or where such usage adversely affects the public's trust in the ability of the library to carry out its responsibilities, will not be tolerated. Employees involved in drug activity, whether on or off library grounds, will be considered in violation of this substance abuse policy and will be subject to discipline, up to and including discharge from employment.

(Continued on next page)

Employees undergoing prescribed medical treatment with a controlled substance that may affect the safe performance of their duties are required to report this treatment to their manager through their personal physician.

At the request of the individual and at no cost to the Library, the Crawford County Library will make every effort to assist the employee in seeking and obtaining treatment without undue delay.

An employee who voluntarily seeks treatment for a substance abuse problem that requires a leave of absence for treatment may be granted such leave of absence and further may be eligible for benefits under the specification of the existing insurance policy.

Nothing in this policy is construed to prohibit the Crawford County Library from acting upon its responsibilities to maintain a safe and secure work environment for its employees or from invoking such disciplinary actions as may be deemed appropriate for actions of misconduct arising out of the use or abuse of alcohol and/or drugs.

**ADOPTED:** May 8, 2003

**REVIEWED:**

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# CRAWFORD COUNTY LIBRARY

## Policy Manual

### Policy No. 216

#### Subject: Holiday Pay

1. Salaried and full-time hourly employees, beginning with date of hire, are eligible for holiday pay. Part-time employees are not eligible for holiday pay. However; hourly employees may make up lost time due to holiday closings or unscheduled emergency closings. These hours are to be made up in the same pay period in which the holiday or emergency closing falls. As the employee will most likely be the third or additional person working that shift, it is expected that they will have duties as assigned by administrative staff, where applicable.
2. Eligible employees shall be granted holiday pay for those holidays established by Library Hours and Special Closings (Policy No. 407).
3. Holidays occurring during an employee's vacation or sick leave shall not be charged against such vacation or sick leave time.
4. Holiday pay shall not be in excess of a normally scheduled forty (40) hour week or result in excess of a forty (40) hour work week.

**ADOPTED:** May 8, 2001

**REVIEWED:** September 10, 2002, November 9, 2006, March 12, 2015

**AMENDED:** December 14, 2006, March 12, 2015

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# CRAWFORD COUNTY LIBRARY

## Policy Manual

### Policy No. 217

#### Subject: Vacation Time

Salaried and full-time employees shall earn vacation days (1 day = 8 hours) on a monthly, prorated basis in accordance, beginning after the first anniversary of employment, with the following schedule:

One (1) year through four (4) years full time of service	10 Days
Five (5) years or more of full time of service	15 Days

Part-time employees shall earn vacation days (1 day = 8 hours) on an accrual basis of one vacation day per 208 hours worked beginning after the first anniversary of employment.

Employees are expected to use their earned vacation days. Employees will not be allowed to "carry over" vacation days to the next year.

Holidays are not counted against vacation leave, and additional time will be available without pay at the discretion of the Library Director if requested by Staff. If the Library Director requests additional vacation time, it is the responsibility of the Library Board of Trustees to approve the request.

All employees must submit for approval in writing to the Library Director (in the case of the Director to the Library Board) requests for vacation time.

Employees shall be entitled to take their vacation leave when they request except in the case of conflict which would create a staffing problem at the Library. In the event of a conflict, approval of requests will be based on Staff seniority and past patterns of vacation leave time.

Upon termination of employment, regardless of reason, there will be NO payment to the employee for unused paid vacation days.

Contract employees are exempt from this policy. Full time employees having served 10 years or more of service at the time of the adoption of the latest policy amendment will retain 20 days' vacation annually as previously allowed.

**ADOPTED:** February 12, 2002  
**REVIEWED:** September 10, 2002, November 9, 2006, December 9, 2010, October 10, 2013  
**AMENDED:** August 12, 2005, December 14, 2006, December 9, 2010, November 14, 2013

# **CRAWFORD COUNTY LIBRARY**

## **Policy Manual**

### **Policy No. 217.1**

#### **Subject: Personal Days**

All full time and salaried personnel may take up to six (6) paid personal days per each employee's anniversary date, unless otherwise stipulated in a signed contract agreement. These days are for the purposes of personal illness, family illness, doctor and dentist appointments, and/or funeral attendance. These are to be used as needed and will not be carried over to another year. If an employee exceeds the six (6) personal days, that employee will need to use vacation time or accept a reduction in pay.

