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## 300 PERSONNEL

### 301. JOB CLASSIFICATIONS AND RESPONSIBILITIES

- All positions are full-time unless otherwise marked.

Track	Requirements	Job Title	Responsibilities
B	High School	Library Clerk I	Performs general circulation duties. May be full-time, part-time, or hourly. Reports to branch manager
		Custodian I	Perform general cleaning duties. Hourly position. Reports to branch manager.
C	High School +1	Branch Manager I	Manages Level I branch. Full-time position, 30 hours. Reports to Assistant Director.
		Library Clerk II	Responsible for branch programming. Full-time or hourly position. Reports to branch manager.
		Tech Services Clerk I	Handles non-cataloging duties. Reports to Technical Services Manager
		Custodian II	Custodian for multiple branches. Handles ordering and stocking of supplies. Reports to Support Services Manager.
D	BA/BS or HS +2	Branch Manager II	Manages Level II branch. Reports to Assistant Director.
		Tech Services Clerk - II	Works with copy-cataloging. Reports to the Technical Services Manager
	HS, some college preferred	Public Services Assistant	Assists with marketing and programming. Reports to the Public Services Manager
	HS, valid Missouri driver's license, clean driving record	Facilities Tech I – Courier	Helps Circulation Coordinator to sort materials. Drives the courier van to each location to transfer materials. Reports to Support Services Manager.
E	BA/BS +1 or HS +3	Branch Manager III	Manages Level III branch. Reports to Assistant Director.
		Community Engagement Coordinator	Only at Level VI branch. Reports to Branch Manager

F	MLS, BA/BS +1, HS +4	Branch Manager IV	Manages Level IV branch. Reports to Assistant Director.
		Circulation Coordinator	Works with branch staff and technical services to manage district-wide physical and digital circulation operations. Trains staff on circulation procedures. Reports to Technical Services Manager
		Librarian I  Technical Services Clerk III	Technical Services duties requiring an MLS, Reports to Technical Services Manager  Performs original cataloging. Requires advanced cataloging certification. Reports to Technical Services Manager
G	MLS or BA/BS +2	Branch Manager V	Manages Level V branch. Reports to Assistant Director.
	HS +2 years relevant experience	Facilities Tech II	Handles facility maintenance across the district and administrative duties as assigned. Reports to Support Services Manager.
	BA/BS in CIS/related field or combination of education & experience	IT Tech II	Handles IT needs for the district and administrative duties as assigned. Reports to Support Services Manager.
	BA/BS +2 years' relevant experience	Office Manager	Handles administrative duties for the district. Reports to the Human Resources Manager.
H – Exempt Positions	MLS	Branch Manager VI	Manages Level VI branch. Reports to Assistant Director.
	BA/BS +3	Human Resources Manager	Handles Human Resources needs across the district. Supervises one or more employees. Reports to Director
	BA/BS in related field, +2 years' experience with marketing	Public Services Manager	Oversees programming and marketing for the district. Supervises one or more employees. Reports to Director
	BA/BS +5	Support Services Manager	Responsible for facilities and IT for the district, including upgrades and maintenance. Supervises one or more employees. Reports to Director

	MLS + 1-year cataloging	Technical Services Manager	Responsible for managing all aspects of technical services including resource sharing, cataloging, and collection development. Supervises one or more employees. Reports to Director.
I - exempt	Masters + 2 OR BA/BS + 5 Human Resources experience	Business Manager	<b>Unused</b> ; Supervises one or more employees. Reports to Director
J - exempt	MLS +4	Associate Director	<b>Unused</b>
K- exempt	MLS +7	Assistant Director	Responsible for specific administrative duties. Supervises Branch Managers. Reports to Director.
L - exempt	MLS +10	Director	Responsible for all library operations. Supervises Department Heads, Business Manager, Assistant Director. Reports to Board of Trustees

## **302. GENERAL EMPLOYMENT POLICIES**

The Trails Regional Library Board of Trustees employment policies are presented to provide information about the job, working conditions, benefits, and practices. The contents are presented as a matter of information only and should not be construed as creating any contractual rights or as guaranteeing any employee continued employment. All employees are employed at the will of both Trails Regional Library and the employees. The right to terminate the employment-at-will relationship at any time is retained by both the employee and Library

### ***302.1 Library Goal for Personnel***

The Trails Regional Library Board of Trustees is committed to providing employment opportunities with a safe, positive working environment and compensation that is fair and equitable, which will attract and retain personnel with superior capabilities and motivation to excel.

### ***302.2 Recruitment***

The Trails Regional Library or its Board of Trustees shall recruit at local, state or national levels as appropriate, using appropriate means of advertising. The Library's commitment to cultural diversity may be considered in all job recruitment. Any expenses for recruitment outside those identified in the annual budget must be authorized and approved in advance by the Board.

### ***302.3 Employment Classification Categories***

The Trails Regional Library Board of Trustees adheres to standard criteria set by the Department of Labor. All employees of the Library are designated as either nonexempt or exempt under state and federal wage and hours laws. Further, employees are either Full time (30-40 hours per week), Part-Time (20-29 hours per week) or Hourly (under 20 hours per week), or Substitute (not regularly scheduled, but occasionally fills in).

### ***302.4 Equal Opportunity and Diversity***

The Trails Regional Library Board of Trustees provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, amnesty or status as a covered veteran in accordance with applicable federal, state and local laws. The Library complies with applicable state and local laws governing nondiscrimination in employment in every location and branch. This policy applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

### ***302.5 Nepotism***

The Trails Regional Library Board of Trustees permits immediate family members of employees to be considered and may be hired, providing:

- The employee and candidate will not be employed in the same department or branch.
- In addition:
  - Relatives of Board Members are ineligible to apply (RMSO 82.640.5)
  - Relatives of the Director, Assistant Director, or Human Resources Manager are ineligible to apply.
  - The Library may also apply this policy to situations where there is a conflict, or potential conflict because of the relationship between employees, even if there is no direct

reporting relationship or authority involved.

