



# EMPLOYEE HANDBOOK

Prepared by:



# WOOD LIBRARY ASSOCIATION

## EMPLOYEE HANDBOOK

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# **SECTION ONE**

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## **INTRODUCTION**

# WELCOME

Wood Library Association has a long and proud history dating back to 1859. As a Wood Library Association employee, you are an important part of our continued heritage.

This Handbook summarizes many of your privileges, benefits, and responsibilities as an employee of our Library. If you are a new employee, it will be helpful in acquainting you with our Library's philosophies and human resources practices. If you are already a member of the Wood Library Association team, this Handbook should prove to be a useful reference. Above all, I hope it will promote consistency, fairness and understanding throughout our Library.

In order to maintain the necessary flexibility in the administration of policies and procedures, Wood Library Association reserves the right to change, revise or terminate any of the policies and/or benefits discussed in this Handbook with or without advance notice. After you have read your Handbook, please keep it handy for future reference and updating.

Welcome to Wood Library Association! I am glad that you have joined our Library and I hope that you will find your work with us to be both challenging and rewarding.

Jenny Goodemote  
Executive Director

# **DIVERSITY AND INCLUSION MISSION STATEMENT**

At Wood Library, diversity and inclusion on a global basis is a core value. We are committed to providing and promoting a diverse and inclusive environment for all, within which each person can succeed professionally regardless of race, ethnicity, culture, nationality, gender, religious beliefs, sexual orientation, gender identity and gender expression, age, marital status or disability or any other protected class under federal, state, or local law. Wood Library works to foster understanding, communication and respect among all people in the Library to create an inclusive workplace.

The diversity of our workforce is essential, and we are committed to diversity and inclusion throughout our Library to ensure a wide range of experiences, perspectives, and skills to provide better solutions, drive innovation and creativity, and enhance decision making.



## **WHO WE ARE**

The Wood Library Association is a non-profit organization which provides a safe and inclusive environment where people can spark their imaginations, satisfy their curiosity, engage in lifelong learning, and make community connections.

The Wood Library Association is governed by a 5–15 member Board of Trustees. The Trustees are responsible for hiring the Executive Director. Within the guidelines of these policies, the Executive Director will determine the recruitment, hiring, supervision, and termination procedures for all other staff.

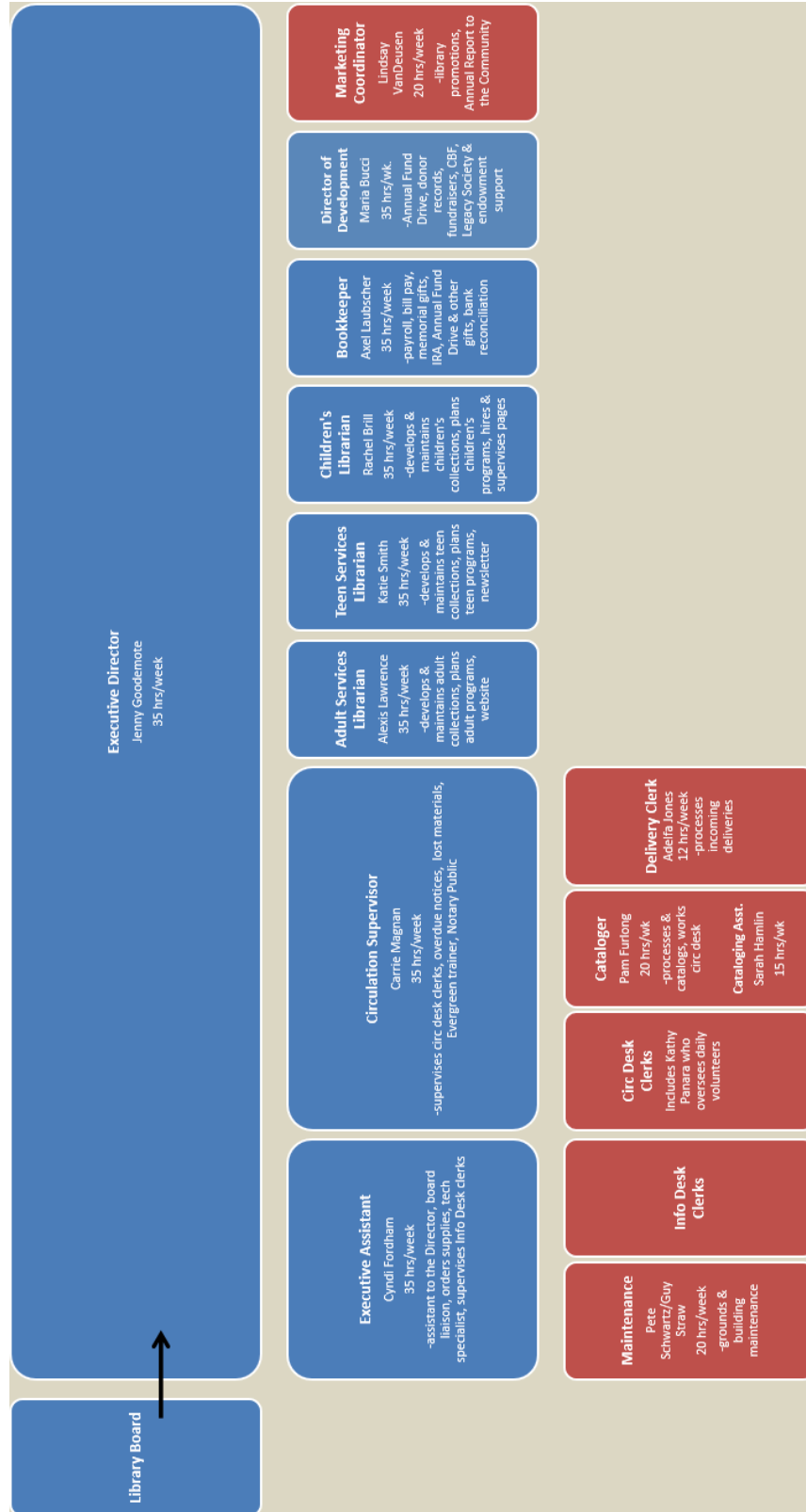
### **HOURS OF OPERATION**

In accordance with New York State Minimum Standards, the Library is open at least 55 hours a week.

### **MINIMUM STAFFING LEVEL**

To be open, the Library must have at least three employees in the building at all times. If staffing falls below that level, the Executive Director or a supervisor must be notified. If additional staff cannot report to work, the building must close.

# ORGANIZATIONAL CHART



January 2025

# PREFACE

This Handbook\* outlines the human resources policies and benefit plans currently in effect at Wood Library Association. In this Employee Handbook, Wood Library Association is also referred to as “Wood Library” or “Library.” Policies are revised or added periodically and are effective as of the date issued.

The statements regarding our Library’s policies, procedures and benefits are for information purposes only. They do not constitute a contract for employment, either expressed or implied. Our Library adheres to the principle of employment-at-will which preserves the right of either the employee or the employer to terminate the employment relationship at any time, with or without cause.

## Important Information about Benefits

As our Library evolves, we will continue to review and revise these human resources policies and benefit programs. The Library reserves the right to alter, reduce or terminate any pay practices, policies, premium contributions, benefits and benefit plans, in whole or in part, at any time for any reason to the extent permissible by law. Any such change may affect retirees and beneficiaries, as well as active employees.

The benefit information found in this Handbook is intended to provide an overview of the benefit plans. The actual benefits are controlled by the terms of the applicable plan documents and insurance policies. Questions regarding the interpretation of these plans will be answered in accordance with the actual plan documents and insurance policies, rather than the summaries contained in this Handbook. Employees may obtain copies of these documents from the Executive Director.