**ADOPTED:** February 12, 2002

**REVIEWED:** September 10, 2002, February 12, 2015, September 8, 2016

**AMENDED:** August 12, 2005, October 13, 2016

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# **CRAWFORD COUNTY LIBRARY**

## **Policy Manual**

### **Policy No. 218**

#### **Subject: Jury Duty and Subpoenas**

1. Time will be made available for employees to serve on jury duty.
2. Written notice will be given to the employee's supervisor (Library Director for Staff, Board of Trustees for Library Director), as soon as possible prior to the beginning of the leave so that staffing requirements can be maintained.
3. Salaried and full-time hourly employees will receive pay for the duration of the duty. Upon receipt of pay from the county, they will turn the check or monies over to the library for return to the Court or County Treasurer.
4. Part-time hourly employees are to make arrangements with the supervisor to reschedule the employee's work periods.
5. Time off for jury duty will not be charged against any vacation or sick leave time.
6. An employee who is subpoenaed shall be released from regular duties without loss of salary or hourly wage to appear in court as a witness in any case connected with the employee's employment or in cases where the Library is involved. Notwithstanding the above, paid released time shall not be granted for court appearances which are not connected with the employee's employment or in which the Library is not involved, or where the employee is one of the defendants except in a library connected case in which the employee is acquitted.

**ADOPTED:** May 8, 2001

**REVIEWED:** November 9, 2006, April 9, 2015

**AMENDED:** December 14, 2006, April 9, 2015

# CRAWFORD COUNTY LIBRARY

## Policy Manual

### Policy No. 219

#### Subject: Bereavement Pay

1. All employees may be granted up to three (3) days bereavement leave, five (5) days if attending a funeral outside of the State, at the time of a death in the employee's immediate family. These days will not be charged to personal days or vacation days in order to attend the funeral.
2. The immediate family is defined as:

Parent	Spouse
Children	Parents-In-Law
Siblings	
Siblings-in-law	Grandparents
Spouse's grandparents	Grandchildren
Stepparents	Stepchildren

Some situations may be subject to the discretion of the Library Director. This policy shall apply whether the relationship is natural, adoptive, step or foster in nature.

3. All employees will be granted bereavement leave with pay. Employees will coordinate time off with the Library Director.

**ADOPTED:** March 13, 2001  
**REVIEWED:** February 12, 2015, June 11, 2015  
**AMENDED:** March 12, 2015, June 11, 2015

*Crawford County Library Policy Manual – Policy No. 219 ~ Page 1 of 1*



# **CRAWFORD COUNTY LIBRARY**

## **Policy Manual**

### **Policy No. 224**

#### **Subject: Tuition Reimbursement**

The Tuition Reimbursement Program is designed to offer all full-time and regular part-time employees who have been employed by the Crawford County Library for at least two (2) years, regardless of their position, an opportunity to improve job capabilities by reimbursement of tuition and fee expenses incurred while taking additional training.

The major premise of this program is that only the training programs offering direct benefits to the Crawford County Library will qualify for reimbursement. Pre-approval of a class by the Library Board with consent of the Director, must be obtained in order for a class to be considered for the Tuition Reimbursement Program. Total reimbursement may not exceed \$2,000 per individual per fiscal year, depending on budget limitations. The courses are to be taken on the employee's own time, without disruption of the library's schedule or workload. The employee will not receive any compensatory time for their completion.

Courses must be at a recognized school, college or university. Reimbursement will be made upon the submission of proof of successful completion of the course(s), according to the following reimbursement schedule:

- A. A reimbursement of 75% will be granted for a grade of "C" upon completion of approved courses.
- B. A reimbursement of 90% will be granted for a grade of "B" upon completion of approved courses.
- C. A reimbursement of 100% will be granted for a grade of "A" upon completion of approved courses.

Termination of employment within three (3) years of the date of training completion will result in the employee repaying all or a portion of the reimbursement, based on the following schedule:

Repayment schedule – Employment termination (voluntary)

- 1. Within one (1) year of training completion – 100%
- 2. Within two (2) years of training completion – 66%
- 3. Within three (3) years of training completion – 33%
- 4. After three (3) years of training completion – 0%

Applications for reimbursement must be made to the Director who will submit the request to the Library Board for approval.

(Continued on the next page)

It is suggested that the employee discuss their intentions regarding the tuition reimbursement policy with the Director prior to enrollment to be sure the course they are considering will qualify for reimbursement.

Application forms are available from the Director.

Addendum: On a case by case basis, this policy can be temporarily suspended with a 4/5 vote of the Library Board, to allow for increased cost of education.

