



SOMERSET  
COUNTY LIBRARY

*Explore • Learn • Dream • Become*

SOMERSET COUNTY LIBRARY SYSTEM

# **Employee Handbook**

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## **Section 1: Introduction**

### **1.1 Purpose of this Handbook**

This handbook is designed to inform you about working conditions, employee benefits, and the policies affecting your employment. You should read, understand, and comply with all provisions of the handbook. It describes many of your responsibilities as an employee and outlines the programs developed by the library to benefit employees. The library's objective is to provide a work environment that is conducive to both personal and professional growth.

No employee handbook can anticipate every circumstance or question about policy. As the library continues to grow, we reserve the right to revise, supplement, or rescind any policies or portion of the handbook from time to time as appropriate, with the sole and absolute discretion of the Board of Trustees. Employees will be notified of these changes as they occur by the Library Director.

This handbook supersedes any prior handbook, policy manual, benefits information or practices of the library and may not be amended or added to without the express written approval of the Board of Trustees.

This manual does not constitute a guarantee that your employment will continue for any specified period of time or end only under certain conditions.

Your suggestions about your work life here are welcome and valued. If you have any questions as to the interpretation or application of a specific section of this handbook or any matter not covered by this handbook, please consult the Director.

### **1.2 The Library's Mission Statement**

#### **Mission Statement**

The Somerset County Library System promotes learning by providing materials, services, and access to information that enrich our community and excite the imagination.

#### **Vision**

The Somerset County Library System is every person's place to explore, learn, dream, and become.

### **1.3 History of Somerset County Library System**

The Somerset County Library System was formed in 1967 when the Princess Anne Public Library and the Lilyan Stratton Corbin Memorial Library in Crisfield joined together under one Board of Library Trustees. Today, the System includes a third branch in Ewell.

The first library in Crisfield was organized about 1910. Its first location was a storeroom and by 1923 it had moved into the newly acquired City Hall. In 1928, Lilyan Stratton Corbin, a native of the Crisfield area and former actress, died in an automobile accident near her New Jersey home. Her husband, Alfred O. Corbin, later visited the city library and was impressed by the valuable service it offered the community. He then selected and purchased a site on East Main Street for a new library as a memorial to his wife.

The Lilyan Stratton Corbin Memorial Library was dedicated in 1930. Designed by Mr. Corbin's son, John, the building is an excellent example of neo-classical architecture and continues to provide a valuable service to the residents of Crisfield. The present building on Collins Street opened in June 2016.

The Princess Anne Library was housed in the town's railway station from 1914 until 1959 when Mrs. Katherine Seigler and Mrs. Marie Moore donated a building on East Prince William Street as a memorial to their parents, Charles and Clara Hall Speights. Built in 1860 and expanded in the 1880's, the building served as the lecture room of the Manokin Presbyterian Church for nearly one hundred years. The present building on Beechwood Street was dedicated in 1988.

The library in Ewell (on Smith Island) is located in the school, but serves all members of this community.

## **1.4 Governance**

### **The Board of Library Trustees**

The library is governed by the Board of Library Trustees, composed of seven members. The Board members are appointed to a five year term and may serve two terms. The Board meets six times a year.

Board meetings are subject to Maryland's Open Meeting Act outlined in the Annotated Code of Maryland (10-5). Employees are welcome to attend Board meetings and may be required to do so by the Director in order to present recommendations or reports. Employees who are not required to attend a Board meeting but would like to do so during their regularly scheduled work hours may request leave.

The powers and duties of the Board are outlined in the Annotated Code of Maryland (23-405).



## **The Director**

The duties of the Director as outlined in the Annotated Code of Maryland (23-406 (f)) are as follows:

1. Acts as the general executive officer of the library and is responsible for the management of its operations in accordance with policies approved by the board of library trustees;
2. Prepares the annual budget of the library and presents it to the board for approval;
3. Appoints all the library employees in the system, contingent upon Board approval; and
4. Establishes reasonable rules and adopts COMAR for the use of the library subject to approval by the board of library trustees.

### **1.5 Relationship to Somerset County Government**

The Somerset County Library System is a separate legal entity from Somerset County Government. The library system is a governed by the Board of Library Trustees. The Board of County Commissioners appoints Library Trustees and determines the level of county funding that will be provided. The Board of Library Trustees sets all library policy and adopts the library budget (which includes county, state, and library generated funding).

### **1.6 Funding**

The library receives most of its operating monies from the state and county. Additionally, it has augmented its funding via competitive grants which have led to new innovations and improvements.

## **Section 2: Workplace Practices**

### **2.1 Employee Relations Philosophy**

The Board and Director of the Somerset County Library System recognize that its staff is its most valuable resource. Correspondingly, the library strives to provide a working environment that nurtures and encourages staff members to grow both personally and professionally. The library has an open door policy that encourages staff to provide suggestions regarding general operations and programs at the library. However, it must be understood that the library must always take into consideration the good of the library, its programs, its patrons, other library staff members, and the precedent set when making any decision.

The library believes in providing work conditions, wages, and benefits to its employees that are competitive with those offered by other employers in this area. If you have concerns

about work conditions or compensation, we encourage you to discuss your concerns with your supervisor.

When employees deal openly and directly with supervisors, the work environment can be positive and communications can be clear. The library demonstrates its commitment to you as its employees by responding to your concerns.

Supervisors and employees are also strongly encouraged to discuss job performance and goals on an informal, day-to-day basis.

## **2.2 Employee Conduct and Work Rules**

To ensure orderly operations and provide the best possible work environment, the library expects you to follow rules of conduct and abide by the policies and procedures that are outlined in this handbook. This protects the interests and safety of all employees, library patrons, and the physical property.

The library expects you to provide excellent service to patrons and maintain quality service at all times. You are expected to be – within reason - proactive in handling patrons’ problems and concerns, and to keep your supervisor informed of any and all key issues.

In addition to the guidelines outlined in this handbook, you are expected to use your best judgment with your co-workers, library patrons and visitors while keeping the interests of the library in mind.

### **Employees will follow the Library’s Service Standards:**

- A. **Focuses on the Customer:** Consistently demonstrates awareness that our customers enable us to thrive as a business. Listens to and understands customers’ needs and uses that knowledge to anticipate problems and provide better service than the customer expects; treats co-workers with the same high level of service as external customers; looks for new opportunities to enhance customer satisfaction. *For additional information, see the Library Bill of Rights included in the Appendix.*
- B. **Takes Initiative:** Acts quickly and independently when the situation demands it; sees a need and takes appropriate action without being prompted or reminded; proactively recommends process improvements or solutions to problems. Accomplishes this within the framework of Somerset County Library System policies and guidelines.
- C. **Contributes to a positive work environment:** Works as a productive member of a team; treats others with respect and dignity; discourages negativity in the workplace; expresses concerns in a constructive way; demonstrates commitment to

organizational goals; supports creative proposals for doing things a better way; helps others to embrace change.