### **302.6 Background and Reference Checks**

It is the policy of the Trails Regional Library Board of Trustees to conduct pre-employment background checks on all applicants 18 years of age and older who accept an offer of employment. Background checks may include verification of any information on the applicant's resume or application form.

All offers of employment are conditional on receipt of a background check report that is acceptable to the Library. All background checks are conducted in conformity with the Federal Fair Credit Reporting Act, the Americans with Disabilities Act, and state and federal privacy and anti-discrimination laws. Reports are kept confidential and are only viewed by individuals involved in the hiring process.

If information obtained in a background check would lead the Library to deny employment, a copy of the report will be provided to the applicant, and the applicant will have the opportunity to dispute the report's accuracy. Background checks may include a criminal record check, although a criminal conviction does not automatically bar an applicant from employment.

### **302.7 Americans With Disabilities Act (ADA) and The ADA Amendments Act (ADAAA)**

The Americans with Disabilities Act (ADA) and the Americans with Disabilities Amendments Act, known as the ADAAA, are federal laws that prohibit employers with 15 or more employees from discriminating against applicants and individuals with disabilities and that when needed provide reasonable accommodations to applicants and employees who are qualified for a job, with or without reasonable accommodations, so that they may perform the essential job duties of the position.

The Trails Regional Library Board of Trustees complies with all federal and state laws concerning the employment of persons with disabilities and to act in accordance with regulations and guidance issued by the Equal Employment Opportunity Commission (EEOC). Furthermore, the Library does not discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training or other terms, conditions, and privileges of employment.

The Library will reasonably accommodate qualified individuals with a disability so that they can perform the essential functions of a job unless doing so causes a direct threat to these individuals or others in the workplace and the threat cannot be eliminated by reasonable accommodation and/or if the accommodation creates an undue hardship to the Library.

### **302.8. Probationary period**

Each new or promoted employee shall successfully serve a six-month probationary period, after which a written evaluation and conference with the employee's immediate supervisor shall be conducted. The evaluation will determine if the employee has the willingness and the abilities to carry out duties and objectives of the position.

The probationary period may be extended if the immediate supervisor needs more time to evaluate the employee's ability to perform successfully. The probationary period will end only upon action by the employee's supervisor.

### **302.9 Scheduling, transfer, and reassignment**

Work schedules are prepared to provide the best possible service to patrons. When determining work schedules, the convenience and needs of the Library are priorities.

Any staff member may be called upon to temporarily or permanently change their hours or their place of employment within the library system. Except in the case of an emergency, the employee will be given two weeks' notice before any such change.

Temporary reassignments may be made in response to staffing needs at a branch. When an employee is temporarily reassigned, the Library will provide mileage reimbursement to the temporary work site from either the employee's home or permanent work site, whichever is the shortest distance.

Permanent reassignments may be made by the Library or requested by an employee. In either situation, the needs of the Library shall take precedence.

### **303. EMPLOYEE RECORDS**

- The Trails Regional Library Board of Trustees secures its personnel records. The records are maintained by Human Resources and are considered confidential. Managers may only have access to personnel file information on a need-to know basis.
- Each employee is responsible to promptly notify Trails Regional Library of any changes in personnel data
- A manager considering the hire of a former employee or transfer of a current employee may be granted access to the file, or limited parts of it, in accordance with anti-discrimination laws.
- Personnel records access by current employees, and former employees are subject to federal, state and local laws. If access is allowed, personnel records can be reviewed in the Human Resources office with the Human Resources Manager present. Personnel records may not be taken outside the office.
- Representatives of government or law enforcement agencies, in the course of their duties, may be allowed access to file information as required by law.
- Personnel records are retained and archived according to federal, state and local laws.

### 304. DISCRIMINATION AND HARASSMENT POLICY

- The Trails Regional Library Board of Trustees is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits unlawful discriminatory practices, including harassment. Therefore, the Library expects that all relationships among persons in the workplace be business-like and free of bias, prejudice, intimidation, and harassment.
- The Library ensures equal employment opportunity without discrimination or harassment on the basis of race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, amnesty or status as a covered veteran. Any such discrimination or harassment is prohibited.
- The Library will not tolerate harassing behavior toward or by any Library employee, supervisor, contractor, vendor or any third party while an employee is engaging in work-related activities or while on Library premises.
- The Library requires reporting of all perceived incidents of discrimination, intimidation, or harassment. Reports should be made to their manager or the Human Resources Manager. It is the policy of the Library to promptly and thoroughly investigate such reports.
- The Library prohibits retaliation against any individual who reports discrimination or harassment or who participates in an investigation of such reports.
- The Equal Employment Opportunity Commission defines harassment as conduct that “may include, but is not limited to, offensive jokes, slurs, epithets or name calling, physical assaults or threats, intimidation, ridicule or mockery, insults or put-downs, offensive objects or pictures, and interference with work performance.”

## 306. COMPENSATION

### 306.1 Compensation and Direct Deposit

- For the purposes of payroll, the work week begins at 12:00 a.m. on Sunday and ends at 11:59 pm on Saturday. Pay periods consist of two work weeks.
- Employees are paid by direct deposit on or before the Friday following the end of the 2-week pay period. Deposits of payroll may be distributed in more than one account. Bank routing and bank account information is required to establish the service.

### 306.2 Pay scale and increases

The pay scale and increases for employees is reviewed and approved by the Board of Trustees for each fiscal year. Economic circumstances, budget figures projected for the coming year, and evaluation information will be used to determine any pay increase and are not guaranteed.

- Employees with less than six (6) months of service are not eligible for any annual increase, without board approval.
- Employees with a Level II Reprimand in the previous 6-months or those on probation are not eligible for any annual increase.

