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SEAFORD DISTRICT LIBRARY

EMPLOYEE HANDBOOK

Approved and Updated by Board of Commissioners on November 12, 2019

Section 1 - Welcome

Purpose of this Handbook

We have prepared this handbook to inform employees of the policies and procedures of Seaford District Library (the “Library”) and to establish the Library’s expectations. It is not all inclusive or intended to provide strict interpretations of our policies; rather, it offers an overview of the work environment. This handbook is not a contract, expressed or implied, guaranteeing employment for any length of time and is not intended to induce an employee to accept employment with the Library.

The Library reserves the right to unilaterally revise, suspend, revoke, terminate or change any of its policies, in whole or in part, whether described within this handbook or elsewhere, in its sole discretion. If any discrepancy between this handbook and current Library policy arises, conform to current Library policy. Every effort will be made to keep you informed of changes to these policies. Feel free to ask questions about any of the information within this handbook.

This handbook supersedes and replaces any and all personnel policies and manuals previously distributed.

At Will Employment

Employment at the Library is on an at-will basis. An at-will employment relationship can be terminated at any time, with or without reason or notice by either the employer or the employee. This at-will employment relationship exists regardless of any statements by office personnel to the contrary. Only the Library executive director is authorized to modify the nature of the employment relationship. Any the modification must be in writing. Modification of the at-will employment relationship may also be effectuated as afforded in the National Labor Relations Act.

Section 2 – Workplace Commitments

Equal Opportunity Employment

The Library is an equal opportunity employer and does not unlawfully discriminate against employees or applicants for employment on the basis of an individual’s religious affiliation or belief, gender, national origin, race, marital status, disability, sexual orientation, gender identity, color, creed, age, genetic information, the individual was the victim of domestic violence, a sexual offense, or stalking, or other prohibited category. Furthermore, there shall be no retaliation against any employees for complaints related to unlawful employment practices concerning any of the aforementioned protected categories. This policy applies to all terms, conditions and privileges of employment, including recruitment, hiring, placement, compensation, promotion, discipline and termination.

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. All questions concerning this policy and requests for accommodation should be directed to the HR Manager.

Non-Harassment Policy / Non-Discrimination

The Library prohibits discrimination or harassment based on religious affiliation or belief, gender, national origin, race, marital status, disability, sexual orientation, gender identity, age, color, creed, genetic information, the individual was the victim of domestic violence, a sexual offense, or stalking, or another prohibited category. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and is free from discriminatory practices, including harassment. Consistent with its workplace policy of equal employment opportunity, the Library prohibits and will not tolerate harassment on the basis of religious affiliation or belief, gender, national origin, race, marital status, disability, sexual orientation, gender identity, age, color, creed, genetic information, the individual was the victim of domestic violence, a sexual offense, or stalking, or other prohibited category. Violations of this policy will not be tolerated.

Discrimination includes, but is not limited to: making any employment decision or employment related action on the basis of a prohibited category.

Harassment is generally defined as unwelcome verbal or non-verbal conduct, based upon a person's protected characteristic, that denigrates or shows hostility or aversion toward the person because of the characteristic, and which affects the person's employment opportunities or benefits, has the purpose or effect of unreasonably interfering with the person's work performance, or has the purpose or effect of creating an intimidating, hostile or offensive working environment. Harassment includes, but is not limited to: epithets; slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes and display or circulation in the workplace of written or graphic material that denigrates or shows hostility or aversion toward an individual or group based on their protected characteristic.

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

1. submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
2. submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or

3. such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment.

Examples of sexual harassment include: unwelcome or unsolicited sexual advances; displaying sexually suggestive material; unwelcome sexual flirtations, advances or propositions; suggestive comments; verbal abuse of a sexual nature; sexually oriented jokes; crude or vulgar language or gestures; graphic or verbal commentaries about an individual's body; display or distribution of obscene materials; physical contact such as patting, pinching or brushing against someone's body; or physical assault of a sexual nature.

Reporting Harassment

Any Library employee who feels that he or she has been harassed or discriminated against, or has witnessed or become aware of discrimination or harassment in violation of these policies, shall bring the matter to the immediate attention of his or her supervisor or to the director, or the business manager.

