Winter Park Public Library
Personnel Manual

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FORWARD
Welcome as an employee of the Winter Park Public Library. The Library is an independent, non-profit corporation. It is administratively independent of the City of Winter Park. As an employee, you are therefore working for the Corporation.

An organization is as good as the people who make it work. The Library has enjoyed a long history of superior service provided by a loyal and competent staff. It remains up to us, the current staff, to continue that tradition and make every effort to give the best possible service to the community.

The personnel policies set forth in this manual have been established by the Winter Park Library Association Board of Trustees. This manual is provided to answer basic questions about your rights, responsibilities, and benefits as an employee of the Library. These rights are not to be considered as vested contractual rights since they may be changed in light of changes in laws, economic considerations, and other pertinent factors deemed necessary by the Corporation. You will be kept informed when changes occur and your suggestions will often be sought before such changes come about. The Library administration believes in listening to employee ideas and in giving them careful consideration. It is important for you to familiarize yourself with the manual and to review it periodically to enable you to function to the best of your ability.

To insure a fair and equitable system, this manual and other written guidelines and policies will apply to all employees. Personnel policies will be administered in accordance with fair employment practices and guidelines. If there are any questions concerning the policies herein, a Department Head, Assistant Director, or the Director will be available for discussion and interpretation.
INTRODUCTION

The only reason for the existence of a public library is service to its public, and the Winter Park Public Library provides, on equal terms, free service to all individuals in this City. This service includes the collecting of all books, printed materials, audio-visual materials, and electronic resources possible for the informational, educational, and recreational needs of the residents of this area. The service also entails making the materials easily accessible and usable, even to carrying it into the community, and in guiding and helping the individual to choose and use the materials.

The Library is governed by a Board of Trustees consisting of not fewer than eleven members and not more than twenty-five members elected by the Winter Park Library Association, Inc. One trustee shall be a member of the Winter Park City Commission to be appointed annually by the Commission. The Association is composed of registered users of the Winter Park Public Library. The Board members are volunteers and serve without remuneration.

Legal responsibility is vested in the Board which is the policy-making body. As stated in its by-laws, the Board's responsibilities include maintaining a Library for the residents of the City of Winter Park, promoting the Library, making the Library increasingly effective and useful, securing funds both public and private for its operation, and having in its control Library funds and property. Regular meetings of the Board are held on the second Tuesday of each month.

The Library is supported mainly by an appropriation from the City of Winter Park, but it receives income from Library activities, as well as from gifts and endowments. The Friends of the Library are among our staunchest supporters. They are a volunteer organization which furnishes aid to the Library through its cultural, volunteer, and financial support. Their major, project is the operation of the New Leaf Bookstore.
SERVICE PHILOSOPHY AND CODE OF ETHICS

A patron’s impression of the Public Library is to a large degree determined by the attitude and performance of the public services personnel. Whether reception is courteous, assistance prompt and efficient, and information received is accurate--these may well determine how a patron views the Library. Staff members should also have a neat, clean, businesslike appearance when on duty.

In all contacts with the Library's public, be polite, business-like, alert, and approachable. In part, see yourself as a host or hostess whose responsibility it is not only to serve, but also to make the Library visit an easy and pleasant experience. Patrons should not be allowed to feel the staff members are completely absorbed in reading, work, or conversation among themselves, and thus too busy to help them. Desire to be helpful.

Treat the public and your co-workers with friendliness, courtesy, good humor, helpfulness and impartiality. Conversation however, either with the patrons or with fellow staff members, should be kept within bounds and not become mere visiting. This gives a bad impression. Common sense, tact, pleasant firmness, good manners and a smile are your best guidelines.

Every citizen has the right as an individual to take part in public debate or to engage in social and political activity. The only restrictions on these activities are those imposed by specified and well publicized laws and regulations which are generally applicable. However, since personal views and activities may be interpreted as representative of the Library, proper precaution should be taken to distinguish between private actions and those you are authorized to take in the name of the Library. The Library is tax supported and must remain non-partisan.

The statements which follow set forth the ethical obligations of individuals as Winter Park Public Library staff members.

- Learn and execute the policies of the Library and express to patrons in a positive manner any concerns or objections with the policies, philosophy or programs of the Library they may have.
- Maintain an objective and-open attitude of understanding, courtesy and concern for the patron's needs.
- Protect the essential confidential relationship which exists between a Library user and the Library.
- Serve all patrons equally according to their needs.
- Make the resources and services of the Library known and easily accessible to all current and potential users.
- Carry out those activities assigned, including disagreeable ones, in a spirit of cooperation.
- Be cognizant of the obligations of employment and of what constitutes abuse of working conditions and benefits. Punctuality is a primary requirement.
- Acknowledge the importance of the work done by all staff in all divisions, and maintain a sense of loyalty to, and cooperation with, fellow staff members. A sense of fairness and tolerance toward the point of view of others should be maintained.
- Carry out assignments so that fellow staff members need not assume added responsibility.
- Willingly share your knowledge and expertise with others. Apparent mistakes of others should not be made obvious, but corrected as quietly as possible or explained as a matter of misunderstanding.
- Avoid pettiness, gossip, and rumors concerning other staff members and patrons.
I. APPOINTMENTS

A. Hiring

The Library is interested in hiring the best possible person qualified to fill the particular position. Selection will be made only on the basis of the requirements of the job and the qualifications of the applicant to fill it. The Library's Personnel Hiring Procedure shown below will be followed at all times. Persons will be hired without regard to age, sex, color, race, creed, religion, handicap, marital status, national origin or any other discrimination prohibited by law. Winter Park Public Library is an equal opportunity employer fully committed to observing federal, state, and local laws regarding discrimination.