## Disclaimers

This Employee Handbook will be interpreted to comply with all applicable federal, state, and local laws. As more fully described in the Library’s Statement of Rights Under the NLRA, nothing in this Employee Handbook is intended to unlawfully restrict an employee’s right to engage in any concerted activity protected by the National Labor Relations Act.

In this Employee Handbook, the “workplace” may refer to a physical worksite, including the Library’s private offices, any remote work location, including an employee’s home, or any other place outside of the traditional workplace where an employee performs work on behalf of Wood Library.

\* This Handbook and its policies are effective January 2025 and supersedes all other personnel manuals and personnel policies previously distributed by the Library. To avoid confusion, please discard any copies of previously published Employee Handbooks.

# STATEMENT OF RIGHTS UNDER THE NLRA

The policies contained in this Employee Handbook in no way prohibit employees from engaging in activities that are protected under applicable federal, state or local laws, including, but not limited to, any activity that is protected under Section 7 of the National Labor Relations Act (NLRA), including without limitation, employees right to engage in:

- Organizing a union to negotiate with their employer concerning their wages, hours, and other terms and conditions of employment;
- Forming, joining, or assisting a union, such as by sharing employee contact information; talking about or soliciting for a union during non-work time, such as before or after work or during break times, or distributing union literature during non-work time, in non-work areas, such as parking lots or break rooms;
- Discussing wages and other working conditions with co-workers or a union;
- Taking action with one or more co-workers to improve working conditions by/ among other means, raising work-related complaints directly with the employer or with a government agency, or seeking help from a union;
- Striking and picketing, depending on its purpose and means;
- Taking photographs or other recordings in the workplace, together with co-workers, to document or improve working conditions, except where an overriding employer interest is present;
- Wearing union hats, buttons, t-shirts, and pins in the workplace, except under special circumstances; and
- Choosing not to engage in any of these activities.

## NO RETALIATION

Wood Library will not retaliate against an employee because they exercise their rights in accordance with this policy. Employees who have questions concerning this policy or feel they have been retaliated against for engaging in protected activities should contact the Executive Director or Board President.

## **EMPLOYMENT AT-WILL**

Employment with Wood Library is at-will unless state law provides otherwise. This means that employment may be terminated for any or no reason, with or without cause or notice at any time by the employee or by the Library. Nothing in this Employee Handbook or any oral statement will limit the right to terminate the at-will employment relationship. This at-will employment policy is the sole and entire agreement between the employee and Wood Library regarding the fact that employment with Wood Library is at-will. No manager or supervisor has any authority to enter into a contract of employment, express or implied, that changes the fact that employment with the Library is at-will. Only the Executive Director of the Library or their authorized representative has the authority to enter into an agreement that alters the at-will employment relationship, and any such agreement must be in writing and signed by the Executive Director or their authorized representative.

# **EMPLOYEE RESOURCES AND ANNOUNCEMENTS**

Our Library makes every effort to provide helpful resources, information, and announcements that are easily accessible for employees. Employees are encouraged to make a habit of regularly checking these resources to stay in-the-know on the latest relevant Library updates. Our main sources for employee information are bulletin boards and online communications.

Additional resources are outlined below for employee convenience. Employees with additional questions or who would like to receive resources and announcements via another method due to a need for accommodation should contact the Executive Director.

## **ANNOUNCEMENTS**

Bulletin boards are available in designated areas of the workplace and are regularly updated with official notices relating to Wood Library news, federal and state notices, job opportunities, sponsored activities and more. These boards are for administrative use only, and employees may not post or remove any items on them.

In addition, the Library uses email and an online communication portal available on all staff computers to facilitate communication and share access to documents. In instances where staff do not have access to or the expectation of checking email or the online portal, or in instances where privacy or regulation stipulates, employees will be informed of Library news via confidential letters or in-person communication.

All employees are responsible for checking internal communications on a frequent and regular basis. Employees are also responsible for attending the Library's Staff Development Days and other communication meetings to the best of their ability given the limitations of their work schedules and other commitments. Employees should consult their supervisor with any questions or concerns on information disseminated.

## **PAYROLL INFORMATION**

Payroll information and tax forms are available from the Executive Director. See the Library's Pay Practice's policy for additional information.

## **BENEFITS AND TIME AWAY FROM WORK**

Benefits and time off information is available by contacting the Executive Director and can be accessed through the Payroll provider. See the Library's Benefits policy, summary plan descriptions, and/or applicable time off and leave policies for additional information.

## **INTERNAL JOB OPPORTUNITIES**

Internal job opportunities are emailed to staff and posted in the staff room.

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## **EMPLOYEE ASSISTANCE PROGRAM**

Employee Assistance Program information is available in the staff room. See the Library's Employee Assistance Program policy for additional information.

## **IT SUPPORT**

Technology Support is available by contacting the Executive Assistant. See the Library's Electronic Resources policy for additional information.

## **SUPPLIES**

Office inquiries, such as office supply requests, desk and cubicle space requests, staff room-related requests should be directed to the Executive Assistant by completing an online supply reorder form.

## **MAINTENANCE**

Maintenance requests for routine issues should be directed to the Head of Maintenance. Major and/or urgent issues should be reported to the Head of Maintenance and Executive Director immediately.

## **WORK-RELATED INJURIES/ILLNESS OR UNSAFE WORKING CONDITIONS**

Work-related injuries/illnesses and unsafe working conditions should be reported to the Executive Director immediately. In cases of severe injury or life-threatening situations, employees should not hesitate to call 911. See the Library's Accident Reporting and Investigation policy for additional information.

## **SECTION TWO**

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# **EMPLOYMENT PRACTICES**



## **2.01 EQUAL EMPLOYMENT OPPORTUNITY**

Wood Library is committed to a policy of Equal Employment Opportunity with respect to all employees, interns, and applicants for employment. Consistent with this commitment, our policy is to comply with all applicable federal, state, and local laws concerning employment discrimination. Accordingly, the Library prohibits discrimination against qualified employees, interns and applicants in all aspects of employment including, but not limited to: recruitment, interviewing, hiring (or failure or refusal to hire), evaluation, compensation, promotion, job assignment, transfer, demotion, training, leaves of absence, layoff, benefits, use of facilities, working conditions, termination and employer-sponsored activities and programs, including wellness, social and recreational programs. Employment decisions will be made without regard to an applicant's, employee's or intern's actual or perceived: race (including traits historically associated with race, such as hair texture and protective hairstyles), color, creed, religion (including wearing attire, clothing or facial hair in accordance with the tenets of religion), sex (including pregnancy, childbirth or related medical conditions and transgender status), gender identity or expression, an employee's or dependent's reproductive health decisions, familial status, national origin, citizenship or immigration status, physical or mental disability (including gender dysphoria and being a certified medical marijuana patient), genetic information (including predisposing genetic characteristics), age (18 and over), veteran status, military status, sexual orientation, marital status, certain arrest or conviction records, domestic violence or victim status and any other status protected by law.

### **MANAGEMENT RESPONSIBILITIES**

All members of management are responsible for understanding the Library's commitment to this policy and ensuring this policy is carried out. Supervisors are responsible for immediately reporting and responding to a discrimination complaint, even if the reporting party does not want any action taken. It is critical that any observation of, or any formal or informal reference to, discrimination is taken seriously and addressed promptly.