The Library will promptly investigate all allegations of discrimination and harassment, and take action as appropriate based on the outcome of the investigation. An investigation and its results will be treated as confidential to the extent feasible, and the Library will take appropriate action based on the outcome of the investigation.

No employee will be retaliated against for making a complaint in good faith regarding a violation of these policies, or for participating in good faith in an investigation pursuant to these policies. If an employee feels he/she has been retaliated against, the employee should file a complaint using the procedures set forth above.

Drug-Free / Alcohol-Free Environment

Employees are prohibited from unlawfully consuming, distributing, possessing, selling, or using controlled substances while on duty. In addition, employees may not be under the influence of any controlled substance, such as drugs or alcohol, while at work, on Library premises or engaged in Library business. Prescription drugs or over-the counter medications, taken as prescribed, are an exception to this policy.

Anyone violating this policy may be subject to disciplinary action, up to and including termination.

Open Door Policy

The Library has an open-door policy and takes employee concerns and problems seriously. The Library values each employee and strives to provide a positive work experience. Employees are

encouraged to bring any workplace concerns or problems they might have or know about to their supervisor or some other member of management.

Section 3 – Library Policies and Procedures

Professional Conduct

The Library expects its employees to adhere to a standard of professional conduct and integrity. This ensures that the work environment is safe, comfortable and productive. Employees should be respectful, courteous, and mindful of others' feelings and needs. General cooperation between coworkers and supervisors is expected. Individuals who act in an unprofessional manner may be subject to disciplinary action.

Dress Code

An employee's personal appearance and hygiene is a reflection on the Library's character. Employees are expected to dress appropriately for their individual work responsibilities and position.

Payday

Paychecks are distributed every other Friday. If a pay date lands on a holiday, paychecks will be distributed on the closest business day before the holiday.

Library Property

Library property, such as books, equipment, vehicles, telephones, computers, and software, is not for private use. These devices are to be used strictly for Library business, and are not permitted off grounds unless authorized. Library property must be used in the manner for which it was intended. Upon termination, employees are required to surrender any Library property they possess.

Library computers, internet and emails are a privileged resource, and must be used only to complete essential job-related functions. Employees are not permitted to download any "pirated" software, files or programs and must receive permission from a supervisor before installing any new software on a Library computer. Files or programs stored on Library computers may not be copied for personal use.

Phones are provided for business use. The Library requests that employees not receive personal calls while on duty. If urgent, please keep personal calls to a minimum and conversations brief. Personal long-distance calls are not permitted. Employees are reminded that they should have no expectation of privacy in their use of Library computers or other electronic equipment.

Violations of these policies may result in disciplinary action.

Privacy

Employees and employers share a relationship based on trust and mutual respect. However, the Library retains the right to access all Library property including computers, desks, file cabinets, storage facilities, and files and folders, electronic or otherwise, at any time. Employees should not entertain any expectations of privacy when on Library grounds or while using Library property.

All documents, files, voice-mails and electronic information, including e-mails and other communications, created, received or maintained on or through Library property are the property of the Library, not the employee. Therefore, employees should have no expectation of privacy over those files or documents.

Section 4 - Employment Classification

The Library assigns positions, determines wages and compensates employees for overtime in accordance with state and local laws and the Fair Labor Standards Act.

Exempt Employees

Exempt employees are those that are excluded from the overtime pay requirements of the Fair Labor Standards Act. Exempt employees are paid a salary and are expected to work beyond their normal work hours whenever necessary to accomplish the work of the Library. Exempt employees are not eligible to receive overtime compensation.

Employees should consult with an administrator if they have questions regarding their classification as an exempt employee. Only the Library Director shall be an exempt employee.

Non-Exempt Employees

Non-exempt employees are those eligible for overtime pay of 1.5 times the regular hourly rate of pay for all hours worked over 35 per work week. All overtime must be approved in advance. Employees should consult with an administrator if they have questions regarding their classification as a non-exempt employee. When submitting a timesheet, the employee attests that all hours worked have been recorded. Anyone who punches another employee's timecard is subject to immediate termination.