B. Personnel Hiring Procedure

1. In-house
   a. Advertising

   Staff will be given the opportunity to apply for vacancies in advance of advertising the position outside the Library. Vacancy Announcements and Position Descriptions will be distributed to all departments and posted on the bulletin board in the staff lounge.

   b. Promotions

   There need to be two or more applicants for promotion. If there are fewer than two, applications of in-house staff will be considered with those solicited from the outside.

   c. Transfers and Demotions

   One in-house applicant is sufficient for consideration for transfer and demotion.

   d. Testing and Interviewing

   In-house staff will be required to pass all tests associated with the position, both written, typing and oral.

2. Outside

   If qualified in-house staff cannot be found to fill the vacancy, the position will be advertised in the appropriate media.

3. Positions vacant until filled.

   The Library will indicate a date on which applicants begin to be considered. Applications will be received and considered until the position has been filled.

C. Employment of Relatives

The Library will not place any employee in a position where his/her working conditions or chances for advancement can be affected by a member of his/her immediate family.
D. Temporary Employees

Temporary employees are sometimes hired to fill gaps in staffing or to implement a grant funded project, usually on a part-time basis not to exceed twelve months. Temporary employees are not entitled to regular employee benefits, but are paid for holidays which fall within their work schedule.

E. Probationary Period

1. Each new employee will have a probationary period of 90 days. After two months, the supervisor will conduct a written evaluation, discuss with him/her strengths and weaknesses and make suggestions. If there are no performance problems at the end of two months, an evaluation at the end of the third month will not usually be completed. If there are performance problems at the end of two months, a written evaluation will also be completed at the end of the third month to verify that the performance problems have been corrected.

2. The Library is not obligated to retain the probationer the entire period. Neither is the employee obligated to stay in the position during this period and may leave at any time. Two weeks notice is preferred but the employee will be considered as leaving in good standing even if no notice is given.

3. Regardless of whether the decision for an employee to leave is his/her own or the Library’s, severance pay will not be awarded nor will accrued annual leave be compensated.

F. At-Will Employment

It is a long established rule in Florida that an employment relationship that does not specifically obligate both the employer and employee for a definite period of time, is terminable at will by either party. The Winter Park Public Library is an at-will employer. The Library will normally follow discharge procedures specified elsewhere in this manual, but may choose to discharge an employee at any time with or without cause.

This manual is not a contract of employment, but merely expresses the philosophy and guidelines of management. The Corporation reserves the right to amend this manual at any time for any reasons deemed necessary and in the best interests of the Corporation.
II. PERFORMANCE EVALUATIONS AND SALARY REVIEW

A. Purpose of Evaluation System

1. The purpose of the performance evaluation system is to improve motivation, productivity, and communications through frequent verbal and written evaluation of employee performance. The system is also intended to ensure that adequate time is taken to develop employees and assist them in their advancement and professional growth.

2. The rating of performance will provide written documentation to assist in personnel actions, including discipline, transfers, and promotions. By identifying employee strengths and needs, the evaluation can assist in developing leadership potential and can be the focal point for discussing functions of the job and what is expected of each employee.

B. Applicability of Policy

This performance evaluation and salary review policy applies to all regular employees who work for over 90 consecutive days.

C. Frequency of Ratings

Evaluations are conducted annually at the end of the fiscal year. Any merit increase based on the annual evaluation will be implemented on October 1st, the beginning of the fiscal year.

D. Evaluation of the Library Director

The annual evaluation of the Library Director will be conducted by a committee of the Board of Trustees appointed by the President to include the President, Vice President, Chairman of the Personnel Committee and two other board members. The evaluation at the end of the probationary period will be conducted by a committee of the Board of Trustees to include the President, Vice President, and Chairman of the Personnel Committee and two additional Board members appointed by the President.

E. Probationary Ratings

1. All probationary employees, whether newly hired, newly promoted, newly transferred, or newly demoted, will be evaluated prior to the completion of their probationary period. If a transfer is expected to be less than 90 days duration, a rating will not be required.

2. It is expected that if probationary employees are not performing up to standard that they will be informed shortly after that determination is made, but no later than the end of the 2nd month, in the hope of correcting performance and avoiding termination or demotion in the case of a promoted employee.

3. For employees who successfully complete their probationary period, the rating will be completed and discussed prior to the end of the probationary period.
F. Failure to Meet Standards

If it is the supervisor's judgment that the employee's performance during the evaluation period failed to meet satisfactory standards, the supervisor must recommend and discuss appropriate action with the Director. Some alternatives are listed below.

- Denial of salary increase.
- Setting a time frame by which a standard must be met and stating specific consequences if the standard is not met.
- Termination.

The appropriate action will depend on the individual circumstances.
III. PREPARATION FOR EVALUATING THE EMPLOYEE

A. Documentation for Ratings (Employee Performance Record)

1. Supervisors are expected to be able to support and document performance ratings. This will be done through use of notes compiled throughout the year on the subordinate’s performance and on discussions held with the employee. It is suggested that raters use the performance record or informal notes maintained to record both good and bad performance as well as related coaching discussions.