### **REASONABLE ACCOMMODATIONS**

Consistent with our Individuals with Disabilities and Religious Accommodation policies, the Library will work to make reasonable accommodations for a qualified applicant, intern or employee with a known disability or arising out of an individual's sincerely held religious beliefs or practices, unless doing so would result in an undue hardship to the Library. Employees who require reasonable accommodation due to a known disability or arising out of a sincerely held religious belief or practice should refer to the applicable Library policies.

### **QUESTIONS AND COMPLAINTS**

Questions regarding the administration of this policy or a complaint regarding Equal Employment Opportunity should be directed to the employee's or intern's supervisor or to the Executive Director. Consistent with our policy on Harassment

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& Discrimination Prevention, the Library will promptly and thoroughly investigate all complaints. Confidentiality will be maintained to the greatest degree possible, consistent with the Library's obligation to thoroughly investigate the complaint.

Any individual at any time, even after separation of employment, who feels this policy has been violated should immediately contact their supervisor or the Executive Director.

If not satisfied with the resolution, an employee or intern may pursue an appeal. Appeals will generally follow the steps outlined in the Open Communication policy.

### **NO RETALIATION**

It is the policy of Wood Library that any employee, intern, or applicant who makes or participates in the investigation of a discrimination complaint will not be retaliated against in any way. Employees, interns, or applicants who feel they have been retaliated against for such activity should immediately contact the Executive Director or Board President.

Anyone found to be engaging in any type of inappropriate conduct under this policy may be subject to disciplinary action, up to and including termination of employment.

## **2.02 HARASSMENT & DISCRIMINATION PREVENTION**

Wood Library is committed to maintaining a workplace free from all forms of harassment and discrimination. The Library prohibits unlawful harassment and discrimination against anyone, for any reason, including, but not limited to an individual's actual or perceived: race (including traits historically associated with race, such as hair texture and protective hairstyles), color, creed, religion (including wearing attire, clothing or facial hair in accordance with the tenets of religion), sex (including pregnancy, childbirth or related medical conditions and transgender status), gender identity or expression, an employee's or dependent's reproductive health decisions, familial status, national origin, citizenship or immigration status, physical or mental disability (including gender dysphoria and being a certified medical marijuana patient), genetic information (including predisposing genetic characteristics), age (18 and over), veteran status, military status, sexual orientation, marital status, certain arrest or conviction records, domestic violence victim status, and any other status protected by applicable law.

The purpose of this policy is for employees and other covered individuals to recognize harassment and discrimination and to know what action to take when it occurs. This policy is one component of Wood Library's commitment to a harassment and discrimination-free work environment where all individuals are treated with dignity and respect.

### **APPLICABILITY**

This policy applies to all employees, applicants for employment, interns, whether paid or unpaid, anyone who is (or is employed by) a contractor, subcontractor, vendor, consultant, or anyone providing services in our workplace; collectively referred to as "covered individual(s)" throughout this policy.

All covered individuals conducting business in our workplace must refrain from engaging in unlawful harassment and discrimination.

### **NO TOLERANCE**

Harassment, discrimination, and retaliation of any kind is a violation of our policies, is unlawful, and may subject Wood Library to liability for harm to targets of harassment, discrimination, and retaliation. Workplace harassment, discrimination, and retaliation will not be tolerated at Wood Library. All covered individuals conducting business with Wood Library are required to conduct themselves in a manner that prevents sexual or other forms of harassment and discrimination in the workplace. Any individual covered by this policy who engages in workplace harassment, discrimination or retaliation may be subject to remedial and/or disciplinary action, up to and including termination.

Harassers may also be individually subject to liability and the Library or supervisors who fail to report or act on harassment may be liable for aiding and

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abetting such behavior. Employees of every level who engage in harassment, discrimination, or retaliation, including supervisors who engage in harassment, discrimination, or retaliation, or who allow such behavior to continue, will be subject to disciplinary action up to and including termination.

## DEFINITION OF SEXUAL HARASSMENT

Sexual harassment is unacceptable. Sexual harassment is a form of sex discrimination that subjects an employee to inferior conditions of employment due to their sex, sexual orientation, self-identified or perceived sex, gender expression, gender identity and the status of being transgender and is unlawful under federal, state and (where applicable) local law.

Sexual harassment is not limited to sexual contact, touching, or expressions of a sexually suggestive nature and may include any unwelcome conduct which is directed at an individual because of that individual's sex when:

- 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, even if the complaining individual is not the intended target of the sexual harassment;
- Such conduct is made either explicitly or implicitly a term or condition of employment; or
- Submission to or rejection of such conduct is used as the basis for employment decisions affecting an individual's employment.

There are two main types of sexual harassment:

- **Hostile Work Environment.** Behaviors that contribute to a hostile work environment may include but are not limited to words, signs, jokes, pranks, intimidation or physical violence which are of a sexual nature, or which are directed at an individual because of that individual's sex. Sexual harassment also consists of any unwanted verbal or physical advances, sexually explicit derogatory statements or sexually discriminatory remarks made by someone which are offensive or objectionable to the recipient, which cause the recipient discomfort or humiliation, which interfere with the recipient's job performance.
- **Quid Pro Quo.** Sexual harassment also occurs when a person in authority tries to trade job benefits for sexual favors. This can include hiring, promotion, continued employment or any other terms, conditions or privileges of employment. This is also called "quid pro quo" harassment.

Any covered individual who feels harassed should report the harassment to the Executive Director or Board President so that any violation of this policy can be corrected promptly. Any harassing or discriminatory conduct, even a single incident, can be addressed under this policy.

## EXAMPLES OF SEXUAL HARASSMENT

The following describes some of the types of acts that may be unlawful sexual harassment and that are strictly prohibited:

- Physical assaults of a sexual nature, such as:
  - Touching, pinching, patting, grabbing, brushing against another employee's body or poking another employee's body;
  - Rape, sexual battery, molestation or attempts to commit these assaults.
- Unwanted sexual advances or propositions, such as:
  - Requests for sexual favors accompanied by implied or overt threats concerning the victim's job performance evaluation, a promotion or other job benefits or detriments;
  - Subtle or obvious pressure for unwelcome sexual activities, including repeated requests for dates or romantic gestures.
- Sexually oriented gestures, noises, remarks, jokes or comments about a person's sexuality or sexual experience, which create a hostile work environment.
- Sex stereotyping occurs when conduct or personality traits are considered inappropriate simply because they may not conform to other people's ideas or perceptions about how individuals of a particular sex should act or look.
- Sexual or discriminatory displays or publications anywhere in the workplace (including visible areas of a virtual or remote workspace), such as:
  - Displaying pictures, posters, calendars, graffiti, objects, promotional material, reading materials or other materials that are sexually demeaning or pornographic. This includes such sexual displays on workplace computers or cell phones and sharing such displays while in the workplace.
- Hostile actions taken against an individual because of that individual's sex, sexual orientation, gender identity and the status of being transgender, such as:
  - Interfering with, destroying or damaging a person's workstation, tools or equipment, or otherwise interfering with the individual's ability to perform the job;
  - Sabotaging an individual's work;
  - Bullying, yelling, name-calling;
  - Intentional misuse of an individual's preferred pronouns; or
  - Creating different expectations for individuals based on their perceived identities.