Part Time or Full Time Status

Part-time or full-time status depends on the number of hours per week an employee works. Employees who work fewer than 35 hours per work week receive part-time classification. Part-time employees are not eligible for employee benefits as described in this handbook. Full Time employees who work at least 35 hours per work week receive full-time classification.

Section 5 – Attendance Policies

General Attendance

The Library does not tolerate absenteeism without excuse. Employees who will be late to or absent from work should notify a supervisor in advance, or as soon as they are able in the event of an emergency. Chronic absenteeism may result in disciplinary action.

Employees who need to leave early, for illness or otherwise, should inform their supervisor before departure. Unauthorized departures may result in disciplinary action.

Tardiness

Employees are expected to arrive on time and be ready for work. An employee who arrives late after their scheduled arrival time is considered tardy. The Library recognizes that situations arise which hinder punctuality; regardless, excessive tardiness is prohibited, and may be subject to disciplinary action.

Breaks

When working conditions permit, and pending a supervisor's approval, employees are entitled to two 15-minute breaks for every 8 hours worked.

Meal periods are for 30 minutes, and employees must return to work afterward.

Section 6 – Leave Policies

VACATION POLICY

As a benefit, the Library provides, as a benefit, paid vacations for its full-time employees only. Forward requests for time off in advance to a supervisor, who may approve or deny the request based on Library resources. The Library is flexible in approving time off when doing so would not interfere with Library operations. Vacation days are granted only on a full day or half-day basis.

A full-time employee is eligible to receive paid time off. Employees must earn vacation benefits before they may be used. Employees should consult their supervisor regarding the amount of vacation leave they have each pay period.

Vacation accrues at 5.83 hours per month for all full-time employees.

SICK TIME POLICY

As a benefit, the Library provides, as a benefit, paid sick time for its full-time employees only. Sick time is granted only on a full day or half-day basis.

A full-time employee is eligible to receive paid sick time. Employees must earn sick time before it may be used. Employees should consult their supervisor regarding the amount of sick time leave they have each pay period.

Sick time accrues at 5.83 days per month for all full-time employees.

IMPORTANT NOTE:

Sick time must be taken in days or half days, as there will be no pay given in lieu of sick time not taken. Accrued but unused sick time is can roll over to the next calendar year and not exceed 240 hours.

Holidays

The Library follows the Sussex County Department of Libraries holiday closings. Holidays are paid days for full time employees only.

Additional Closings/Weather

The library follows the Seaford School District for weather related closings. Additional closings are at the discretion of the library director and board of commissioners.

Military Leave

Employees called to active military duty, military reserve or National Guard service may be eligible to receive time off under the Uniformed Services Employment and Reemployment Rights Act of 1994. To receive time off, employees must provide notice and a copy of their report orders to an immediate supervisor. Upon return with an honorable discharge, an employee may be entitled –depending on, among other things, length of employment, to reinstatement and any applicable job benefits they would have received if present, to the extent provided by law.

Leave of Absence

Regular full-time employees may request an unpaid leave of absence after the exhaustion of paid leave if necessary, for an ADA accommodation. A request for a leave of absence must be submitted in writing in advance to the employee's immediate supervisor. Leave of absences that are granted are unpaid, and will not be considered until an employee has exhausted all

appropriate accrued leave balances. Continuation of employee benefits during a leave of absence will be addressed on an individual basis, as required by law.

Section 7 – Work Performance

Expectations

The Library expects every employee to act in a professional manner. Satisfactory performance of job duties and responsibilities are key to this expectation. Employees should work to achieve their job objectives, and act with diligence and consideration at all times. Poor job performance may result in disciplinary action, up to and including termination.

Reviews

The Library may periodically evaluate an employee's performance. The goal of a performance review is to identify areas where an employee excels and areas that need improvement. The Library uses performance reviews to determine pay increases, promotions and/or terminations.