2. The maintenance of such records has been found typically to require only a few minutes of time each day and this avoids reliance on memory when completing rating forms. Supervisors are expected to counsel employees at the time any adverse performance related comment is recorded. Counseling for good performance is also encouraged. The employee and supervisor should initial comments made on the performance record to verify that such discussions have been held.

B. Job Responsibilities

1. Prior to rating the employee, the supervisor should review any description of the job and ensure that the employee is aware of job requirements and his responsibilities at the start of the rating period and at the time of rating.

2. The Library Code of Ethics and Staff Conduct Policy should also be reviewed at this time.

C. Appeals

In the event the employee feels the rating is not fair, he/she may appeal in writing to the Director or to the Personnel Committee of the Board of Trustees. Employees will appeal to the Director unless the Director is the employee's supervisor and therefore evaluated the employee. In that case, the employee will appeal directly to the Board's Personnel Committee.

The names and addresses of the Personnel Committee members are available from office staff.

Staff submitting a written appeal will receive a written response within thirty (30) days of the written appeal which, at a minimum, will outline the procedure to be followed.

The appeal will be resolved and communicated to the staff member within sixty (60) days of the written appeal.

If the appeal is made to the Director, and the staff member remains dissatisfied after the Director’s resolution, the staff member may again appeal to the Personnel Committee. The Director will inform the Personnel Committee of all written appeals and resolutions and the Personnel Committee will inform the Board of all appeals and resolutions.
IV. WORKING CONDITIONS

A. Work Week, Work Schedule, and Pay Schedule

The Library is open each day of its established seven day work period, Sunday through Saturday.

Scheduling will be arranged by the Assistant Director(s) or the appropriate supervisor. The work schedule for all full-time staff will be for 40 hours. A full-time (non-exempt from overtime) employee may not work overtime without the Director’s approval, except in case of an emergency.

Staff members may swap work schedules for their own convenience in scheduling. To accomplish this, both parties must sign a “swap” form and have it approved by their supervisor and the scheduler prior to the scheduled date.

A staff member may not change his/her schedule without approval from his/her supervisor, nor may a schedule be changed (without a swap form) if the change would result in a staff member working more than 40 hours during anyone work week. Requests for schedule changes (other than swaps) must be made to the employee’s supervisor 24 hours in advance, except in case of emergency.

All staff members will be paid on the 15th and the last day of the month. Employees are required to turn in their signed time sheets before receiving their pay checks.

B. Work Breaks and Meal Breaks

When an employee works an eight (8) hour day, he/she is required to take a minimum thirty (30) minute lunch/dinner break up to a maximum of one hour, using the employee’s own time. Up to fifteen minutes are allowed each staff member for work breaks for every four (4) hour schedule. Work breaks are to be taken in the middle of the schedule and may not be used to shorten the employee’s regular work schedule.

C. Overtime

Employees, unless exempt, who work hours additional to those normally scheduled can take an equivalent number of hours off during the same Sunday through Saturday work week so that their total number of hours do not exceed 40 per week. This must be arranged with the supervisor. If an employee, unless exempt, is unable to take the time off during the work week, the time is granted off at time and a half and must be taken off during the pay period, that is between the 1st and 15th of the month or during the 16th to the end of the month. In the rare instance where compensatory time is not able to be taken, time and a half will be paid.
D. Overtime-Exempt Positions

The current duties of the following positions qualify for exemption under the Fair Labor Standards Act.

Director—Executive Exemption
Assistant Director(s)—Executive Exemption
Lifelong Learning Institute Coordinator—Executive Exemption
Head of Youth Services—Executive Exemption
Head of Technical Services—Executive Exemption
Head of Reference & Local History—Executive Exemption
Assistant Technical Services Librarian—Professional Exemption
Assistant Reference Librarian—Professional Exemption
Assistant Youth Services Librarian—Professional Exemption
Community Relations Coordinator—Professional Exemption
Development Coordinator—Professional Exemption
Institute Curriculum Specialist—Professional Exemption

E. Holidays

The Library will be closed on the following holidays:
New Year’s Day—January 1st
Martin Luther King Day—the third Monday in January
Memorial Day—the last Monday in May
Independence Day—July 4th
Labor Day—the first Monday in September
Thanksgiving Day—the 4th Thursday in November
Half Christmas Eve—December 24th
Christmas Day—December 25th

Closing times for Christmas and New Year’s holidays will be determined each year by the Director with the basic policy being an effort to have the Library out of service the minimum amount of time possible. Generally, the Library will close at 5 p.m. on December 31, at 6 p.m. on the Wednesday before Thanksgiving, and on Easter Sunday. However, Easter Sunday and the other periods of time the Library is closed, are not paid holidays.

Other closings will be determined at the discretion of the Director with the approval of the Board.

The Library will not close for Veterans Day, the day after Thanksgiving, or Presidents Day, but each regular staff member will be given three extra holidays during the calendar year. These must be whole days and must be scheduled with the supervisor. These days must be accrued before they are taken and must be taken before the end of the fiscal year (September 30th) in which they are accrued.

Employees are paid for the above holidays. If one of the seven and one-half scheduled holidays falls within the employee’s vacation time, he/she is entitled to another vacation day to be arranged with the supervisor.