## **DEFINITION OF OTHER UNLAWFUL HARASSMENT**

The creation of an intimidating or hostile working environment, based on one or more of the above protected categories, constitutes unlawful harassment. Specific types of unlawful harassment, in addition to sexual harassment covered above, include, but are not limited to:

- Physical harassment refers to pushing, hitting, crowding, cornering or unwanted physical touching;

- Verbal abuse refers to verbal comments, including but not limited to jokes or the use of slurs or other offensive language regarding, or made because of, an individual's actual or perceived membership in one of the protected categories listed above;
- Written harassment refers to derogatory or degrading written comments regarding, or made because of, an individual's membership in one of the categories listed above. Specific examples include, but are not limited to e-mail, text messages, memos, notes, graffiti, other visual depictions or pictures, cartoons, drawing, videos;
- Inappropriate, unwelcomed behaviors, such as offensive gestures and wearing clothes, jewelry, signage, etc. known to be offensive to particular protected classifications; and
- Any other unwelcome conduct that has the purpose or effect of creating an intimidating, hostile, or offensive working environment as defined by law, or has the purpose or effect of unreasonably interfering with an individual's work performance or otherwise adversely affecting an individual's employment opportunities.

Unlawful harassment, whether it is physical, verbal, or visual in nature, is a form of employee misconduct which undermines the integrity of the employment relationship within our Library.

#### **WHO CAN BE A TARGET?**

**Harassers can be anyone in the workplace.** Harassment can occur between any individuals, regardless of their sex or gender. New York Law protects all covered individuals. A perpetrator of workplace harassment can be a superior, a subordinate, a coworker or anyone in the workplace including an independent contractor, contract worker, vendor, client, customer, or visitor.

#### **WHERE CAN HARASSMENT OCCUR?**

Unlawful harassment is not limited to the physical workplace itself. It can occur while covered individuals are working remotely, traveling for business or at employer-sponsored events or parties. Calls, texts, emails, communications in virtual meeting platforms and messaging apps and social media usage by covered individuals can constitute unlawful workplace harassment, even if they occur away from the workplace premises, on personal devices (i.e., cellphones) or during non-work hours.

#### **REPORTING HARASSMENT AND DISCRIMINATION**

In New York, harassment does not need to be severe or pervasive to be illegal. It can be any harassing behavior that rises above petty slights or trivial inconveniences. Any covered individual who has been subjected to behavior that may constitute unlawful harassment or discrimination is encouraged to report such behavior to their supervisor or to the Executive Director or Board President. Anyone who witnesses or becomes aware of potential instances of workplace harassment or discrimination should report such behavior to their supervisor or to the Executive Director.

Reports of workplace harassment or discrimination may be made verbally or in writing. The written complaint form is located at the end of this handbook. All covered individuals are encouraged to use this complaint form. Employees who are reporting potential harassment on behalf of another covered individual should use the complaint form and note that the complaint is being made on behalf of another covered individual.

Covered individuals who believe they have been a victim of workplace harassment or discrimination may also seek assistance in other available forums, as outlined in the Legal Protections and External Remedies section of this policy.

### **BYSTANDER INTERVENTION**

Any employee witnessing harassing or discriminatory behavior as a bystander is encouraged to report it. A supervisor that is a bystander to these behaviors is **required** to report it.

To the extent in which a bystander feels safe and comfortable, they may interrupt the harassment by engaging with the individual being harassed and distracting them from the harassing behavior; asking a third party to help intervene in the harassment; documenting the incident; checking in with the person who has been harassed after the incident; or confronting the harassers and naming the behavior as inappropriate.

When confronting harassment, physically assaulting an individual is never an appropriate response.

### **MANAGEMENT RESPONSIBILITIES**

All supervisors who receive a complaint or information about suspected workplace harassment or discrimination, observe what may be harassing or discriminatory behavior or for any reason suspect that harassment or discrimination is occurring, are **required** to report such suspected harassment or discrimination to the Executive Director.

In addition to being subject to discipline if they engaged in harassing or discriminatory conduct themselves, supervisors will be subject to discipline for failing to report suspected workplace harassment and discrimination or otherwise knowingly allowing workplace harassment and discrimination to continue.

Supervisors will also be subject to discipline for engaging in any retaliation.

### **COMPLAINTS AND INVESTIGATIONS**

All complaints, information, or knowledge of suspected workplace harassment or discrimination will be investigated whether that information was reported in verbal or written form. Investigations will be thoroughly conducted in a prompt and timely manner and will be confidential to the extent possible. All persons involved, including complainants, witnesses, and alleged harassers, will be

accorded due process, as outlined below, to protect their rights to a fair and impartial investigation.

Any covered individual may be required to cooperate as needed in an investigation of suspected workplace harassment or discrimination. Wood Library will not tolerate retaliation against covered individuals who file complaints, support another's complaint or participate in an investigation regarding a violation of this policy.

While the process may vary from case to case, investigations will generally be conducted in accordance with the following steps:

- Upon receipt of complaint, the Executive Director will conduct an immediate review of the allegations, assess the appropriate scope of the investigation, and take any interim actions, as appropriate. If the complaint is verbal, the individual will be encouraged to complete the "Complaint Form" in writing. If the complainant chooses not to complete the Complaint Form, the Executive Director will prepare a complaint form or equivalent documentation based on the complainant's verbal report.
- When applicable, the Executive Director may request, review, and preserve documents relevant to the allegations, such as emails, phone records or other electronic communications.
- The Executive Director will interview all parties involved, including any relevant witnesses.
- The Executive Director will prepare written documentation of the investigation (such as a letter, memo, or email), which may contain the following:
  - A list of all documents reviewed, along with a detailed summary of relevant documents;
  - A list of names of those interviewed, along with a detailed summary of their statements;
  - A timeline of events;
  - A summary of prior relevant incidents, reported or unreported; and
  - The basis for the decision and final resolution of the complaint, together with any corrective actions action(s).
- Written documentation and associated documents will be maintained by the Library in a secure and confidential location.
- Following the investigation, the Executive Director will promptly notify the complainant and the individual(s) about whom the complaint was made that the investigation has been completed and implement any corrective actions identified in the written document.
- The Executive Director will inform the complainant of their right to file a complaint or charge externally as outlined in the Legal Protections and External Remedies section of this policy.

## **CORRECTIVE ACTION**

If a report of workplace harassment or discrimination is found to be valid, immediate and appropriate corrective action will be taken. Covered individuals



who violate this policy, including the provision against retaliation, will be subject to disciplinary action, up to and including termination. This determination will be based on all the facts of the case.

## **NO RETALIATION**

Wood Library will not tolerate retaliation against anyone who, in good faith, complains or provides information about suspected harassment or discrimination.

Unlawful retaliation can be any action that could discourage an employee from coming forward to make or support a workplace harassment claim including, but not limited to being discharged, disciplined, discriminated against, having their personnel file disclosed, except where such disclosure is permitted or required by applicable law, or otherwise being subject to adverse employment action. Adverse action need not be job-related or occur in the workplace to constitute unlawful retaliation (e.g., threats of physical violence outside of work hours).

Retaliation is unlawful under federal, state and (where applicable) local law. The New York State Human Rights Law protects any individual who has engaged in a “protected activity.” Protected activity occurs when a person has:

- Made a complaint of harassment, either internally or with any anti-discrimination agency;
- Testified or assisted in a proceeding involving harassment under the Human Rights Law or other anti-discrimination law;
- Opposed harassment by making a verbal or informal complaint to management, or by simply informing a supervisor of harassment;
- Reported that another employee has been harassed; or
- Encouraged a fellow employee to report potential harassment.

Even if the alleged harassment does not rise to the level of a violation of law, the individual is protected from retaliation if the person had a good faith belief that the practices were unlawful. However, the retaliation provision is not intended to protect persons making intentionally false charges of harassment.

## **LEGAL PROTECTIONS AND EXTERNAL REMEDIES**

Harassment and discrimination based on a protected class is against the law. The internal process outlined in this policy is one way for covered individuals to report harassment and discrimination. Covered individuals may also choose to pursue legal remedies with the following governmental entities. While a private attorney is not required to file a complaint with a governmental agency, legal advice from an attorney may be sought.

