

# ***Lakeland Library Cooperative***

## Employee Handbook

### **701 Employee Conduct and Work Rules**

Effective Date: 05/14/2009

Revision Date:

Lakeland Library Cooperative expects its employees to observe rules for safe and proper conduct. Depending on the circumstances surrounding the inappropriate conduct, an employee will be subject to disciplinary action as described in the handbook. Lakeland Library Cooperative reserves complete discretion regarding the imposition of disciplinary action based on its assessment of the circumstances surrounding the inappropriate conduct. Moreover, nothing stated in this policy is intended to or will modify an employee's status as an at-will employee. Lakeland Library Cooperative retains the right to bypass its discipline policy and discharge an employee, with or without cause, and with or without advance notice.

To ensure orderly operations and provide the best possible work environment, Lakeland Library Cooperative expects employees to follow rules of conduct that will protect the interests and safety of all employees, other persons and Lakeland Library Cooperative.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. As such, the following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment:

- \* Theft or inappropriate removal or possession of property
- \* Falsification of timekeeping or other employer records
- \* Working under the influence of alcohol or illegal drugs
- \* Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment
- \* Fighting or threatening violence in the workplace
- \* Boisterous or disruptive activity in the workplace
- \* Negligence or improper conduct leading to damage of employer-owned or customer-owned property
- \* Insubordination or other disrespectful conduct
- \* Violation of safety or health rules
- \* Sexual or other unlawful or unwelcome harassment, or discrimination
- \* Excessive absenteeism or any absence without notice
- \* Unauthorized absence from work station during the workday
- \* Unauthorized use of telephones, mail system, or other employer-owned equipment
- \* Violation of personnel policies
- \* Unsatisfactory performance or conduct

# ***Lakeland Library Cooperative***

Employee Handbook

## **702 Drug and Alcohol Use**

Effective Date: 05/14/2009

Revision Date:

It is the desire of Lakeland Library Cooperative to provide a drug-free, healthful and safe workplace. To promote this goal, employees are required to report to work in an appropriate mental and physical condition to perform their jobs in a satisfactory manner.

While on the premises of Lakeland Library Cooperative and while conducting business-related activities off the premises of Lakeland Library Cooperative, no employee may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a manner that does not endanger the safety of the employee or other individuals in the workplace.

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

Employees with questions or concerns about substance dependency or abuse are encouraged to use the resources of the Employee Assistance Program. They may also wish to discuss these matters with their supervisor to receive additional assistance or referrals to appropriate resources in the community.

Under the Drug-Free Workplace Act, an employee who performs work for a government contract or grant must notify Lakeland Library Cooperative of a criminal conviction for drug-related activity occurring in the workplace. The report must be made within five (5) days of the conviction.

# ***Lakeland Library Cooperative***

Employee Handbook

## **703 Smoking**

Effective Date: 05/14/2009

Revision Date: 07/9/2009

In keeping with the intent of Lakeland Library Cooperative to provide a safe and healthful work environment, smoking is prohibited on Lakeland Library Cooperative member library property, in the Lakeland Library Cooperative building, in Lakeland Library Cooperative vehicles and in unauthorized smoking areas of the Lakeland Library Cooperative property.

This policy applies equally to all employees, customers, and visitors.

Failure to follow this policy may result in discipline, up to and including termination of employment.

# ***Lakeland Library Cooperative***

Employee Handbook

## **704 Prohibited Harassment and Discrimination**

Effective Date: 05/14/2009

Revision Date:

Lakeland Library Cooperative is committed to providing a work environment that is free from harassment and illegal discrimination. Lakeland Library Cooperative will not tolerate any form of harassment or discrimination in the workplace based on an individual's race, color, national origin, age, religion, marital status, disability, height, weight, or any other protected characteristic.

