

Bucks County Free Library

EMPLOYEE HANDBOOK

APPROVED BY BOARD OF DIRECTORS AUGUST 18, 2009

REVISED APRIL 20, 2021

REVISED _____

Table of Contents

- Section 1: Introduction
 - 1.1 Overview of Handbook
 - 1.2 Overview of Bucks County Free Library
 - 1.3 Overview of Bucks County Library District
 - 1.4 Strategic Plan, Values, and Vision

- Section 2: Customer Service

- Section 3: Communication Tools
 - 3.1 Employee Self Service Accounts
 - 3.2 Staff Web Site
 - 3.3 Posting Information for Staff

- Section 4: The Employment Relationship
 - 4.1 Management and Non-Represented Employees
 - 4.2 Bargaining Unit Employees

- Section 5: Hiring
 - 5.1 Commitment to Equal Opportunity in Hiring
 - 5.2 Recruitment
 - 5.3 Employment Applications
 - 5.4 Reference Checks
 - 5.5 Background Checks
 - 5.6 Internal Application Procedures
 - 5.7 Employment of Relatives

- Section 6: New Employee Information
 - 6:1 Proof of Work Eligibility
 - 6:2 New Employee Orientation
 - 6:3 Scheduling, Hours of Work, and Work Locations
 - 6:4 Orientation Period
 - 6:5 Outside Employment
 - 6:6 Staff Training and Development
 - 6:7 Political Activities
 - 6:8 Library Friends Groups

- Section 7: Employee Classifications
 - 7:1 Specific Term Employees
 - 7:2 Part-Time and Full-Time Employees
 - 7:3 Non-Exempt and Exempt Employees

- Section 8 Expenses and Reimbursements**
 - 8:1 Mileage Reimbursements**
 - 8:2 Expense Reimbursements**
 - 8:3 Professional Conferences and Training Workshops**

- Section 9: Use of Library Property**
 - 9:1 Library Property**
 - 9:2 Care and Return of Issued Property**
 - 9:3 Telephone System**
 - 9:4 Staff Library Cards and Borrowing of Library Materials**
 - 9:5 BCFL Vehicles**

- Section 10: Performance**
 - 10:1 Job Descriptions**
 - 10:2 Performance Evaluations**
 - 10:3 Progressive Discipline**
 - 10:4 Insubordination**

- Section 11: Workplace Behavior**
 - 11:1 Professional Standards**
 - 11:2 Employee Misconduct**
 - 11:3 Employee Appearance and Dress**
 - 11:4 Pranks, Practical Jokes, and Horseplay**
 - 11:5 Threatening, Abusive, or Vulgar Language**
 - 11:6 Fighting**
 - 11:7 Sleeping on the Job**

- Section 12: Health and Safety**
 - 12:1 Safety Policy**
 - 12:2 Workplace Security**
 - 12:3 Emergencies**
 - 12:4 Smoking Prohibited**
 - 12:5 Violence Prohibited**
 - 12:6 Workers' Compensation Benefits**

- Section 13: Employee Privacy**
 - 13:1 Inspection and Search Policy**

- Section 14: E-mail, Internet, and Software Use**
 - 14:1 E-mail**
 - 14:2 Internet Use**
 - 14:3 Software Use**

- Section 15: Employee Records**
 - 15:1 Personnel Files**
 - 15:2 Changes to Employee Information**
 - 15:3 Inspecting Your Records**
 - 15:4 Work Eligibility Records**
 - 15:5 Medical Records**

- Section 16: Drugs and Alcohol**
 - 16:1 Prohibited Drug and Alcohol Use**
 - 16:2 Inspections to Enforce the Drug and Alcohol Policy**
 - 16:3 Drug Testing**

- Section 17: Confidentiality**
 - 17:1 Conflicts of Interest**
 - 17:2 Workplace Gossip**
 - 17:3 Privacy of Library Records**

- Section 18: Discrimination and Harassment**
 - 18:1 Equal Employment Opportunity in the Workplace**
 - 18:2 Accommodations under the Americans with Disabilities Act**
 - 18:3 Discrimination and Harassment Prohibited**

- Section 19: Complaints**
 - 19:1 Complaint Procedures**
 - 19:2 Employee Relations**
 - 19:3 Retaliation**

- Section 20: Ending Employment**
 - 20:1 Separation from Employment**
 - 20:2 Exit Checklists and Interviews**
 - 20:3 References**
 - 20:4 Unemployment Insurance**

Section 1 Introduction

1:1 Overview of Handbook

At Bucks County Free Library (BCFL), we value education and learning in our communities and for our staff. We are dedicated to high standards of library operations and customer service. We hope you find your work here rewarding.

We believe that your employment relationship with BCFL will be positive and satisfying if you know what you can expect from BCFL and what BCFL expects from you. The purpose of this handbook is to introduce you to some of our values, culture, and priorities, as well as the privileges and responsibilities of being a BCFL employee. We expect you to incorporate this information into your day-to-day job performance at the library.

Please understand that this Handbook can only highlight and summarize our policies and practices. For more detailed information, please ask your manager or the Associate Director.

Also know that the provisions in this Handbook are not intended to in any way create any contractual obligations with respect to your employment.

Nonetheless, it is a basic expectation for ongoing employment at BCFL that employees should read and become familiar with the information contained in this Handbook, as well as adhere to and follow all BCFL policies.

Employees will be provided with information about library policies and notified by managers when changes are made. It is the responsibility of each employee to stay informed concerning the organization, resources, and services of BCFL. Importantly, an employee's failure to comply with BCFL's policies or procedures may result in discipline, up to and including termination.

BCFL also reserves the right to interpret and administer the provisions of its policies and this Handbook as needed.

This Handbook applies both to bargaining unit (union) and at-will employees (management and non-represented employees). Where the information contained in this Handbook is different between types of employees or does not apply to one or the other type of employee, it is stated in the Handbook.

Relevant to union employees only, the contents of this Handbook work in conjunction with, and do not replace, amend, or supplement any terms or conditions of employment stated in the Collective Bargaining Agreement (CBA). This Handbook incorporates some information from the CBA, and

refers to the CBA for more detailed information for bargaining unit employees. If there is any conflict between the language of this Handbook and the current CBA, the CBA prevails. For at-will employees, this Handbook does not create a contract of employment, as stated, and nothing in this Handbook can be construed to contradict, limit, or affect BCFL's right or the employee's right to terminate the employment relationship at any time.

At BCFL, as in the rest of the world, circumstances are constantly changing. Because of this, we may have to revise, rescind, or supplement BCFL policies and the content of this Handbook from time to time, and BCFL has the right to do so, at any time and without warning, subject to any language in the CBA that may address such changes.

BCFL is always looking for ways to improve communication with its employees. If you have suggestions for ways to improve this Handbook and policies, in particular, or employee relations, in general, please feel free to bring them to your manager or an administrator.

As of the date of its adoption, this Handbook supersedes all prior versions distributed by BCFL and all inconsistent oral or written statements.

1:2 Overview of Bucks County Free Library LANGUAGE FURTHER CLARIFYING THAT BCFL IS 501c3 AND NOT A COUNTY DEPARTMENT

BCFL is a seven-branch county library system that includes locations throughout Bucks County in Bensalem, Doylestown, Langhorne, Levittown, Perkasio, Quakertown, and Yardley-Makefield. BCFL was established as a library system in 1956 by a resolution of the Bucks County Board of County Commissioners.

BCFL is funded by a combination of Bucks County tax dollars, state library aid, fines and fees, donations and endowments, and grants. Its primary source of funding for its operations, however, is county tax dollars, and BCFL is financially accountable to County government for the tax monies the County funds to BCFL.

However, BCFL is not a County department, nor is the Library governed, administered, or directed in its day-to-day operations by the Bucks County government. Instead, BCFL is a tax-exempt 501(c)(3) non-profit organization under the Internal Revenue Code and is independently governed by a seven-member fiduciary Board of Library Directors, who are originally appointed by, but are not otherwise subject to the authority of, the Bucks County Commissioners.

BCFL employees are employed solely by BCFL, separately from the employment system managed by the County. BCFL's Board and its administration in Doylestown are responsible for establishing and enforcing all library policy, including personnel policy, as well as managing and maintaining employee benefits.

Operations of BCFL and its locations are additionally subject to Pennsylvania library laws, regulations, and rules established by the Commonwealth of Pennsylvania. These are overseen and enforced by an agency of the Department of Education, the Office of Commonwealth Libraries.

For example, in order to receive state library aid, BCFL must follow the Library Code and Commonwealth Libraries requirements in such areas as: the hours BCFL must be open; the education level and continuing education of employees; and collection expenditures. BCFL must adhere to Pennsylvania's privacy and confidentiality laws and guidelines regarding access to library user records and information, including access requested by individuals and law enforcement.

As a public institution, BCFL must further adhere to federal laws and guidelines, such as those pertaining to employment, public use of library spaces, and public displays of art or information.

Most of the BCFL workforce is represented by the union, American Federation of State, County and Municipal Employees (AFSCME) District Council 88. The BCFL bargaining unit includes only BCFL employees and is independent of the County's AFSCME bargaining unit. All management and confidential employees are non-union and are at-will employees.

1:3 Overview of Bucks County Free Library District

Beyond the seven-county branches, BCFL is the District and System headquarters for additional local public libraries in Bucks County. They are known as District member libraries, and are located in Bristol, Fallsington, Feasterville, Morrisville, New Hope-Solebury, Richboro, Pipersville, Riegelsville, Southampton, Warminster, and Wrightstown. They are independently managed by their own library boards and directors. Some District member libraries are similar to BCFL branches in staffing and operations. Some are much smaller, and may be staffed mainly by volunteers.

In terms of annual checkouts and library use, BCFL branches account for about 70%, with District member libraries making up the rest. Because the BCFL is funded with County tax dollars, the primary mission of a branch library is to serve all county residents above and beyond its local community, whereas the primary mission of a District member library is to serve its local community above and beyond what the county library branches are able to do.

BCFL departments provide services to District member libraries required by Pennsylvania as a condition of receipt of state aid. Some of BCFL's state aid is awarded specifically to fund and fulfill its obligations to District member libraries as the System and District headquarters.

For example, BCFL employs a full time District Consultant who provides advisory services to District member libraries; shares a library catalog and its collections with District member libraries; and offers support services in information technology, collection management, and delivery of materials among libraries. BCFL employees in some positions regularly connect with District member library staff. BCFL branches and District member libraries, particularly those that are geographically near each other, provide services to some of the same library users.

1:4 Strategic Plan, Values, and Vision **NEW VALUES AND VISION STATEMENTS**

Strategic Plan

The BCFL strategic plan is the roadmap to our future and best expresses our priorities and direction. The complete plan is regularly updated and is on our web site. All employees are expected to be familiar with the strategic plan. The strategic plan drives goal setting and evaluation of accomplishments for the library system as a whole, as well as for each individual employee.

Values Statement

Values are principles and standards that staff and Board members use to guide their actions and decisions. Values are universal and apply to all library's operations, beyond BCFL's current service priorities and goals. Our values are the foundation of our organizational culture. Our values statement points to how we apply those values both internally and externally:

- We support intellectual freedom and free access to information.
- We serve a diverse community where every person belongs and we treat everyone with respect.
- We use our human, physical, and financial resources efficiently and effectively.
- We offer friendly, prompt, and reliable customer service.
- We welcome all library users to accessible physical and virtual environments.

Vision Statement

The BCFL vision statement is a forward-looking statement of what we aim to achieve, describing our desired impact on those we serve: *"Community connections and a connected community from generation to generation."*

Section 2

Customer Service **NEW SECTION**

2:1 Importance of Customer Service

Exceptional customer service is a fundamental part of the BCFL's identity as a public library. By offering friendly help, we build strong connections in our communities, fostering trust. Satisfied customers will return and will recommend the library to others. A positive experience can turn a casual visitor into a loyal supporter. This, in turn, strengthens our standing in the community and reinforces our role as a valued institution.

During your employment at the BCFL, you regularly will attend training sessions that address many different aspects of library customer service. The information in this Handbook is only a start.

2:2 Customer Service Basics

Every BCFL employee is expected to put customers first. All library patrons and users will be treated promptly and respectfully without regard to age, race, sex, sexual orientation, gender/gender identity, ethnicity, disability, language proficiency, social, or economic status. At a minimum, each BCFL employee is expected to interact with all library customers, as follows, at all times except when it is impossible to do so:

- Greet and make eye contact when people walk by the service desk or you pass them on the floor.
- Look available, approachable, and open to giving help.
- Respond quickly and politely to questions in a friendly way.
- Use plain language and avoid library jargon.
- Keep clutter off of service desks and get rid of any barriers around service desks.
- Acknowledge people who are waiting with a smile or a nod.
- Walk people to where they need to go instead of pointing.
- Offer help to people who seem lost or unsure.
- Ask if they found what they were looking for *before they leave*.
- Say "goodbye" and "come back soon."

The majority of BCFL employees regularly have direct contact with the public. However, employees in support positions will find themselves doing work in public areas. Support staff can contribute to exceptional customer service during the limited times they have contact with the public, as follows:

- Greet people who approach your work area.
- If someone asks you for help with a quick question, give them the information they need if you can.

- If you're not able to help, refer them to a staff member who can better answer their question by walking them to a service desk or finding someone in the workroom to help.

Based on the circumstances, failure to comply with this policy, or repeated failure to comply with this policy after intervention by your manager or administration, may lead to disciplinary action, up to and including termination, or termination based on unsatisfactory work performance.