- D. **Uses Strategic Thinking:** Understands the mission of organization; realizes how their job function impacts the operation of the organization; supports the organization by demonstrating flexibility, adjusts to changing job demands, deals creatively with challenges or problems.
- E. **Pursues Personal Development:** Committed to personal learning; actively seeks opportunities for learning and self-development; requests feedback and welcomes advice when it's offered; alters behavior to reflect new insights and changing circumstances. Demonstrates personal commitment for delivering high quality expertise to customers.
- F. **Continuous Improvement:** Seeks new and better ways to do their job; identifies ways to make improvements to processes and procedures to add value to the organization.

### 2.3 Chain of Command

The chain of command denotes the line of authority and responsibility that runs through the hierarchical structure of the library. It is the channel through which information and decision making authority flow throughout the library. When an employee has a question or an issue that needs to be addressed, employees must first go to their direct supervisor, unless the issue relates to the supervisor. If your direct supervisor is unable to provide an appropriate response or address the issue, then both the supervisor and employee may go to the next level of supervisor.

For emergency and other significant situations in the absence of key personnel, the chain of command for the library is as follows:

- Branch & Department Managers
- Library Director
- Board of Library Trustees

### 2.4 Equal Employment Opportunity Statement

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at the library will be based on merit, qualifications, and abilities. The library does not discriminate in employment opportunities or practices, based on people's status as protected veterans or individuals with disabilities or based on race, color, religion,

sex, sexual orientation, gender identity, national origin, age, or any other characteristic protected by law.

This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

If you have any questions or concerns about discrimination in the workplace you are encouraged to bring these issues to the attention of your immediate supervisor or the Director. You can raise concerns and make reports without fear of reprisal. Employees found engaging in unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

## **2.5 Americans With Disabilities Act (ADA)**

The library is committed to complying fully with the Americans with Disabilities Act (ADA) and ensuring equal opportunity in employment for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis.

Hiring procedures provide persons with disabilities meaningful employment opportunities. Pre-employment inquiries are made only regarding an applicant's ability to perform the duties of the position. Reasonable accommodation is available to all disabled employees.

Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in compensation), job assignments, classifications, organizational structures, position descriptions, and promotions.

The library does not discriminate based on the employee's relationship to a disabled person.

This policy is neither exhaustive nor exclusive. The library is committed to taking actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with the ADA and all other applicable federal, state, and local laws.

## **2.6 Harassment/Sexual Harassment**

The library does not condone or excuse harassment of any kind. We are committed to providing a work environment that is free of any form of harassment. Actions, words, jokes, or comments based on an individual's status as protected veterans or individuals with disabilities or based on race, color, religion, sex, sexual orientation, gender identity, national origin, age, or any other legally protected classes will not be tolerated.

Sexual harassment is defined as unwelcome or unwanted sexual conduct, requests for sexual favors, and verbal, nonverbal, or physical conduct of a sexual nature that creates an intimidating, hostile or offensive work environment. Such harassment is demeaning to

another person, undermines the integrity of the employment relationship, and is strictly prohibited.

Any incident or situation that you believe involves illegal discrimination or harassment of a sexual nature or otherwise because of the above described characteristics, by a co-worker, a supervisor or third parties on our premises over whom we have control, should be reported to your supervisor immediately for investigation and any corrective action that the library deems appropriate.

Anyone engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment.

Any employee who wants to report an incident of sexual or other unlawful harassment should promptly report the matter to his/her supervisor. If the supervisor is unavailable or you believe it would be inappropriate to contact that person, you should immediately contact the Director.

We encourage the reporting of all perceived incidents of sexual and other harassment. Anyone who retaliates against an employee who reports harassment will be subject to disciplinary action. Employees can raise concerns and make reports without fear of reprisal.

Any supervisor who becomes aware of possible sexual or other unlawful harassment must promptly advise the Director, who will handle the matter in a timely and confidential manner.

## **2.7 Drug Free and Alcohol Free Workplace**

It is the library's desire to provide a safe, healthy, and productive workplace. The library is also committed to ensuring that its reputation and image are not compromised in any way. To promote these goals, employees cannot report to work under the influence and must remain in fit condition to perform all assigned duties.

While on the library premises and while conducting business-related activities off the library premises, no employee may use, possess, distribute, sell, or be under the influence of illegal drugs.

Violations of this policy may lead to disciplinary action, up to and including immediate termination of employment, and/or required participation in a substance abuse rehabilitation or treatment program.

## **Alcohol or Drug Testing:**

The library may require alcohol or drug testing when:

- A reasonable suspicion exists that you are under the influence of any controlled substance, drug or alcohol while on the job, in the workplace or representing the library; or
- When an accident, near-miss, or incident occurs in which safety precautions are violated or careless acts are performed, and a reasonable suspicion exists that you are under the influence.

Testing will be conducted at a qualified laboratory. Test results will be kept as confidential as possible. A positive test result is grounds for disciplinary action up to and including termination.

Refusal to submit to testing when a reasonable suspicion has been established may result in disciplinary action up to and including termination.

If you have questions or concerns about substance dependency or abuse, or this policy you are encouraged to discuss these matters with your supervisor or the Director to receive assistance or referrals to appropriate resources in the community without fear of reprisal.

Under the Drug-Free Workplace Act, an employee who performs work for a government contract or grant must notify the library of a criminal conviction for drug-related activity occurring in the workplace. The report must be made within five days of the conviction.

## **2.8 Safety Procedures**

The library provides information to employees about workplace safety issues through regular internal communication channels such as supervisor-employee meetings, e-mail, memos, or other written communications. Information will include potential safety and health hazards and safe work practices and procedures to eliminate or minimize hazards.

Some of the best safety improvement ideas come from employees. Employees with ideas, concerns, or suggestions for improved safety in the workplace are encouraged to raise them with his/her supervisor or the Director. Reports and concerns about workplace safety issues may be made anonymously if the employee wishes. All reports can be made without fear of reprisal.

Everyone is expected to obey safety rules and to exercise caution in all work activities. You must immediately report any unsafe condition to the appropriate supervisor. Anyone who violates safety standards, causes hazardous or dangerous situations, or fails to report or,

where appropriate, remedy such situations, may be subject to disciplinary action, up to and including termination of employment.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, employees should immediately notify their supervisor. Such reports are necessary to comply with laws and initiate insurance and workers' compensation benefits procedures.

For detailed information about safety and emergency procedures, please reference the SCLS Safety, Emergency, and Disaster Manual.

## **2.9 Emergency Closings**

At times, emergencies such as severe weather, fires, power failures, pandemics, or bomb threats may disrupt the library's operations. In extreme cases, these circumstances may require the closing of the library. At such times, the Director or designee will insure that the library Board, staff, and local media are notified and that the closure is posted to the library's voicemail, website, and social media presences.