### **Sexual Harassment:**

Sexual harassment includes unwelcome sexual advances, requests for sexual favors or other verbal or physical conduct of a sexual nature by supervisors or others in the workplace where:

- submission to such conduct is made either an explicit or implied term or condition of employment;
- submission or rejection of such conduct is used as a basis for employment-related decisions such as hiring, promotion, performance, evaluation, pay adjustment, discipline, work assignment, etc.; and
- conduct or communication that substantially interferes with work performance or creates an intimidating, hostile or offensive working environment.

### **Sexual harassment also includes:**

- unwelcome sexual advances or propositions;
- verbal abuse of a sexual nature;
- requests for sexual activities; unnecessary touching of an individual;
- graphic or verbal commentaries about an individual's body;
- sexually degrading words used to describe an individual;
- a display in the workplace of sexually suggestive objects or pictures;
- sexually explicit or offensive jokes;
- non-sexual, inappropriate conduct which is targeted at only one gender; and
- physical assault.

### **Other Discriminatory Harassment:**

In general, ethnic or racial slurs and other verbal or physical conduct relating to a person's race, national origin, age, marital status, disability, religion, height, weight or other protected characteristic constitutes harassment when they unreasonably interfere with the person's performance or create a hostile or intimidating environment.

## ***Lakeland Library Cooperative***

### Employee Handbook

Any employee who believes he or she has been harassed or discriminated against in violation of this policy should **immediately** 1) let the individual(s) know that you find the behavior offensive and that you expect it to cease; and 2) report the conduct to your supervisor or the Cooperative Director in writing. Employees can make reports without fear of reprisal or retaliation.

Any supervisor who becomes aware of possible sexual or other unlawful harassment or discrimination must immediately advise the Cooperative Director so that it can be promptly investigated.

A prompt, thorough and impartial investigation of all complaints will be conducted in as confidential a manner as possible. Any employee who, after investigation, is found to have harassed or discriminated against another employee, will be subject to appropriate disciplinary actions, up to and including termination from employment. Additionally, harassing and discriminatory conduct may result in individual liability to the offending employee. Lakeland Library Cooperative will not threaten or retaliate against an individual who alleges unlawful harassment. However, knowingly and intentionally false charges may result in adverse action. Any employee who is alleged to have harassed or retaliated against another employee who has filed a complaint will be subject to appropriate disciplinary action, up to and including discharge. We take employee discrimination and harassment very seriously at Lakeland Library Cooperative and, under no circumstances, will it be tolerated.

#### **Harassment or Discrimination by Cooperative Director:**

Any employee who believes he or she has been harassed or discriminated against in violation, as defined in this policy, by the Cooperative Director should **immediately** 1) let the Cooperative Director know that you find the behavior offensive and that you expect it to cease; and 2) report the conduct to the Cooperative Board President in writing. Employees can make reports without fear of reprisal or retaliation.

If an employee has a complaint regarding the Cooperative Director, he or she must present that written complaint to the Board President in a timely manner, usually within four (4) weeks of the latest incident giving rise to the complaint.

The Lakeland Library Board President will then interview the Cooperative Director to determine whether there is sufficient basis to proceed further. The Lakeland Library Cooperative Board President may also interview any other employees he or she determines necessary to assess the validity of the complaint. The Lakeland Library Cooperative Board President may delegate this investigation to a third party.

If there appears to be no basis for proceeding further, or if the matter is voluntarily resolved, the Lakeland Library Cooperative Board President will submit a written report to the Lakeland Library Cooperative Board.

If there appears to be sufficient basis to proceed further, the Lakeland Library Cooperative Board President will submit a report summarizing the complaint and the information he or she has

# ***Lakeland Library Cooperative***

## Employee Handbook

obtained, and any recommendations that he or she feels important to the Lakeland Library Cooperative Board who will refer it to the Personnel Committee.

The Personnel Committee, if it determines further inquiry should be made, must take affirmative action to schedule a hearing on the matter. The Personnel Committee shall have the authority to place the Cooperative Director on paid, administrative leave pending the outcome of the investigation and action by the Lakeland Library Cooperative Board.