Regular part-time employees are entitled to compensatory time if a paid holiday falls on a normal day off. Arrangements should be made with the supervisor.
F. Annual Leave

Annual leave will be accrued on a monthly basis. On the last day of each month, accrued annual leave will be added to the employee’s unused balance. Annual leave will accrue on this schedule:

Full-time Librarians, the Institute, Development & Community Relations Coordinators, and the Institute Curriculum Specialist:

<table>
<thead>
<tr>
<th></th>
<th>Annual</th>
<th>Monthly</th>
</tr>
</thead>
<tbody>
<tr>
<td>0--5 full years</td>
<td>15 Days</td>
<td>10 Hours</td>
</tr>
<tr>
<td>5+ years</td>
<td>20 Days</td>
<td>13 Hours 20 Min.</td>
</tr>
</tbody>
</table>

Other Full-time Staff:

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>0--5 full years</td>
<td>10 Days</td>
<td>6 Hours 40 min.</td>
</tr>
<tr>
<td>5+ years</td>
<td>15 Days</td>
<td>10 Hours</td>
</tr>
</tbody>
</table>

Part-time Staff:

<table>
<thead>
<tr>
<th></th>
<th>Number of hours worked per week times 2</th>
<th>Yearly amount divided by 12</th>
</tr>
</thead>
<tbody>
<tr>
<td>0+ Years</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Employees terminating will be paid for any unused, accrued annual leave if notice is received within the time limits specified under Resignation.

Annual leave may not be taken during an employee’s first 90 days while on probation. After 90 days, annual leave may be used as accrued.

Annual leave must be approved by the Supervisor and the Director prior to being used.

On the employee’s anniversary date, no more than the amount of annual leave accrued in one year can be carried over.

Pages are not eligible for annual leave.

G. Sick Leave

All regular employees shall accrue sick leave. For regular employees, sick leave shall be accrued on the following schedule:

<table>
<thead>
<tr>
<th>Hours Worked/Week</th>
<th>Sick leave accrued annually</th>
<th>Sick leave accrued monthly</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>24 hours</td>
<td>2 hours</td>
</tr>
<tr>
<td>15</td>
<td>36</td>
<td>3</td>
</tr>
<tr>
<td>20</td>
<td>48</td>
<td>4</td>
</tr>
<tr>
<td>25</td>
<td>60</td>
<td>5</td>
</tr>
<tr>
<td>30</td>
<td>72</td>
<td>6</td>
</tr>
<tr>
<td>35</td>
<td>84</td>
<td>7</td>
</tr>
<tr>
<td>40</td>
<td>96</td>
<td>8</td>
</tr>
</tbody>
</table>
Accrued sick leave will be added to the employee’s unused balance at the end of each month. The amount added will be as shown above. Accumulation of sick leave is limited to 20 working days during the first three years of employment and is shown as below.

<table>
<thead>
<tr>
<th>Hours worked/week</th>
<th>Sick leave to be carried over</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>40</td>
</tr>
<tr>
<td>15</td>
<td>60</td>
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<tr>
<td>20</td>
<td>80</td>
</tr>
<tr>
<td>25</td>
<td>100</td>
</tr>
<tr>
<td>30</td>
<td>120</td>
</tr>
<tr>
<td>35</td>
<td>140</td>
</tr>
<tr>
<td>40</td>
<td>160</td>
</tr>
</tbody>
</table>

After the third anniversary date, the accumulation of sick leave is adjustable according to the number of years served and the amount of sick leave used during the year with the maximum allowed to be accrued never being below 20 work days or over 40 work days. The cap is adjusted by longevity on the following schedule for 40 hour a week employees. The cap for employees working less than 40 hours a week will be a proportionate percentage of the hours shown.

<table>
<thead>
<tr>
<th>Sick leave accumulation cap for full time employees</th>
</tr>
</thead>
<tbody>
<tr>
<td>3rd anniversary date</td>
</tr>
<tr>
<td>4th anniversary date</td>
</tr>
<tr>
<td>5th anniversary date</td>
</tr>
<tr>
<td>6th anniversary date</td>
</tr>
<tr>
<td>7th anniversary date</td>
</tr>
<tr>
<td>8th anniversary date</td>
</tr>
<tr>
<td>9th anniversary date</td>
</tr>
<tr>
<td>10th anniversary date</td>
</tr>
</tbody>
</table>

The 40 working days cap can be reached prior to the 10 anniversary by applying a sick leave incentive. Computation of sick leave incentive is based on an average work day in terms of the average number of hours worked divided by five days, that is the average work day for an employee who works 10 hours per week is two hours per day, even is the employee actually works three hours two days a week and four hours a third day in the week. Incentive is added to sick leave cap based on the following schedule.

<table>
<thead>
<tr>
<th>Sick leave used</th>
<th>Time added to sick leave cap</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>3 average days</td>
</tr>
<tr>
<td>1 average day or less</td>
<td>2 average days</td>
</tr>
<tr>
<td>More than 1 average day, but 2 average days or less</td>
<td>1 average day</td>
</tr>
<tr>
<td>More than 2 average days</td>
<td>none</td>
</tr>
</tbody>
</table>

Sick leave is given for illness or injury or, with the approval of the supervisor or Director, for medical or dental appointments which cannot be scheduled outside work hours. The employee may make up time for doctor's appointments with the supervisor's or Director's approval. Time must be made up within the same work week.