When operations are officially closed due to emergency conditions, staff scheduled to work will be paid the hours they were scheduled to work.

In cases where an emergency closing is not authorized, anyone who fails to report for work will not be paid for the time off. Employees may request available paid leave time such as unused vacation benefits.

The library will usually follow Somerset County Government emergency closings.

The Director or designee has the authority to make closing decisions on a case-by-case basis.

## **2.10 Conflict of Interest Policy**

This policy applies to board members and staff of the library. An actual or potential conflict of interest occurs when a board or staff member is in a position to influence a decision that may result in a personal gain for that party, a relative, a business associate, or another organization with which they are affiliated as a result of the library's business dealings. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with a board or staff member is similar to that of persons who are related by blood or marriage.

No "presumption of guilt" is created by the mere existence of a relationship with outside parties. However, if a board or staff member has any influence on transactions involving purchases, contracts, or leases, it is imperative that they disclose as soon as possible the

existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

Personal gain may result not only in cases where a board or staff member or relative has a significant ownership in a firm with which the library does business, but also when a board or staff member or relative receives any kickback, bribe, substantial gift, or special consideration as a result of any transaction or business dealings involving the library.

Examples may include:

- The library contracts to purchase or lease goods, services or property from a board or staff member or a relative or business associate of an interested party; or
- A board or staff member or a relative or business associate of a board or staff member is gratuitously provided use of the facilities, property, or services of the library; or
- A board or staff member seeks to obtain preferential treatment by the library for themselves, a relative, or business associate; or
- A board or staff member seeks to make use of confidential information obtained from the library for their own benefit or for the benefit of a relative, business associate, or other organization.

If there is a conflict, staff, including the Director, with a conflict will abstain from participating in discussions surrounding the issue in conflict. Board members with conflicts will abstain from voting or participating in discussions surrounding the issue in conflict.

Staff will report potential conflicts to the Director. Board members will report potential conflicts to the President of the Board and copy the Director. The Director will report potential conflicts to the full Board.

## **2.11 Nepotism**

It is the library's policy to hire, promote, and transfer employees on the basis of individual merit and to avoid any hint of favoritism or discrimination in making such decisions. The employment of individuals with close relationships at certain levels of the library, including Board Members, or in positions where one might have influence over the other's status or job security is regarded as a potential violation of this policy. Even if favoritism or discrimination is not shown, the existence of the situation may precipitate questions difficult to answer or may cause some discomfort for the individuals involved.

The employment of relatives in the same area may cause serious conflicts and problems with favoritism and employee morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried into day-to-day working relationships.



Relatives of persons currently employed by the library may be hired only if they will not be working directly for or supervising a relative. Library employees cannot be transferred into such a reporting relationship. If the relative relationship is established after employment, the Director will decide whom to transfer.

In other cases where a conflict or the potential for conflict arises, even if there is no supervisory relationship involved, the parties may be separated by reassignment or termination from employment.

For the purpose of this policy, the library defines "relative" as your spouse, parent, child, sibling, domestic partner, child's spouse, parent's spouse, grandparent or grandchild, or household member.

## **Section 3: About Your Job**

### **3.1 Definitions of Employment Status**

It is the intent of the library to clarify the definitions of employment classifications so that you understand your right employment status and benefit eligibility.

According to the Fair Labor Standards Act, each employee regardless of category is designated as either non-exempt or exempt from federal and state wage and hour laws.

Non-exempt employees are entitled to overtime compensation under the specific provisions of federal and state laws. Exempt employees are excluded from specific provisions of federal and state wage and hour laws. The exempt or non-exempt status of your position is determined by your job description. Your exempt or non-exempt classification may be changed only upon written notification by the Director.

Full-time Employees: Work 40 hours per week and are entitled to all benefits.

- Part-time Employees: Work less than 40 hours per week and receive prorated vacation, sick leave, holiday and library closing benefits. Part-time employees do not receive personal leave or medical, dental, or vision insurance benefits due to plan restrictions. Part-time employees comprise of the bulk of our staff, and in order to fulfill the library service mission, we rely heavily on our part-time staff to cover weekend and evening hours.
- Hourly Employees: Work less than 40 hours per week and do not received prorated benefits (e.g., Library Pages)

### **3.2 Hours of Work**

The workweek begins on Sunday and ends on Saturday. The standard workday is 8 hours with a one (1) hour paid lunch break, and one paid fifteen (15) minute break during a three (3) to four (4) hour shift. If a lunch or other break is to be used to come in late or leave early, a Request for Leave slip should be filed with the employee's supervisor in advance.

Your supervisor must approve all hours worked above 40 hours before they are worked.

### **3.3 Employment Related Documents**

The following documents which may be related to your employment at SCLS are available in the common or workroom area of your branch. Please ask your supervisor the location of these documents.

Employee documents:

- Timesheet
- Request for Travel Reimbursement
- Request to Attend Training
- Request for Leave
- Incident Reports
- Workman's Compensation Forms:

Documents relating to changes to your emergency contacts, retirement, direct deposit, withholding, health insurance, etc. can be acquired by asking the Administrative Assistant and should be returned to her.

### **3.4 Probation Period**

The probation period for all new employees is six (6) months from the date. The probation period for all certified librarians and the Director is one (1) year.

The library can extend this period for an additional three (3) months if necessary.

Employees may be reassigned during this period. The employee and the library have the right to terminate employment during this period at any time with or without cause. If you are terminated during the probation period, you may not appeal the termination.

Before the end of the probationary period, you will undergo a formal written performance appraisal and a decision will be made about granting regular employee status, extending the probationary period, or terminating the employment relationship.

Anyone promoted into a new position may be required to undergo a three (3) month probationary period. If a newly promoted person does not perform satisfactorily during this period, they will be returned to their previous position or a similar position.

Everyone, regardless of classification, status or length of service, is expected to meet and maintain the library's standards for job performance and behavior.

### **3.5 Promotion**

When an employee is promoted to a position with a higher level of pay, the rate of pay in the new position will be increased by a percentage to be determined by the Director, or brought to the minimum of the range for the new/promoted position, whichever is higher. The employee may undergo a three (3) month probationary period in the new position during which time they may be placed back into their previous position or a similar position for any reason.

### **3.6 Demotion**

In the event of a demotion, the rate of pay may be adjusted to within the lower position salary range. Demotion may occur for budgetary or operational reasons, as well as for cause.

### **3.7 Transfers**

Transfers can be voluntary or involuntary. In the case of a voluntary transfer, an employee may request a transfer to any department for which they are qualified. If they transfer to a lesser-paid position, the pay of that position will apply. They will enter the class as a probationary employee in Step 1 of the appropriate grade.

For involuntary transfers, any employee may be involuntarily transferred to a position with a pay rate as close as possible to the one previously received. An involuntary transfer may occur for any of the following reasons: technology change, lack of funding, or lack of work.