The Personnel Committee will conduct a hearing to determine the facts relevant to the complaint and will make a determination and submit its findings to the Lakeland Library Cooperative Board for final corrective action and implementation of any such discipline or discharge.

Knowingly or recklessly making false complaints against the Cooperative Director may result in discipline or dismissal as determined by the Personnel Committee. This provision is not meant to stifle raising valid concerns, but to remind employees that the complaint procedure is serious, and should not be used merely to harass or embarrass the Cooperative Director or any other employee.

# ***Lakeland Library Cooperative***

Employee Handbook

## **705 Personal Appearance**

Effective Date: 05/14/2009

Revision Date:

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image Lakeland Library Cooperative presents to customers and visitors.

During business hours or when representing Lakeland Library Cooperative, you are expected to present a clean, neat, and tasteful appearance. You should dress and groom yourself according to the requirements of your position and accepted social standards. Appropriate personal appearance is particularly important where an employee's job involves face-to-face contact with member libraries or visitors.

Supervisors are responsible for establishing a reasonable dress code appropriate to each position. If your supervisor feels your personal appearance is inappropriate, you may be asked to leave the workplace until you are properly dressed or groomed. Under such circumstances, you will not be compensated for the time away from work. Consult your supervisor if you have questions as to what constitutes appropriate appearance.

# ***Lakeland Library Cooperative***

Employee Handbook

## **707 Security Inspections**

Effective Date: 05/14/2009

Revision Date:

Lakeland Library Cooperative wishes to maintain a work environment that is free of illegal drugs, alcohol, firearms, explosives, weapons or other improper materials. To this end, Lakeland Library Cooperative prohibits the possession, transfer, sale, or use of such materials on its premises and requires the cooperation of all employees in administering this policy.

Desks, lockers, and other storage devices may be provided for the convenience of employees, but remain the sole property of Lakeland Library Cooperative. Accordingly, they as well as any articles found within them, can be inspected by any agent or representative of Lakeland Library Cooperative at any time, with or without prior notice.

Lakeland Library Cooperative also wishes to discourage theft and unauthorized possession of property of fellow employees, Lakeland Library Cooperative, visitors and customers. To facilitate enforcement of this policy Lakeland Library Cooperative or its representatives may inspect desks and lockers, persons entering and/or leaving the premises, and any packages or other belongings. Employees wishing to avoid inspection of any articles or materials should not bring these items onto the premises of Lakeland Library Cooperative. Refusal to cooperate with a request for inspection may result in discipline, up to and including termination of employment.

# ***Lakeland Library Cooperative***

Employee Handbook

## **709 Solicitation**

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Revision Date:

In order to promote a productive and harmonious work environment, oral solicitation and distribution of written or printed literature is restricted as follows. For purposes of this policy, "working time" means periods when you are responsible for performing assigned job duties, but does not include scheduled break or meal periods. "Work areas" include all areas in which job duties are performed, but does not include break rooms or restrooms.

Oral solicitation by employees is prohibited when either the employee soliciting or the employee being solicited is on working time. Distribution by employees of written or printed literature of any kind is prohibited at all times in work areas and at all times when either the employee distributing or the employee receiving the written or printed literature is on working time. Oral solicitation or distribution of written or printed literature to vendors and customers is prohibited at all times. Oral solicitation or the distribution of written or printed literature on the Lakeland Library Cooperative property by non-employees is prohibited.

# ***Lakeland Library Cooperative***

Employee Handbook

## **714 Drug Testing**

Effective Date: 05/14/2009

Revision Date:

Lakeland Library Cooperative is committed to providing a safe, efficient, and productive work environment for all employees. Using or being under the influence of drugs on the job may pose serious safety and health risks. To help ensure a safe and healthful working environment, employees and job applicants may be asked to provide body substance samples (such as urine and/or blood) to determine the illicit or illegal use of drugs and alcohol. Employees in non-safety sensitive positions will be requested to test when there is reasonable suspicion that they have used or are under the influence of illicit drugs or alcohol on the job. Safety sensitive employees, such as drivers, may be subject to random testing, and post accident testing.