In the case of a parent with a young child, he/she may use sick leave to care for the child if alternative care is unavailable.
An employee unable to work due to illness shall notify his immediate supervisor, the Director, or, if necessary, another Department Head giving the reason for absence and expected period of absence. This procedure shall be followed each day the employee is unable to work unless prior approval is given by a supervisor.

If it is evident to a supervisor or the Director that an employee is too sick to fulfill his/her duties, that employee may be urged to take sick time.

It is expected that staff members cleared to make up personal leave or sick leave do so at the Library during regular working hours.

A statement from a doctor may be required at any time at the discretion of the supervisor but will be required on the fourth consecutive day of absence.

There is no remuneration for unused sick leave at termination.

Pages are not eligible to accrue sick leave.

**H. Medical (Disability/Maternity) Leave**

Sick leave will be used first until depleted. Annual leave may then be used. Additionally, two months of unpaid leave may be taken. Medical leave begins when the employee is restricted by his/her doctor from continuing to work. When the unpaid leave begins, the conditions listed under "Personal Leave" below go into effect. If an employee works some hours during this time, a proportionate amount of annual and sick leave will be accrued.

If an employee is unable to return to work at the conclusion of the authorized leave of absence, or should the leave period expire, then the employee will be administratively terminated.

Any employee exhibiting that he or she is not capable of fulfilling the physical requirements of the job, may be required to obtain a physician's release to work.

Employees terminated because of a medical disability may be given first consideration when a similar position becomes available.

**I. Death in the Family**

In the case of death of an employee's immediate family member, an employee will be allowed up to three (3) calendar days with pay. The immediate family includes mother, father, spouse, brother, sister, mother-in-law, father-in-law, son, daughter, grandchild, grandparent or other relative who lived in the employee's household at the time of death. The time off must actually be taken immediately following the family member's death. Other special circumstances may be taken into consideration.

**J. Personal Leave**

An employee with at least one (1) year of satisfactory service may be granted leave without pay for reasons other than those stated previously for a period not exceeding two (2) months; provided the Director deems such leave to be justified and not detrimental to the operations of the Library, and
that the employee is not gainfully employed elsewhere while on personal leave. An employee on personal leave shall not earn sick or vacation leave or be entitled to wage increases while on such leave; however, group insurance and retirement benefits will continue at the employee’s own expense. If the employee works part-time during this time, annual and sick leave will be accrued on a proportionate basis.

K. Emergency Leave

In the event of emergency or other extenuating circumstances, an employee may be granted leave not to exceed five (5) days without pay provided the request has been approved by the Director.

L. Professional Leave

Leave with pay may be granted at the discretion of the Director for time spent away from the Library to attend meetings which are of interest or benefit to the Library.

M. Court Leave

Regular employees who are subpoenaed as prospective jurors or as witnesses shall be granted leave with pay. If an employee is released from jury duty at least four hours before the end of his/her usual work day, he/she should return to the Library to fill out the work day. An employee will not be granted leave with pay when in court as the plaintiff or defendant.

N. Staff as Volunteers

A staff member may act as a Library volunteer in some capacities by his/her own choosing. However, a staff member may not volunteer to the Library, services of the same type the employee is employed to perform.

O. Educational Reimbursement

Subject to the availability of funds, a Library employee may be requested by the Director to take a job related course at a local university or vocational institution. If the employee agrees to take the course, tuition can be reimbursed if the employee achieves a B grade or higher, and time off with pay may be granted if the class conflicts with the employee’s schedule.

An employee may request compensation for time and/or tuition to take job related courses. Each request will be reviewed individually and will be determined using the following criteria: potential value to the Library, budgetary constraints, length of service, job performance, staff scheduling, and frequency of requests.

Upon completion of a course in which an employee has been granted compensation, the employee will provide a brief evaluation of the course to the Director. An employee will be expected to remain in the Library’s employ for one year following the completion of any course or failing to do so, reimburse the Library for any tuition paid.

P. Dress Code

While it is understood that different positions in the Library require different modes of dress and appearance, all will be best served if extremes in dress and appearance are avoided. Supervisors will be responsible to see that proper appearance is maintained.
Each employee must dress appropriately for work tasks and not be hindered or placed at a safety risk by clothing. Although specific written dress standards cannot substitute for individual good judgment and for the guidance and decisions of supervisors, there are certain things which are not acceptable:

- Poor personal grooming
- Extremes in clothing, makeup, hair styles and jewelry
- Revealing or indiscreet clothing
- Casual shorts
- Exercise or sports attire (sneakers are acceptable)
- Open toed shoes or sandals without hose or socks.

Q. Personal Use of Library Property & Facility

Employees may not use Library property for their personal needs. This includes equipment and supplies. The Library building and grounds are similarly restricted to use for Library functions only. Employees may contract for use of the meeting rooms for personal use according to the current Meeting Room Policy.

R. Credit Union Membership

The Library is a member of the Fairwinds Credit Union. Staff are eligible to establish an account with them and to take advantage of their benefits.

S. Appeals

Employee complaints regarding evaluations will be handled as stated above.

Complaints regarding other matters will first be discussed informally with the employee's supervisor. If the employee feels the complaint is not satisfactorily resolved, the complaint may be put in writing to the supervisor with a copy to the Director, who will arrange for a meeting with the employee and supervisor. If the Director is the supervisor, the complaint should be put in writing and sent to the chairperson of the Library's Personnel Committee who will arrange for a meeting.

The names and addresses of the Personnel Committee members are available from Library office staff.