### **New York State Division of Human Rights (DHR)**

The Human Rights Law (HRL) codified as N.Y. Executive Law, art. 15, § 290 et seq., applies to employers in New York State and protects employees and covered individuals, regardless of immigration status. A complaint alleging violation of the Human Rights Law may be filed either with DHR or in the New York State Supreme Court.

Complaints of harassment and discrimination may be filed with the DHR any time within **three years** of the harassment or discrimination. If an individual does not file a complaint with the DHR, they can sue directly in state court under the HRL, **within three years** of the alleged harassment and discrimination. An individual may not file with DHR if they have already filed an HRL complaint in state court.

Complaining internally to Wood Library does not extend the time to file with DHR or in court. The three years are counted from the date of the most recent incident of harassment or discrimination.

An attorney is not needed to file a complaint with DHR, and there is no cost to file with DHR.

DHR will investigate the complaint and determine whether there is probable cause to believe that harassment or discrimination has occurred. Probable cause cases receive a public hearing before an administrative law judge. If harassment or discrimination is found at the hearing, DHR has the power to award relief, which varies but may include requiring the employer to take action to stop the harassment, or redress the damage caused, including paying monetary damages, punitive damages, attorney's fees and civil fines.

DHR's main office contact information is: NYS Division of Human Rights, One Fordham Plaza, Fourth Floor, Bronx, New York 10458, (718) 741-8400, [www.dhr.ny.gov](http://www.dhr.ny.gov).

Go to [dhr.ny.gov/complaint](http://dhr.ny.gov/complaint) for more information about filing a complaint. The website has a digital complaint process that can be completed on your computer or mobile device, in addition to, a complaint form that can be downloaded, filled out and mailed to DHR as well as a form that can be submitted online. The website also contains contact information for DHR's regional offices across New York State.

The DHR also maintains a toll-free hotline that accepts complaints and provides limited assistance and counseling regarding workplace sexual harassment. This hotline can be reached at **1-800-HARASS3**.

### **United States Equal Employment Opportunity Commission (EEOC)**

The EEOC enforces federal anti-discrimination laws, including Title VII of the 1964 federal Civil Rights Act (codified as 42 U.S.C. § 2000e et seq.). An individual can file a complaint with the EEOC anytime within 300 days of the harassment. There is no cost to file a complaint with the EEOC. The EEOC will investigate the complaint and determine whether there is reasonable cause to believe that discrimination has occurred, at which point the EEOC will issue a Right to Sue letter permitting the individual to file a complaint in federal court.

The EEOC does not hold hearings or award relief but may take other action including pursuing cases in federal court on behalf of complaining parties. Federal courts may award remedies if discrimination is found to have occurred. In general, private employers must have at least 15 employees to come within the jurisdiction of the EEOC.

If an employee believes that they have been discriminated against at work, they can file a "Charge of Discrimination." The EEOC has district, area and field offices where complaints can be filed. Contact the EEOC by calling (800) 669-4000 (800) 669-6820 (TTY), visiting their website at <https://www.eeoc.gov/> or via email at [info@eeoc.gov](mailto:info@eeoc.gov).

If an individual filed an administrative complaint with DHR, DHR will file the complaint with the EEOC to preserve the right to proceed in federal court.

### **Local Protections**

Many localities enforce laws protecting individuals from sexual harassment and discrimination. An individual should contact the county, city or town in which they work to find out if such a law exists. For example, employees who work in New York City may file complaints of sexual harassment with the New York City Commission on Human Rights. Contact their main office at Law Enforcement Bureau of the NYC Commission on Human Rights, 22 Reade St, New York, NY 10007; call 311 or (212) 306-7450; or visit [www.nyc.gov/html/cchr/html/home/home.shtml](http://www.nyc.gov/html/cchr/html/home/home.shtml).

### **Contact the Local Police Department**

If the harassment involves physical touching, coerced physical confinement or coerced sex acts, the conduct may constitute a crime. Those wishing to pursue criminal charges are encouraged to contact the local police department.

## **CONCLUSION**

All covered individuals have the right to a workplace that is free from harassment and discrimination. This policy should be considered applicable to all protected classes under federal, state, and local law.

Employees who have questions regarding this policy should contact the Executive Director.

## **2.03 PREGNANCY ACCOMMODATIONS**

The Library will not discriminate against an employee or applicant with known physical or mental limitations related to the pregnancy, childbirth or pregnancy-related medical conditions who requests an accommodation due to pregnancy, childbirth and related conditions or who requests an accommodation due to pregnancy, childbirth or pregnancy-related medical conditions unless the accommodation would impose an undue hardship on the operation of the Library.

### **REASONABLE ACCOMMODATIONS**

Employees and applicants for employment may request reasonable accommodation for pregnancy-related conditions, including, but not limited to, lactation. For purposes of this policy, a "pregnancy-related condition" is a medical condition related to pregnancy or childbirth that inhibits the exercise of a normal bodily function or is demonstrable by medically accepted clinical or laboratory diagnostic techniques but does not prevent the employee from performing their job functions in a reasonable manner, with or without a reasonable accommodation. Reasonable accommodations may include but are not limited to: providing an accessible worksite; acquiring or modifying equipment; job restructuring and modifying work schedules provided, however, that such actions do not impose an undue hardship on the business.

The Library will provide reasonable accommodation that would enable the employee or applicant to perform their job functions in a reasonable manner, unless the accommodation would impose an undue hardship on the Library's business operations.

Employees and applicants affected by pregnancy, childbirth or related medical conditions may also be entitled to reasonable accommodation under the federal Pregnant Workers Fairness Act (PWFA). The Library will comply with all legal requirements under federal and state law, including providing greater or different benefits than those indicated in this policy.

### **REQUESTING A REASONABLE ACCOMMODATION**

Employees or applicants who would like to request reasonable accommodation under this policy should contact the Executive Director, preferably specifying in writing what barriers or limitations prompted the request. The Executive Director will evaluate the information provided regarding any reported or apparent barriers or limitations and will then communicate with the applicant or employee and engage in an interactive process to determine the nature of the limitation and what, if any, reasonable accommodation(s) may be appropriate. If, through this interactive process, the Library identifies a reasonable accommodation that does not impose an undue hardship on the operation of the Library, the Library will make that accommodation.

Employees who wish to request time away from work to accommodate a limitation related to pregnancy, childbirth or a pregnancy-related medical condition should contact the Executive Director. However, the Library will not require a qualified employee to take leave if another reasonable accommodation can be provided.

### **CERTIFICATION REQUIREMENTS**

To the extent permitted by federal or state law, employees may be required to provide medical or other information that is necessary to verify the existence of the pregnancy-related condition or that is necessary for the Library's consideration of a reasonable accommodation. Such medical information will be kept confidential and disclosed only as permitted by law.

### **NO DISCRIMINATION AND NO RETALIATION**

The Library prohibits discrimination on the basis of pregnancy, childbirth or related medical conditions. The Library also will not interfere with any individual's rights under federal and state law or take any adverse action against a qualified applicant or employee because they request or use reasonable accommodations in accordance with this policy, report or oppose discrimination under federal or state law, or participate in a proceeding involving an alleged violation of federal or state law. Individuals who believe they have been subjected to, or believe that another individual has been subjected to, prohibited discrimination or retaliation should report it immediately to the Executive Director or Board President.