### **3.8 Performance Evaluation**

Performance evaluations will take place annually. New employees will be evaluated at the end of their six month probation period and current employees promoted to a new position will be evaluated at the end of their three month probation period.

The employee and their supervisor are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis.

### **3.9 Announcement of Job Vacancies and Hiring Practices**

The library is committed to promotion from within when appropriate. Internal advancement and external competitiveness are both encouraged in recruiting and placing the most qualified person in an open position.

Employees who wish to apply for the open position must submit a letter of interest form in accordance with the vacancy announcement. Employees are also encouraged to discuss their interest in or intention to apply for a posted position with their immediate supervisor.

The library accepts applications for all library positions at any time (you do not need to wait for a vacancy announcement to apply for a job). All applications will be kept on file for six months.

The library will complete security checks on new employees.

### **3.10 Ownership of Materials**

All information that employees write, develop, receive or compile, including but not limited to emails, publications (*publications does not include publications in library or academic related journals or any literary endeavors*), articles, speeches, reports, manuals, etc., during the performance of their duties at the library automatically becomes library property.

### **3.11 Confidentiality**

Employees are required by law to maintain the utmost care in preserving confidential information such as patron information and library records. Everyone must comply with the law governing confidentiality of records and transactions as outlined in the Education Article of the Annotated Code of Maryland, 23-107. Failure to do so may lead to disciplinary action, up to and including termination.

As a result of the USA Patriot Act libraries may receive requests for library records including Internet use records. When such requests are made, refer them to the Director immediately.

Law enforcement subpoenas must be referred to the Director. A warrant may be executed immediately. Do not interfere and contact the Director as soon as possible.

Your home address and phone number will be kept in the strictest confidence and will not be given without your express permission.

### **3.12 Reference Checks**

The library recognizes your right to privacy. Therefore, all requests for information about a current, retired, or terminated employee must be given to the Director or designee, who will confirm only dates of employment, salary rates, and position(s) held.

The Director will release additional information if you complete a release form to authorize the release of additional information. This release form will be filed in your personnel file.

To ensure that individuals who join the library are well qualified and have a strong potential to be productive and successful, it is library policy to check the employment references of all applicants.

### **3.13 Personnel Records**

Federal and state law requires the library to keep certain employee records on file for specific lengths of time. These records are confidentially maintained in your official personnel file by the Administrative Assistant.

Employees may review the contents of their personnel files, by appointment, with the Director or designee. Personnel records are the property of the library. Employees may not alter, remove, add, or replace any documents in your file. Employees may not view the personnel records of any other employee, unless they are the supervisor of the employee whose records are being accessed.

To keep these files current, you must inform the library promptly of any changes in marital status, address, number of dependents, insurance beneficiary, telephone number, and whom to notify in the event of an emergency. Such information is critical to ensure that library benefits and health insurance can be administered in an accurate and timely manner.

### **3.14 Moonlighting**

Employees are permitted to work a second job as long as it does not interfere with their performance. Employees with a second job are expected to work their assigned schedule. A second job will not be considered an excuse for poor job performance, absenteeism, tardiness, leaving early, refusal to travel, refusal to attend meetings, refusal to attend training, or refusal to work overtime or different hours.

If outside work activity causes or contributes to job-related problems, it must be discontinued, or the employee may be subject to disciplinary action, up to and including termination.

If employees already have another job when they are hired, they must provide written notice of the job, the name of the employer, the hours scheduled, and any potential conflicts. They must also state any restrictions upon your availability to work for the library.

### **3.15 Telecommuting**

Telecommuting allows employees to work at home for all or part of their regular workweek.

Telecommuting is a work alternative that may be appropriate for some employees and some jobs. It is not an entitlement, and it does not change the terms and conditions of employment.

Either the employee or their supervisor can suggest telecommuting. In order to be eligible for telecommuting, employees must have been employed by the library for at least one year and have exhibited above average performance.

Employees desiring to telecommute should prepare a written proposal to submit to their supervisor outlining how they can accomplish their task via telecommuting, including the number of days per week they will telecommute. The plan should include objective methods of measuring productivity and the achievement of goals. Any telecommuting arrangement made will be on a trial basis for the first three months and may be discontinued, at will, at any time, at the request of either the telecommuter or the library.

Telecommuting can be informal, such as working from home for a short-term project, or for employees on personal or medical leave, with the consent of the employee's health care provider, if appropriate. All informal telecommuting arrangements are made on a case-by-case basis, focusing on the business needs of the library first.

For more information speak with your supervisor or the Director.

### **3.16 Staff Development and Training**

The library is committed to staff development. To facilitate this process the library encourages attendance at in-service workshops, continuing education seminars and library conferences.

Many programs are available through the Eastern Shore Regional Library, the Division of Library Development and Services, other Public Libraries, the Maryland Library Association and the American Library Association. Participation is also required to meet MSDE certification requirements for library employees.

Staff may be assigned to participate in development and training activities. The Director must approve attendance in advance. Staff will be paid for up to eight (8) hours per day for attendance at approved meetings. Staff will be compensated for travel time and mileage.

The library may require mandatory attendance at some trainings.

When available, the ESRL van should be used to travel to events beyond the Salisbury area. When travelling locally or when the van is not available, staff will carpool.

### **Annual Staff Day**

All Library staff are required to attend an annual staff day. Annual Staff Day serves as a way for all staff members of the three branches to convene, hear special presentations, work collaboratively on system wide projects, and ultimately improve library service.

Staff Day is typically held on the Columbus Day holiday. All staff members (Full and part-time) who attend the annual Staff Day will receive a floating holiday (a paid holiday from work taken at a time chosen by the employee with the approval of the supervisor) to be used before the end of the fiscal year.

The library strongly encourages and appreciates suggestions on development programs that would benefit the library as well as suggestions that facilitate employees' participation in such programs.

### **3.17 Certification of Staff**

The Library Director, Professional Librarians, and Library Associates will be certified by the Maryland State Department of Education pursuant to COMAR Section 13A.05.04.02.

## **Section 4: Communication**

### **4.1 Employee Orientation**

All new employees will undergo an orientation to acquaint them with the library's policies and procedures, their job, benefits, and internal and external working relationships.

All new employees are given a tour of the facility and will spend time in each department.

At this time, new employees will also receive an orientation packet that will include the employee handbook, benefit information, and various forms.

### **4.2 Problem Solving Procedures**

The library is committed to providing the best possible working conditions for its employees. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from the library's supervisors or relevant others.

The library strives to ensure fair and honest treatment of all employees. Supervisors and employees are expected to treat each other with mutual respect. Employees are encouraged to offer positive and constructive criticism.

If clarification is needed on established rules of conduct, policies, or practices, employees can express your concern with your supervisor.

Not every problem can be resolved to everyone's total satisfaction, but only through understanding and discussion of mutual problems can employees and management develop confidence in each other.