All performance reviews are based on merit, achievement and other factors including but not limited to:

- Quality of work
- Attitude
- Knowledge of work
- Job skills
- Attendance and punctuality
- Teamwork and cooperation
- Compliance with Library policy
- Past performance reviews
- Improvement
- Acceptance of responsibility and constructive feedback

Employees should note that a performance review does not guarantee a pay increase or promotion. Written performance evaluations may be made at any time to advise employees of unacceptable performance. Evaluations or any subsequent change in employment status, position or pay does not alter the employee's at-will relationship with the Library.

Forward any questions about performance expectation or evaluation to the supervisor conducting the evaluation.

Insubordination

Supervisors and employees should interact with mutual respect and common courtesy. Employees are expected to take instruction from supervisors or other persons of authority. Failure to comply with instructions or unreasonably delaying compliance is considered insubordination. Acts of insubordination are subject to disciplinary action, up to and including termination.

If an employee disagrees with a supervisor, the employee should first try to mediate the situation by explaining their position. If possible, a compromise might be met and accusations of insubordination avoided.

Section 8 – Discipline Policy

Grounds for Disciplinary Action

The Library reserves the right to discipline and/or terminate any employee who violates Library policies, practices or rules of conduct. Poor performance and misconduct are also grounds for discipline or termination.

The following actions are unacceptable and considered grounds for disciplinary action. This list is not comprehensive; rather, it is meant merely as an example of the types of conduct that this Library does not tolerate. These actions include, but are not limited to:

- Engaging in acts of discrimination or harassment in the workplace;
- Possessing, distributing or being under the influence of illicit controlled substances;
- Being under the influence of a controlled substance or alcohol at work, on Library premises, or while engaged in Library business;
- Unauthorized use of Library property, equipment, devices or assets;
- Damage, destruction or theft of Library property, equipment, devices or assets;
- Removing Library property without prior authorization or disseminating Library information without authorization;
- Falsification, misrepresentation or omission of information, documents or records;
- Lying;
- Insubordination or refusal to comply with directives;
- Failing to adequately perform job responsibilities;
- Excessive or unexcused absenteeism or tardiness;
- Disclosing confidential or proprietary Library information without permission;
- Illegal or violent activity;
- Falsifying injury reports or reasons for leave;
- Possessing unauthorized weapons on premises;
- Disregard for safety and security procedures;
- Disparaging or disrespecting supervisors and/or co-workers;
- Any other action or conduct that is inconsistent with Library policies, procedures, standards or expectations.

This list exhibits the types of actions or events that are subject to disciplinary action. It is not intended to indicate every act that could lead to disciplinary action. The Library reserves the right to determine the severity and extent of any disciplinary action based on the circumstances of each case.

Procedures

Disciplinary action is any one of a number of options used to correct unacceptable behavior or actions. Discipline may take the form of oral warnings, written warnings, probation, suspension, demotion, discharge, removal or some other disciplinary action, in no particular order. The course of action will be determined by the Library at its sole discretion as it deems appropriate.

Termination

Employment with the Library is on an at-will basis and may be terminated voluntarily or involuntarily at any time.

Upon termination, an employee is required:

- To continue to work until the last scheduled day of employment;
- To turn in all reports and paperwork required to be completed by the employee then due and no later than the last day of work;
- To return all files, documents, equipment, keys, access cards, software or other property belonging to the Library that are in the employee's possession, custody or control, and turn in all passwords to his/her supervisor;
- To participate in an exit interview as requested by director.

Section 9 – Employee Health and Safety

Workplace Safety

The Library takes every reasonable precaution to ensure that employees have a safe working environment. Safety measures and rules are in place for the protection of all employees. Ultimately, it is the responsibility of each employee to help prevent accidents. To ensure a safe workplace, all employees should review and understand all provisions of the Library's workplace safety policy. Employees should use all safety and protective equipment provided to them, and maintain work areas in a safe and orderly manner, free from hazardous conditions. Employees who observe an unsafe practice or condition should report it to a supervisor immediately. Employees are prohibited from making threats against anyone in connection with his/her work or engaging in violent activities while in the employ of the Library.

In the event of an accident and regardless of severity, employees must notify a supervisor immediately. Report every injury, regardless of how minor, to a supervisor immediately. Physical discomfort caused by repetitive tasks must also be reported. For more information about on the job injuries, refer to the worker's compensation section of this handbook.