### **ADDITIONAL INFORMATION**

Employees or applicants for employment who have questions about this policy or who wish to request reasonable accommodation under this policy should contact the Executive Director. Employees who need reasonable break time to express breast milk for their child should consult the Library's Lactation Accommodation policy and the Policy on the Rights of Employees to Express Breast Milk in the Workplace which is available from the Executive Director or at the end of this Employee Handbook.

## **2.04 LACTATION ACCOMMODATION**

In accordance with New York law, all employees have the right to express milk in the workplace.

### **LACTATION BREAKS**

The Library will provide nursing employees with up to 30 minutes of paid break time to express milk each time the employee has a reasonable need to do so for up to three years following the birth of a child.

Nursing employees can also take time to express milk during their regularly scheduled meal breaks.

Employees will be allowed to take longer unpaid breaks if needed. Non-exempt employees whose lactation break exceeds 30 minutes may be granted additional unpaid lactation break time beyond the 30 minutes of paid time. Exempt employees will receive their full salary in accordance with federal and state law.

Employees are not required to make up time taken for lactation breaks.

Employees who work remotely have the same rights to paid lactation breaks as all other employees who perform their work in-person.

### **LACTATION ROOM**

Employees who work onsite have the right to request a lactation room for the purpose of expressing milk. The lactation room will be a well-lit, sanitary place, other than a restroom or toilet stall, that is shielded from view, free from intrusion, and in reasonable proximity to the employee's work area. The lactation room will include an electrical outlet, a chair, a working surface area on which to place a breast pump and other personal items, nearby access to running water and access to refrigeration for the purpose of storing the expressed milk. The lactation room at Wood Library is the staff room. Please note that the Library is not responsible for ensuring the safekeeping of expressed milk stored in any refrigerator on its premises. The employee is required to store all expressed milk in closed containers, regardless of the method of storage, and should remove such milk at the end of the workday.

### **REQUESTING USE OF THE LACTATION ROOM**

To request the use of a lactation room, employees will submit it in writing to the Executive Director. The Library will respond to the employee's request in writing within a reasonable amount of time, not to exceed five business days. Employees should contact the Executive Director with any follow-up inquiries.

The staff room is also used for other purposes. However, an employee's need for the room for lactation breaks will be prioritized, and during times when an

employee is using the room as a lactation room, that will be its sole function. When two or more employees need to use the room for lactation purposes or in connection with other accommodations, they should contact the Executive Director and work together to schedule room usage cooperatively and in a way that accommodates all affected employees. Employees who have questions or concerns related to lactation room scheduling conflicts can also contact the Executive Director.

### **EMPLOYEE'S RESPONSIBILITY**

Employees are required to provide reasonable advance notice to the Library that they intend to take breaks to express milk upon returning to work following the birth of the child. If providing the requested lactation room will place an undue hardship on the Library's operations, the Library will engage in reasonable efforts to provide a private room or location, other than a restroom or toilet stall, that is in close proximity to the work area where an employee can express milk in private.

### **NO RETALIATION AND NO DISCRIMINATION**

Employees who believe the Library has failed to comply with the requirements of this policy and federal or state law should immediately notify the Executive Director or Board President. The Library will not retaliate or discriminate against an employee because they exercise their rights under this policy or file a complaint or institute any proceeding under or related to New York State law or the federal Fair Labor Standards Act.

### **ADDITIONAL INFORMATION**

Pursuant to New York State requirements, a Policy on the Rights of Employees to Express Breast Milk in the Workplace that further explains your rights under New York State law will be provided at hire, annually after hire, and whenever an employee returns to work following the birth of a child. This Policy is available in the Addendum of this Employee Handbook. Employees are expected to review both this Lactation Accommodation policy and the New York Policy on the Rights of Employees to Express Breast Milk in the Workplace. Employees who have questions about either of these policies may contact the Executive Director.

## **2.05 INDIVIDUALS WITH DISABILITIES**

Wood Library complies with the Americans with Disabilities Act (ADA) and New York State Human Rights Laws which make it unlawful to discriminate in employment against a qualified individual with a disability. The Library prohibits discrimination against employees and applicants with disabilities in all aspects of employment. Our Library's commitment to this policy includes making reasonable accommodations to otherwise qualified persons with disabilities to enable them to perform the essential functions of their jobs, unless doing so would pose an undue hardship on our business, would pose a direct threat of substantial harm to the employee or others, or is otherwise not required by applicable law.

### **OUR COMMITMENT**

An employee or applicant in need of reasonable accommodation should make the Library aware of their request by notifying the Executive Director. The Library will work with each individual to define their job-related or application-related needs and to try to accommodate those needs.

### **QUALIFIED INDIVIDUALS WITH DISABILITIES**

Qualified individuals with disabilities are defined as individuals with disabilities who can perform the essential functions of the job in question with or without reasonable accommodation. The term disability is defined by applicable law.

### **REASONABLE ACCOMMODATION**

A reasonable accommodation is any change or adjustment to a job, the work environment or the way things usually are done that enables a qualified individual with a disability to perform the essential functions of the job and that does not pose an undue hardship for the Library or create a direct threat to health or safety.

When requesting accommodation, employees are required to notify the Executive Director of the need for accommodation. The Library may ask for medical documentation supporting the need for accommodation and all supporting documentation should be returned as quickly as possible to prevent a delay in the accommodation process.

Requests for reasonable accommodation for a medical condition and any supporting documentation will be treated as confidential, maintained in a file separate from an employee's other personnel documents and disclosed only as permitted by applicable law.

### **DETERMINING APPROPRIATE ACCOMMODATIONS**

Frequently, when a qualified individual with a disability requests reasonable accommodation, the appropriate accommodation is easily agreed upon. The individual may recommend accommodation based on their life or work



experience. The ultimate decision as to whether a particular accommodation will be made rests with the Library. When the appropriate accommodation is not obvious, the Library may assist the individual in identifying one. If more than one accommodation will enable the individual to perform the job, the Library reserves the right to choose which accommodation it will make.

Employees who feel they have been unreasonably denied accommodation or who have questions concerning this policy should contact the Executive Director or Board President.

## **2.06 RELIGIOUS ACCOMMODATION**

Wood Library will provide reasonable accommodation for employees' religious beliefs, observances, and practices when a need for such accommodation is identified, and reasonable accommodation is possible.

### **RELIGIOUS ACCOMMODATION**

Reasonable accommodation is one that eliminates the conflict between an employee's religious beliefs, observances or practices and the employee's job requirements, without causing undue hardship on the Library's operations.

The Library has developed an accommodation process to assist employees and management through this process, by establishing a system of open communication between employees and the Library to discuss conflicts between religion and work and to take action to provide reasonable accommodation for employees' needs.

Any employee who perceives a conflict between job requirements and a religious belief, observance or practice should bring the conflict and their request for accommodation to the attention of the Executive Director to initiate the accommodation process. The Library asks that accommodation requests be made in writing, and in the case of schedule adjustments, as far in advance as possible.

### **INTERACTIVE DIALOGUE**

Once the employee has submitted their request for accommodation, Wood Library will evaluate the request by meeting with the employee to discuss the request and propose reasonable accommodation. The supervisor and/or the Executive Director will be responsible for implementing the accommodation. If the employee rejects the proposed accommodation, the employee may lodge an appeal pursuant to Wood Library's Open Communication policy.

### **NO RETALIATION AND NO DISCRIMINATION**

Wood Library will not retaliate or otherwise discriminate against an employee or applicant because they request accommodation in accordance with this policy. Employees who have questions concerning this policy or feel they have been unreasonably denied accommodation should contact the Executive Director or Board President.