### 306.3 Overtime & Compensatory Leave (aka Comp Time)

Every employee shall record their work time using the electronic system provided by the Library. It is the responsibility of the employee to accurately record all of the time that they work and immediately report any irregularities or errors to their supervisor.

The Library's policy is to avoid overtime whenever possible. Overtime is defined as time worked above 40 hours in the Library's work week. Overtime does not include hours worked in excess of 8 hours a day unless more than 40 hours are worked in a week. Under the FLSA (Fair Labor Standards Act), annual leave, holidays, and sick leave will not be considered as time worked in computing overtime/comp time. Comp time may not be used during a week when comp time or overtime is accrued.

Compensatory leave may be permitted upon mutual agreement of the employee and the Director. All compensatory leave is time off in lieu of payment for overtime pay. Compensatory leave for all non-exempt employees shall be allocated at the premium rate of 1 ½ hours for each hour worked in excess of the standard workweek.

All compensatory leave earned, except as provided in this section, by an employee constitutes a financial liability of the Library, subject to the following restrictions:

- **Non-exempt employees**
  - At no time may a non-exempt employee work more than 40 hours per week without approval in advance from the employee's supervisor or Director/Assistant Director.
  - If overtime is necessary and approved, non-exempt employees may earn comp time at the rate of one and one-half (1 ½) hours for each hour of overtime worked.
  - After a compensatory leave balance of 60 hours has been reached, the non-exempt employee will be returned to overtime pay by payroll.
  - There will not be an annual carryover of unused compensatory leave. The Library will pay compensatory leave annually on the last pay date of the calendar year. Any compensatory leave accrued during the final payroll of the calendar that includes December 31 will be paid out immediately and will not be carried forward into the next calendar year.

- If an employee leaves Trails they are entitled to receive pay for their compensatory time, just like their annual leave.
- **Exempt employees**
  - The needs of the Library occasionally require an exempt employee to work in excess of their regularly scheduled 40 hours per week.
  - Exempt employees are exempt from overtime requirements of the Fair Labor Standards Act; however, exempt employees may earn comp-time at the rate of 1 hour for each hour over 40 in a week.
  - Exempt employees will not be permitted to carry a compensatory leave balance of more than 60 hours.
  - Exempt employees will not be paid for unused comp time and all unused comp time will be forfeited at the end of the final payroll of the calendar year that includes December 31. ADP will clear all comp time on January 1 of each year.

Approved by Trails Regional Library Board of Trustees, October 16, 2024

### **308. BENEFITS**

Benefits are approved by the Board of Trustees and may be altered or eliminated at their discretion. Current information regarding participation, coverage, or co-payments is available in Human Resources. Full-time and Part-time employees are eligible to receive benefits. Hourly employees only qualify for the Employee Assistance Program (EAP) and 16 hours of personal time.

#### ***308.1 Types of Insurance***

The Trails Regional Library Board of Trustees offers health, dental, vision, disability and life insurance.

#### ***308.2 Retirement Plan***

The Trails Regional Library Trustees participates in the Missouri Local Government Employees Retirement System (LAGERS). The Library is an employer participant of LAGERS.

- Employees working 1,000 hours annually or more are eligible to participate in LAGERS through the Library.
- The Trails Regional Library Board of Trustees reserves the right to change benefit elections in accordance with the LAGERS rules and regulations and any applicable federal, state and local laws.
- An employee must have five years of credited service vesting before being eligible to receive any LAGERS retirement benefit.
- Retirement benefits are calculated and paid according to the LAGERS plan documents and in accordance with federal, state and local laws.

## 309. LEAVE

### 309.4 Holidays

Trails Regional library will be closed on these holidays:

- New Year's Day
- Martin Luther King, Jr. Day
- Presidents' Day
- Good Friday
- Memorial Day
- Juneteenth
- Fourth of July
- Labor Day
- Veteran's Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve
- Christmas Day
- **\*\*New Year's Eve\*\*** may close at 3 pm at the discretion of the branch manager, but there is no holiday pay given

All full-time employees will receive eight (8) hours of holiday pay. When the holiday occurs on Sunday, the Library will be closed on the following Monday.

### 309.5 Meal Periods and Rest Breaks

Staff members are normally scheduled for one (1) unpaid meal break during an eight (8) hour day. The Trails Regional Library Board of Trustees requires that all staff be provided with meal periods and/or rest breaks. The only exception would be in smaller branches where only one person is working. The employee's immediate Manager sets the scheduling of meal periods and rests breaks with the goal of providing the least possible disruption to customer service and the operations of the organization. Rest breaks are 15 minutes and are paid. Lunch breaks are ½ to 1 hour, and employees will need to clock out for them.

### 309.6 Bereavement

Bereavement leave is paid leave granted to all full-time employees in each instance of the death of immediate family\*. The leave is equivalent to a normal work-week. The Library reserves the right to require an obituary or other proof of death in order to receive the paid benefit. Hourly employees do not receive paid bereavement leave but may use their personal time.

### 309.7 Civic Leave

- Time off to vote will be given to all Trails Regional Library employees to vote in elections, as defined by section 115.639 of the Missouri Revised Statutes.
- Trails Regional Library allows leave with pay for employees required to serve on juries or as witnesses in court other than personal affairs.

### 309.8 Leave of Absence

The Trails Regional Library Board of Trustees allows Leaves of Absence for employees. Leaves of absence for medical, family, military and personal reasons are available to employees who are

unable to work for a period of time either continuously or intermittently. The maximum amount of leave time available to an employee is six (6) months in any 12- month period except where more leave is required by law.

The Library adheres to all laws related to leaves of absence including the Family Medical Leave Act (FMLA), Amended Americans with Disabilities Act (AAADA), Fair Labor Standards Act (FLSA), Military Family Leave Amendments (MFLA), and Missouri’s Victims Economic Safety & Security Leave (VESSA).

Leaves of Absence are unpaid unless the employee has applicable paid leave available to use. Applicable paid leave runs concurrently with an approved leave of absence and must be exhausted before a leave of absence converts to unpaid.