Section 3 Communication Tools

3:1 Employee Self Service Accounts **EXPANDED LIST OF ESS FUNCTIONS**

Every BCFL employee is provided with an employee self-service account (ESS) in the BCFL's Paycom system.

BCFL requires employees to use the ESS to:

- Maintain and update personal contact information
- Maintain and update emergency contact information
- Request and receive time off approvals
- Maintain and update tax withholding information
- Access pay statements and tax documents
- Access important BCFL policy documents that employees are required to review and sign
- Access training in how to use the ESS

If you have any questions about using the ESS, please ask your manager or the Associate Director.

3:2 Staff Web Site

You can find detailed information about BCFL and your employment on our staff web site, including documents related to our strategic plan, job descriptions, organization charts, performance evaluations, bargaining unit, benefits, and forms.

The staff web site is a primary communication tool at BCFL. It includes policies, procedures, meeting minutes, and other current information. We expect all employees to be familiar with and regularly review the information posted on the staff web site to stay informed. If you have suggestions for ways to improve it, please feel free to bring them to your manager.

3:3 Posting Information for Staff

You can find information about BCFL and your employment physically posted in your branch or department. This is where we post important information regarding your legal rights, including information about equal employment opportunity laws and wage and hour laws. We expect all employees to review the posted information periodically.

Section 4 The Employment Relationship

4:1 Management and Non-Represented Employees

We sincerely hope that your employment at BCFL will be a positive and rewarding experience. However, for management and non-represented employees we cannot make any guarantees about your continued employment at BCFL. Your employment here is at-will. This means that you are free to quit at any time, for any reason, and that BCFL is free to terminate your employment at any time, for any reason— with or without notice and with or without cause.

No employee or BCFL representative, other than the Chief Executive Officer (CEO), has the authority to change the at-will employment relationship with an employee or to contract with any employee for different terms of employment.

Furthermore, the CEO may change the at-will employment relationship only in a written contract, signed by both the CEO and the employee.

As stated in Section 1, nothing in this Handbook constitutes a contract or promise of continued employment for an at-will employee.

Using the Paycom employee portal, each management and non-represented employee is required to e-sign the Handbook Acknowledgment Form confirming that you have received and know that you are required to read and become familiar with its contents. The Acknowledgement Form that you must sign will state as follows:

“By signing this form, I acknowledge that I have been given access to the Bucks County Free Library (BCFL) Employee Handbook. I understand that it contains important information about BCFL’s policies, that I am expected to read the Handbook and familiarize myself with its contents, and that the policies in the Handbook apply to me.

I understand that nothing in the Handbook constitutes a contract or promise of continued employment and that BCFL may change the policies in the Handbook at any time.

By signing this form, I acknowledge that my employment is at will. I understand that I have the right to end the employment relationship at any time and for any reason, with or without notice, with or without cause, and that BCFL has the same right. I acknowledge that neither BCFL nor I have entered into an employment agreement for any specified period of time, that only the Chief Executive Officer may make any agreement contrary to the at-will policy, and that any such agreement must be in writing, signed by myself and the Chief Executive Officer.”

4:2 Bargaining Unit (Union) Employees

The Collective Bargaining Unit at BCFL is represented by AFSCME, District Council 88. Employees in the bargaining unit at BCFL include all full-time and part-time non-supervisory employees of BCFL, excluding confidential employees. Each BCFL job description identifies which positions are in the Bargaining Unit and which are not.

The CBA should be consulted, along with this Handbook, for information pertinent to union employees in bargaining unit positions.

Using the Paycom employee portal, each bargaining unit employee is required to e-sign the Handbook Acknowledgment Form confirming that you have received and know that you are required to read and become familiar with its contents. The Acknowledgement Form that you must sign will state as follows:

“By signing this form, I acknowledge that I have been given access to the Bucks County Free Library (BCFL) Employee Handbook. I understand that it contains important information about BCFL’s policies, that I am expected to read the Handbook and familiarize myself with its contents, and that the policies in the Handbook apply to me.

I understand that nothing described in the Handbook sets forth terms or conditions of employment, creates an employment contract nor constitutes a contract or promise of continued employment.

I also understand that the employment terms set out in this Handbook work in conjunction with, and do not replace, amend, or supplement any terms or conditions of employment stated in the Collective Bargaining Agreement (CBA). I further understand that BCFL may change the policies in the Handbook at any time, subject to any provision in the CBA that may address such changes.

In addition, I understand that if there is a difference between the current Employee Handbook and the current CBA, that the CBA applies and controls.”

Section 5 Hiring

5:1 Commitment to Equal Opportunity in Hiring

BCFL believes that all people are entitled to equal employment opportunity. We do not discriminate against employees or applicants on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, pregnancy or pregnancy-related condition, age, ancestry, disability, medical condition, marital status, veteran status, or any other characteristic protected by federal, state, or local laws.

5:2 Recruitment

BCFL searches as widely as possible for qualified people to fill vacant positions. Our recruitment methods include local and national electronic and print advertising, referrals, and participation in internship programs. We conduct all recruiting in a fair and nondiscriminatory manner.

The marketplace is ever-changing and finding high-quality people is an evolving process. We encourage our employees to share their ideas about what more we can do to find and recruit talented and motivated people.

In addition to looking outside BCFL for new hires, we also look within. We post job openings on our website. We invite all employees to apply for internal openings, including those in management and administration. If you see a job posting that interests you, we encourage you to apply by following our internal application procedures.

5:3 Employment Applications

BCFL relies upon the accuracy of information contained in the job application and other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

5.4 Reference Checks

It is BCFL policy to check the employment references of all prospective employees. The Associate Director responds to all reference check inquiries from other employers. No other employee may respond to reference check inquiries from other employers. Responses to such inquiries will be limited to factual information that can be substantiated by BCFL's written records, such as employment dates and job title. No other employment data will be released without a written authorization and release signed by the individual who is the subject of the inquiry.

5:5 Background Checks

To ensure that BCFL maintains a safe work environment, background clearances are required for all positions. You will be required to obtain the following three clearances prior to starting employment with BCFL: PA State Police Criminal Record, PA Child Abuse, and FBI Criminal History. During your employment, you will be required to update these background clearances as required by Pennsylvania Act 153, the Pennsylvania law that applies to employees, volunteers, and other individuals who have routine contact with minors.

5:6 Internal Application Procedures

To apply for a position with BCFL, we typically will ask that you electronically submit a cover letter and current resume using our online application system. For most positions, we ask that candidates submit video interviews and conduct formal interviews. For many positions, we ask that applicants write essays or complete written tests. For some positions, we ask that applicants give presentations, such as library talks or story times. Internal candidates are held to the same standards as external candidates.

To be considered for a position, each and every applicant must show the qualifications, experience, and ability to accomplish the essential functions of the position for which they apply and must have the minimum levels of skills and qualifications specified in the job description.

5:7 Employment of Relatives

Usually, BCFL will not refuse to hire someone if the applicant is related to one of our current employees. If you have a relative who might be suited to fill an open position, please do not hesitate to refer them to us.

There are times, however, when employing relatives is inappropriate and has the potential to affect the morale of other employees and to create conflicts of interest for those involved. Therefore, we will not hire relatives of current employees where one relative will have to supervise the other or work in the same branch or department. Relatives include but are not limited to spouses, domestic partners, parents or stepparents, children or stepchildren, grandparents, grandparents-in-law, fathers-in-law, mothers-in-law, brothers, step-brothers, sisters, and step-sisters.

If two employees become related while working for BCFL, and they work at the same location, only one of the employees will be allowed to keep their current position. The other will either have to transfer to another position or location, if available, or leave BCFL. Which employee, if any, transfers from their current position is subject to approval by BCFL.

BCFL also does not hire, except for specific-term or soft-money employment, the relatives of BCFL board members, executive staff, administrators, or managers.

Section 6

New Employee Information

6:1 Proof of Work Eligibility

On your first day of hire with BCFL you must complete Section 1 of Federal Form I-9, as required by federal law. You will be provided with a list of what documentation you can choose to present to us for the Form I-9, and the form will be part of your online onboarding checklist.

Within three business days of your first day of work you must provide to BCFL federally required documentation proving your identity and eligibility to work in the United States.

6:2 New Employee Orientation

Shortly after beginning employment with BCFL, you must participate in the orientation process and complete orientation checklists at the administrative offices in Doylestown and your branch or department. You will receive important information about the BCFL's policies and procedures and will have to complete paperwork and forms relating to your employment. As part of your training and ongoing employment, you also will be asked to attend tours, meetings, or on-the-job training sessions at the County headquarters library in Doylestown or other libraries.

Please feel free to ask any questions you may have about BCFL during this time. If additional questions come up afterwards, please ask your manager for more information.

6:3 Scheduling, Hours of Work, and Work Locations

Your manager will let you know your work schedule, including what time you will be expected to start and finish work each day. Monthly schedules for bargaining unit employees are posted no later than two weeks before the first day of the upcoming month. While BCFL is not able to guarantee strictly regular schedules for individuals, managers try to schedule staff as consistently as possible from week to week.

All employees are expected to be ready to work at the beginning of their scheduled shifts and are expected to work until the end of their scheduled shifts. Employees are responsible for requesting time off or trading shifts with other staff members if they need schedule changes. All time-off requests or shift trades must be approved by the employee's manager. For bargaining unit employees, requirements for requesting time off are governed by the CBA.

BCFL branches are open and staffed six days per week, including certain evenings, with the Doylestown branch also open on Sundays. All full-time branch employees, including managers, and all part-time employees are scheduled to work in order to cover all hours that the library is open to the public, which may include daytime, evening, and weekend hours.

While an employee may initially be hired to work at a specific branch or department, all employees work for BCFL as a whole and may be asked to report to any other location. For example, when a branch or department is short staffed, employees from other branches or departments will be required to report to alternate locations for coverage.

Employees may also be transferred to alternate locations as staffing needs evolve. Transfers of bargaining unit staff are governed by the CBA. An employee may request a transfer by indicating interest to the Associate Director when a vacancy occurs and the job is posted. Any decision concerning the transfer will be at BCFL's sole discretion.

If you are unable to meet the library's scheduling and reporting requirements, depending on the circumstances, you may be subject to disciplinary action up to and including termination of your employment.

6:4 Orientation Period

When your employment begins, you will meet with staff who will explain our benefits and payroll procedures and help you complete employment paperwork. You also will meet with your manager to review your job goals and performance requirements. During the orientation period, your manager will give you feedback on your performance and will be available to answer any questions.

The length of your orientation period is based on whether your position is classified as clerical (CBA), paraprofessional (CBA), professional (CBA), or at-will (management or non-represented). Orientation periods are as follows:

- Clerical: the first three months of your employment
- Paraprofessional and professional: the first six months of your employment
- At-will (management and non-represented): the first year of your employment

During this time, your manager will work with you to help you learn how to do your job successfully and what BCFL expects of you. This period also provides both you and BCFL with an opportunity to decide whether you are suited for the position for which you were hired.

6:5 Outside Employment

As an employee of BCFL, you are expected to give a full measure of work and work the hours needed at BCFL for which you are scheduled. BCFL does not accommodate schedules based on the needs of outside employers. All employees are expected to report for duty alert and ready to work during all hours they are scheduled. Branch employees are expected to be available for scheduling during all hours that their branch is open to the public. Support department employees are expected to be available for scheduling during all office hours of their department.

Working outside of BCFL is a matter of individual judgment of the employee. For new employees, a statement describing such outside employment must be submitted at the time of hire. For current employees, a statement must be provided to the Associate Director at the time outside employment is accepted. If the outside employment adversely affects the performance of the employee or BCFL, then BCFL will require the employee to adjust or resign from their outside work schedule.

Continued outside employment which adversely affects the employee's performance, scheduling availability, or ability to report as scheduled may result in disciplinary action up to and including termination.

6:6 Staff Training and Development

BCFL provides ongoing in-person and virtual training opportunities for all full-time and part-time employees. Our training priorities are based on strategic plan goals, library initiatives, and individual job duties as reflected in job descriptions. Some training sessions will be mandatory for all or for specific groups of employees. BCFL requirements for staff training are consistent with and responsive to the Pennsylvania Commonwealth Libraries requirements for receipt of state aid.

Under Pennsylvania's Public Library Code:

"[P]ublic library staff [are required] to receive continuing education (CE) on a regular basis in order for the public library to qualify for state aid. The standard was added to the law because quality public library service relies heavily on an informed, skilled public library workforce. The purpose of requiring continuing education is to enhance staff performance for improved public library service[.]

Every day, on the job, good employees continually learn new knowledge and skills that help them perform better in our changing environment. Indeed, the information explosion, knowledge-based economy and the rapid pace of technological change propel everyone who wants to remain relevant on the job into lifelong learning. However, when faced with such an exponential growth in knowledge, more formal continuing education also has a valuable role to play in keeping employees up to date. These guidelines make a distinction between the ongoing informal education process involved in living a life and the more formal continuing education programs designed to impart specific knowledge or skills to the learner." Continuing Education (CE) Guidelines for Public Library Staff, Office of Commonwealth Libraries, Bureau of Library Development (2015)

The Code further requires that, in order for a library to obtain certain state funding, library staff must obtain six (6) CE hours every two years. BCFL shares this value and requires, as a matter of policy, that employees attend the annual staff in-service day to obtain the required CE. Sessions are held throughout the day on common library issues, such as customer service or reader's advisory.

Any employee who misses the staff in-service day because of illness must provide a doctor's note. Any employee who misses the staff in-service day because of outside employment or school commitment must submit a staff day absence form, completed and signed by the other job's

supervisor or the school administrator. Failure to provide the proper documentation when missing staff in-service day will result in disciplinary action up to and including termination.