## **2.07 CODE OF ETHICS**

Wood Library's code of ethics is dependent upon our core values, maintaining ethical standards and the personal integrity of every individual in our Library. Each employee of the Library is required to ensure that they and their family members do not improperly benefit personally from the employee's position as an employee for the Library. For this reason, it is of paramount importance that we always conduct our day-to-day activities in an ethical and responsible manner.

### **CONFLICT OF INTEREST**

While we acknowledge that employees may have pursuits separate from their work at the Library, employees must refrain from participating in any activity or business venture which could conflict with the interests of Wood Library and their job duties and responsibilities with Wood Library. Specifically, employees may not accept personal payment or other benefits from any supplier, vendor or patron of the Library, nor should they take any action as a representative of the Library for personal gain. Employees also may not accept a second job with a patron, competitor, supplier or vendor of the Library where there is an actual or perceived conflict as outlined in our Outside Employment policy.

### **PROPRIETARY AND CONFIDENTIAL INFORMATION**

In working at Wood Library, employees may learn things about our Library and our patrons which are proprietary or confidential, and the Library has a legitimate and substantial business interest in maintaining the confidentiality of such information. Every employee of the Library has a professional and ethical responsibility to treat this information as privileged and to ensure such information is not improperly or accidentally disclosed. Except as required in the performance of their duties for the Library, employees may not use or disclose any proprietary information such as strategic and business or operational plans, funding sources, database systems, technology, trade secrets, patron or vendor lists, and/or vendor contracts to anyone who does not work for the Library or have a need to know the information.

In addition, Library patrons' personally identifiable information (PII) contained in Evergreen, email, reports, calendars, and other local tools is confidential by law and needs to be protected (see Addendum for Patron Confidentiality Policy). Access is contingent on adhering to local policy, state law, and the OWWL Systems Access and Confidentiality of Library Records Policy. Employees are expected to review local policies and the full System policy (<https://owwl.org/system/systemsaccess>) for all the details.

Employees who have the following information by virtue of the performance of their job responsibilities should not disclose such information for any reason, except as required to complete job duties, without the permission of the employee at issue: Social Security Numbers, dates of birth, driver's license or

resident identification numbers, financial accounts, credit or debit card numbers, and security and access codes or passwords that would permit access to medical, financial or other legally protected information.

Confidential information does not include information lawfully acquired by non-management employees about wages, hours or other terms and conditions of employment, if used by them for purposes protected by Section 7 of the National Labor Relations Act, such as joining or forming a union, engaging in collective bargaining or engaging in other concerted activity for their mutual aid or protection. Confidential Information also does not include conduct that was, or that an employee reasonably believes to be, illegal; conduct that is recognized as against a clear mandate of public policy; or the existence of a non-confidential settlement involving any such conduct.

Upon termination of employment, employees must return and not retain any duplicates of all Library property and all copies of documents, notes, flash drives and other repositories containing proprietary or confidential information such as invoices, marketing methods, database systems, financial information, employee or patron lists and all other information that is not general public knowledge relating to Wood Library, except as otherwise required to retain pursuant to a legal hold notice.

## **RECEIVING AND GIVING GIFTS**

Employees should avoid situations that could create an actual or perceived conflict of interest, or that could otherwise hinder an employee's ability to perform their job in an honest and ethical manner. To this end, employees may not accept or give substantial gifts, favors or excessive business entertainment from patrons, suppliers or vendors. A gift, favor or entertainment is considered substantial or excessive if it might influence an employee's business relationship with the donor. Generally, substantial gifts or favors are defined as having a value of \$25 or more and should be reported to the Executive Director.

## **EMPLOYEE'S RESPONSIBILITY**

Employees are responsible for promptly reporting any violation or suspected violation of these guidelines on conflicts of interest, proprietary information or gift giving and receiving or any violation or suspected violation of any other Library policy to the Executive Director or any other member of management.

## **NO RETALIATION**

The Library protects those employees from retaliation who in good faith report possible inappropriate, unprofessional, illegal or unethical actions. Any employee who believes they have been retaliated against in violation of this policy should notify the Executive Director or Board President immediately. Individuals who engage in any retaliation in contravention of this policy are subject to disciplinary action in accordance with the Library's Standards of Conduct policy.

**ADDITIONAL INFORMATION**

Violations of this policy are subject to disciplinary action, up to and including termination of employment and, if applicable, legal action.

Employees should meet with their supervisor or the Executive Director if they have questions regarding the application of this policy.

**NATIONAL LABOR RELATIONS ACT DISCLAIMER**

In monitoring conflicts of interest, and as more fully described in the Library's Statement of Rights Under the NLRA, nothing in this policy is intended to interfere with employees' exercise of their rights under Section 7 of the National Labor Relations Act (NLRA).

## 2.08 CONFLICT OF INTEREST

Wood Library is a nonprofit, tax-exempt organization. Maintenance of its tax-exempt status is important both for its continued financial stability and for public support. Therefore, the IRS as well as state regulatory and tax officials view the operations of Wood Library as a public trust, which is subject to scrutiny by and accountable to such governmental authorities as well as to members of the public.

It is in the best interest of Wood Library to be aware of and properly manage all conflicts of interest and appearances of a conflict of interest. This conflict-of-interest policy is designed to help Trustees, officers, and employees of Wood Library identify situations that present potential conflicts of interest and to provide Wood Library with a procedure to appropriately manage conflicts in accordance with legal requirements and the goals of accountability and transparency in Wood Library's operations.

### CONFLICT OF INTEREST DEFINED

In this policy, a person with a conflict of interest is referred to as an "interested person." For purposes of this policy, the following circumstances shall be deemed to create a Conflict of Interest:

- a. A Trustee, officer, or employee, including a Board member (or family member of any of the foregoing) is a party to a contract, or involved in a transaction with Wood Library for goods or services.
- b. A Trustee, officer, or employee (or a family member of any of the foregoing) has a Material Financial Interest in a transaction between Wood Library and an entity in which the Director, officer, or employee, or a family member of the foregoing, is a trustee, officer, agent, partner, associate, employee, or other legal representative.
- c. A Trustee, officer, or employee (or a family member of the foregoing) is engaged in some capacity or has a Material Financial Interest in a business or enterprise that competes with Wood Library.

Other situations may create the appearance of a conflict or present a duality of interests in connection with a person who has influence over the activities or finances of the nonprofit. All such circumstances should be disclosed to the Board or Executive Director, as appropriate, and a decision made as to what course of action the organization, or individuals should take so that the best interests of the nonprofit are not compromised by the personal interests of the individual.

Gifts, Gratuities and Entertainment. Accepting gifts, entertainment or other favors from individuals or entities can also result in a conflict or duality of interest when

the party providing the gift/entertainment/favor does so under circumstances where it might be inferred that such action was intended to influence or possibly would influence the interested person in the performance of their duties. This does not preclude the acceptance of items of nominal value or entertainment of nominal value which are not related to any particular transaction or activity of Wood Library.

## **DEFINITIONS**

- a. A "Conflict of Interest" is any circumstance described in Part 1 of this Policy.
- b. An "Interested Person" is any person serving as an officer, employee, or member of the Board of Trustees of Wood Library or anyone else who is in a position of control over Wood Library who has a personal interest that is in conflict with the interests of Wood Library.
- c. A "Family Member" is a spouse, parent, child or spouse of a child, brother, sister, or spouse of a brother or sister, of an interested person.
- d. A "Material Financial Interest" in an entity is a financial interest of any kind, which, in view of all the circumstances, is substantial enough that it would, or reasonably could, affect an Interested Person's or Family Member's judgment with respect to transactions to which the entity is a party.
- e. A "Contract or Transaction" is any agreement or relationship involving the sale or purchase of goods or services, the providing or receipt of a loan or grant, the establishment of any other type of financial relationship, or the exercise of control over another organization. The making of a gift to Wood Library is not a Contract or Transaction.