**ADOPTED:** December 12, 2000

**REVIEWED:** February 12, 2015, March 12, 2015

*Crawford County Library Policy Manual – Policy No. 224 ~ Page 2 of 2*

# CRAWFORD COUNTY LIBRARY

## Policy Manual

### Policy No. 403

#### Subject: Smoking/Tobacco Use on Library Premises

1. Smoking, other use of tobacco and electronic cigarette products, inside any Crawford County Library facility or outside on any library property, by anyone, is not permitted at any time. The Crawford County Library and its Frederic branch are now “smoke-free” environments, which includes all buildings and grounds.
2. The Director/Librarian is responsible for enforcing the policy with the library staff, and the entire library staff is responsible for enforcing the policy with the library patrons.
3. If this policy is violated, one (1) warning will be given in writing to the offender. Persons who have received one warning and continue to violate this policy will be subject to revocation of library privileges, in accordance with Policy No. 405 Violations of Library Board or Library Policies, for a length of time at the discretion of the Library Board.

**ADOPTED:** January 9, 2001

**REVIEWED:** April 13, 2006, April 10, 2008, June 12, 2014, November 13, 2014

**AMENDED:** April 13, 2006, April 10, 2008, July 10, 2014, November 13, 2014

*Crawford County Library Policy Manual – Policy No. 403 ~ Page 1 of 1*

# **CRAWFORD COUNTY LIBRARY**

## **Policy Manual**

### **Policy No. 408**

#### **Subject: Customer Service**

Patrons are why we're here. To the end of making their experience enjoyable and making the staff's job and that of volunteers manageable, the following policy has been put in place. The most important thing any of us can do is to help another person. Staff members and volunteers should do their best to drop whatever they are doing and focus entirely on the person at the desk. They should offer to walk patrons over to the computer sign-in sheet or out into the stacks in search of a book or instead of just giving directions. Staff members and volunteers must remember some people find libraries confusing. The last thing many want to do is have to ask for help. The staff's prime responsibility is to make the public's visit to the library pleasant and productive. Staff members and volunteers are expected to give patrons a smiling, pleasant face, a listening ear, and a caring heart.

1. People are not an interruption to our work, they are our work.
2. Every library patron deserves to be treated with the same consideration, kindness and respect.
3. Time permitting, walk patrons to the answer.
4. What patrons check out, look up, and ask about is confidential and should not be shared in conjunction with their name or any connecting information.
5. Help people to use the catalog, place their own holds, set up email, scan and send pictures, and do other technical tasks. Remind them that we cannot always do this for them.
6. People at the library in person always take precedence over phone calls. Let voice mail get calls that come in the middle of helping someone. Limit your time on the phone to five (5) minutes per call.
7. If the task cannot be completed in under ten (10) minutes, offer to take their contact information and arrange for additional help, i.e. a computer tutor or reference appointment.
8. Smile and say "hello" to people entering the library or approaching you. Offer to help.
9. Smile, say "hello," and offer to help people in the library who appear lost or confused.
10. No matter what you are working on, pay attention to what is going on around you and to people who may need help.

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11. All patrons should be respectful and considerate of staff. Remind those who are not about our behavior policy. Feel free to give them a warning.

12. Use your best judgment in all situations. This policy is a guide, not a hard and fast set of rules.

Remember, you have the ability to choose your own attitude. Choose to make this a great place to work and an amazing place to visit. Have fun with your work. Make the patron's day by involving them in the fun and let them know they are always welcome and encouraged to explore library collections and services. Be completely present in each interaction with others, patrons, other staff members and volunteers. Pay total attention to the person in front of you, putting off other thoughts and worries until another time.

**ADOPTED:** November 13, 2003

**REVIEWED:**

*Crawford County Library Policy Manual – Policy No. 408 ~ Page 2 of 2*

## Employee Acknowledgement

I, \_\_\_\_\_, hereby acknowledge I have received the Library Personnel Manual.

I understand the policies, rules and benefits described in the handbook are subject to change at any time.

I further understand as a condition of employment, I am required to read and familiarize myself with the contents of this manual and to abide by its policies and practices.

Should any question arise concerning interpretation of this manual, I am to contact the Library Director for clarification.

I understand my signature below indicates I have read and understand the contents of the Crawford County Library Personnel Manual.

Employee's Signature: \_\_\_\_\_

Employee's Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_

**ADOPTED:** January 11, 2007

**REVIEWED:** January 11, 2007, February 8, 2007, April 12, 2007, April 10, 2008,  
May 14, 2009

**AMENDED:** February 8, 2007, April 12, 2007, April 10, 2008, May 14, 2009,  
November 12, 2015