**309.9 Annual Leave**

Full and part-time employees earn Annual Leave for each completed two-week payroll period using the Annual Leave Rates below.

Hours Scheduled	Years 1-5	Years 6-10	10+ years	Max Accrual
20-29 hours	2.31	3.08	3.85	120
30-39 hours	3.47	4.62	5.77	180
40 hours	4.62	6.16	7.70	240

- Anything over the maximum accrual amount is lost on the employee’s anniversary date.
- Hourly employees do not accrue leave, but may take personal time or unpaid time off depending on the needs of the Library.
- Upon separation of employment, Trails Regional Library will pay out to the employee up to the accrual maximum as a lump sum.

**309.10 Sick leave**

Full and part-time employees are given Sick Leave for each completed two-week payroll period using the Sick Leave Rates below.

Hours Scheduled	Accrual per pay period	Maximum Accrual
20-29 hours	1.85	240
30-39 hours	2.77	360
40 hours	3.7	480

- Sick leave may be used for an employee’s or family members’\* health concerns.
- An absence of three or more days or any medical procedure done will need a medical release from the attending medical personnel.
- Upon separation of employment, sick leave is **not** paid out.

**309.11 Personal Days**

The Trails Regional Library Board of Trustees authorizes hourly employees 16 hours of paid Personal Time each year. This will be granted on the first day of the fiscal year and cannot be carried over from one year to the next. This is **not** paid out upon separation. Personal Days are not given to Substitutes.

### **309.12 Absences**

Employees must submit a Leave Request in the payroll system and receive approval from their supervisor in advance of a planned absence. In the event of an unplanned absence, an employee must contact their supervisor prior to their scheduled time to begin work or as near to that time as possible. The employee must inform the supervisor when the employee is expected to return or, if that is not known, the employee must contact the supervisor each day until they know the return date or are able to return to work. Employees on FMLA or MFLA leave must contact the Library on the first and third Tuesday of each month. Missing three (3) consecutive work days without notifying the Library constitutes a voluntary resignation of employment by the employee.

**\*" family members" are the employee's spouse, partner, child, step-child, foster child, parent, step-parent, grandparent, grandchild, sibling, in-laws, or other dependents.**

## **312. Code of Ethics**

### **312.1 Accountability**

Decisions for Library operations are the result of both policy decisions by the Board of Trustees and operational decisions by the Director. All employees are responsible to see that Library operations conform to established policies and procedures.

Willful failure by any employee to comply with library policies or instructions from their supervisor, Assistant Director, or Director is insubordination and will result in discipline up to and including termination of employment.

Knowledge of a refusal to follow policies, procedures, or instructions, and failure to bring that knowledge forward to a supervisor, or Human Resources, shall be a violation of this policy.

Negligence, inefficiency, incompetence, or failure to perform assigned duties will result in retraining and/or disciplinary action. Negligence includes concealing or failing to correct any significant error or mistake or unsafe condition or hazard. If the employee cannot correct the problem they must report it immediately to the appropriate personnel.

### **312.2 Confidential records**

Protection of confidential business information, including patron and circulation records, is vital to the interests and success of Trails Regional Library. Employees who improperly peruse, use or disclose confidential business information will be subject to disciplinary action, up to and including termination of employment, and possible legal action, even if they do not actually benefit from the disclosure of the information. Such information includes, but is not limited to: information about the termination of a staff member, patron information including borrowing records, names, addresses, or other information about patrons, except under specific court order.

### **312.3 Confidentiality of Medical Information**

The Health Information Portability & Accountability Act (HIPAA) requires employers and their employees to maintain the confidentiality of medical information of its staff. Any staff member with knowledge regarding another employee's medical information, from any source, should not discuss that information with other employees or with patrons. Any staff member with knowledge of any suspected violation of this policy should inform his or her supervisor. Records pertaining to an employee's medical information are kept in a locked file, separate from other employee records.

Any employee whose personal health information has been breached will be notified by the library.

The Genetic Information Nondiscrimination Act of 2008 (GINA) prohibits employers and other entities covered by GINA Title II from requesting or requiring genetic information of an individual or family member of the individual, except as specifically allowed by this law. GINA defines "Genetic Information" as an individual's family medical history, the results of an individual's or family member's genetic tests, the fact that an individual or an individual's family member sought or received genetic services, and genetic information of a fetus carried by an individual or an individual's family member or an embryo lawfully held by an individual or family member receiving assistive reproductive services.

### **312.4 Conflicts of interest**

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee or for a relative as a result of the Library's business dealings. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

If an employee has any influence on transactions involving purchases, contracts, or leases, the situation should be reported to the Library Director so that safeguards can be established to protect all parties.

No reward, favor, gift or other form of remuneration in addition to regular compensation should be accepted by any employee for the performance or non-performance of any duty or act, from any vendor, contractor, individual, or firm, or from any other source having or proposed to have business with the Library.

### **312.5 Gifts and Donations**

Monetary donations offered to staff as an honorarium by an individual or organization for a library program given by a staff member should be given to the Library.

Gifts other than money, with a value of less than \$25.00, offered to staff as an honorarium may be kept by the employee. Food gifts brought into the library may be accepted by staff as long as it remains under the \$25.00 value.

All non-monetary donations or gifts valued at more than \$25.00 must be approved by the Director or, if the Director is not able to make the decision, by the Library Board of Trustees before a Branch Manager may accept them.

### **312.6 Outside employment**

Staff may volunteer or work at other employment outside the library as long as the other work does not interfere with the ability of the employee to perform their library duties and presents no conflict of interest with the goals of the Library. If such interference does occur, then the employee will be asked to change some aspect of their schedule to be able to complete their library duties. If performance does not improve, the employee is subject to disciplinary action. Employees may not receive any outside income or material gain for materials produced or services rendered while performing their duties as staff members.