The Director or Chairperson of the Personnel Committee will report on the matter to the Personnel Committee for their information. The Committee may choose to take action or not, or to report to the Board.

A written response will be given to the employee filing the complaint within thirty (30) days of his/her written complaint. This response will state the Director's or the Personnel Committee Chair's position of the matter and outline any further procedures that will be followed. A final resolution will be given to the employee within sixty (60) days of his/her written complaint.

If the employee or supervisor remains dissatisfied with the resolution, he/she may request of the Personnel Committee Chairperson that the issue be taken to the Board for resolution. Again, the matter will be resolved within sixty (60) days of this referral to the full Board.
T. Personnel Files

Employees have the right to inspect their personnel files during normal office hours--Monday through Friday from 8 a. m. till 5 p.m.--in the presence of the Library's Director, Assistant Director (s), or Administrative Assistant. Materials that the employee may wish to have copied will be made at the employees expense by the Director, Assistant Director, or Administrative Assistant.
V. Sexual and Racial Harassment Policy

A. Definition

The Winter Park Public Library prohibits racial and sexual discrimination and racial or sexual harassment of its personnel in any form. The Library's policy is to provide a work place free of racial discrimination, unwelcome sexual advances, requests for sexual favors and any other conduct or communications constituting racial or sexual harassment as defined and prohibited by State and Federal law.

The Federal Equal Employment Opportunity Commission has issued guidelines on this subject. These guidelines state that unwelcome sexual advances—requests for sexual favors, and other verbal or physical conduct of a sexual nature will constitute unlawful sexual harassment when:

1. Submission to sexual conduct is an explicit or implicit term or condition of an individual's employment;

2. The submission to or rejection of sexual conduct by an individual is the basis for any employment decision affecting that individual; or

3. When sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature have the purpose or effect of unreasonably interfering with an individual's work performance or create an intimidating, hostile, or offensive working environment.

The Library strongly disapproves of any form of racial or sexual harassment of its personnel by other personnel or by non-employees of the Library whether in the work environment or not. Appropriate disciplinary action will be taken promptly against any Library personnel engaging in unlawful racial or sexual harassment.

B. Complaint Procedure

The Library's policy is to thoroughly investigate and remedy any known incidents of racial or sexual harassment. In order to accomplish this, however, harassment instances must be promptly brought to the attention of management. Accordingly, employees who feel aggrieved because of such harassment are encouraged by the Library to communicate their problem immediately. The following steps should be followed by an employee who has a complaint:

1. Personnel are encouraged, whenever appropriate, to inform directly the person engaging in harassing conduct that such conduct is offensive and must stop.

2. Library personnel should verbally contact the Library Director to register a complaint. If the Director is the cause of the complaint, the staff should contact the Chairperson of the Library Personnel Committee.

3. If it is determined that racial or sexual harassment has occurred, appropriate disciplinary action, up to and including discharge, will be taken.

To the extent possible, every reasonable attempt will be made to maintain confidentiality during the course of an investigation into a charge of racial or sexual harassment.
Any questions concerning this policy should be directed to the Library Director or to the Chairperson of the Library’s Personnel Committee.
VI. Acquired Immune Deficiency Syndrome Policy

This policy applies to all employees of the Winter Park Public Library or applicants for employment and is in accordance with the current consensus of the medical and scientific community that the disease cannot be transmitted by casual body contact typical in the workplace. If it ever appears that the implementation of this policy may present a danger to our employees, the Library Board will make appropriate revisions.

The Library will not discriminate against employees or applicants who have AIDS, or are suspected of having AIDS, or who have been exposed to the HIV virus. The Library will hire and continue to employ such persons as long as they are qualified to perform their jobs in accordance with Library standards. The Library will preserve the employment opportunities of AIDS victims, while at the same time preserving the safety and morale of all employees.

The Library will not require mandatory testing for the presence of the HIV virus. Each employee or applicant who believes that he or she may have been exposed to the HIV virus is encouraged to submit to voluntary testing to determine whether the virus is present. An individual who receives positive test results is encouraged, but not required, to consult with the Library Director regarding his or her condition. The Library will make reasonable efforts to accommodate the afflicted individual in the performance of his/her duties. The Library will exercise its best efforts on behalf of such individuals to assist them in obtaining all benefits to which they may lawfully be entitled under any group health, disability or life insurance plan provided by the Library for the benefit of its employees.

The Library will maintain the confidentiality of any information provided to it regarding an employee or applicant who knows or believes he or she may have been exposed to the HIV virus. The information may be disclosed to the Library Director. In the event that an employee or applicant discloses to his/her immediate supervisor that he/she has been exposed to the HIV virus, such information shall be provided directly to the Library Director. Any further disclosure of statements or documents by the supervisor or other party receiving such report shall be a violation of Library policy.

The Library pledges its best efforts to remain abreast of the latest scientific and medical knowledge regarding AIDS. If any employee or applicant has questions about this policy, please contact the Library Director. If any employee or applicant wished to review or discuss the medical or scientific information upon which the policy is based, please contact a personal physician, the Library's reference department, or a local AIDS information group.
VII. Termination

A. Resignation

Notice of resignation should be made to the Library Director in writing. It is requested that staff give at least two weeks notice; librarians, one month (more notice if possible) in order to be considered as having resigned in good standing. If full notice is not given, the employee's accrued vacation benefits will be waived.