An employee who misses the staff in-service day and provides the required documentation must work with the Associate Director to identify training to make up the missed information and CE hours needed to meet the state's requirements.

6:7 Political Activities EXPANDED TO INCLUDE MORE SPECIFIC DETAIL

BCFL encourages all employees to participate in public affairs, to support the party and candidates of their choice, to exercise their right to vote in all elections, and to engage in civic, educational and charitable endeavors in the community to whatever extent that they may wish. However, any employees who engages in any political activity must do so on their own time and in their individual capacity as a citizen.

All BCFL branches are maintained as nonpartisan entities, and all employees are expected to exhibit nonpartisanship while at work and while representing BCFL. Employees of BCFL may not conduct any political activities during work hours, while on BCFL premises, or while representing BCFL. Employees cannot use BCFL's space, resources, and facilities for any political activity, nor can any employee represent or create the impression that the employee is acting as an employee, volunteer, or other representative of BCFL when engaging in political activity in their own individual capacity.

"Political activity" for purposes of this policy includes, but is not limited to:

- Working on any political campaign
- Speaking in support of or against a candidate, party, or political issue
- Circulating petitions on behalf of a candidate
- Organizing, participating in, or soliciting for political demonstrations or fundraisers (including selling tickets for fundraisers)
- Making or soliciting for political contributions
- Preparing or distributing campaign literature, signs, or other campaign material, and
- Campaigning for any elective office

Importantly, as BCFL is a 503(c)(3) non-profit organization, any perceived violation of partisan political activity on the part of the BCFL, its employees, or its resources may result in a costly investigation or BCFL's tax-exempt status being revoked. Therefore, any violation of this policy by an employee may result in disciplinary action, up to and including termination.

6:8 Library Friends Groups NEW REFERENCE TO FRIENDS MEMORANDA OF UNDERSTANDING

Friends of the Library groups are independent organizations, separate and distinct from BCFL and its Board. While their purpose is support of the library, each Friends groups has a separate

corporate existence as a non-profit, charitable organization made up of volunteers. Each has a separate federal tax exemption and their funds should not be mingled with BCFL's operating funds. Generally, the role of a Friends groups is to advocate in the community for better libraries and raise funds for libraries. Many BCFL branch libraries are affiliated with active Friends groups.

While BCFL does not prohibit current employees from joining a Friends group, any employee who joins a Friends group must do so on their own time and in their individual capacity as a member of the community, and not, in any way, as an employee or representative of BCFL.

Any employee who joins a Friends group must be mindful of and strictly comply with Section 17.1 of this Handbook, Conflicts of Interest. Managers and administrators who work with Friends groups are expected to be familiar with and follow the terms outlined in the Memorandum of Understanding that BCFL has with each individual Friends group.

Further:

- A BCFL employee may not be named as an account holder of any Friends group bank account or assets, establish or be named as a responsible party on a vendor account or contract for services from a vendor doing business with the Friends group, or sign any contract on behalf of the Friends group.
- A BCFL employee may not authorize a Friends group to make any purchase on behalf of the library without prior review and approval of the CEO.
- A BCFL employee may not perform work on behalf of a Friends group, in their capacity as a member of the Friends group, during their BCFL workday or shift.
- A BCFL employee will not be paid by BCFL for any work or activities the employee performs in the employee's capacity as a member of a Friends group.
- While acting in their individual capacity as a Friends group member, a BCFL employee cannot use BCFL's space, resources, and facilities nor represent or create the impression that the employee (as a Friends group member) is acting as an employee, volunteer, or other representative of BCFL.
- A BCFL employee may not accept cash or cash equivalents from a Friends group, such as petty cash funds or gift cards.

A violation of this policy may result in discipline, up to and including termination.

Should you have any questions concerning this policy or whether a particular activity involving a Friends group constitutes a conflict of interest, speak with your manger or the Associate Director.

This policy is not intended to restrict communications or actions protected or required by state or federal law.

Section 7 Employee Classifications

7:1 Specific-Term Employees

Periodically, it becomes necessary for BCFL to hire individuals to perform a job or to work on a project that has a limited duration. Typically, this happens in the event of a special project or grant, a special time of year, or with an abnormal workload or an emergency.

Specific-term employees cannot change from specific-term status to any other employment status by informal means, such as remaining in our employ for a longer period of time than original placement or through oral promises made to them by coworkers or members of management. The only manner in which a specific-term employee's status can change is through a formal offer and acceptance of another employment position.

7:2 Part-Time and Full-Time Employees

Depending on the number of hours per week you are regularly scheduled to work, you are either a part-time or a full-time employee. It is necessary that you understand which of these classifications you fit into, because it will be important in understanding which benefits you are entitled to.

Management and Non-Represented Employees

- Part-Time— Employees who are regularly scheduled to work less than 37.5 or 40 hours per week
- Full-Time— Employees who are regularly scheduled to work at least 37.5 or 40 hours per week

Bargaining Unit Employees

- Part-Time— Employees who are regularly scheduled to work for less than 70 hours and 30 or more hours per pay period are defined as part-time employees (CBA)
- Full-Time— Employees who are regularly scheduled to work at least 35 hours per week or 70 hours or more per pay period are defined as full-time employees (CBA)

7:3 Non-exempt and Exempt Employees

An employee's eligibility to earn overtime pay generally depends on whether you are classified as an exempt or a non-exempt employee. The job description of the position for which you were hired indicates whether your position is exempt or non-exempt.

The CBA governs overtime earnings for all employees in bargaining unit positions, including those that might otherwise be classified as exempt. The job description of the position for which you were hired indicates whether your position is a bargaining unit position or not.

Non-exempt employees are those who meet the criteria for being covered by the overtime provisions of the federal Fair Labor Standards Act and applicable state laws. However, non-exempt employees usually do not work overtime hours. Non-exempt employees are required to start and end their work with BCFL as scheduled and should not conduct any business prior to their start time or after their end time.

To that end, non-exempt employees should not access job-related emails or conduct other business outside of work hours unless specifically directed by management to do so. Non-exempt employees are not permitted to work beyond their scheduled hours without their manager's written approval, including bargaining unit and non-represented employees.

Exempt employees are those who do not earn overtime pay because they are exempt from the overtime provisions of the federal Fair Labor Standards Act and applicable state laws.

If you are uncertain about which category you fall into, please ask your manager for more information.

Section 8 Expenses and Reimbursements

8:1 Mileage Reimbursements **NEW LANGUAGE EMPHASIZING CARPOOLING REQUIREMENT**

Before using a personal vehicle for work-related purposes and mileage reimbursement, an employee must have and will be asked to provide a valid driver's license and proof of adequate insurance coverage. In addition, circumstances may require BCFL to ask for a valid driver's license and proof of insurance at any time.

BCFL expects two or more employees traveling to the same destination for BCFL business to carpool whenever possible to cut costs and reduce BCFL's carbon footprint. If carpooling with other employees is available, an employee may opt out of carpooling, but will not be reimbursed for their mileage or other transportation expenses.

BCFL will not reimburse employees for any travel that is not sufficiently documented or is conducted without prior assignment or approval. BCFL does not reimburse employees for conducting union business or any travel related to union business. BCFL does not reimburse for traffic or parking violations.

Employees are reimbursed for travel between BCFL locations, but not for travel back and forth from home to or from work. This means that BCFL does not reimburse employees for travel from home to alternate locations of the BCFL, such as temporary assignments at another branch or attendance at workshops and meetings. For example, if a Langhorne branch employee travels from home to a meeting at the Doylestown branch then back home, there is no reimbursement. However, if the Langhorne branch employee reports to Doylestown for a meeting, but then returns to work at the Langhorne branch and goes home from there, the employee is reimbursed for the mileage from Doylestown to Langhorne.

BCFL generally will reimburse employees for local travel required to perform their job duties, such as attendance at outreach and community events. BCFL does not reimburse employees for travel from home to offsite locations outside of BCFL if the commute is a shorter distance than the employee's regular commute. BCFL will consider on a case-by-case basis requests by employees to be reimbursed or paid for travel initiated by the employee rather than required by BCFL.

Mileage Reimbursement Procedures

Mileage is reported on a trip-by-trip basis and reimbursed at the current IRS rate. The Chief Financial Officer (CFO) maintains a spreadsheet of mileage between libraries in Bucks County. This is the basis for calculating all library-to-library mileage reimbursement requests. For other travel, employees are required to attach printouts to their expense reports showing Internet maps that detail mileage from point to point.

BCFL reimburses for tolls and parking fees as applicable. Employees using E-Z Pass may submit printouts from personal accounts or from government websites showing current rates for each toll.

You must follow these procedures to get reimbursed for work-related mileage:

- Get permission from your manager before making any trip.
- Keep a written record of your business-related travel, including the total mileage of each trip, the date of travel, the location to which you traveled, and the purpose of your trip.
- Submit to your manager, on at least a monthly basis, your record of work-related mileage for approval. Requests for mileage reimbursement must be submitted no later than thirty (30) days from when the mileage was incurred. BCFL will not honor late submissions.

Your manager is responsible for submitting your mileage reimbursement request to the business office. If approved, you generally will receive your reimbursement payment within two weeks.

8:2 Expense Reimbursements

BCFL discourages employees from using personal funds to make purchases on behalf of the library unless there is no other choice and the circumstances warrant incurring such expenses. Only library managers and administrators are permitted to make such purchases. BCFL will reimburse employees for work related expenses as long as those expenses are reasonable.

Employees are expected to compare prices and save money wherever possible. The CFO can provide you with a tax-exempt certificate for purchases you make on BCFL's behalf. BCFL will not reimburse you for tax on qualifying purchases where you did not use our tax exempt certificate.

Expense Reimbursement Procedures

You must follow these procedures to get reimbursed for work-related expenses you incur:

- Get permission from your manager before incurring any expense.
- Keep a receipt or some other proof of payment for every expense. The documentation must show the date, amount, and type of expenditure. Credit card receipts or store receipts that do not describe a purchase are not considered sufficient documentation for reimbursement.
- Submit your original receipts, along with an expense report, to your manager for approval within 30 days of incurring an expense. Requests for expense reimbursement must be submitted no later than thirty (30) days from when the expense was incurred. BCFL will not honor late submissions.
- BCFL will not reimburse you for expenses not previously approved or based on expense reports that do not contain sufficient documentation, such as receipts.

Your manager is responsible for submitting your expense report to the business office. If approved, you generally will receive your reimbursement payment within two weeks.

8:3 Professional Conferences and Training Workshops **NEW SECTION**

As part of its commitment to continuing education, BCFL periodically assigns staff to attend and participate in professional conferences and training workshops. For employees who are asked by BCFL to attend, BCFL will grant paid leave time and will pay in full for registration fees, meals, lodging, and transportation.

BCFL makes decisions about employee conference and training attendance based on a combination of factors:

- The likelihood of an employee's attendance having a broad impact on BCFL goals that apply across the organization, to an entire department, or to multiple employees
- Availability of equivalent virtual opportunities that do not require time away from work and travel expenses
- Relevance to an employee's job responsibilities
- An employee's demonstrated history of leadership in sharing information with others and applying new knowledge to library projects and initiatives
- The employee's current work projects, professional development goals, and demonstrated history of engaging in continuous learning in other ways
- For BCFL employees serving as conference or training presenters, the connection between the proposed topic and the employee's job responsibilities at BCFL; the employee's expertise and credentials in the topic; and the employee's commitment to replicating their session at BCFL for BCFL employees
- Scheduling and workload that allows an employee to be away from their branch or department without significantly disrupting essential operations
- Availability of funds

BCFL will consider on a case-by-case basis requests by employees to be reimbursed or paid for conference and training opportunities initiated by the employee rather than required by BCFL. BCFL generally will not grant paid leave time or pay for any other conference and training expenses for employees who have registered or made a commitment to attend without prior approval by their manager and the Associate Director. For bargaining unit employees, if all factors are otherwise equal and slots are limited, BCFL will offer opportunities to interested individuals based on seniority.

Employees that request paid leave time and payment for conference and training expenses should first confirm with their manager that they can be away from work for that time without significantly disrupting essential operations. They should make the request in writing to the Associate Director, with a copy to their manager, and include the following:

- The dates and times the employee will be away from work

- A narrative statement of how their proposed attendance meets BCFL's criteria for conference and training attendance as described above, addressing as many of the criteria as possible
- A proposed budget with estimated costs for attendance

Conference and Training Expense Procedures

When employees are required by BCFL to attend conferences or training workshops, BCFL will reimburse for travel expenses, as follows:

- The cost of travel to and from the airport or train station, including parking and tolls
- The cost of airline or train tickets— coach class only
- The cost of a rental car— economy class only
- The cost of lodging at the conference or training venue; or alternative lodging not to exceed per diem lodging rates posted by the U.S. General Services Administration at the time the lodging is booked
- The cost of meals and incidentals at per diem rates posted by the U.S. General Services Administration at the time of event registration
- The cost of meals and other incidental expenses at per diem rates posted by the U.S. General Services Administration at the time of event registration
- If a personal vehicle is used, mileage for business miles incurred at the current IRS rate. Mileage reimbursements will be handled as described in section 8.1 of this Handbook. If alternative transportation is available for less cost than mileage reimbursement, BCFL will reimburse up to the comparable rate of alternative transportation. If carpooling with other employees is available, an employee may opt out of carpooling but will not be reimbursed for their mileage or other travel expenses.
- BCFL will not pay for or reimburse employees for optional entertainment sessions offered by conference or training hosts during attendee downtimes, such as local tours or shows.