### **312.7 Political activity**

Since libraries are a public information source, it is incumbent on professional library directors to operate within a politically neutral environment. Library directors must not, as a matter of professional ethics, become actively involved in political campaigns of candidates for offices which have influence over appointments of trustees. Directors and other key staff must not become involved in political campaigns which may leave them compromised in their ability to work professionally with the community, or compromise the Library's reputation as a neutral, unbiased source of information.

## 313. CONDUCT

### 313.1 Dress

The Library expects employees to present a neat, clean and well-groomed appearance at all times. Dress must promote a positive working environment and limit distractions caused by outrageous, provocative, controversial, or inappropriate dress. Employees should consult their supervisor before wearing the item if there is uncertainty about its suitability. Supervisors reserve the right to send an employee home to change for clothing deemed inappropriate. The employee must clock out before leaving work and clock back in when they return. If an employee is sent home to change the manager should document it, including the time missed at work.

- Blue jeans should be a **darker** wash, without holes, tears, fringe, or drastic fading.
- T-shirts may be worn if they are plain or the graphics are library related. T-shirts must not be torn or worn out.
- Shoes must be appropriate for the job performed to avoid falls or other accidents.
- Skirts and shorts should be modest, with a length of mid-thigh or longer.
- Leggings must be paired with a tunic-style or longer top.
- Do not wear:
  - Sweat pants
  - Flip-flops
  - Bare feet
  - Clothing that does not cover undergarments.

Personal hygiene is an important aspect of patron service and must be properly maintained to avoid creating an environment that is offensive to patrons and fellow employees.

Exceptions to the dress code for special programs, Spirit Weeks or Days, holidays, etc. must be approved in advance by the Director for district-wide participation and marketing.

### 313.3 Library equipment and materials use

Trails Regional Library expects its policies to be applied fairly and equally to all. Library staff must comply with the policies of the Library, including those that affect patrons.

- Library property must remain on the premises except with the express permission from an employee's supervisor to remove property. Negligence with or misuse, theft, or abuse of Library property may result in disciplinary action.
- There is no expectation of privacy for all Library owned computers, desks, filing cabinets, offices and other Library property assigned to or used by any Library employee, on or off Library premises.
- The Library provides an e-mail address for each employee. There is no expectation of privacy for any e-mail addressed to, received by, or sent by an employee at the Library e-mail address.
- In accordance with Federal and State law, all Library computers are filtered. The Library reserves the right to monitor all e-mail accounts issued by the Library and all other use of Library computers, including the internet sites accessed on any Library computer.
- Employees are not allowed to install or delete programs on any Library computer without the express permission of the Support Services Manager or their designee.
- Employees are expected to pay the same price as the public for computer printing or photocopies made for personal use.

- Telephones are to conduct library business. Any personal use of the Library's telephones should be brief. No personal long-distance calls may be charged to the Library.

#### **313.4 Interpersonal relations**

Employees are expected to treat co-workers with respect and courtesy. Threats, intimidation, coercion, and abusive or disrespectful language or behavior are strictly prohibited. Any employee subjected to such behavior must report it immediately to his or her supervisor and Human Resources. If the supervisor is the subject of the complaint, report directly to Human Resources.

#### **313.5 Visitors**

Staff visitors should be taken to an area away from the circulation desk. Time spent with a visitor is considered to be the employee's rest break and should not exceed 15 minutes.

Child care may not be provided in the Library by any employee during the employee's scheduled time to work.

Employees may not allow others in the buildings when closed, unless they are with the employee. Use of library equipment is not permitted by others when the building is closed.

## **314. MISCONDUCT**

### ***314.1 Tobacco, Alcohol, and Drugs***

The use of tobacco products, vapes, and all forms of smoke-generating products is prohibited on all library property that is owned, rented, or leased.

It is the policy of Trails Regional Library to comply with the federal laws and regulations related to the Drug Free Work Place Act of 1988 (Pub. L. No. 100-690, 5151-5160). As an employer, Trails Regional Library strives to maintain an employment environment free of illegal drugs.

The unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited on library-owned or controlled property, in library vehicles, or while conducting library business off the premises.

Any employee of Trails Regional Library convicted of a drug offense in the workplace may be required to participate in a drug rehabilitation treatment program or may experience a mandatory referral to the Employee Assistance Program. Discipline may be determined subject to successful completion of a treatment program.

Any employee of Trails Regional Library convicted of violating drug-free workplace requirements is subject to disciplinary action that may include, but is not limited to, warnings, reprimands, suspension, expulsion, demotion or dismissal.

If an employee is at work with a detectable amount of alcohol or a controlled substance, as defined in Section 195.010 RSMo., in the person's system, the person will be subject to discipline, up to and including termination.

An employee may be subject to random, pre-employment, reasonable suspicion or post-accident testing. A pre-employment test for alcohol or controlled substances, may be used as a condition of employment so long as the candidate was informed of the test requirement prior to the test. A test result, conducted consistent with the procedures in Section 288.045 RSMo., which is positive for alcohol or controlled substance use shall be considered misconduct.

Use of a controlled substance, as defined under Section 195.010 RSMo., under and in conformity with the lawful order of a healthcare practitioner, shall not be deemed to be misconduct connected with work. However, if the medication interferes with work performance the employee will be instructed to take sick leave and to go home.

### ***314.2 Progressive Discipline***

The Trails Regional Library Board of Trustees supports the use of progressive discipline to address issues such as poor work performance or misconduct. The progressive discipline policy is designed to provide a corrective action process to improve and prevent a recurrence of undesirable behavior and/or performance issues. Its design is consistent with the Library's organizational values, Human Resources' best practices, and employment laws.

The Library reserves the right to determine the appropriate level of discipline for poor work performance and/or inappropriate conduct, including informal and formal reprimands, suspension with or without pay, demotion, and discharge.