B. Dismissal

Any employee is subject to dismissal at any time with or without cause. If the cause is criminal or patently offensive behavior, immediate dismissal may result.

If incompetence or poor performance in the employee's work is the cause, prior warning will normally be given. The usual procedure for warning an employee will include a discussion of the problem with the employee's supervisor and the Director first. If the problem is not corrected, a written notice will be given. The employee will be asked to sign the written notice and the employee will be notified that the notice will be included in the employee's personnel file. If after a reasonable time the problem remains uncorrected, it may be grounds for termination. If dismissal is necessary, either notice will be given (two weeks for paraprofessionals, one month to professionals), or separation pay for the equivalent periods will be given.

The employee may request in writing an interview with the Personnel Committee of the Library Board to appeal the dismissal. The request must be made within forty eight (48) hours of the dismissal. The Personnel Committee will meet as soon as possible to hear the appeal.

If on appeal the dismissal is overturned, the employee will be reinstated and compensated for lost salary.

Nothing herein shall be construed as requiring the Personnel Committee to reinstate the dismissed employee.

C. Lay-offs

Staffing is determined by the budget. Circumstances may arise in which the Library is forced to make staff reductions. In making such necessary reductions, the Director will consider the needs of the organization as a whole.

An employee will be recalled when his/her position or another position for which the employee qualifies reopens. In order for an employee to be recalled, the employee must be qualified and otherwise immediately prepared and readily available to perform the remaining or available work.

D. Exit Interviews

Employees will be asked to fill out a termination packet and are entitled to an exit interview to discuss their employment experience with the Library. The Exit Interview will be conducted with the supervisor of the employee's supervisor or with another designated staff member.

E. Monetary Compensation Due Separated Employees
When a person ceases to be an employee of the Winter Park Public Library, payment for all earned salary, overtime, and earned vacation leave will be made. However, indebtedness owed to the Winter Park Public Library will be due at the time an employee receives his/her final check and may be deducted from that final check. All property belonging to the Library is considered indebtedness.

**F. Personnel Recommendations**

The Library Director and the Administrative Assistant are the only staff authorized to give out personnel recommendations to prospective employers of current or former staff. Unless the employee gives the Library a signed release exempting the Library and its employees from liability, inquiries from prospective employers concerning job performance will be answered only with information regarding dates of employment and position(s) held.
VIII. Insurance & Retirement Benefits
(updated 4/2007)

A. Insurance

1. Health
All full-time employees are provided group health insurance as a benefit through the City of Winter Park Group Health Insurance plan. Eligibility is based on City policy. Employees fill out forms provided by the Administrative Assistant after 60 days of employment. The insurance coverage becomes effective at the end of 90 days. 95% of minimum coverage is paid by the Library; the employee pays 5%. If a higher level of coverage is desired, the employee will pay the additional charges.

Optional dependent coverage which includes the spouse and any number of dependents is available to the full-time employee. Dependent coverage, if requested, will be paid for by the employee. Employees should be aware that if dependent coverage is waived initially, proof of insurability must be shown for the dependents if coverage is requested at a later date.

Upon leaving the Library's employ, the staff member and/or spouse may be eligible for coverage for up to eighteen (18) months. The Administrative Assistant will contact the employee. The employee is responsible for all charges resulting from this continued coverage.

Benefits covered under the insurance are to be found in the booklet issued by the insurance company.

2. Dental
Dental insurance benefits are available to employees (at the Library's expense) and their families who are eligible and covered under the basic health insurance plan. Benefits provided by this portion of the policy are also spelled out in the benefit book.

3. Life, Accidental Death & Dismemberment
As part of employee benefits, the City of Winter Park provides life insurance and AD&D to full-time employees. Each consists of 100% of the employee's Annual Rate of Basic Earnings. Benefits are more fully outlined in the insurance company benefit book.

B. Retirement Savings Plans

After probation, employees are urged to take advantage of two opportunities for retirement savings offered by the Library. A 401K is offered with a % of salary matching contribution by the Library depending on the fiscal year. A Roth IRA is also offered. The Administrative Assistant may be consulted or an appointment can be made with the program's advisor for further details.

C. Worker's Compensation
All employees of the Winter Park Public Library are covered by Worker's Compensation Insurance for any accident or injury which occurs while they are on duty. The insurance is paid by the Library.

Accidents should be reported immediately and an accident report form filled out by the employee or his/her supervisor. If the employee is taken to the hospital or to the doctor, the hospital or doctor should be informed that the Library is covered by Worker's Compensation carried by the Hartford Insurance Group. The local agent is Kraft Insurance Agency, Inc.
The Library has a list of physicians provided by The Hartford to be used for any non-emergency.
IX. Compassionate Leave Bank

I. Introduction

A “Compassionate Leave Bank” (Bank) is available to all employees who are eligible for sick leave. Employees who wish to participate must elect to do so in writing; those who so elect are referred to in this policy as “participants”. The Bank furnishes benefits equivalent to sick leave for participants who experience personal injury or illness (including, without limitation, personal injury or illness caused by or related to pregnancy or maternity) and are for such reason unable to perform the essential functions of their assigned positions and therefore desire time off after the expiration of all other forms of paid leave, such as, but not limited to, sick leave, annual leave, and floating holidays. The Bank is not available for any other purpose. The Bank will operate in strict compliance with the language of this policy.

The Library will administer the Bank. The Library will keep the only official records of all hours in the Bank and all hours granted to and used by participants.