Generally, the Associate Director will make arrangements with the employee for the library to pay in advance for conference and training expenses; and to provide a check to the employee in advance for anticipated mileage, per diem, and incidental expenses. For any after-the-fact expense reimbursements related to travel and conferences, employees will be expected to follow the procedures outlined in sections 8.1 and 8.2 of this Handbook.

Section 9

Use of Library Property

9:1 Library Property

To best serve the community, as well as support and maintain library operations, the BCFL has invested a great deal of money in its property and equipment. It would be a senseless and avoidable financial drain if library property is misused or worn out prematurely when used for personal business.

To that end, we ask that all employees take care of library property and report any problems or issues to their branch or department manager. Specifically:

- If a piece of equipment or property is unsafe for use, please report it immediately.
- Please use property only in the manner intended and instructed.
- Personal use of BCFL property is not permitted unless specifically authorized in this Handbook.

Failure to use BCFL property appropriately or failure to report problems or unsafe conditions may result in disciplinary action up to and including termination.

9:2 Care and Return of Issued Property

During the course of your employment, you may be issued BCFL property such as keys, computers, equipment, or tools. We expect you to keep BCFL property clean and in good repair. If the piece of property is lost, stolen, or damaged while in your possession, you must report it immediately to your manager.

You will be required to return library property when requested or at the end of your employment. If you do not return a piece of property, we will withhold from your paycheck the cost of replacing that piece of property. If you return a piece of property in disrepair, we will withhold from your paycheck the cost of repair. If the library property is password protected, you must provide BCFL with access for resetting or have it reset to its original state.

We reserve the right to take any other lawful action necessary to recover or protect our property.

9:3 Telephone System

Importantly, telephones are provided to BCFL employees for business use only.

Employees are expected to reserve personal calls for meal or break times and use only personal phones for that purpose. Incoming and outgoing personal calls should otherwise be avoided except

for emergencies and should be kept as short as possible. Any personal calls should be taken away from public areas.

Extensive personal use of BCFL's or personal phones may result in disciplinary action up to and including termination.

BCFL employees are expected to turn off personal phones and other devices during meetings and training sessions. In case of an emergency, your personal contacts should call your branch or department manager or the Administrative Office should they need to reach you.

People who call BCFL branches will form an impression of BCFL based on each contact they may have. Therefore, each employee's phone manner serves to promote customer service. BCFL employees must observe the following guidelines when representing BCFL on the telephone:

- Answer each call to the library promptly.
- In a pleasant tone, identify your branch or department.
- Do not neglect any person waiting for service within the library for those who call on the phone.
- Always be courteous.
- When ending a call, place the receiver down gently.

9:4 Staff Library Cards and Borrowing of Library Materials **FORMER CIRCULATION POLICY **MOVED TO STAFF HANDBOOK****

BCFL employees may have staff-designated library cards for their personal use. Staff status is extended only to current BCFL employees and is not extended to former employees or family and friends of current employees.

An employee may have only one library card account for their individual personal use. Fines are not charged against items borrowed on staff cards. Non-resident fees are waived. Staff status is granted on an employee's hire date and is removed when they leave employment with BCFL. At end of employment, the account, at the card holder's discretion, may be converted to the appropriate card type based on their eligibility.

Staff accounts must include the same information as required of all card holders. All necessary data fields must be complete. Staff must use a library card to check out all materials before taking them out of the library. Staff are not permitted to take home any items before they have been processed and added to the library's database for public access. Staff may not exceed loan, renewal, and holds limits as stated in the library's circulation policies. Staff must pay for lost or damaged items.

Staff may not use their access to the borrower database to give themselves, friends, or family any privileges beyond what the public receives, except as outlined in this policy. BCFL will revoke staff

privileges in cases of abuse and at its discretion will submit staff accounts for materials recovery if items are not returned or an account is consistently delinquent.

BCFL staff accounts must be registered to a BCFL branch as the home library. Each Bucks County District member library separately manages and regulates staff library cards and accounts for their own employees. BCFL does not issue BCFL staff cards to employees of District member libraries. BCFL employees are not required to have BCFL staff cards registered to a branch as home library and are permitted to have a regular library cards with no staff privileges registered to District member libraries.

Failure to abide by the terms and conditions of this policy may result in disciplinary action up to and including termination.

9:5 BCFL Vehicles

Only authorized employees may use BCFL vehicles, and they may do so only on BCFL business. We expect that you will drive in a safe and courteous manner.

The following is required for all employees who drive BCFL vehicles:

- Maintain a valid driver's license, and, at a minimum, provide BCFL annually with evidence of a valid driver's license. Circumstances may require BCFL to ask for a valid driver's license at any time. It is your responsibility to inform BCFL if at any time your driver's license is revoked or suspended.
- Know and abide by all applicable driving laws at all times.
- Keep a written record of business-related travel, including the total mileage of each business trip, the date of travel, the location to which you traveled, and the purpose of your trip.
- Timely submit records and receipts to your manager.
- Keep BCFL vehicles clean and in the best condition possible by removing any trash or personal items when you finish using them.
- Immediately report any accidents, mechanical problems, or other issues to your manager so we can have BCFL vehicles repaired or serviced as soon as possible.
- If you receive any tickets for parking or moving violations, you are responsible for taking care of them.

In addition, the following activities are prohibited:

- Employees may not use BCFL vehicles while under the influence of drugs or alcohol or while otherwise impaired.
- Smoking is not permitted in BCFL vehicles.
- Employees are prohibited from using hand-held cell phones or other devices while operating a vehicle for business, whether the vehicle is in motion or is stopped at a traffic light. This

prohibition includes, but is not limited to, answering or making phone calls, engaging in phone conversations, and reading or responding to emails, instant messages, and text messages. If you need to use your phone while driving, you must pull over safely to the side of the road or another safe location.

Violating this policy in any way may result in disciplinary action up to and including termination.

Section 10 Performance

10:1 Job Descriptions

All employment positions at BCFL have job descriptions. Employees are provided with copies of their own job descriptions and have access to all job descriptions of other employees, as well as an organizational chart, on the BCFL staff web site.

Job descriptions help provide clarity and understanding among employees and between employees and managers about what work is expected.

Job descriptions include correct identification of the classification and title for each position, indication of the job's position in the chain of supervision, delineation of the major performance responsibilities which make up the employment position, and indication of the kind and extent of the skills, knowledge, abilities, physical and mental requirements, and educational levels required for the job.

10:2 Performance Evaluations

Because employee performance is vital to library services, we conduct annual reviews of individual employees. Each employee is evaluated on the performance of the assigned duties set forth in the employee's job description.

Performance evaluations are an opportunity for employees and managers to discuss goals and objectives, job strengths, job tasks, needed corrections, training possibilities, outstanding achievements, and future plans. Managers and employees additionally are expected to discuss job performance and goals on an informal day-to-day basis. Forms related to performance evaluations are available to all staff on the BCFL staff web site.

BCFL requires all employees to participate in the review process. Poor job performance, as well as failure to participate in performance evaluations in good faith, may lead to disciplinary action.

10:3 Progressive Discipline

The purpose of the progressive discipline policy is to assure a uniform application of policy and promote a climate of mutual respect, fair treatment, and well-defined standards of acceptable behavior.

Although progressive discipline is normally taken in progressive steps as outlined below, discipline may begin at a step other than the first warning, including termination. BCFL reserves the right to decide the form, order, and manner of discipline to be administered. Nothing in this section

changes an employee's at-will status or the rights and obligations under the CBA for bargaining unit employees. Nor does anything in this policy require BCFL to adhere to any of the below steps in making or carrying out an employment decision, up to and including termination.

For bargaining unit employees, the provisions of the CBA and applicable state and federal law will be followed by BCFL in imposing discipline.

Step 1: Oral Warning

An oral warning is a discussion with the employee to review the nature of the violation and the expected remedy. Its purpose is to counsel the employee regarding the matter and to clearly define the consequences of such behavior. This step is to correct— not punish— unacceptable behavior. However, this step and discussion will be documented. A copy will be given to the employee with a request to sign an acknowledgment that the copy was received.

Step 2: Written Warning

When an offense or violation is repeated or continued, or when different misconduct or poor performance occurs within a short period of time, the employee will receive a written warning. This step states the nature of the violation, the expected remedy, and that if the problems continue or remain uncorrected, the employee's position with BCFL will be affected. The written warning will be made part of the employee's personnel file. A copy will be given to the employee with a request to sign an acknowledgment that the copy was received.

Step 3: Final Warning (Probation/Suspension)

The final warning, generally will be administered short of termination. When an employee's performance does not improve following verbal and written warnings, or if the employee is again in violated BCFL policy or engages in misconduct, the employee may be placed on probationary status for a period of one to six months, depending on the circumstances. If the employee's performance or defined standard of acceptable behavior do not improve within the probationary period, the employee may be terminated from BCFL's employment.

However, where the offense or violation is of a serious or severe nature, an employee may be suspended without pay, pending investigation. If the investigation supports a finding of termination, the employee will be discharged from employment. Should the investigation indicate a lesser penalty (or no penalty), the employee will be so advised of a return-to-work date, with payment of back pay.

Step 4: Termination

If, after all steps to remediate repeated offenses are unsuccessful, or an employee has failed to perform to job requirements, or the employee has engaged in serious misconduct, the employee may be terminated.

Examples of “serious misconduct” include, but are not limited to the following conduct in the workplace, on BCFL premises or while representing BCFL at events or activities:

- Theft
- Submitting false documentation to BCFL
- Fighting or committing an assault
- The possession, use, or distribution of illegal or illicit drugs or alcohol
- Sexual harassment, physical harassment, or sexual misconduct
- Criminal activity; such as any illegal activity that impacts the employee’s ability to perform the functions of their position
- Any behavior that threatens the safety of others
- An employee refusing to carry out the functions of their position

For bargaining unit employees, see the CBA for the grievance procedure that may be followed for discipline imposed by BCFL.

10:4 Insubordination EXPANDED LIST OF EXAMPLES, SAFETY DISCLAIMER

10:4 Insubordination

An effective workplace operates on a system of mutual respect between administrators, managers, and employees.

Insubordination occurs when employees refuse to follow the reasonable orders or instructions of their managers, behave in a noncompliant manner, or through their actions or words, show disrespect toward their managers. Examples of insubordination include, but are not limited to, the following:

- Ignoring, disregarding or is unwilling to act on workplace instructions, assignments, or directives from supervisors or management and administration
- Failing to complete assigned tasks without valid reasons; or, refusing to help library users or co-workers when requested to do so
- Refusing to follow or violating library policies and procedures; or, insisting on following the employee’s own rules or methods instead of established policies and procedures
- Failing to maintain a professional demeanor while on duty, such as using disrespectful, offensive or inappropriate language, using “curse words” toward coworkers, supervisors, management or members of the public, or arguing with co-workers, management, or patrons/members of the public

- Making false statements about library policies, procedures, or other employees; or, encouraging customers to complain as opposed to providing them with help and solutions
- Making aggressive or threatening gestures toward supervisors, management, co-workers or members of the public
- Refusing to attend and participate in mandatory training sessions or meetings; or, demonstrating inattention during training sessions or meetings, such as engaging in side conversations or unrelated activities
- Refusing to accept constructive criticism or feedback from supervisors or participate in performance evaluations or goal-setting processes, and
- Refusing to cooperate with investigations into misconduct or policy violations.

Insubordination by any employee may result in disciplinary action, up to and including termination.

This policy is not intended to restrict communications or actions protected or required by state or federal law. Should any employee have concerns regarding an order or instruction by a manager, fear for the employee's safety or the safety of others due to the manager's order or instruction, believe that following the order or instruction would violate the law or pose a problem for BCFL, the employee shall follow the procedure outlined in in Section 19.1 of this Handbook, Complaints and Procedures.

Section 11 Workplace Behavior

11:1 Professional Standards

People who work together have an impact on each other's performance, productivity, and job satisfaction. Also, how we behave toward library users and outside contacts will influence whether those relationships are successful for BCFL. BCFL expects each employee to act in a professional manner whenever the employee is on BCFL property, conducting BCFL business, or representing BCFL at an event or social function.

At minimum, BCFL expects its employees to treat library users, outside contacts, and co-workers with patience, respect, and courtesy, to be helpful to others, and to follow BCFL's policies, including the policies in this Handbook. At the time of hire, all employees are required to read and sign the Code of Ethics of the American Library Association (ALA) and to adhere to its principles throughout their employment.

11:2 Employee Misconduct **UPDATED LIST OF EXAMPLES**

BCFL expects each employee to follow rules of conduct that will protect the interests and safety of all employees and the BCFL organization. It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. Various sections of this Handbook address certain behavior or situations that may constitute misconduct for which each employee may be disciplined. The following list of behaviors are additional infractions that constitute misconduct that would likely result in disciplinary action, up to and including termination:

- Theft or inappropriate removal or possession of property
- Falsification of timekeeping records or any other instance of dishonesty
- Negligence or improper conduct leading to damage of property
- Any behavior that threatens the safety of others
- Refusing to carry out the functions of their position
- Excessive absenteeism, tardiness, or any absence without notice
- Unauthorized absence from work during the workday
- Unauthorized use of telephones, mail or computer systems, or other BCFL-owned equipment
- Violation of personnel policies
- The commission of any criminal offense on BCFL's property or while working, as a BCFL representative at events or functions
- Possession of any weapon prohibited under state or federal law while the employee is on BCFL property, including but not limited to explosives, machine guns, any firearms specifically designed or adapted for silent discharge, any switch-activated knife or blade, any stun gun or taser, metal knuckles, and any weapon or implement designed for the purpose of inflicting serious bodily injury which serves no legitimate purpose. Please note: BCFL does not restrict the protections and rights of an individual to carry or conceal a firearm as

authorized under and in compliance with Pennsylvania's Uniform Firearms Act, 18 Pa.C.S. §6101, et seq. and any other state or federal law.