Refusal to submit to drug testing may result in disciplinary action, up to and including termination of employment.

Questions concerning this policy should be directed to the Cooperative Director.

# ***Lakeland Library Cooperative***

Employee Handbook

## **716 Progressive Discipline**

Effective Date: 05/14/2009

Revision Date:

The purpose of this policy is to state the position of Lakeland Library Cooperative on administering equitable and consistent discipline for unsatisfactory conduct in the workplace. The best disciplinary measure is the one that does not have to be enforced and comes from good leadership and fair supervision at all employment levels.

Lakeland's own best interest lies in ensuring fair treatment of all employees and in making certain that disciplinary actions are prompt, uniform, and impartial. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the employee for satisfactory service in the future.

Not every problem can be resolved to everyone's total satisfaction, but only through understanding and discussion of mutual problems can employees and management develop confidence in each other. This confidence is important to the operation of an efficient and harmonious work environment and helps to ensure everyone's job security.

Although Lakeland Library Cooperative may use progressive discipline to address inappropriate employee conduct, this policy is not intended to, nor will it affect, the at-will status of an employee.

Progressive discipline means that, with respect to most disciplinary problems, Lakeland Library Cooperative will follow these steps:

- First Offense: Verbal Warning
- Second Offense: Written Warning
- Third Offense: Suspension
- Fourth Offense: Termination of Employment

There may be circumstances when one or more steps are bypassed because of the severity of the offense. Moreover, particularly severe or inappropriate employee conduct may result in immediate suspension from or termination of employment.

## ***Lakeland Library Cooperative***

### Employee Handbook

While it is impossible to list every type of behavior that may be deemed a serious offense, the Employee Conduct and Work Rules policy includes examples of problems that may result in immediate suspension or termination of employment. However, the problems listed are not all necessarily serious offenses, and some may be examples of unsatisfactory conduct that will trigger progressive discipline. Lakeland Library Cooperative reserves the right, in its sole discretion, to determine the severity of any incident and the appropriate corrective or disciplinary response.

By using progressive discipline, Lakeland Library Cooperative hopes that most employee problems can be corrected at an early stage, benefiting both the employee and Lakeland Library Cooperative.

# ***Lakeland Library Cooperative***

Employee Handbook

## **718 Problem Resolution**

Effective Date: 05/14/2009

Revision Date:

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

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

If employees disagree with established rules of conduct, policies, or practices, they can express their concern through the problem resolution procedure. No employee will be penalized, formally or informally, for voicing a complaint with Lakeland Library Cooperative in a reasonable, business-like manner, or for using the problem resolution procedure.

If a situation occurs when employees believe that a condition of employment or a decision affecting them is unjust or inequitable, they are encouraged to make use of the following steps. The employee may discontinue the procedure at any step.

1. Employee presents problem, in writing, to immediate supervisor within fourteen (14) calendar days after incident occurs. If the employee's supervisor is unavailable or the employee believes it would be inappropriate to contact that person, the employee may present the problem, in writing, to the Cooperative Director.
2. Supervisor responds to problem as expeditiously as possible, after consulting with appropriate management, if necessary. Supervisor documents discussion. Normally this will be within five (5) days. If it will be longer the supervisor will notify the employee of the status of the response.
3. If the employee wishes to appeal the supervisor's decision, the employee may appeal, in writing, to the Cooperative Director. Such appeal must be filed within five (5) calendar days of the supervisor's decision.

## ***Lakeland Library Cooperative***

### Employee Handbook

4. The Cooperative Director reviews and considers problem. The Cooperative Director informs employee of decision as expeditiously as possible, normally within ten (10) calendar days, and forwards copy of written response to the employee's personnel file. The Cooperative Director has full authority to make any adjustment deemed appropriate to resolve the problem.