Employees should recognize any potential fire hazards and be aware of fire escape routes and fire drills. Do not block fire exits, tamper with fire extinguishers or otherwise create fire hazards.

Workplace Security

Employees must be alert and aware of any potential dangers to themselves or their coworkers. Take every precaution to ensure that your surroundings are safe and secure. Guard personal belongings and Library property. Visitors should be escorted at all times. Report any suspicious activity to a supervisor immediately.

Emergency Procedures

In the event of an emergency, dial 911 immediately. If you hear a fire alarm or other emergency alert system, proceed quickly and calmly to the nearest exit. Once the building has been evacuated, only a supervisor may authorize employees to reenter.

Section 10 - Employee Benefits

This handbook contains descriptions of some of our current employee benefits. Many of the Library's benefit plans are described in more formal plan documents available from business manager. In the event of any inconsistencies between this handbook or any other oral or written description of benefits and a formal plan document, the formal plan document will govern.

Worker's Compensation

As required by law, the Library provides workers' compensation benefits for the protection of employees with work-related injuries or illnesses.

Worker's compensation insurance provides coverage to employees who receive job related injuries or illnesses. If an employee is injured or becomes ill as a result of his/her job, it is the employee's responsibility to immediately notify a supervisor of their injury in order to receive benefits. Report every illness or injury to a supervisor, regardless of how minor it appears. The Library will advise the employee of the procedure for submitting a workers' compensation claim. If necessary, injured employees will be referred to a medical care facility. Employees should retain all paperwork provided to them by the medical facility. Failure to report a work-related illness or injury promptly could result in denial of benefits. An employee's report should contain

as many details as possible, including the date, time, description of the illness or injury, and the names of any witnesses.

Section 11 – Termination Policies

Voluntary Termination

The Library recognizes that personal situations may arise which require a voluntary termination of employment. Should this occur, the Library requests that the employee provide two weeks advance notice in writing. This request does not alter an employee's at-will relationship with the Library.

All rights and privileges of employment with the Library terminate upon the date of separation. As further discussed above, terminating employees are required to return all Library property assigned to them.

Final Paycheck

Employees who terminate employment with the Library will be given their final pay check within two weeks of their last day. Should the employee be unable to personally retrieve their paycheck, it will be mailed to the address on file with written permission to do so.

Exit Interview

The Library may request an exit interview upon notice of termination. The purpose of the exit interview is to complete necessary forms, collect Library property and discuss employment experiences with the Library.

COMPUTER AND NETWORK ACCEPTABLE USAGE POLICY

1. Overview

The purpose of this policy is to outline the acceptable use of computer equipment at the Library. These rules are in place to protect the employee and the Library. Inappropriate use exposes the Library to risks including virus attacks, compromise of network systems, incidental release of sensitive data, and legal issues. These systems are to be used for business purposes in serving the interests of the Library, and of our clients and customers in the course of normal operations. It is the responsibility of every employee to know these guidelines, and to conduct their activities accordingly.

2. Scope

All computer related systems, including but not limited to computer equipment, software, operating systems, storage media, network access, electronic mail, WWW browsing, and FTP access, are the property of the Library. This policy applies to all computer related systems and their use.

3. Policy

3.1. General use and Ownership

- a.** Users should be aware that the data they create on the corporate systems remains the property of the Library.
- b.** We reserve the right to inspect any and all files stored on Library systems and storage media, and to monitor data transmitted on the internal network.
- c.** The Library has software and systems in place that monitor and record all internet usage. These security systems are capable of recording (for each and every user) each web site visit and each email message into and out of our internal network, and we reserve the right to do so at any time to ensure compliance with this policy. No employee should have any expectation of privacy as to his or her internet usage.
- d.** The Library's facility and computing resources must not be used to violate the laws and regulations of the United States or any other nation, or the laws and regulations of any state, city, province, or other local jurisdiction in any material way.
- e.** The Library retains the copyright to any material posted to the internet by any employee in the course of his or her duties.
- f.** Employees accessing the internet must take particular care to understand the copyright, trademark, export, and public speech control laws of all countries in which this Library maintains a business presence, so that our use of the internet does not inadvertently violate any laws which may be enforceable against us.
- g.** Viewing or otherwise accessing illicit material is strictly forbidden.
- h.** Please do not install, reinstall, or uninstall any Operating System without prior approval from the IT department.
- i.** The Library retains the licenses to all software it purchases.