- Any illegal activity that affects the employee's ability to perform the essential or required functions of the employee's job position

11:3 Employee Appearance and Dress **MORE DETAILED LANGUAGE, GENDER NEUTRAL CLOTHING LIST**

BCFL is a professional workplace intent on presenting a positive image to the public. As BCFL employees are library representatives, their personal appearance is important. To that end, all employees must be well-groomed and present a neat, professional appearance consistent with BCFL's mission and appropriate to the employee's position and job responsibilities.

After hire, each employee will be provided with a nametag during orientation and is expected to wear the nametag thereafter while working at BCFL or BCFL events.

Each employee must dress in "business casual" attire unless a particular position requires otherwise. For example, maintenance technicians and delivery drivers dress casually, for safety reasons and in accordance with the nature of their work. Nonetheless, for most BCFL positions, including administrative personnel and those positions involving direct contact with the public, business casual wear is appropriate. For certain projects, such as moving library collections or other physical work, off-hours events, such as Staff Day, or inclement weather, we make exceptions and allow all employees to dress casually.

Generally, business casual attire means clean, well-maintained clothing that blends traditional business wear with a more relaxed and comfortable style. While it is not possible or practical to list every appropriate and inappropriate type of clothing, the following are general guidelines for each employee to consider.

Appropriate attire includes:

- Blazers or sport coats
- Collared shirts, button-down shirts, or blouses
- Sweaters
- Slacks, trousers, khakis, or chinos
- Jeans that are:
 - Dark wash, black or other colored denim, but not washed-out or faded in color
 - Tailored, well-fitted, and not baggy
 - Unripped, with no fraying or distressing
- Dresses or skirts of an appropriate length
- Polo or golf shirts
- Plain tee shirts that are not stretched out or faded
- BCFL logo apparel
- Loafers, flats, boots, or other closed-toe footwear
- Athletic shoes or sneakers that are clean

Inappropriate attire includes:

- Tank tops, muscle shirts, or crop tops; bare midriffs are not acceptable
- Strapless clothing, spaghetti straps, or halter tops unless worn under a sweater, cardigan, or blazer
- Clothing with slogans, messages or advertising, foul language, cartoons, or obscene images
- Torn, wrinkled, patched, or faded clothing
- Sweatpants, sweatshirts, sweat suits, or work-out and gym clothes
- Shorts, mini-skirts, or mini-dresses;
- Faded, frayed, or baggy clothing and no underwear or undergarments should be seen
- Hats or baseball caps
- Flip-flops, foam or shower-type shoes, or backless or strap sandals that expose the foot
- Any open-toed footwear
- Worn sneakers or athletic shoes
- Outdoor wear such as coats and hats, except when doing outdoor work

BCFL requests that all employees use their common sense when determining appropriate attire for BCFL's professional work environment. When in doubt, consult with your manager.

If an employee appears for work in attire that is inappropriate or does not follow these guidelines, the manager or other supervisor shall address the matter privately with the employee on a case-by-case basis. Should an employee be sent home to change to appropriate attire, the time in which it takes to leave, change clothes, and return to work shall be designated as unpaid. Repeated failure to appear for work properly dressed and groomed at BCFL may result in discipline up to and including termination of employment.

If you have any questions about this policy, please consult with your manager or the Associate Director. If the dress code policy contradicts the rules of your faith or is offensive to you in any way, please notify your manager or the Associate Director.

11:4 Pranks, Practical Jokes and Horseplay

Although we want our employees to enjoy their jobs and have fun working together, we cannot allow employees to play practical jokes or pranks on each other. Similarly, BCFL does not allow employees to engage in horseplay. Horseplay is rough, loud, boisterous or out-of-control play or pranks that may include physical contact, playing around, racing, grabbing, social pressure to participate in unsafe acts, harassment, and unauthorized contests.

At best, these actions disrupt the workplace and dampen the morale of some employees. At worst, they lead to complaints of discrimination, harassment, or assault. See Section 18.3 of this Handbook, Discrimination and Harassment Prohibited.

Pranks, practical jokes, or horseplay committed by any employee may result in disciplinary action up to and including termination. If you have any questions about this policy, please speak with your manager or the Associate Director.

11:5 Threatening, Abusive, or Vulgar Language

We expect BCFL employees to treat everyone with courtesy and respect. Threatening, abusive, and vulgar language in any format has no place in our workplace. It destroys morale and relationships and it impedes the effective and efficient operation of our business.

As a result, we will not tolerate threatening, abusive, or vulgar language from employees while they are on the worksite, conducting BCFL business, or attending BCFL-related business or social functions. See Section 18.3 of this Handbook, Discrimination and Harassment Prohibited.

Violation of this policy by any employee may result in disciplinary action, up to and including termination.

11:6 Fighting

Verbal or physical fighting among employees is absolutely prohibited. Employees shall not engage in, provoke, or encourage a fight. Violation of this policy by any employee may result in disciplinary action, up to and including termination.

11:7 Sleeping on the Job

When our employees arrive at work, we expect them to be physically prepared to work through their day. Employees who sleep on the job dampen morale and productivity and deprive BCFL of the expected work for which it compensates its employees.

As a result, we do not allow any employees to sleep while at work. Employees who feel sick or unable to finish the day because of weariness should speak with their manager about using sick leave or PTO to take the rest of the day off.

Sleeping while on the job by any employee may result in disciplinary action, up to and including termination.

Section 12

Health and Safety

12:1 Safety Policy

In order to provide a safe environment for everyone, every employee must follow basic safety principles, including but not limited to the following:

- Employees must follow their manager's safety instructions.
- Employees in certain positions may be required to wear protective equipment, such as back braces, safety glasses, work boots, or masks. Your manager will let you know if your position requires protective gear.
- Employees in certain positions or situations may be prohibited from wearing dangling jewelry or apparel or may be required to pull back or cover their hair, for safety purposes. Your manager will tell you if you fall into one of these categories.
- All equipment and machinery must be used properly. This means all guards, restraints, and other safety devices must be used at all times. Do not use equipment for other than its intended purpose.
- All employees must immediately report to their manager any workplace condition that they believe to be unsafe. BCFL will investigate the matter promptly.
- All employees must immediately report any workplace accident or injury to their manager.
- Horseplay, roughhousing, and other physical acts that may endanger employees or cause accidents are prohibited. See Section 11.4 of this Handbook Pranks, Practical Jokes, and Horseplay.

Should you have questions about this policy or any safety issues, please ask your manager or the Associate Director for more information.

12:2 Workplace Security

It is every employee's responsibility to help keep our workplace secure from unauthorized intrusions. Every employee must comply with the following security precautions:

When you leave work for the day, please follow your branch or department's specific closing procedures. Employees closing the library are responsible for securing it for the night or weekend, and if left unsecure by an employee, this may result in disciplinary action up to and including termination.

Employees who are issued keys and security codes are responsible for their safekeeping. Any employee with access to building keys may not lend them to anyone except another staff member. At no time should library keys be in the possession of anyone except designated library employees.

Lost keys should be reported immediately. If you have questions about this policy, please speak with your manager.

Off-hours access to the workplace is limited to those employees whose jobs require it. If you believe you need to work outside regular approved hours, please discuss this with your manager. Use of the workplace during off hours without written approval of the CEO may result in disciplinary action up to and including termination.

Employees are permitted to have occasional visitors in the workplace, but workplace visits are the exception rather than the rule and should not significantly interfere with your job duties. If you are anticipating a visitor, please discuss this with your manager in advance.

If you have a visitor, you must accompany your visitor in staff areas at all times. Your visitors are welcome to remain in any public area of the library and use library resources as long as they abide by the library's behavior policy. Children under the age of 10 must be accompanied by a caregiver as per the library's policy on unattended children. Visitors may not remain in staff areas for extended periods, such as beyond a meal or break time, and may not be left alone in staff areas.

If you have questions about this policy, please ask your manager or the Associate Director for more information.

12:3 Emergencies

In case of an emergency, your first priority should be your own safety. In the event of an emergency causing serious injury, immediately dial 9-1-1 to alert police and rescue workers to the situation.

If you hear a fire alarm or in case of an emergency that requires evacuation, please proceed quickly and calmly to the fire exits. BCFL will hold periodic fire drills to familiarize everyone with the routes they should take. Remember that every second may count— do not return to the workplace to retrieve personal belongings or work-related items.

For employees with disabilities that require assistance in an emergency, BCFL requests that you advise the Associate Director of your accommodation needs at the time of your hire or during any interactive process under the ADA. This information is voluntary on your part and will remain confidential, except for key administrative personnel and emergency responders, who will ensure or render the necessary aid for you the event of an emergency or evacuation.

12:4 Smoking Prohibited MORE SPECIFIC DETAIL ADDED

For the health, comfort, and safety of our library patrons and employees, the use of tobacco products, including cigarettes and e-cigarettes, is not allowed in our buildings.

You may smoke in during meal or rest breaks only. Employees may not take smoking breaks in addition to the regular breaks provided to every employee under our policies. You may not smoke near entryways, any walkways where you may potentially disrupt access to the building by the public, or anywhere else on library property where smoking is prohibited for the public.

12:5 Violence Prohibited

BCFL will not tolerate violence or any threats of violence in the workplace. Violence includes physical altercations, coercion, pushing or shoving, horseplay, intimidation, stalking, and verbal and non-verbal threats of violence.

Any violence, threats of violence, or purported jokes or inferences about committing violence are taken seriously by BCFL. Such actions may or will likely result in disciplinary action, up to and including termination.

If you are subject to or observe an incident or threat of violence that is immediate and serious, promptly dial 9-1-1 and report the incident to law enforcement. If the incident or threat does not appear to require immediate police intervention, contact your manager and report it as soon as possible, using BCFL's Incident Report form. All complaints will be investigated and appropriate action will be taken. You will not face retaliation for making a complaint.

No Weapons

BCFL prohibits employees from possessing or concealing any weapon prohibited under state or federal law while the employee is on BCFL property. Such weapons include, but are not limited to explosives, machine guns, any firearms specifically designed or adapted for silent discharge, any switch-activated knife or blade, any stun gun or taser, metal knuckles, and any weapon or implement designed for the purpose of inflicting serious bodily injury which serves no legitimate purpose. BCFL does not restrict the protections and rights of an individual to carry or conceal a firearm as authorized under and in compliance with Pennsylvania's Uniform Firearms Act, 18 Pa.C.S. §6101, et seq. and any other state or federal law.

Any employee found with an unauthorized, illegal or illegally possessed weapon in the workplace may be disciplined up to and including termination.

12:6 Workers' Compensation Benefits MORE SPECIFIC DETAIL ADDED

Maintaining a safe work environment requires the continuous cooperation of all employees. BCFL encourages employees to communicate with managers and administration, and fellow employees regarding safety issues.

This policy applies to all BCFL employees, including full-time, part-time, temporary, and contract employees, and at-will and bargaining unit employees, as well as interns and volunteers, and

addresses the responsibilities of both employees and BCFL in the event of a workplace injury or illness.

Should an employee suffer from a work-related illness or injury, the employee may be eligible for Workers' Compensation benefits, which, if eligible, pay for medical expenses and partial pay continuation. Employees who are injured or suffer an illness while performing such work-related duties, no matter how minor an on-the-job injury or illness may appear, must immediately report the injury or illness to their manager and the Associate Director. Prompt reporting helps to ensure that employees qualify for appropriate coverage as quickly as possible. Failure to immediately report an injury could be a basis for denial or delay of workers' compensation benefits.

Employees who are injured at work and are eligible for workers' compensation but are unable to complete their scheduled workday or shift shall be paid the regular rate of pay for the balance of time left in the scheduled workday or shift.

A "Report of Injury" form must be completed for every injury or illness regardless of the apparent seriousness of the injury or whether medical attention is required. The employee, when able to do so, shall give the completed employee-portion of the form to the Associate Director as soon as possible, but no later than 48 hours from the time that the injury or illness occurred, so that BCFL can submit the form to BCFL's insurer. Should the employee's injury or illness require medical attention, the Associate Director must be notified immediately so that an investigation can be initiated, if necessary. Please note that once BCFL learns of and, if necessary, investigates a workplace injury or illness, it is required to submit, and shall submit, the "Report of Injury" form to its insured.

Workers' compensation claim forms will be completed by the Associate Director as soon as possible, in order to initiate compensation claims for the injured employee. If possible, the injured employee shall meet with the Associate Director at a mutually agreed upon time to assist with the completion of the forms. Otherwise, the Associate Director shall provide the necessary information.

An employee who is out of work due to a work-related injury or illness is responsible for advising the Associate Director of the employee's status and expected date of return, when known. The employee may resume duties at BCFL, but only after the employee provides proof of medical clearance.

The employee shall forward to the Associate Director copies of the documents from the hospital, employee's physician, and the state regarding worker's compensation claims, as applicable.

Please know that all medical and personal information related to workers' compensation claims will be kept confidential to the extent allowed by law. Access to such information will be restricted to individuals involved in the claims process.

Finally, be advised that it is a crime for any employee to knowingly and intentionally commit fraud in the filing or pursuit of a workers' compensation claim. Fraud is grounds for immediate discipline, up to and including termination. Suspected fraud also will be referred to the appropriate law enforcement agency.