Nothing in this policy provides any contractual rights regarding employee discipline or counseling, nor should anything in this policy be read or construed as modifying or altering the employment-at-will relationship between Trails Regional Library and its employees.

**The Library reserves the right to combine or skip steps depending on the facts of each situation and the nature of the offense.** Some of the factors that will be considered are whether the offense is repeated despite coaching, counseling, or training; the employee's work record; and the impact the conduct and performance issues have on the organization.

Outlined below are the actions of Trails Regional Library progressive discipline policy and procedures:

1. **Coaching:** The supervisor should discuss with the employee the nature of the problem or the violation of the Library policies and procedures. The supervisor is expected to clearly explain the issue and provide coaching on what the employee will need to do differently to meet expectations. The supervisor will note the date, the issue and instructions given in their personal documentation.
2. **Oral Reprimand with Documentation:** If the employee still has the issue after receiving coaching the supervisor will fill out the Fillable Verbal Reprimand form. In it, describe the issue, the date of the previous coaching, future expectations, and what the next steps will be if the issue is not resolved. The form should be signed by the employee and sent into Human Resources to be put in the employee's personnel file.
3. **Written Reprimand – Level I:** The Level I reprimand is intended for a serious one-time infraction. The supervisor will notify the Assistant Director or Director of the issue and together they will decide if this should be a Level I or Level II reprimand. The supervisor will then fill out the Fillable Disciplinary Action Form, including the performance, conduct or attendance issues or the policy or procedure violated. **An action plan for improvement is not needed at Level I.** The supervisor will meet with the employee to discuss the reprimand, both sign it, and submit it to the Assistant Director to obtain administration signatures. The Form will be placed into the employee's personnel file.
4. **Written Reprimand – Level II:** The Level II reprimand is intended for an on-going issue or a grievous violation of policies or procedures. The supervisor will notify the Assistant Director and/or Director of the need for a Level II reprimand. The supervisor will then fill out the Fillable Disciplinary Action Form, including the performance, conduct or attendance issues or the policy or procedure violated. An action plan for improvement is to be included with specific actions and deadlines, as well as consequences for failure to meet the necessary improvements. The employee is placed on probationary status while the action plan is being completed. The supervisor **and** the Assistant Director or Director will meet with the employee to discuss the reprimand. The Human Resources Manager may also be involved. It is to be signed by the employee, the supervisor, the Assistant Director, and the Director. Employee's signature indicates receipt and review of the document and its contents, but does not indicate agreement with the contents. A copy will be retained in the employee's personnel file.
5. **Probation:** An employee is on probation under a Level II reprimand during the course of the action plan. The probation may be extended as needed. Two reprimands in any twelve-month period automatically place the employee on probation for a maximum of ninety (90) days. A further reprimand during the probationary period is likely to result in

suspension or dismissal. If an employee successfully completes a probationary period but reverts to the problem that warranted the probation, they may be immediately terminated.

6. **Suspension:** With the approval of the Library Director, a Level II write-up may, for disciplinary reasons, include suspension without pay for repeated instances of minor misconduct or for single occurrences resulting in unacceptable conduct or behavior. Suspensions shall not exceed 30 calendar days for any one offense and shall not be imposed for an indefinite period. Any suspension without pay for more than five (5) days will be stayed at the request of the employee until all authorized appeals, up to and including the Board, are final.
7. **Recommendation for termination of employment:** The last and most serious step in the progressive discipline process is a recommendation to terminate employment. Recommendations for termination must be approved by the Director.
  - a. Generally, Trails Regional Library will try to exercise the progressive nature of this policy before proceeding to a recommendation to terminate employment.
  - b. The Library reserves the right to combine and skip steps depending on the circumstances of each situation and the nature of the offense.
  - c. Employees may be terminated without prior notice or disciplinary action.
  - d. See Policy 316 for more on termination.

**Performance and Conduct Issues Not Subject to Progressive Discipline:**

- Behavior that is illegal may result in immediate termination. Such behavior will be reported to local law enforcement.
- Insubordination, theft, substance abuse, intoxication, verbal threats, fighting, other acts of violence, harassment, fraud, dishonesty, and slander may result in immediate termination.

**314.3 Grievance**

A grievance is a written personal appeal presented by an employee (or former employee in the case of termination) to change a management decision or administrative practice affecting their work, working conditions, or employment status (including discharge). The grievance must state the reason for the belief that unfair or unequal treatment has resulted from the decision or practice.

Any employee who submits a written grievance shall not be penalized, formally or informally, for voicing a complaint in a reasonable, businesslike manner, or for using the grievance procedure. No documents or statements involved will be placed in the employee's personnel file

Employees are encouraged to offer positive and constructive criticism, and to take the following steps if they believe that a condition of employment or a decision affecting them is unjust or inequitable.

- a. Before submitting a written grievance, employees are encouraged to discuss the problem with their supervisor.

- b. If the issue is not resolved through discussion, the formal grievance procedures listed below should be followed.
- c. The employee must submit a written grievance to Human Resources within ten (10) working days of the event or occurrence. The Human Resources Manager will review the grievance and reply within ten (10) working days. Additional information or testimony may be requested.
- d. If the grievance is with the Human Resources Manager, the employee should submit the written grievance to the Director.
- e. If the grievance involves both the Human Resources Manager and the Director, the employee should e-mail the grievance and cc the Board President.
- f. If the problem remains unresolved, the grievant may request that the grievance be passed to the Board of Trustees by submitting a written request for appeal to Human Resources for the Board to review. This written request must be made within ten (10) working days from the date of the Human Resources Manager's reply.
- g. Upon notification, the Board President shall set up a committee of four (4) members of the Board of Trustees to review the grievance.
- h. During the review process the committee shall review all documentation of the grievance proceedings, and may request additional information. The committee may limit the presentation of evidence to written rather than oral or testimonial formats.
- i. After the review, the sub-committee shall approve, modify, or disapprove the action taken.
- j. A report shall be given to the full Board of Trustees in executive [closed] session at the next scheduled meeting and a written reply mailed to the grievant.