Employees are encouraged to communicate with each other and keep relevant parties informed of key issues.

See related sections 2.3 and 10.1 of this handbook including chain of command and grievance procedure.

### **4.3 Staff Meetings**

In order to facilitate effective communication across the different locations and ensure the best possible service, the library holds bi-monthly meetings that follow the library Board meeting schedule. The library understands that due to extenuating circumstances or scheduling conflicts employees may not be able to attend all six meetings. As such, employees are required to attend a minimum of 3 meetings a calendar year. The library may also require employees to attend training or special staff meetings as needed.

### **4.4 Phone Calls**

#### **Personal Calls**

Even though it is understood that personal phone calls provide a necessary balance between work and personal life, employees are asked to limit the time used to make personal phone calls while at work so that it does not interfere with work obligations. Employees are expected to make reimbursement arrangements for long distance calls from library phones.

Cell phone use in public areas while working is prohibited.

#### **Library Business Calls**

To ensure effective telephone communications, employees should always use the approved greeting and speak in a courteous and professional manner.

If the person that the caller asks for is unavailable, employees should attempt to transfer them to the person's voicemail rather than taking a written message.



It is the responsibility of all library employees to familiarize themselves with information on all library services in order to provide accurate information to all who request it.

#### **4.5 Personal and Electronic Mail and Internet Use**

##### **Personal Mail**

The library's address should not be given out as a personal address. Letters, packages, etc. may be delivered to the library for convenience but privacy cannot be assured. Employees are asked to be cautious in what they have delivered to the premises so that deliveries do not compromise the library's image or safety.

##### **Electronic Mail**

E-mail accounts are to be used mainly for library business. Employees should severely limit personal use of e-mail during work hours and should never allow personal use to interfere with the library's needs.

Employees should check their e-mail account at least once each day that they are on duty.

Library e-mail is a public record and subject to disclosure (Title 10 Sub 6 10-611-10-6300). The library reserves the right to open and read any e-mail received via its system. Email accounts are archived and deleted at separation from service.

##### **Internet Use**

The Internet should be used for purposes that relate directly to the employee's work. Employees are asked to restrict the use of the Internet for personal activities during work hours.

Employees are strictly prohibited from surfing inappropriate (e.g. adult content or other such sites) websites. Employees found to be surfing such sites will be subject to disciplinary action up to and including termination.

##### **Social Media:**

A social media presence is maintained by the Library to facilitate our patron's ability to interact and share information with Library staff and other patrons, as well as promote the Library. Staff who moderate social media sites on behalf of SCLS are subject to specific guidelines.

***Blogging, Posting, or Commenting as a Library Employee:*** While engaging in blogging, posting, or commenting, staff are required to relate to the library, co-workers, and the public in a courteous, professional, and respectful manner. The following will not be posted:

- Personal attacks, insults, or threatening language
- Libelous and/or defamatory statements
- Plagiarized material
- Private and personal information
- Comments unrelated to the content or discussion
- Commercial promotions or spam
- Information shared with SCLS staff and stakeholders that is in draft form or pending publication should not be posted

***Blogging, Posting, or Commenting on Personal Social Media:*** SCLS staff must keep in mind the following when posting content to their personal social media sites:

- Posting to personal social media during work hours is prohibited.
- Make clear that the views expressed are the employee's alone and do not represent the views of SCLS or any other employee
- Avoid negative comments about the Library, management, stakeholders, and patrons
- Respect the Library's confidentiality, proprietary information, and the personal information of co-workers
- Information shared with SCLS staff and stakeholders that is in draft form or pending publication should not be posted.

Employees should check with their supervisor if they have any questions about what is appropriate. Employees who do not follow the above best practices as relates to social media postings may be subject to SCLS disciplinary procedures as outlined in section 9.2 of this handbook.

#### **4.6 Media (External Communications)**

Staff may not speak to the media as an official or unofficial spokesperson of the library without prior clearance from the Director. All inquiries from the media must be referred to the Director immediately.

## **Section 5: Compensation**

### **5.1 Salaries and Salary Scales**

The salary structure is designed to reflect internal equity and to be competitive with comparable employers locally and in the region, rewarding qualified and high-performing employees.

Employees are moved through pay ranges based on a combination of across-the-board or cost of living adjustment (COLA) increases and step increases as determined by the Board of Library Trustees. The amounts of all increases are determined annually and are budget-dependent.

Wednesday is payday, and paychecks are administered bi-weekly for a total of 26 pay periods a year. Direct deposit is mandatory.

### **5.2 Payroll Deductions**

Mandatory deductions include Federal Withholding Tax, State Withholding Tax, Social Security and Retirement (Maryland State Retirement Agency).

Optional deductions may be made when requested by the employee.

### **5.3 Timesheets**

Accurately recording time worked is the responsibility of every employee. Federal and state laws require the library to keep an accurate record of time worked in order to calculate employee pay and benefits. Time worked is all the time actually spent on the job performing assigned duties.

Employees should accurately record the time they begin and end their work, as well as the beginning and ending time of each meal period. They should also record the beginning and ending time of any split shift or departure from work for personal reasons. Work beyond the regularly scheduled work week must always be approved before it is performed.

Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action, up to and including termination of employment.

It is the employees' responsibility to sign their time record to certify the accuracy of all time recorded. Employees must complete their timesheet every day. Timesheets must be forwarded to supervisors to sign before they are sent to the Administrative Assistant for payroll processing.

## **5.4 Compensatory Time**

The library recognizes that it is not required to give compensatory time to exempt employees but does so because it improves morale and facilitates increased productivity of its staff.

Compensatory time is granted to full time exempt staff who work in excess of a 40 hour work week on an hour for hour basis regardless of the number of hours worked. Any compensatory time earned must be used by the end of the fiscal year (June 30). Part time employees and non-exempt staff are not eligible for compensatory time.

## **5.5 Overtime**

Non-exempt employees who work more than 40 hours in a week will receive overtime pay at the rate of 1.5 for the excess hours worked. Your supervisor must approve all hours worked above 40 hours before they are worked.

# **Section 6: Benefits**

## **6.1 Health Insurance**

The library's health insurance plan provides full-time staff and their dependents access to medical, dental and vision insurance benefits through Somerset County Government.

Employees may elect to use coverage and may qualify for cost sharing. Enrollment forms for health insurance will be given to you during your new hire orientation or when the plan changes.