For eligibility questions, **necessary forms** or more details concerning workers' compensation benefits, please contact the Associate Director. **For bargaining unit employees, please also refer to the CBA for additional information.**

Section 13 Employee Privacy

13:1 Inspection and Search Policy **MORE DETAIL ADDED**

Employees do not have a right to privacy in any common area on any BCFL premises or property belonging to BCFL, such as employee workspaces, offices, desks, cabinets, computers, lockers, storage areas, or BCFL vehicles. Employees may not place their own lock on any BCFL property. Any locking device placed on BCFL property must be owned and provided by BCFL, and BCFL will retain a copy of the combination or key for purposes of access.

All BCFL property may be subject to search or inspection by a BCFL administrator or authorized personnel for work-related needs, such as locating work-related materials and to ensure compliance with work-related rules and policies, including, but not limited to employee safety, workplace violence, harassment, theft, drug and alcohol use, and possession of prohibited items.

Further, BCFL administration, management, or authorized personnel may search or inspect an employee's personal possessions or other articles and spaces for which an employee may have a reasonable expectation of privacy, located on BCFL premises, where there is reasonable suspicion that evidence of a violation of BCFL's policies, work-related misconduct, or criminal activity may be found.

Any employee who refuses to cooperate with this policy, or, if after a search or inspection, evidence relating to or supporting a violation of BCFL's policies or work-related misconduct, may be subject to discipline, up to and including termination. If, after an inspection or search, evidence relating to or supporting criminal activity is discovered, it will be referred to the appropriate law enforcement agency for further investigation.

Section 14

E-mail, Internet, and Software Use

14:1 E-mail

BCFL provides employees with individual e-mail accounts to enable them to serve the public and perform their jobs successfully. This section of the Handbook outlines basic expectations for employee usage of the BCFL e-mail system. All employees additionally are required to be familiar with and follow BCFL's internal Information Technology Department (IT) policies, procedures, and guidelines addressing e-mail usage.

E-mail messages sent and received using BCFL communications equipment are BCFL property and are for BCFL business and activities. Employees are not permitted to use BCFL's email system for personal use.

Employees have no reasonable expectation of privacy in BCFL's emails. We reserve the right to access, read, and copy e-mail messages at any time, for any reason. In addition, BCFL may select and read employee messages at random to ensure that employees are in compliance with this policy.

Importantly, all BCFL's policies and rules of conduct apply to employee use of the e-mail system. This means, for example, that you may not use the e-mail system to send harassing or discriminatory messages, including messages with explicit sexual content or pornographic images, threatening messages, solicitations to purchase items for non-BCFL purposes, or chain e-mails.

E-mail Account Management Basics

E-mail is an important form of communication at BCFL. Employees are expected to check individual and group e-mail accounts at least daily when scheduled to work and, in addition:

- Actively manage spam using BCFL's spam blocking software. Review, identify, and clear out spam folders at least weekly.
- Before opening an e-mail attachment, consider and verify the legitimacy of the sender. Be aware of common types of approaches used by those conducting phishing schemes or distributing malware.
- Make a regular practice of deleting e-mails that do not need to be saved once you have read, responded to, or archived the contents or attachments elsewhere.
- Immediately report any security issues with your e-mail account to your manager or to IT.

E-mail Professionalism

When you send e-mail using BCFL's system, you are representing BCFL. Your messages must be professional and appropriate in tone and content. Although e-mail may seem like a private conversation, it can be printed, saved, and forwarded to unintended recipients.

You should not send any e-mail for which you would not want your manager, a member of the public, a library user, the BCFL library board or administration, the County, or local authorities to have access. It is not possible to list all the e-mail tone and content that would be considered unprofessional or inappropriate. As a general guide, if you would not want to see it printed on the front page of a newspaper, it is probably not professional and appropriate.

Please use the following guidelines when sending emails on behalf of BCFL:

- Before sending an e-mail, consider whether your communication would be better suited for in-person or phone communication. Be aware that e-mail overload can lead to miscommunication and missed information or deadlines,
- Always use a specific subject line to indicate briefly what the message is about. Avoid vague subject lines, such as the word "yesterday" or "update."
- Always spellcheck or proofread the content before sending.
- Use lowercase and capital letters the same way you would in a written letter. Do not use all uppercase.
- Remember your audience. Be mindful that joking comments or informalities may not be appreciated by the recipient of a business communication.
- Don't use e-mail for confidential matters. If you need to have a confidential discussion, do it in person or over the phone. Anyone inappropriately sharing confidential matters in e-mail may be subject to disciplinary action up to and including termination.
- Send messages sparingly. There is rarely a need to copy everyone in BCFL on an e-mail. Carefully consider who should or must see the message and address it accordingly. Anyone inappropriately e-mailing the entire BCFL, library system or large group may be subject to disciplinary action up to and including termination.
- Resist the urge to send or respond to messages in anger or emotionally. Although e-mail gives you the opportunity to respond immediately, you do not have to do so without thoughtful reflection.

Any employee who violates this policy may be subject to disciplinary action, up to and including termination.

14:2 Internet Use NEW LANGUAGE ADDED

BCFL provides employees with Internet access to enable them to serve the public and perform their jobs successfully. This section of the Handbook outlines basic expectations for employee usage of BCFL equipment that is connected to the Internet. All employees additionally are required to be

familiar with and follow internal Information Technology Department policies, procedures, and guidelines. All employee use of the BCFL's public computers and devices is governed by ING 9, BCFL's Computer and Acceptable Internet Policy, which is posted on the BCFL website.

Staff computers are intended for official BCFL business. Personal use of staff computers located at public services desks during public service hours is prohibited. Personal or other non-work-related use, including viewing, downloading, copying, sending, or processing information outside the scope of BCFL's business is strictly prohibited during an employee's working times.

Although you may use staff workroom or office computers for personal Internet access, you may do so only during your meal periods and breaks. You may not use staff computers for personal activities when others need to use those computers to perform work activities. Any employee who abuses this privilege may be subject to disciplinary action up to and including termination.

As BCFL computers and electronic equipment are the property of the BCFL, we reserve the right to access and review employee use of the Internet on staff computers and devices at any time, to ensure compliance with this policy. This includes all business use and any personal use an employee may engage in using staff-designated equipment. You should not expect privacy in your use of the Internet, which includes, but is not limited to, the sites you visit, the amount of time you spend online, and communications you have using BCFL's computers and Internet services. See Section 13:1 of this Handbook, Inspection and Search Policy.

Prohibited Uses of the Internet

Employees may not, at any time, access the Internet using BCFL equipment or links for any of the following purposes:

- To visit websites that feature pornography, gambling, or violent images, or are otherwise inappropriate in the workplace
- To download software, articles, or other printed materials in violation of copyright laws
- To download any software program without the written approval of the IT Department
- To circumvent or disable installed settings, filtering, virus detection or other security software, or otherwise disrupt the operation of the network

A violation of this policy may result in disciplinary action, up to and including termination.

14:3 Software Use

BCFL provides employees with software to enable them to serve the public and perform their jobs successfully. This section of the Handbook outlines basic expectations for employee usage of the BCFL's software. All employees additionally are required to be familiar with and follow BCFL's internal IT policies, procedures, and guidelines addressing software usage.

It is BCFL's policy to use licensed software only in accordance with the terms of its license agreements. Violating a license agreement not only is unethical— it also is illegal and can subject BCFL to civil or criminal prosecution and substantial monetary penalties.

To help us adhere to this policy, employees may not do any of the following without permission from the IT Department:

- Make a copy of any BCFL software program, for any reason
- Install a BCFL software program on a home or other non-BCFL computer
- Install a personal software program (that is, software owned by the employee) on any BCFL computer
- Download any software program from the Internet to a BCFL computer

BCFL may access and review its computers at any time to ensure compliance with this policy. See Section 13.1 of this Handbook, Inspection and Search Policy.

A violation of this policy may result in disciplinary action, up to and including termination.

Section 15

Employee Records

15:1 Personnel Files

BCFL maintains a personnel file on each employee both physically and electronically. The purpose is to allow us to make decisions and take actions that are personally important to you, including notifying your family in case of an emergency, calculating income tax deductions and withholdings, and paying for appropriate insurance coverage.

We keep personnel files as confidential as possible, as provided by law.

Although we cannot list here every type of document kept in your personnel file, examples include:

- Job application
- Resume
- Records of reference checks
- Records of criminal background checks
- New hire paperwork
- Direct deposit forms
- Authorization for a deduction or withholding of pay
- Emergency contact information
- Offer letter or employment contract
- Signed Employee Handbook acknowledgement
- Signed harassment policy acknowledgement
- Signed confidentiality policy
- Performance evaluations
- Disciplinary documentation
- Complimentary letters from library users
- Awards received

We do not keep medical records in the personnel file. Medical records are kept and secured separately.

Personnel files are maintained by the Associate Director. If you have any questions about your personnel file, contact the Associate Director.

15:2 Changes to Employee Information

It is important that the information maintained in each employee's personnel file is accurate. You may change most of the information yourself using the ESS in the BCFL Paycom system. See

Section 3.1 of this Handbook, Employee Self Service Accounts. For help with the ESS or to change information that cannot be accessed using the ESS, please contact the Associate Director.

15:3 Inspecting Your Records

Access to personnel files is guided by state law. Every employee, upon written request, will be permitted, on non-work time, to examine their personnel file in the presence of the Associate Director or CEO, provided the employee makes an appointment in advance. Under no circumstances will any employee be permitted to remove material contained in the personnel file. Employees will be permitted to add materials to their own personnel files. For bargaining unit employees, provisions in the CBA additionally govern access to personnel files.

Access by any other employee to your personnel file and its contents is restricted. Generally, only management personnel of BCFL, who have a legitimate reason to review personnel files, are permitted to do so.

15:4 Work Eligibility Records

In compliance with federal law, all newly hired employees must present proof that they are legally eligible to work in the United States. We are required to keep such records, including the Form I-9 that each employee completes for us. These records are kept electronically and as confidential as possible.

15:5 Medical Records

BCFL respects the particularly sensitive nature of an employee's medical records. We do not place any medical records in an employee's personnel file. We keep all medical records in a separate and secure place. If you have any questions about the storage, access, or inspecting your medical records, contact the Associate Director.

Section 16 Drugs and Alcohol

16:1 Prohibited Drug and Alcohol Use **NEW LANGUAGE ADDED**

BCFL is committed to providing a safe, healthy, and productive workplace that is free from alcohol and unlawful drugs while employees are working on BCFL's premises or operating BCFL-provided vehicles. We recognize that employees who abuse drugs or alcohol at work— or who appear at work under the influence of drugs or alcohol— harm both themselves and the work environment. As a result, we prohibit employees from engaging in the following conduct:

- Appearing at work under the influence of alcohol or illegal drugs
- Conducting BCFL business while under the influence of alcohol or illegal drugs— whether or not the employee is actually on work premises at the time
- Using alcohol or illegal drugs on the worksite
- Using alcohol or illegal drugs while conducting BCFL business— whether or not the employee is actually on work premises at the time
- Possessing, buying, selling, or distributing alcohol or illegal drugs on the worksite
- Possessing, buying, selling, or distributing alcohol or illegal drugs while conducting BCFL business— whether or not the employee is actually on work premises at the time
- Operating a BCFL vehicle, or operating a vehicle while on BCFL business, while under the influence of alcohol or illegal drugs

Under this policy, the term “illegal drugs” means not only drugs made illegal under federal and state law, but also the misuse of otherwise legally prescribed or over-the-counter drugs that would render one under the influence. The term “under the influence” means impairment, to any degree, due to the use of alcohol or drugs, affecting the employee’s work performance, sensory or motor senses (such as sight, hearing, balance, reaction or reflex), capabilities or judgment such that the extent of the employee’s ability to perform the required job functions is diminished.

Notably, while the use of medical marijuana has been legalized under Pennsylvania law for limited medical uses, it remains an illegal drug under federal law and its use, as it impacts the workplace, is prohibited by BCFL policy.

In furtherance of this commitment, it is BCFL’s policy that job applicants and current employees may be requested or required to submit to drug and alcohol testing in certain situations. This policy is intended to comply with applicable laws regarding drug and alcohol testing and current and prospective employee privacy rights.

16:2 Inspections to Enforce the Drug and Alcohol Policy

Upon reasonable suspicion that an employee, while performing the employee's job duties or otherwise carrying out BCFL business or activities, is using or is in possession of drugs or alcohol as outlined above, BCFL may search the employee's property, possessions, and other areas where the employee may have a reasonable expectation of privacy under the law. BCFL may otherwise search employer property, such as workspaces, desks, cabinets, and computer to enforce our policy against illegal drug and alcohol use. See Section 13.1 of this Handbook, Inspection and Search Policy.

16:3 Alcohol and Drug Testing **SIGNIFICANTLY MORE DETAILED LANGUAGE**

BCFL is committed to providing a safe, healthy, and productive workplace that is free from alcohol and unlawful drugs while employees are working on BCFL's premises and while operating BCFL-provided vehicles. We recognize that employees who abuse drugs or alcohol at work – or who appear at work under the influence of drugs or alcohol – harm both themselves and the work environment. As a result, we prohibit employees from engaging in the following conduct:

- Appearing at work under the influence of alcohol or illegal drugs
- Conducting BCFL business while under the influence of alcohol or illegal drugs— whether or not the employee is actually on work premises at the time
- Using alcohol or illegal drugs on the worksite
- Using alcohol or illegal drugs while conducting BCFL business -whether or not the employee is actually on work premises at the time
- Possessing, buying, selling, or distributing alcohol or illegal drugs on the worksite
- Possessing, buying, selling, or distributing alcohol or illegal drugs while conducting BCFL business - whether or not the employee is actually on work premises at the time
- Operating a BCFL vehicle, or operating a vehicle while on BCFL business, while under the influence of alcohol or illegal drugs

Under this policy, the term "illegal drugs" means not only drugs made illegal under federal and state law, but also the misuse of otherwise legally prescribed or over-the-counter drugs that would render one under the influence. The term "under the influence" means impairment, to any degree, due to the use of alcohol and/or drugs, affecting the employee's work performance, sensory or motor senses (ex. sight, hearing, balance, reaction or reflex), capabilities or judgment such that the extent of the employee's ability to perform the required job functions is diminished.