#### **314.4 Harassment**

Trails Regional Library intends to provide a work environment that is pleasant, professional, and free from intimidation, hostility, or other offenses that might interfere with work performance. Harassment in any form or fashion - verbal, physical, visual - by a customer, another employee, supervisor, administrator or board member will not be tolerated.

All Library District employees, and especially supervisors, have a responsibility for keeping the work environment free of harassment. Any employee who becomes aware of an incident of harassment, whether by witnessing the incident or being told about it, **must** report it as soon as possible to their immediate supervisor and to Human Resources.

An employee who feels they are being victimized by harassment should immediately contact their supervisor and/or Human Resources. Any validated complaint of harassment will result in immediate and appropriate disciplinary action of the offending party. In the event that the offending party is a member of the Board of Trustees, the Director will be immediately notified and a request made that the offending party be immediately removed from the Board through the Board process for removing members.

Some problems may not be satisfactorily resolved through this method; therefore, a formal grievance procedure exists.

All complaints will be held in the strictest confidence to the extent this does not interfere with the investigation. Retaliation of any sort will not be permitted. If it is found that a charge of harassment is filed maliciously or with malfeasance, the person filing the complaint will be subject to disciplinary action.

### **314.5 Workplace Violence**

The Trails Regional Library Board of Trustees requires that all persons must be treated with courtesy and respect at all times and are expected to refrain from conduct that may be dangerous to others.

Conduct that threatens intimidates or coerces another person will not be tolerated. Library resources may not be used to threaten, stalk or harass anyone at the workplace or outside the workplace. The Library treats threats coming from an abusive personal relationship as it does other forms of violence.

Anyone found to be responsible for threats of or actual violence, or other conduct that violates these guidelines will be subject to prompt disciplinary action up to and including termination of employment.

The Library encourages employees to bring their disputes to the attention of their manager before the situation escalates.

### 315. EVALUATIONS

- Each new or newly-promoted employee shall successfully serve a six-month probationary period after their initial appointment or promotion to a new position within the Library.
  - A written evaluation and conference with the employee's immediate supervisor shall be conducted six (6) months after their date of hire or promotion.
  - The evaluation and conference should help determine if the employee has the willingness and the abilities to carry out the duties and objectives of the Library, and demonstrates a willingness to cooperate with other members of the Library.
- The probationary period may be extended if the immediate supervisor needs more time to evaluate the employee's ability to perform successfully.
  - The employee's introductory period will end only upon action by the employee's supervisor. The mere passage of time will not end the probationary period.
  - The conclusion of the introductory period does not constitute or imply any right to continued employment. The introductory period is merely a time of increased monitoring and evaluation of job performance.
- Evaluations shall be conducted for every employee by their immediate supervisor on an annual basis thereafter. Based on the results of the evaluations, a supervisor may need to perform an evaluation more frequently during the course of a year. The Board of Trustees is responsible for the annual evaluation of the Director.
- All supervisory employees will be responsible to provide Human Resources with evaluations of the employees under their supervision, on forms approved by the Director for this purpose.
- The performance evaluations shall become a permanent part of the employee's personnel file.

## 316. TERMINATION OF EMPLOYMENT

### Dismissal

- Dismissal is the termination of employment by the Library of any employee with unsatisfactory conduct or job performance. The Director shall determine the appropriate period of notice if any.
- Immediate dismissal without prior notice may be made for misconduct, which shall include, but not be limited to: criminal activity, theft, intoxication, substance abuse, insubordination, refusal to perform assigned tasks, misrepresentation of facts to obtain leave, willful endangerment of persons or property, or actions in opposition to or violation of the regulations, policies, purposes, or programs of the Library.
- Insubordination is defined as any action or inaction in direct violation of the policy manual, procedure manuals, or a supervisor's orders. Staff members may question any instruction, but, upon being directed to take a certain action after the question has been addressed, the staff member is to follow the instruction, with the following exceptions:
  - any action or inaction which might cause harm to the staff member or another person
  - any action or inaction which violates the staff member's religion
  - any action or inaction which is immoral or illegal
  - any action constituting unlawful discrimination or harassment or retaliation for opposing such practices.
- Employees dismissed from employment with the Library will receive payment for unused Compensatory Time and Annual Leave, up to their maximum accrual.
- An employee may appeal a dismissal or a demotion to the Board by following the Grievance Process Policy 314.3.
- Immediately following the dismissal those involved (Director, supervisor, Human Resources Manager) will each submit a meeting summary to Human Resources to be added to the employee file.

### Resignation

Resignations from the Library should be made in writing at least two (2) weeks before the resignation becomes effective. Resignations from supervisory and professional positions should be made in writing at least four (4) weeks before the resignation becomes effective. Resigning employees are requested to specify the reason for leaving at the time they submit their resignation. The Human Resources Manager will conduct an exit interview with resigning employees.

Missing three (3) consecutive work days without notifying the Library constitutes a voluntary resignation of employment by the employee.

### Retirement

An employee who retires should notify the Administrative Office at least forty-five (45) days prior to his or her expected retirement date. The Human Resources Manager will conduct an exit interview with the retiring employee.

### Retrenchment

- Retrenchment is the termination of employment or demotion of an employee by the Library for reasons beyond the control of the employee, bearing no relation to the job performance or conduct of the employee. If, because of budgetary considerations, reorganization, discontinuance of a program, department or service, a satisfactory employee cannot be continued in his or her regular position, they shall be demoted or released.

- An employee released in a retrenchment or refusing demoted employment will receive payment for accumulated Annual Leave at their current rate of pay, up to the maximum accrual.
- The affected employee will receive two (2) week's written notice unless an extraordinary emergency threatens the disruption of Library service.
- Employees who are laid off will be given preference for any openings which become available during the layoff period (providing the employee fulfills the requirements of the job) on a seniority basis.