Retired full-time Employees may remain in the group plan and may continue to qualify for cost sharing provided the Somerset County Government continues to offer benefits and:

- A. They have qualified for a service retirement under the State Retirement or Pension System immediately upon leaving County Service (this does not include a deferred retirement status), and are at list sixty (60) years of age, and have completed at least ten (10) years of County Service immediately preceding retirement, or
- B. They meet the requirements of subparagraph (a) except that they may be fifty-five (55) years of age in which case such Employees shall be required to pay one hundred percent (100%) of all premiums until reaching age sixty (60) at which time they will qualify for cost sharing, or
- C. They have completed at least twenty (20) years of County Service and are at least fifty (50) years of age preceding retirement, or
- D. They have qualified for a service retirement under the State Retirement and Pension System immediately upon leaving County Service, and are less than sixty (60) years

of age and have completed at least thirty (30) years of County Service immediately preceding retirement, or

- E. They have qualified for disability retirement and have completed at least ten (10) years of County Service.

## **6.2 Worker's Compensation**

The library provides a comprehensive workers' compensation insurance program at no cost to employees. This program covers any injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment. Subject to applicable legal requirements, workers' compensation insurance provides benefits after a short waiting period or, if the employee is hospitalized, immediately.

Employees who sustain work-related injuries or illnesses should inform their supervisor immediately and complete the Employee's First Report of Injury Form and return it to the supervisor. They must be examined by a physician who will certify that they were disabled by the accident or injury. The certification must be received by their supervisor within three (3) working days after the injury occurs. The employee may be granted, under certain conditions, accident leave with full pay.

Accident leave, if granted, will be from the date of injury until a physician certifies that the employee is able to work. Accident leave cannot extend beyond one year from the date of the injury. The State of Maryland Worker's Compensation Commission and/or the library may refer the employee to a physician or physicians for periodic examinations to determine when they are able to return to work.

Accident leave is not charged to any earned sick leave.

If an employee sustains an injury or is involved in an accident on library property but is not in the actual performance of their job, they must report the accident or injury to their supervisor immediately, complete the Employee's First Report of Injury Form, and return it to their supervisor.

The employee must be examined by a physician who will certify that they were disabled by the accident or injury. The certification must be received by their supervisor within three (3) working days after the injury occurs. The employee may be granted, under certain conditions, coverage from Worker's Compensation for medical expenses.

## **6.3 Retirement/Pension Benefits**

Participation in the State Retirement or Pension System is mandatory for all employees who work more than 500 hours per year and is effective from the date of hire. The library

participates in the Maryland State Contributory Pension System, which requires an employee contribution of 7% of their annual salary (this contribution is payroll deducted bi-weekly).

For more information, employees should speak with the Administrative Assistant.

#### **6.4 Holidays**

The library will grant holiday time off to all full time and regularly scheduled part time employees on declared holidays.

The Board of Library Trustees determines the holidays that the library will celebrate. In most cases, these holidays are: New Year's Day, Dr. Martin Luther King's Birthday, President's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Columbus Day, Election Day (Presidential election), Veteran's Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, Christmas Day, and New Year's Eve .

If a holiday falls on a Sunday, the library will close on the following Monday.

Full-time staff will receive a floating holiday (a paid holiday from work taken at a time chosen by the employee with the approval of the supervisor) if an authorized holiday falls on a scheduled day off .If employees are required to work on an authorized holiday, they will receive a floating holiday.

#### **6.5 Vacation Leave**

Vacation leave is accrued bi-weekly. To take vacation leave, employees should request approval in writing as far in advance as possible from their supervisor. Requests will be reviewed on a first come first served basis as well as on the library's business needs and staffing requirements.

***Full-time Staff earn leave according to the following schedule:***

- 1 – 5 years employment: earn 10 days per year
- 6 – 10 years employment: earn 15 days per year
- 11 – 20 years employment: earn 20 days per year
- 21+ years employment: earn 25 days per year

***Certified Librarians earn leave according to the following schedule:***

- 1 – 20 years employment: earn 20 days per year
- 21+ years employment: earn 25 days per year

Part-time employee leave is prorated based on hours worked (not on hours scheduled).

Maximum accrual is 150% of the annual allotment (i.e. if an employee get two (2) weeks of vacation a year, their maximum accrual is capped at three (3) weeks).

Upon termination of employment, employees will be paid for unused vacation leave that has been earned through the last day of work up to the maximum accrual.

## **6.6 Sick Leave**

Paid sick leave is offered by the library to all employees for periods of temporary absence due to illnesses or injuries. Employees may use sick leave benefits for an absence due to their own illness or injury or that of an immediate family member or a resident of their household. The library defines "immediate family" as spouse, parent, child, sibling, domestic partner, child's spouse, parent's spouse, grandparent, or grandchild.

Sick leave is earned at the rate of one (1) day a month. Sick leave for part time employees is pro-rated on the number of hours worked. Once an employee has been employed at the library for six (6) months, they may request sick leave before it has been earned for up to five (5) working days. All vacation time must have been used first and the additional unearned days will be granted on a case-by-case basis by the Director.

Employees who are unable to report to work due to illness or injury should notify their supervisor before the scheduled start of their workday if possible. The supervisor must also be contacted on each additional day of absence. If an employee is absent for three or more consecutive days due to illness or injury, the library may require a physician's statement to verify the disability and its beginning and expected ending dates. Such verification may be requested for other sick leave absences as well and may be required as a condition to receiving sick leave benefits. Sick leave can be carried over year to year and a portion of it can be applied towards retirement.

There is no cap on accrual of sick leave; it is unlimited.

If an employee uses all their accumulated sick leave, they must also use accumulated vacation leave before they can apply for leave without pay for a period not to exceed one (1) year. Usage of advanced sick leave may be requested and must have the approval of the Director.

## **6.7 Parenthood Leave**

Employees may take up to one month of paid parental leave for purposes of prenatal care or care for a newborn, newly adopted child, or seriously ill child. Illness related leave requests require verification from the child's physician and must be approved in writing by the Director. Leave will be paid at the same rate being earned in the month prior to taking the

leave. Employees must have completed one year of employment in order to be eligible for parental leave.

## **6.8 Sick Leave Donation Program**

Employees may donate leave to another employee for medical purposes if:

- The employee receiving leave has completed a medical request form, which has been signed by their physician; and
- The employee has no available leave including sick leave, vacation leave, personal leave, and compensatory leave; and
- The illness or medical emergency is not likely to permanently disable the employee.

An employee donating sick leave must have a balance of at least 240 hours after donation.

Medical leave, utilizing the Sick Leave Donation Program, is considered terminated on the date the leave recipient no longer has a medical emergency, upon termination or suspension from service as a library employee, during an approved unpaid leave of absence, or upon a determination that the employee has abused or misused any of the rules of procedure established for the Sick Leave Donation Program.

## **6.9 Personal Leave**

We believe that the work life balance is a critical component to having satisfied and motivated employees. For this reason, all full time employees are entitled to six (6) personal leave days per year.

Personal leave is awarded at the beginning of the fiscal year. For new employees or employees promoted into a full-time position, personal leave is prorated according to the date of hire.

This is paid time off that requires no explanation to be approved, provided requests for a personal time off are filed in writing at least one day in advance.

Personal leave may not be carried over from one year to the next.