Notably, while the use of medical marijuana has been legalized under Pennsylvania law for limited medical uses, it remains an illegal drug under federal law and its use, as it impacts the workplace, is prohibited by BCFL policy.

In furtherance of this commitment, it is BCFL's policy that job applicants and current employees may be requested or required to submit to drug and alcohol testing in certain situations. This policy

is intended to comply with applicable laws regarding alcohol and drug testing and current and prospective employee privacy rights.

Testing Based on Reasonable Suspicion

Employees may be asked to submit to an alcohol and drug test if an employee's supervisor or other person in authority has a reasonable suspicion, based on objective factors such as the employee's appearance, speech, behavior, or other conduct and facts, that the employee possesses or is under the influence of unlawful drugs, including marijuana, or alcohol, or both.

Marijuana, even if not prohibited under Pennsylvania's medical marijuana law, remains illegal under federal law and, under this policy, is prohibited from being used or for an employee to be under the influence of marijuana, whether or not legally prescribed, on BCFL premises.

Employees who take over-the-counter medication or other lawful medication that can be legally prescribed under both federal and state law to treat a disability should inform the Associate Director if they believe the medication will impair their job performance, safety, or the safety of others or if they believe they need a reasonable accommodation before reporting to work while under the influence of that medication. For more information on how to request a reasonable accommodation, please see Section 18.2 of this Handbook, Accommodations Under the Americans with Disabilities Act, or contact the Associate Director.

Testing Procedures

All alcohol and drug testing under this policy will be conducted by an independent testing facility, which will obtain the employee's written consent prior to testing. BCFL will pay for the full cost of the test. Employees will be compensated at their regular rate of pay for time spent submitting to an alcohol and drug test required by BCFL.

Employees suspected of working while under the influence of illegal drugs or alcohol will be suspended with pay until BCFL receives the results of a drug and alcohol test from the testing facility and any other information BCFL may require to make an appropriate determination.

Confidentiality

All records relating to an employee or applicant's drug and alcohol test results will be kept confidential and maintained separately from the employee's/applicant's personnel file.

Consequences of a Positive Test

Employees who test positive will be subject to discipline, up to and including termination. Job applicants who test positive will have their conditional job offers withdrawn.

Consequences for Refusing to Submit to Testing or Failing to Complete the Test

Employees who refuse to submit to testing as required by BCFL or who fail to complete the test will be subject to discipline, up to and including termination. Job applicants who refuse to submit to drug and alcohol testing will be deemed to have withdrawn themselves from the application process and will no longer be considered for employment.

If you have any questions regarding this policy or if you have questions about drug testing in the workplace that are not addressed in this policy, please contact the Associate Director.

Section 17 Confidentiality

17:1 Conflicts of Interest

BCFL's success depends on the integrity of every person who works here. Every employee should act in the best interest of BCFL, rather than in furtherance of personal interests or the interests of third parties. Any activities which do not serve the best interests of the BCFL, or which favor either the personal advantage of the employee or another person or organization, are inconsistent with the duties and responsibilities owed by employees to the library.

In addition, BCFL is a nonprofit, tax-exempt organization. Maintenance of its tax-exempt status is important both for the library's continued financial stability and to meet federal and state regulations, as well as its accountability to the public for public support.

To that end, we do not permit employees to engage in any activity, practice, act, or relationship that creates either an actual or potential conflict of interest. An actual or potential conflict of interest occurs when you, as an employee of BCFL, are in a position to influence a decision or have business dealings on behalf of BCFL that may result in a personal gain for you, a relative, or another person or entity to which you are personally connected, whether private or non-profit. The appearance of conflict of interest shall also be recognized and avoided.

In addition, employees shall not use their position as a BCFL employee nor disclose or use information relating to the business of BCFL or its library patrons for the employee's personal gain or advantage or the personal gain or advantage of a relative or another person or entity to which the employee is associated personally.

For purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of people who are related by blood or marriage.

Although we cannot list every activity or relationship that would create either an actual or potential conflict of interest, examples of activities that violate this policy include, but are not limited to, the following:

- Working as a part-time employee, full-time employee, consultant, or independent contractor or in any other capacity with a competitor, patron, vendor or any organization that does business with BCFL
- Using the resources of BCFL for personal gain or using your position in BCFL for personal gain or the personal gain, including working as a paid research assistant or consultant to an outside individual or organization on BCFL time
- Accepting payment for an outside engagement, such as a training workshop or speech, that you schedule and conduct in your official capacity as a BCFL employee or while on BCFL time

- Accessing library user records or other library user information for personal use
- Accepting gifts, entertainment, or other favors from any person or entity doing, or seeking to do, with BCFL, where such gift, entertainment, or favor is offered or done under circumstances where it might be inferred that such action was intended to influence or possibly would influence the employee in the performance of the employee's duties. This does not preclude the acceptance of items of nominal value which are not related to any particular transaction or activity of BCFL

All such circumstances should be disclosed to the CEO.

Employees must also disclose any financial interest they or their relatives have with any firm or business of a competitor, patron, vendor, or anyone else who seeks to do business with BCFL.

Following review by CEO, a decision will be made as to what course of action BCFL or the employee should take so that the best interests of BCFL are not compromised by the personal interests of the employee, the employee's relative, or the individual or entity to which the employee is personally connected.

Any employee who violates this policy may be subject to disciplinary action. up to and including, termination.

If have questions concerning whether an activity or decision might violate this policy, or otherwise have any questions at all about this policy, please contact the CEO.

This policy is not intended to restrict communications or actions protected or required by state or federal law.

17:2 Workplace Gossip

In the workplace, gossip is an activity that can drain, distract, and impact employee job satisfaction. It is inappropriate for employees to negatively discuss a colleague or work situation. Depending on the circumstances, content, and severity, such gossip may lead to disciplinary action. See Section 18.3 of this Handbook, Discrimination and Harassment Prohibited.

Additionally, library employees are expected to be circumspect in what they discuss concerning library operations with members of the public, including internal business and plans that are not finalized. As the library plans important projects, library employees are not to discuss those plans with the public unless specifically instructed to do so. To do so prematurely while a project is in the planning stages could be misleading to the community, especially if the project turns out differently than anticipated or is eliminated for various reasons.

Employees can ensure that we have a more professional workplace by adhering to these principles.

17:3 Privacy of Library Records

As a library employee, you will learn about many different library policies. The most important laws that libraries must follow concern the privacy and confidentiality of library user records.

Library users' records are confidential and protected by privacy laws. In addition, BCFL has a separate privacy policy, MNG 1: "Privacy and Confidentiality of Library Records," that every employee is expected to read and follow. Please be sure that you understand the regulations concerning those privacy rights if and when you have access to library records.

Improper disclosure of information from library user records or accessing the information for personal use or for use of another by any employee may result in disciplinary action, up to and including termination.

Section 18

Discrimination and Harassment MORE DETAILED LANGUAGE THROUGHOUT

18:1 Equal Employment Opportunity in Workplace

BCFL is committed to providing a work environment where everyone is treated with respect and dignity and that is free from any type of harassing and discriminatory conduct against employees or any other persons because of race, color, religion, creed, national origin, ancestry, ethnicity, sex (including pregnancy, sex assigned at birth, sexual orientation, gender identity, gender expression, gender transition and gender identity), hair texture and protective hairstyles due to race, color, ancestry, national origin, sex and religion (unless the health and safety of the employee or another person will be impaired due to an employee's position or workplace activity), gender, age (40 and over), physical or mental disability, non-job related handicap or disability, citizenship, genetic information, past, current or prospective service in the uniformed services, use of a guide or support animal because of blindness, deafness or physical handicap, or any other characteristic protected under applicable federal, Pennsylvania or local law.

BCFL's employees and its representatives are prohibited from engaging in unlawful discrimination under all terms and conditions of BCFL employment, including but not limited to, hiring, training, promotion, discipline, compensation, benefits, privileges, and termination of employment.

BCFL's CEO and administrators are primarily responsible for ensuring that the equal employment opportunity and non-discrimination policies are implemented. Any violations of this policy are to be reported promptly as set forth in Section 19.1 of this Handbook, Complaint Procedures. Employees can raise legitimate concerns and make good faith reports without fear of reprisal.

If you have any questions regarding the policies set forth in this Section, please contact the Associate Director.

18:2 Accommodations under the Americans with Disabilities Act

BCFL complies with the Americans with Disabilities Act (ADA), as amended by the ADA Amendments Act, the Pennsylvania Human Relations Act, and all applicable state or local law. Consistent with those requirements, BCFL will reasonably accommodate qualified individuals with a disability if such accommodation would allow the individual to perform the essential functions of the job, provided that doing so does not create an undue hardship or, irrespective of the accommodation, that such individuals do not pose a direct threat to the health and safety of themselves or others.

Requesting a Reasonable Accommodation

Any employee who believes they need an accommodation because of disability is responsible for requesting a reasonable accommodation from the Associate Director. Although BCFL encourages

its employees to make their requests in writing, either oral or written requests will be accepted. You are further encouraged to include relevant information, such as:

- A description of the accommodation requested
- The reason an accommodation is needed
- How the accommodation will help you perform the essential functions of your job

After receiving your request for accommodation, you and the Associate Director will engage in an interactive dialogue to determine the precise limitations of the disability and explore potential reasonable accommodations that could overcome those limitations.

We encourage you to suggest specific reasonable accommodations that you believe will allow you to perform your job. Please note, however, that BCFL is not required to provide the specific accommodation requested and may provide an alternative effective accommodation to the extent any reasonable accommodation can be made without imposing an undue hardship on BCFL.

Medical Information

If a disability or need for accommodation is not obvious, BCFL may ask you to provide supporting documents showing that you have a disability within the meaning of the ADA and applicable state or local laws, and that the disability necessitates a reasonable accommodation. If the information provided in response to this request is insufficient, we may require you to see a health care professional of BCFL's choosing, and at BCFL's expense. In those cases, if the requested information is not provided or a visit with a designated health care professional is declined, the request for a reasonable accommodation may be denied.

BCFL will keep confidential any medical information obtained in connection with the request for a reasonable accommodation.

Determinations

Determinations about reasonable accommodations are made by BCFL on a case-by-case basis, considering various factors and based on an individualized assessment in each situation.

BCFL strives to make determinations on reasonable accommodation requests expeditiously and will inform the employee once a determination has been made. Any questions about a reasonable accommodation request made may be directed to the Associate Director.

No Retaliation

Individuals will not be retaliated against for requesting an accommodation in good faith. See section 19.3 of this Handbook, Retaliation. BCFL expressly prohibits any form of discipline, reprisal, intimidation, or retaliation against any individual for requesting an accommodation in good faith.

18:3 Discrimination and Harassment Prohibited

Unlawful harassment and discrimination violate BCFL policy, state and federal law, and undermine BCFL's ability to provide a safe and productive workplace and to effectively serve. This anti-discrimination and anti-harassment policy applies with equal force to any BCFL employee, manager, supervisor, intern, or volunteer. Such harassment and discriminatory conduct are prohibited in the workplace, at work-related events, or any location where work on behalf of BCFL occurs or is being performed.

Engaging in any form of harassment or discrimination, as defined in this policy, toward any BCFL employee, contractor, library patron, public visitor, and anyone else with whom an employee comes into contact through the course of BCFL employment will subject an employee to disciplinary action, up to and including termination of employment.

Any employee experiencing or witnessing any type of harassment or discrimination, as defined in this policy, shall report such conduct or instances immediately to their manager or the Associate Director. To report such harassment or discrimination, see Section 19.1 of this Handbook Complaint Procedures.

Failure to comply with this policy by any employee may result in corrective or disciplinary action, including termination.

No employee shall be subjected to any form of intimidation, retaliation or threat of retaliation for reporting such conduct.

Discriminatory Harassment

All BCFL employees and representatives are prohibited from harassing employees and other persons with whom they have contact in the workplace based on an individual's race, color, religion, creed, religious creed, national origin, ancestry, ethnicity, hair texture and protective hairstyles due to race, color, ancestry, national origin and religion, age (40 and over), physical or mental disability, non-job related handicap or disability, citizenship, genetic information, past, present, or prospective service in the uniformed services, use of a guide or support animal because of blindness, deafness, or physical handicap, or any other characteristic protected under applicable federal, state, or local law.

This type of prohibited harassment may take the form of, but is not limited to:

- Verbal conduct— such as epithets, derogatory statements, slurs, derogatory comments, or jokes
- Physical conduct— such as assault or inappropriate physical contact;
- Visual displays— such as displaying derogatory posters, writings or drawings, or making derogatory gestures; or

- Online conduct— such as derogatory statements or postings using any social media platform

BCFL does not tolerate such discriminatory harassment against any of its employees, library users and visitors, or any other person with whom an employee will come into contact on BCFL business.

Sexual Harassment

All BCFL employees and representatives are prohibited from engaging in harassment based on an individual's sex (including pregnancy, sex assigned at birth, or sexual orientation) or gender (including gender identity, gender expression, gender transition or transgender identity) and regardless of the harasser's sex or gender.