3.2. Downloads/Uploads

- a.** Employees may not download entertainment software or games, or play games over the internet.
- b.** No downloading of images or video unless there is an express business-related use for the material.

- c.** Do not upload or transfer any software licensed to or by the Library or data owned or licensed by the Library without express authorization.
- d.** File sharing programs (P2P) of any kind are prohibited.
- e.** Downloading of software applications is permitted for business use only; please do not install software without prior approval from the IT Department.
- f.** All software must be properly licensed. No employee may knowingly download, distribute or participate in the use of pirated software.
- g.** Hosting files for access from the internet from home or for public viewing is not allowed, this includes using Windows remote desktop feature.

3.3. Security and Proprietary Information

- a.** Employees should take all necessary steps to prevent unauthorized access to confidential information, including that which is defined by the Library confidentiality and non-disclosure policies. Examples of confidential information include but are not limited to: Library private, corporate strategies, competitor sensitive trade secrets, specifications, customer lists, and research data.
- b.** Keep passwords secure and do not share accounts except in areas deemed necessary and appropriate by management. Users will be required to change their password periodically.
- c.** All systems connected to the Library network or internet, whether owned by the employee or the Library, are required to have installed and running approved anti-virus software with current virus definitions applied. Notify the IT department if you are unsure if proper anti-virus software is installed on a PC.
- d.** Use extreme caution when opening email attachments from unknown senders. Also take caution if an attachment is sent from a trusted sender but the message in the email seems strange. If you are unsure about an attachment-delete it and notify the sender that they may be infected. If you think you may have opened an infected file, disconnect from the network and notify IT.
- e.** The Library has installed an internet firewall to assure the safety and security of the Library's network. Any employee who attempts to disable, defeat, or circumvent security measures will be subject to disciplinary action.
- f.** Executing any form of network monitoring which will intercept or collect data for which you are not the intended recipient is expressly prohibited.

3.4. Email

3.4.1. Spam/Junk Mail

- a.** Please do not post your email address to any newsgroup, forum, online Billboard or chat room.
- b.** Delete all spam from your inbox. Do not forward or reply to these emails, this includes responding for the purpose of removing yourself from their list.
- c.** Do not participate in the creating or forwarding of chain letters.

3.4.2. General Use

- a.** Attachment size is limited. Be aware that if you are sending an attachment outside the Library, the recipients' limitation on size may be different.

Acknowledgment

I acknowledge that I have received a written copy of the Acceptable Usage Policy for the Library. I understand the terms of this policy and agree to abide by them. I realize that the Library's security software may record, store, and monitor the electronic email messages I send and receive, the internet address of any site that I visit and any network activity in which I transmit or receive data.

By signing this statement, I acknowledge that this Agreement shall be deemed to have been signed in Delaware and I shall be deemed to be employed in Delaware.

I acknowledge that I have received a copy of the Employee Handbook. I understand that I am responsible for reading the information contained in the Handbook.

I understand that the handbook is intended to provide me with a general overview of the Library's policies and procedures. I acknowledge that nothing in this handbook is to be interpreted as a contract, expressed or implied, or an inducement for employment, nor does it guarantee my employment for any period of time.

I understand and accept that my employment with the Library is at-will. I have the right to resign at any time with or without cause, just as the Library may terminate my employment at any time with or without cause or notice, subject to applicable laws. I understand that nothing in the handbook or in any oral or written statement alters the at-will relationship, except by written agreement signed by the employee and the Library.

I acknowledge that the Library may revise, suspend, revoke, terminate, change or remove, prospectively or retroactively, any of the policies or procedures outlined in this handbook or elsewhere, in whole or in part, with or without notice at any time, at the Library's sole discretion.

I also acknowledge receipt of the above Computer and Network Acceptable Usage Policy.

Signature

Name (Printed)

Date