Upon termination of employment, employees will not be paid for unused personal leave.

## **6.10 Leave without Pay**

Leave without pay is not a substitute for vacation or sick leave.



Leave without pay for education, travel, or other purposes may be granted upon approval of the Director for a period of up to one (1) year. Approval is based on service record, length of service, needs of the library, or other relevant factors.

Employees on leave without pay may remain in the retirement and health insurance system if they make the necessary payments. For more information, speak with the Director.

### **6.11 Administrative Leave**

Administrative leave may be granted at the discretion of the Director. This may be for activities that will add value to the library. The employee will cover any financial costs associated with the activity and will not be reimbursed by the library.

### **6.12 Bereavement Leave**

All employees who wish to take time off due to the death of an immediate family member should notify their supervisor immediately.

Up to three (3) consecutive calendar days of paid bereavement leave will be provided.

Employees may with their supervisor's approval, use any available paid leave for additional time off as necessary.

The library defines "immediate family" as a spouse, parent, child, sibling, domestic partner, child's spouse, parent's spouse, grandparent or grandchild, or household member.

### **6.13 Jury Duty**

The library encourages every employee to fulfill his/her civic responsibilities. An employee called to jury duty will be excused from the job for up to ninety (90) days without loss of pay or leave. However, employees will be expected to report for work during any period of time in which they are not assigned to a case. Employees must inform their supervisor and the Director upon receipt of notification for jury duty. The library will pay regular salary during jury duty. Jurors may retain compensation received for jury service.

Employees are allowed to use vacation leave or personal leave for all other court matters.

### **6.14 Military Leave**

Full-time library employees who are members of the National Guard or of the Army, Navy, Air or Marine Reserves will be entitled to a leave of absence on days during which they will be engaged in field or coast defense or other training, ordered or authorized under provision of applicable law. Military leave also requires an approved leave of absence from Maryland State Retirement System in order to remain in the retirement system.

Employees who are inducted into the armed forces of the United States are entitled to unpaid leave of absence and re-employment rights as provided by applicable federal and Maryland law. This leave does not apply to career appointments in a branch of the Armed Forces.

Employees should contact the Director for more information or questions about military leave.

### **6.15 Education Leave**

The library may provide paid time off to employees who wish to take time off from work to pursue course work that is applicable to their job duties at the library. Such leave must be requested and approved by the Director before enrolling in the course.

### **6.16 Tuition Payment**

The library encourages employees to pursue educational and professional goals through degree programs, professional certification programs and job-related college level courses.

Anyone who completes their probationary period is eligible. Payment depends on available funds and may include the full cost when enrolled in an MLS degree program, professional certification course or job-related college course.

The course/program must be part of a degree program that may benefit public library service, professional certification program that will enhance current job-related skills and knowledge, a job-related short-term continuing education class or a job-related college level course that is not necessarily taken in pursuit of a degree.

Payable expenses include tuition/registration, textbooks, and other operational fees charged by the educational organization. Continued payment is dependent on a 3.0 GPA.

The Director must approve the course/program before it is taken. Approval is also based on availability of funds.

Employees who have benefited from tuition payments must complete two years of service with the library after receiving course/program payment. Those who voluntarily leave service agree to reimburse the library on a pro-rated basis for the amount of payments within the previous two years.

The library cannot guarantee a promotion or the availability of a higher level position at the completion of the program.

### **6.17 Miscellaneous Staff Benefits**

Overdue fines for library materials are waived for all staff.

Substantial discounts on software are available through the Eastern Shore Regional Library (ESRL).

### **6.18 Mileage Reimbursement**

Mileage is paid when the Eastern Shore Regional Library (ESRL) vehicle is unavailable and employees use personal vehicle for approved library-related travel. Mileage reimbursement will be the same as those used by the Maryland State Department of Education (MSDE). Mileage is paid from the employee's regularly scheduled work location on the shortest distance to the destination. The ESRL vehicle should be used to travel to scheduled meetings when possible.

### **6.19 Travel Reimbursement**

The library may reimburse staff for all costs incurred during approved travel. Reimbursement requests must be submitted with the corresponding timesheet and include receipts. The library will not reimburse staff for alcoholic beverages consumed during the trip.

## **Section 7: General Work Policies**

### **7.1 Attendance**

The library expects employees to be reliable and punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other employees and on the library. When an employee cannot avoid being late to work or is unable to work as scheduled, they should notify their supervisor as soon as possible, preferably no later than 30 minutes in advance of the anticipated tardiness or absence.

Poor attendance and excessive tardiness are disruptive and will lead to disciplinary action, up to and including termination of employment.

### **7.2 Personal Appearance**

As representatives of the library, employees are expected to exhibit a neat, well-groomed appearance.

Basic recommendations are as follows: Jeans are admissible but should not have holes, stains, worn spots, or any signs of serious wear. Sweatpants and shorts are not allowed; however, capris or crop pants are acceptable. Employees should not wear flip-flops. We ask that our employees be modest to the extent that patrons or other staff members are not distracted or uncomfortable. As determined by the Branch Manager or Director, if an

employee arrives inappropriately dressed, they may be sent home to change and will not be compensated for the time.

Staff should wear their name tags at all times to identify as employees of the library.

### **7.3 Smoking**

Smoking is prohibited throughout the library's buildings, on the library's premises, and in the ESRL's vehicles.

### **7.4 Library Equipment**

Library equipment may not leave the library without the permission and knowledge of the Director.

Employees are not permitted to load non-work related computer software onto library computers.

### **7.5 Work Area and Work Space Cleanliness**

It is important for the library to project a professional image. Employees are all responsible for maintaining a clean and safe workspace. Employees may also be required to clean up before and after library events and staff functions.

### **7.6 Political Activity**

Employees have a right as a citizen to express their views and to cast their votes. However, employees are not permitted to engage in political activity while on duty or on library property.

Employees may not use their official authority or influence for the purpose of interfering with or affecting the results of an election. They may not directly or indirectly coerce, attempt to coerce, command, or advise a Local Officer or employee to pay, lend, or contribute anything of value to a party, community organization, agency, or person for political purposes.

### **7.7 Personal Property**

Staff who bring personal belongings to the library to decorate their workspaces or to facilitate their work must ensure that such items are not obstructive and do not cause safety hazards.

Due to space limitations, employees are not permitted to store personal items in the library for any period of time.

The library is not responsible for loss or damage to personal property.

## **Section 8: Separations**

### **8.1 Resignation**

The library requests at least two (2) weeks written resignation notice from all employees. Supervisory employees are expected to give at least a one (1) month notice. In all cases, additional notice is appreciated.

Prior to an employee's departure, an exit interview may be scheduled to discuss the reasons for resignation and the effect of the resignation on benefits. Also covered during the interview will be the process for returning all keys and any equipment; the verification of final pay and reimbursements and the payout of any applicable accrued leave. Employees will not be paid for unused sick leave, personal, or holiday leave time.