Sexual harassment means any harassment based on a person's sex or gender. It includes harassment that is not sexual in nature (for example, offensive remarks about an individual's sex or gender), as well as any unwelcome sexual advances or requests for sexual favors or any other verbal or physical conduct of a sexual nature, where:

- Submission to such conduct is made either explicitly or implicitly a term or condition of employment
- Submission to or rejection of such conduct is used as a basis for any employment decisions
- Such conduct has the purpose or effect of substantially or unreasonably interfering with an employee's work performance or creates an intimidating, hostile, or offensive work environment

Sexual harassment conduct may take the form of, but is not limited to:

- Verbal conduct – such as epithets, derogatory statements, slurs, sexually-related or suggestive comments or jokes, unwelcome sexual advances, or requests for sexual favors
- Physical conduct – such as assault, unwelcome touching or other inappropriate physical contact
- Visual displays – such as sexually suggestive writing, posters or drawings, sending inappropriate adult-themed gifts, leering or making sexual gestures
- Online conduct – such as making sexually suggestive comments or postings using any social media platform

No form of sexual harassment will be tolerated by BCFL. Any employee who violates this policy may be subject to disciplinary action, up to and including dismissal.

Bullying and Other Types of Harassment

BCFL does not tolerate any form of harassment against any of its employees, library user and visitors, or any other person with whom an employee will come into contact on BCFL business.

In addition to discriminatory and sexual harassment, other types of harassment, prohibited by BCFL, include, but are not limited to:

- Bullying another, which consists of hostile, vindictive, cruel or malicious behaviors toward another
- Verbal or written threats
- Hostile glares and other intimidating gestures
- Yelling, screaming, swearing;
- Constant and unfair criticism of another, making unreasonable demands, or blaming another without factual justification
- Directing insults, ridiculing, or humiliating someone in front of others
- Malicious gossip or spreading rumors or negative innuendo about another
- Vandalizing another's personal belongings
- Intentionally sabotaging another's work
- Other conduct toward another that is unreasonable and inappropriate workplace practice

Bullying and other types of harassment would not include:

- Reasonable and professional actions taken by administrators, managers, or other supervisors relating to the management, direction and supervision of BCFL employees, including performance reviews, counseling, or discipline
- Social interactions, including jokes or banter, that are mutually acceptable to the parties, are respectful, and do not have a negative impact for those in the work environment
- Disagreements, misunderstandings, and situations involving conflict, as long as the behavior involved is respectful and professional

Any employee who violates this policy may be subject to disciplinary action, up to and including dismissal.

Section 19 Complaints

19:1 Complaint Procedures **MORE DETAILED LANGUAGE THROUGHOUT**

BCFL is committed to providing a safe and productive work environment, free of threats to the health, safety, and well-being of our workers. The effectiveness of our efforts depends, in large part, on employees telling us about inappropriate workplace conduct. If employees believe that they or someone else may have been subject to conduct that violates the law or BCFL policy, they should report it immediately. If employees do not report such conduct, BCFL may not become aware of a possible violation and may not be able to take appropriate corrective action.

Procedure

If an employee is subject to or has witnessed another being subjected to any conduct prohibited by law or by BCFL policy, the employee should promptly speak to, write, or otherwise contact the Associate Director or any BCFL manager or administrator, ideally within ten (10) days of the complained-of conduct. Complaints need not be made to a direct supervisor.

If the employee has not received a satisfactory response within five business days after reporting an incident, the employee may contact another one of the above-named individuals. The Associate Director and BCFL managers and administrators will ensure that a prompt investigation is conducted. The purpose of designating a number of individuals with receiving complaints is to ensure an employee does not have to report harassment or discrimination to a person who engaged in, caused, or allowed the wrongful conduct, and to ensure employees may feel more comfortable with reporting the offending conduct.

A complaint should be as detailed as possible, including the names of all individuals involved and any witnesses. BCFL will directly and thoroughly investigate the facts and circumstances of all claims and will take prompt corrective action, if appropriate.

Additionally, any BCFL manager or administrator who observes conduct that violates any BCFL policy must report the conduct to the Associate Director or CEO so that an investigation can be made and corrective action taken, if appropriate.

Employees who have submitted a complaint under this section and believe that the resolution of the complaint by BCFL's administration was not addressed or resolved in a satisfactory manner may send a written communication to the Library Board of Directors requesting review of their complaint and the disposition by BCFL's administration by mail or via BoardPresident@buckslib.org, and/or pursue other remedies as provided by law. If an employee chooses to submit a request for the Board's review of the complaint and disposition, the employee should include all relevant information supporting the complaint, including the facts and the names of any witnesses, as well as the disposition from which the employee was seeking review, and mark such written communication as "confidential."

Bargaining Unit Employees

This compliant procedure works in conjunction with, and does not replace, amend, or supplement any terms or conditions of stated in a bargaining unit employee's collective bargaining agreement.

19:2 Whistleblower Law

BCFL is committed to upholding whistleblower laws. All employees at time of hire are required to read and sign BCFL's Whistleblower Policy which is posted on the staff website. We encourage all employees to report any concerns about misconduct, fraud or unethical behavior without fear of retaliation. BCFL will investigate promptly each whistleblower complaint received, take appropriate action and address any issues identified. For more details, please see the Whistleblower Policy, MNG 15, posted on the staff web site.

19:3 Retaliation

BCFL prohibits any form of discipline, reprisal, intimidation, or retaliation for good faith reporting of any incidents believed to violate federal law, state law and BCFL policy, pursuing any claim arising therefrom, or cooperating in related investigations. Any employee, regardless of position or title, whom BCFL determines has engaged in retaliation in violation of this policy, will be subject to discipline, up to and including termination of employment.

Employees who feel that they have been subject to unlawful retaliation should file a complaint as outlined in [Section 19:1 of this Handbook, Complaint Procedures](#).

BCFL is committed to enforcing this policy. However, as with other complaints filed under [Section 19:1](#), the effectiveness of BCFL's efforts depends largely on employees reporting inappropriate or retaliatory workplace conduct, or BCFL may not become aware of it or take appropriate corrective action. If employees feel that they or someone else may have been subjected to retaliation, they should report it immediately.

19:4 Employee Relations

Open communication between BCFL and its employees result in a better work environment, better communication, and more positive attitudes.

To that end, should any employee have a work-related concern about workplace problems that may arise, particularly ones not otherwise addressed through the specific procedures set forth in this Handbook or other written policies, BCFL encourages employees to come forward and voice their concerns openly and directly to a manager. The concerns will be taken seriously, kept confidential and handled fairly and consistently. If, for any reason, you do not feel comfortable bringing the matter to your manager, feel free to raise the issue with the CEO or any administrator.

This is an informal process involving the employee and appropriate management representative for the purpose of problem-solving and resolution of the employee's concern in a timely manner. It does not intend nor in any way create any contractual obligations with respect to an employee's employment with BCFL. That is, it does not change the nature of an at-will employee's employment relationship with BCFL, nor replace, amend, or supplement any terms or conditions of stated in a bargaining unit employee's collective bargaining agreement. Bargaining unit employees must follow the Articles of the CBA pertaining to grievances and arbitrations for resolution of disputes concerning the interpretation, application, or claimed violation of a specific term or provision of the CBA.

Communication with the BCFL Board of Directors

The Board of Directors, generally, will not become directly involved in individual employee concerns of a work-related nature. Day-to-day operations are the responsibility of the CEO and the Board will not interfere with that responsibility.

However, if an employee wishes to do so, an employee may send a written email communication concerning a work-related matter to the Library Board officers via BoardPresident@buckslib.org. For physical mail, employees may submit their communication, in writing, to the President of the Board of Directors. Any such communications submitted to the Board should be marked as "confidential."

It is solely within the Board's discretion as to whether or not to address any such employee communication, and, if addressed, in what manner. Please note that an employee's communication to the Board involving a work-related matter is less likely to receive the Board's attention when the communication simply involves vague complaints and those lacking in supporting details, or personal attacks on individuals which are essentially character attacks.

If the written communication by the employee to the Board involves a matter of public concern rather than an individual employee matter, the Board may or may not pursue the matter at its discretion. In such communications, please provide details of actual occurrences and all supporting facts, witnesses or other evidence. If the Board decides to pursue a matter further, they may contact the complainant for additional information.

An employee's opportunity to submit a written communication to the Board, similar to the informal process addressed above, also does not intend nor in any way create any contractual obligations between BCFL and an employee with respect to the employee's employment with BCFL, regardless of whether the employee is at-will or a bargaining unit employee.

Section 20 Ending Employment

20:1 Separation from Employment

Separation from employment is an inevitable part of personnel activity within any organization. Below are the most common examples of separation of employment from BCFL.

Resignation is voluntary termination of employment initiated by the employee. An employee's resignation should be submitted in writing to their manager with a copy to the Associate Director.

Management and non-represented employees wishing to leave the library in good standing should give a minimum of 30 days' notice in advance. All others are expected to give two weeks' notice.

If an employee fails to return to work upon expiration of approved leave, BCFL will treat this as a voluntary resignation unless the employee demonstrates it resulted from an unavoidable emergency. For bargaining unit employees, this is addressed in the CBA. If a management or non-represented employee misses two days of scheduled work without contacting their manager, BCFL will assume that the employee has voluntarily resigned their position.

Retirement is voluntary termination of employment initiated by the employee by meeting age, length of service, or any other criteria for retirement. Retirement at age 65 or any other age is not compulsory. Retirees may work part-time or full-time and receive Social Security payments and benefits up to what Social Security will allow. For more information, employees are encouraged to consult with a representative of the Social Security Administration or a financial professional.

Retirees may work part-time or full-time and receive BCFL retirement plan payments according to the terms and conditions of the BCFL retirement plan document. For more information, employees should consult with a representative of the BCFL retirement plan. The business office will provide contact information for the retirement plan administrator upon request.

An employee who resigns or retires and later wants to return to work at BCFL is not guaranteed their position or the same salary at which they left. The individual will be expected to adhere to the same job application policies and procedures as any other applicant. BCFL does not rehire any employees that have retired as part of a BCFL Voluntary Early Retirement Incentive Program (VERIP). All rehiring of employees in any position who have resigned or retired must be approved in writing by the CEO.

Dismissal is the involuntary termination of employment initiated by BCFL. An employee whose performance or conduct does not meet the standards and requirements of BCFL will be dismissed. The library's progressive discipline policy and procedures are described in Section 11.9 of this Handbook, Progressive Discipline.

The reasons for involuntary terminations are privileged information and will be treated confidentially, being shared only on a strict need-to-know basis. BCFL will take reasonable precautions to protect such information from inappropriate disclosure. Managers and other employees are responsible for respecting and maintaining the confidentiality of these situations. Anyone inappropriately disclosing such information will be subject to disciplinary action, up to and including termination.

If an employee is asked about the status of a terminated employee, the answer is, “[Employee] is no longer with the library.” Persistent inquiries should be forwarded to the Associate Director or CEO.

A layoff is an involuntary termination of employment initiated by BCFL for non-disciplinary reasons. Article 14 of the CBA governs layoffs at BCFL for bargaining unit employees.

20:2 Exit Checklists and Interviews MORE DETAILED THROUGHOUT, NEW SECTION

Upon leaving employment with BCFL, your manager will have an exit checklist to review with you. The exit checklist gives us a chance to handle some practical matters relating to the end of your employment. As outlined in Section 9.2 of this Handbook, Care and Return of Library Property, you will be expected to return all BCFL property before your last day. You also will have an opportunity to ask any questions you might have about insurance, benefits, final paychecks, references, or any other matter relating to your employment.

After you have submitted your resignation, you may be contacted by the Associate Director to schedule an in-person or virtual exit interview. BCFL selectively conducts exit interviews based on job title, branch or department, and reasons for leaving. BCFL does not conduct exit interviews with employees who have resigned while on probation, are in period of close supervision, or whose employment has been terminated by BCFL.

The exit interview provides the opportunity for you to help us understand why you are leaving and gather ideas for how we might improve the work environment, workflow, or library services. We will consider your constructive feedback as we move forward with organizational development and public service initiatives.

Participation in an exit interview is voluntary and not mandatory. Information shared during an exit interview is confidential, within legal limits. Departing employees have the right to decline responding to specific questions during the exit interview. BCFL generally will not follow up further with departing employees once an exit interview has been completed unless there is a need to do so for legal reasons.

At BCFL, we value open communication and strive to create a positive work environment for all employees. While not every employee will be invited to participate in an exit interview, we encourage all employees to use our complaint policy, outlined in Section 19 of this Handbook, or to

have open discussions with their managers about work related issues while they are employed with us. We believe that addressing concerns directly before an employee has decided to resign can lead to positive resolutions, enhance our ability to retain valuable employees, and empower us to continue to improve our workplace.

20:3 References

When we are contacted by prospective employers seeking information about former employees, we will release the following data only: the position(s) the employee held at BCFL; the dates the employee worked for BCFL; and the employee's salary or rate of pay.

If you would like us to give a more detailed reference, you will have to provide us with a written release and consent form giving us your permission to respond to a reference request. We will respond only to written reference requests with a consent form as created by BCFL, and will do so only in writing.

Managers who are asked to give references and employees who would like BCFL to give a reference are required to direct all reference requests to the Associate Director. BCFL employees are permitted to give personal references for other BCFL employees, however, no BCFL employee is permitted to give a work reference for another employee without a signed written release and consent form.

20:4 Unemployment Insurance

If your employment with BCFL ends, you may be eligible for unemployment benefits, as determined by Pennsylvania's Office of Unemployment Compensation. If eligible for these benefits, the benefits provide you with a percentage of your wages while you are unemployed and looking for work. For general questions, you may contact BCFL's HR Administrator. For specific information, see the Pennsylvania's unemployment compensation website at www.uc.pa.gov.