### **Letter of Separation**

Anyone leaving Trails will receive a letter of separation which will contain:

- Reason for separation (termination, retirement, etc.).
- COBRA information.
- Insurance information.
- Amount of Annual Leave paid out in a check at time of separation.

### **317. SUSPECTED FRAUD, DISHONESTY, AND WHISTLE-BLOWER PROTECTION**

Any person who knows of or has a suspicion about possible fraudulent or dishonest use or misuse of Library property or resources by any Library trustee or Library employee should contact their immediate supervisor. If the alleged wrongdoing concerns the immediate direct supervisor, then the next supervisor in the chain of command should be notified instead.

Reports of concerns or complaints shall be kept confidential to the extent possible, consistent with the need to conduct an adequate review. Disclosure of reports of concerns or complaints to individuals not involved in the investigation will be viewed as a serious disciplinary offense and may result in disciplinary action.

There will be no punishment or other retaliation for the reporting of suspected fraud or dishonesty. The Board member or Library employee who knowingly takes any retaliatory actions against a reporting individual may be in violation of the law and is subject to disciplinary action at the discretion of the Library Board of Trustees. However, if an employee has refrained from reporting misconduct in any form, they shall be reprimanded on the basis of dishonesty.

### 318. VOLUNTEERS

The Trails Regional Library Board of Trustees encourages those who desire to share their time and efforts in volunteering and in community service at the Library. Interested persons may submit a Volunteer Application form to their local branch manager for approval. Volunteers are accepted based on the needs of the Library.

Those interested in volunteering/community service must have an interview with the manager at the branch or department where they wish to volunteer. Volunteers do not work unsupervised with minors, nor do they work at the front desk with patron data.

Trails may not use volunteers in lieu of hiring sufficient staff to operate the branch.

Current Trails Regional Library employees are not eligible to be unpaid volunteers for the Library.

### 319. TRAVEL

Trails Regional Library will reimburse employees for reasonable business travel expenses incurred while on assignments away from the normal work location. All business travel not accounted for in the budget must have advance approval from the Director for reimbursement purposes. The Library will reimburse the actual costs of travel, meals, lodging, and other expenses directly related to accomplishing business travel objectives.

- Mileage is paid at a rate equal to that currently set by the IRS.
- For travel between branches, employees are required to clock-in at their normal work location, travel to the location of work, return to the normal work location when work is completed, and then clock out.
- If the employee chooses to travel from their home to the branch (because it is closer, for instance), that mileage is not reimbursable.
  - The employee may be reimbursed if the difference between the location they are traveling to is further away from their home than is the distance to their normal branch.
    - i.e. Distance from home to home branch is 30 miles.
    - Distance from home branch to visiting branch is 49 miles.
    - Employee may be reimbursed for the 19 miles.
  - If an employee drives from their home to the visiting branch (13 miles), but the mileage chart only lists 11 miles, the employee may only claim the 11 miles.
- Employees are expected to car pool when they can. Permission to use more than one vehicle per branch must be discussed with supervisor in advance. If a person chooses not to car pool, their mileage is not compensated.
- If the employee is required to stay overnight, such as for a conference, the time paid is a standard 8-hour day.
- Employees who are involved in an accident while traveling on business must promptly report the incident to their supervisor and/or the Director.
- Abuse of business travel expenses policies, including falsifying expense reports, can be grounds for disciplinary action, and possible prosecution.

### 320. ACCIDENTS AND INJURIES

Trails Regional Library provides worker's compensation insurance in accordance with Missouri statutes for an accident or injury on the job.

- The amount of benefits payable and the duration of payment depend upon the nature of the accident or injury. Partial salary payments are provided by the Worker's Compensation insurance carrier after the seventh consecutive work day of absence.
- Employees who are involved in an accident, or who become injured while on the job must report such injury to the immediate supervisor as soon as possible. An Accident Report must be filled out and sent to Human Resources within 48 hours of the accident. Failure to do so may disqualify staff from receiving worker's compensation benefits.
- An accident report is required even if no medical treatment is sought or desired.

If an employee is in their private vehicle and is in an accident, they should contact their insurance company. The Library does not insure employees' personal vehicles.

## 326. SUCCESSION PLANNING

The Trails Regional Library Board of Trustees succession plan is outlined as follows and only refers to the position of Library Director:

### **Planned Succession**

Planned succession is activated following a scheduled departure of retirement, resignation or other employee-initiated activity resulting in a voluntary separation of the Library Director.

The date of departure will be mutually agreed to by Board President and Library Director and will provide sufficient transition time to conduct a search, interview, and orientation of the new Library Director. The transition shall be a period of no more than six months.

Steps for transition are as follows:

1. Library Director notifies the Board President and Human Resources Manager.
2. The Board President shall create an Ad Hoc Search Committee of Board members. The committee shall consider the strategy to identify candidates. They will also determine whether an external or internal search will be conducted, following our policies and procedures. The Library Director may be asked to assist in the recruitment process but will not be part of the committee.
3. Communication of the pending transition shall be made public utilizing external and internal means.
4. The final candidates will be interviewed by the Search Committee first and then will be interviewed by the full Library Board.
5. A conditional offer letter is sent out after verbal acceptance of the offer.

Following separation from service, the outgoing Library Director may be hired as a consultant to allow additional time to orient the new Library Director or to help with any other transition needs.

### **Emergency Succession**

Emergency succession is activated following an unplanned or unexpected departure of the Library Director. This departure may be due to death, immediate resignation, immediate termination, or any separation where less than sixty (60) days' notice was given by the Library Director or the Library Board.

During an emergency succession, the Assistant Library Director will become the Acting Library Director and will take on responsibilities as soon as the Board designates the transfer of power. Under no circumstance will the Acting Library Director and outgoing Library Director overlap in executive authority.

Approved by Trails Regional Library Board of Trustees, September 17, 2025