5. Except as provided below, the decision of the Cooperative Director will be final and binding.

If the grievance involves termination of employment and the employee does not agree with the action of the Cooperative Director, the employee must request arbitration of the grievance if he or she wishes to pursue the claim. However, this arbitration procedure applies only to situations where the employee is claiming that the reason for termination is unlawful, such as discrimination, retaliation or other claims based on statutory rights. Breach of contract actions will not be allowed to go to arbitration. In all other situations, the decision of the Cooperative Director will be final and binding.

A request for arbitration must be made, in writing, within five (5) days after the Cooperative Director has reported its action to the employee.

The arbitration proceeding will be conducted under the Employment Dispute Resolution Rules of the American Arbitration Association. The arbitrator shall be selected from the AAA list and must be a licensed Michigan attorney. The arbitrator shall have the authority to grant discovery as he or she deems appropriate to the matter in dispute, issue subpoenas and may award any relief he or she determines appropriate in accordance with the remedies available under the statute involved, including attorneys fees, if allowed. The employee may have legal representation at the hearing.

The decision or award of the Arbitrator made under these rules is exclusive, final, and binding on both parties. The award may only be challenged for corruption, fraud, or evident prejudice or misconduct of the arbitrator, or if the arbitrator exceeded his authority granted under this policy. The award may be enforced in any court of competent jurisdiction.

Employees who choose to use the arbitration process to resolve a problem will be expected to equally share the cost of the arbitration proceeding with Lakeland Library Cooperative, of filing fees and expenses.

**Acceptance of this arbitration provision is a condition of continued employment. Any employee who continues to report for work after its adoption is considered to have consented to this provision. This policy will not be changed with regard to any employee who has a grievance pending over an unlawful termination.**

# *Lakeland Library Cooperative*

Employee Handbook

## **722 Workplace Etiquette**

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Lakeland Library Cooperative strives to maintain a positive work environment where employees treat each other with respect and courtesy. Sometimes issues arise when employees are unaware that their behavior in the workplace may be disruptive or annoying to others. Many of these day-to-day issues can be addressed by politely talking with a co-worker to bring the perceived problem to his or her attention. In most cases, common sense will dictate an appropriate resolution. Lakeland Library Cooperative encourages all employees to keep an open mind and graciously accept constructive feedback or a request to change behavior that may be affecting another employee's ability to concentrate and be productive.

The following workplace etiquette guidelines are not necessarily intended to be hard and fast work rules with disciplinary consequences. They are simply suggestions for appropriate workplace behavior to help everyone be more conscientious and considerate of co-workers and the work environment. Please contact the Cooperative Director if you have comments, concerns, or suggestions regarding these workplace etiquette guidelines.

- \* Return copy machine and printer settings to their default settings after changing them.
- \* Replace paper in the copy machine and printer paper trays when they are empty.
- \* Retrieve print jobs in a timely manner and be sure to collect all your pages.
- \* Keep the area around the copy machine and printers orderly and picked up.
- \* Be careful not to take or discard others' print jobs or faxes when collecting your own.
- \* Avoid public accusations or criticisms of other employees. Address such issues privately with those involved, your supervisor or the Cooperative Director.
- \* Try to minimize unscheduled interruptions of other employees while they are working.
- \* Communicate by email or phone whenever possible, instead of walking unexpectedly into someone's office or workspace.
- \* Be conscious of how your voice travels, and try to lower the volume of your voice when talking on the phone or to others in open areas.
- \* Keep socializing to a minimum, and try to conduct conversations in areas where the noise will not be distracting to others.
- \* Minimize talking between workspaces or over cubicle walls. Instead, conduct conversations with others in their workspace.
- \* Try not to block walkways while carrying on conversations.
- \* Refrain from using inappropriate language (swearing) that others may overhear.

# ***Lakeland Library Cooperative***

## Employee Handbook

- \* Avoid discussions of your personal life/issues in public conversations that can be easily overheard.
- \* Monitor the volume when listening to music, voice mail, or a speakerphone that others can hear.
- \* Clean up after yourself and do not leave behind waste or discarded papers.