### **8.2 Termination**

Termination is the involuntary severance of an employee from the library by the Board as the last step in the progressive discipline process or due to extreme inappropriate behavior exhibited by the employee.

Probationary employees may be dismissed with or without cause by the Director. After an initial probationary period, an employee may be dismissed only for cause or for budgetary/operational reasons. Behavior that constitutes grounds for immediate termination without severance pay includes, but is not limited to: misconduct in office, insubordination, incompetency, or willful neglect of duty.

Before removing a non-probationary employee, the Director shall send the employee a written copy of the charges and give the employee an opportunity to request a hearing before the board within 10 working days. The employee will have an opportunity to be heard publicly before the Board in their own defense, in person or by counsel and to bring witnesses to the hearing.

If the Board votes to terminate the non-probationary employee and the decision is unanimous, the decision of the Board is final.

If the Board votes to remove the non-probationary employee and the decision is not unanimous, the employee may appeal to the State Board of Education through the State Superintendent.

### **8.3 Absent Without Leave (AWOL)**

If an employee fails to report to work on a scheduled workday and fails to contact their supervisor within three (3) days, they will be considered to have quit. The employee will be notified by mail.

The Director may reinstate the employee if they can provide a valid reason or prove that extenuating circumstances prevented them from communicating with their supervisor.

### **8.4 Reduction in Force (Layoff)**

A reduction in force is any involuntary severance of service to the library taken by the Board of Trustees which does not involve disability, dismissals, or position elimination.

Employees affected by a reduction in force will be given as much notice as possible by the Director, but no less than two weeks.

Employees will be placed on a re-employment list for the position they occupied at the time of separation. Those on the re-employment list will be given preference over other applicants for a period of two years should an appropriate vacancy occur, provided those on the list have kept their address current. Employees who have not applied for an offered position will be deleted from the re-employment list.

If an employee is separated from the library through a reduction in force, they will:

- A. Receive any pay due for hours worked; and
- B. Receive any accumulated annual leave in lump sum payment.

### **8.5 Retirement**

Retirement is a voluntary employment termination initiated by an employee who meets the age and length of service requirements. Please give as much notice as possible.

### **8.6 Exit Interviews**

At separation, employees may be provided with an exit interview form that they will be asked to fill out. The option to conduct the exit interview over the phone or face-to-face is available to separating employees.

### **8.7 Death**

Separation will become effective as of the date of the death of the employee. All compensation due will be paid to the estate or closest relative of the employee upon verification.

## **Section 9: Disciplinary Action**

### **9.1 Suspension without Pay**

The framework for this policy is based on the Annotated Code of Maryland 23-406 (d). The Director has the authority to suspend a library employee without pay for a specified period of up to ten (10) working days. The Director must provide the suspended employee a written statement that specifies the reasons for the suspension. A copy of this statement will be put in their personnel file. Offenses may include, but not limited to, misconduct in the workplace, insubordination, incompetence, or willful neglect of duty.

The employee can respond to the charges in writing to the Director within ten (10) working days after receiving notice of the suspension. They may also request a hearing before the Board of Library Trustees within the same timeframe.

If an employee is suspended without pay and found not guilty of the reasons for the suspension, all pay benefits lost by reason of the suspension will be refunded.

### **9.2 Progressive Discipline**

Progressive discipline means that, with respect to most disciplinary problems, these steps will normally be followed:

- A. a first offense may call for a verbal warning by the employee's supervisor;
- B. a next offense may be followed by a written warning;
- C. another offense may lead to a suspension (with or without pay) or termination of employment.

There may be circumstances when one or more steps are bypassed depending on the severity of the problem and the number of occurrences.

The library recognizes that there are certain types of employee problems that are serious enough (e.g. stealing, destruction of property, fighting, insubordination, excessive absenteeism or any absence without notice, unsatisfactory performance or conduct, workplace violence, sexual or other harassment, etc.) to justify either a suspension or demotion, or, in extreme situations, termination of employment, without going through the usual progressive discipline steps. By using progressive discipline, we hope that most employee problems can be corrected at an early stage, benefiting both you and the library.

## **Section 10: Grievance Procedures**

### **10.1 Grievance Procedure**

Not every problem can be resolved to everyone's total satisfaction, but only through understanding and discussion of mutual problems can employees and management develop confidence in each other. Employees may discontinue the procedure at any step. The presentation of any grievance is the right of any library employee without fear of reprisal.

Any non-probationary employee may file a grievance when the employee is adversely affected by (1) the application of the provisions of this Handbook, (2) the actions of the supervisor, (3) alleged discrimination or unfair treatment or unsafe or unhealthy working conditions.

The failure to meet any of the time deadlines outlined shall be deemed a waiver of any further grievance procedures. The final decision shall be the decision at the highest step or level to which the grievance or appeal was made. Unless the Director determines otherwise, any discipline that is the subject of a grievance shall ordinarily not be effective until a final decision.

If a situation occurs where an employee believes that a condition of employment or a decision affecting them is unjust or inequitable, they are encouraged to make use of the following steps.

- A. Present the problem to the immediate supervisor immediately after the incident occurs. If the supervisor is unavailable or the employee believes that it would be inappropriate to contact the supervisor, then the employee may present the problem to the Director or designee.
- B. The supervisor will respond to the problem during discussion or after consulting with appropriate management. The supervisor will document the discussion and inform the Director. If the employee receives no response from the supervisor within five (5) days of presentation of the problem, the employee should treat the request for any remedial action as denied or unresolved.
- C. If the problem is denied or unresolved, the issue may be brought before the Director. Any appeal to the Director must be filed within ten (10) days of any action or inaction by the supervision in the previous step. This writing must contain at a minimum relevant facts and dates and specifics of the act and harm done and the remedy or adjustment requested. The Director reviews and considers problem and then informs you of the decision and forwards copy of the written response for your



file. The Director has full authority to make any adjustment deemed appropriate to resolve the problem.

- D. If the problem could not be resolved the Director will forward it to the Board of Trustees who will make the final decision. Otherwise, the decision of the Director is final.

A grievance may not be filed when it involves a probationary employee as grievant, policy decisions by the Library, or counseling, documented warnings not filed in the employee's personnel file, personnel appraisals with an overall rating of satisfactory or better, position classifications, separation due to reduction in workforce and the contents of this Handbook.

In the case of termination of a probationary employee, these grievance procedures shall not apply. Rather the provisions of this Handbook at 8.2 shall apply.

## **10.2 Violation of Grievance Procedure**

An employee who takes their grievance outside of the library without first attempting to resolve the problems in accordance to the procedure steps outlined above will be subject to disciplinary action.

**Nothing in this section however abrogates any legal means of redress for discrimination, hostile work environment or sexual harassment through any governmental agency or the Courts.**

# Somerset County Library System Organizational Chart