A committee consisting of three participants appointed annually in October by the Library Director, will review all requests for benefits. The committee will make recommendations to the Library Director who will be solely responsible for determining whether a participant shall be granted benefits pursuant to this policy.

II. Eligibility

The following requirements must all be met for an employee to become and remain a participant.

1. A participant must be eligible for sick leave and have a minimum of one year continuous service at the time of election to participate.

2. Between October 1 and October 31 of each year, the employee must elect in writing to be a participant. There will be no exceptions to this, except newly hired employees may so elect for a 14 calendar day period immediately following one year of continuous employment. An employee must make a new election to participate each year.

3. Participants must have accrued and not used the following minimum amounts of sick leave hours as of October 1st of the year they elect to participate.

   40 hour employees: 60 accrued sick leave hours
   35 hour employees: 52 accrued sick leave hours
   30 hour employees: 45 accrued sick leave hours
   25 hour employees: 32 accrued sick leave hours
   20 hour employees: 30 accrued sick leave hours

4. Full-time (40 hours per week) employees will contribute 32 hours of sick leave to the Bank annually. Other employees will contribute a percentage of the 32 hours of their accumulated sick leave equivalent to the percentage of 40 hours that they are regularly scheduled to work. The
Library reserves the right to decrease the required annual contribution should it determine that the Bank has sufficient hours set aside to cover possible claims for benefits or to increase the required annual contribution as it deems appropriate.

5. The assessment will be effective on October 31st of each year.

III. Request for benefits/Criteria for award

Participants who experience a personal injury or illness, as defined herein, and who have used all available paid leave as described in Section I of this policy may request benefits from the Bank. Requests for benefits shall be directed to the Library Director, specifying the number of hours requested. Any participant who requests benefits shall simultaneously provide detailed written certification of his/her condition from a medical doctor to the Library Director.

All requests shall be forwarded by the Library Director to the committee for their review and recommendation. A decision will be made whether to award benefits to the requesting participant within 7 calendar days of receipt of the request by the Library Director. The Library Director (or his or her designee) has the authority, in his or her sole discretion, to require additional medical information satisfactory to him/her, and may defer a decision whether benefits will be granted until such information is provided. In all cases, it is the participant’s exclusive responsibility to furnish such information.

Benefits will not be granted unless the personal injury or illness renders such participant unable to perform the essential functions of his or her assigned position. The Library Director shall have sole discretion whether to award benefits and how many hours to award taking into account applicable factors, including but not limited to the participant’s medical condition, financial situation, performance record and tenure with the Library. The Library Director may partially grant requests. Appeals of a decision of the Library Director may be made in writing to the Chairperson of the Board’s Personnel Committee who will respond within 30 working days.

The Library will take reasonable precautions to insure the privacy of employees requesting benefits under this Policy. Employees may be required to sign a release in conjunction with a claim for benefits and are required to cooperate fully with the Library Director and the Compassionate Leave Bank committee to obtain all requested medical and other information. Failure to cooperate fully may result in a denial of benefits.

IV. Withdrawal of Benefits

A full-time participant may be awarded a maximum of four weeks of leave from the Bank at any one time. At least one week before the expiration of the Bank time granted, a participant may request additional hours in the same amount as or a lesser increment of time previously granted the participant. No participant shall be granted more than 26 weeks (1040 hours for a full-time employee) of leave from the Bank until again qualifying to become a participant.

V. Limitations
A participant who has used the maximum sick leave hours specified immediately above (1040 or a proportionate amount) shall not be eligible for any additional benefits until such participant has returned to work and again met the eligibility requirements set forth in Section II above.

Sick leave that has been contributed to the Bank may not be removed for any reason other than those described in the Introduction and Request for Benefits sections above.

Participants are not eligible for the return of and will not receive payment for any sick leave hours contributed to the Bank upon termination of employment with the Library, regardless of whether termination was voluntary or involuntary, and regardless of the reason for termination.

Participants will not accrue any leave benefits while receiving compassionate leave benefits including annual leave, sick leave, or floating holidays; will not receive holiday pay; and are responsible for continuing payment of any group health insurance charges, individual or family, previously paid for by the employee.

Under no circumstances will the use of compassionate leave be allowed to enrich the participant beyond what they would earn if working. For this reason, benefits may be reduced or terminated if a participant receives money during a leave from any source that he/she was not receiving while actively working at the Library, including but not limited to payments from disability insurance, Workers Compensation, Medicare, Medicaid, and wages.

The Library shall abide by all applicable state and federal laws and regulations in administering this policy, however, nothing in this policy affects the right of the Library to terminate the employment of any participant at any time before during or after a leave. The Library also reserves the right to require a Participant to perform “light duty” work and to reduce the amount of Bank benefits paid by all amounts earned while the participant is on light duty. The term “light duty” shall mean work that may be performed within the medical restrictions of the participant.
I, ___________________________________________________, have read and understand the policies set forth in this manual and understand my rights, responsibilities and benefits as an employee of the Library. I understand that these rights are not vested contractual rights, since they may be changed in light of changes in laws, economic considerations, and other pertinent factors deemed necessary by the Library Board of Trustees.

I further understand that this manual is not a contract of employment, but merely expresses the philosophy and guidelines of management at the time approved and can be amended at any time or for any reason as deemed necessary by the Board.

____________________________________________________________
signature