## **PROCEDURES**

- a. Prior to Board or committee action on a Contract or Transaction involving a Conflict of Interest, a Trustee or committee member having a Conflict of Interest and who is in attendance at the meeting shall disclose all facts material to the Conflict of Interest. Such disclosure shall be reflected in the minutes of the meeting. If Board members are aware that staff or other volunteers have a conflict of interest, relevant facts should be disclosed by the Board member or by the interested person themselves if invited to the Board meeting as a guest for purposes of disclosure.
- b. A Trustee or committee member who plans not to attend a meeting at which he or she has reason to believe that the Board or committee will act on a matter in which the person has a Conflict of Interest shall disclose to the chair of the meeting all facts material to the Conflict of Interest. The chair shall report the disclosure at the meeting and the disclosure shall be reflected in the minutes of the meeting.

- c. A person who has a Conflict of Interest shall not participate in or be permitted to hear the Board's or committee's discussion of the matter except to disclose material facts and to respond to questions. Such person shall not attempt to exert their personal influence with respect to the matter, either at or outside the meeting.
- d. A person who has a Conflict of Interest with respect to a Contract or Transaction that will be voted on at a meeting shall not be counted in determining the presence of a quorum for purposes of the vote.
- e. The person having a Conflict of Interest may not vote on the Contract or Transaction and shall not be present in the meeting room when the vote is taken, unless the vote is by secret ballot. Such person's ineligibility to vote shall be reflected in the minutes of the meeting.
- f. Interested Persons who are not members of the Board of Trustees of Wood Library, or who have a Conflict of Interest with respect to a Contract or Transaction that is not the subject of Board or committee action, shall disclose to their supervisor, the Executive Director, or the Board Chairperson, or the Chairperson's designee, any Conflict of Interest that such Interested Person has with respect to a Contract or Transaction. Such disclosure shall be made as soon as the Conflict of Interest is known to the Interested Person. The Interested Person shall refrain from any action that may affect Wood Library's participation in such Contract or Transaction.

In the event it is not entirely clear that a Conflict of Interest exists, the individual with the potential conflict shall disclose the circumstances to their supervisor, the Executive Director, or the Board Chairperson or the Chairperson's designee, who shall determine whether full Board discussion is warranted or whether there exists a Conflict of Interest that is subject to this policy.

## **CONFIDENTIALITY**

Each Trustee, officer, and employee shall exercise care not to disclose confidential information acquired in connection with disclosures of conflicts of interest or potential conflicts, which might be adverse to the interests of Wood Library. Furthermore, Trustees, officers, and employees shall not disclose or use information relating to the business of Wood Library or its patrons, for their personal profit or advantage or the personal profit or advantage of their Family Member(s).

## **REVIEW OF POLICY**

- a. Each Trustee, officer, and employee shall be provided with and asked to review a copy of this Policy and to acknowledge in writing that he or she has done so.
- b. Annually, at or following the January Board of Trustees meeting but no later than March 31, the following individuals shall complete a disclosure form

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identifying any relationships, positions, or circumstances in which they are involved that they believe could contribute to a Conflict of Interest: all Trustees, Executive Director, Assistant Director, and Maintenance Director of The Wood Library Association. Such relationships, positions or circumstances might include service as a director of or consultant to another nonprofit organization, or ownership of a business that might provide goods or services to Wood Library. Any such information regarding the business interests of a Trustee, officer, employee, or a Family Member thereof, shall be treated as confidential and shall generally be made available only to the Chairperson, the Executive Director, and the Wood Library Audit Committee (the committee authorized to address Conflicts of Interest and manage the Conflict of Interest Policy and process), except to the extent additional disclosure is necessary in connection with the implementation of this Policy.

- c. This policy shall be reviewed annually, and each member of the Board of Trustees and staff will submit a Conflict-of-Interest Disclosure Form, (found at the end of the handbook) each year.

## **2.09 WHISTLEBLOWER PROTECTION**

Wood Library strives to protect its employees, business, and community as best as possible. As a matter of policy and practice, as well as in compliance with various laws, we offer employees whistleblower protection when they report certain activities or make a complaint to management about a specific situation or occurrence in the workplace that may be unsafe, illegal, abusive, or fraudulent. The complaint will be taken seriously and investigated to the fullest extent possible. Employees who make complaints of this nature will be protected from retaliation.

### **MAKING A COMPLAINT**

If an employee reasonably believes that a workplace activity or situation is unsafe, illegal, abusive, or fraudulent, they should bring the problem to the attention of the Executive Director. Wood Library will, if appropriate, conduct a prompt and thorough investigation of the situation. Employees may report problems anonymously but should be aware that this may hamper Wood Library's ability to obtain further details, ask follow-up questions and/or otherwise conduct a complete, thorough investigation.

Problems that are covered by other Wood Library complaint procedures (e.g., employment discrimination, harassment) should be reported in the manner and to the individual(s) set out in those specific procedures and not under this policy.

### **NO RETALIATION**

Employees who make a complaint in good faith will not be retaliated against or penalized in any manner. The employee's identity, if made known to Wood Library, will be protected by Wood Library to the greatest extent possible, consistent with applicable law and the need to investigate and remedy the situation. Any employee who believes they have been retaliated against in violation of this policy should notify the Executive Director or Board President immediately.

## **SECTION THREE**

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# **EMPLOYEE RELATIONS**

## **3.01 EMPLOYMENT ELIGIBILITY & WORK AUTHORIZATION**

Wood Library is committed to employing only individuals who are authorized to work in the United States and who comply with applicable immigration and employment law.

### **EMPLOYMENT ELIGIBILITY AND WORK AUTHORIZATION**

As a condition of employment, every individual must provide satisfactory documentation of their identity and employment authorization to work in the United States within three business days after their first day of commencing employment. If the employee cannot verify their right to work in the United States within three business days of employment, the Library will be required to terminate employment immediately.

## **3.02 EMPLOYMENT CLASSIFICATIONS**

Employees of our Library are employed based on the classifications detailed below. Wood Library offers different employment classifications in order to meet staffing and business requirements and accommodate employee needs and schedule preferences.

### **FULL-TIME**

Employees in this category are regularly scheduled to work at least 35 hours per week and receive benefits based on position, length of service and scheduled hours.

### **PART-TIME**

Employees in this category are regularly scheduled to work less than 35 hours per week and are eligible for certain benefits as stated to them in writing based on their position and length of service and may be eligible for medical insurance based on hours worked.

### **FLSA CLASSIFICATIONS**

Under the Federal Fair Labor Standards Act (FLSA), all positions, regardless of employment classification, are classified as either exempt or non-exempt for overtime and minimum wage requirements based on the nature of the job duties and amount of wages.

#### **Exempt Employees**

The FLSA provides an exemption from both minimum wage and overtime pay for employees employed as executive, administrative, professional, outside sales and computer employees.

#### **Non-Exempt Employees**

Under the FLSA, non-exempt employees must be paid at least the federal minimum wage for all hours worked and overtime pay at one and one-half the regular rate of pay for all hours worked over 40 hours in a workweek.

## **3.03 WORKING HOURS**

Our Library observes a 35 hour workweek. Time records are kept for each non-exempt employee showing the hours worked each week.

### **WORKWEEK**

Due to the nature of our business, workdays and hours may vary with the job. Our standard workweek consists of seven (7) hours per day, five (5) days per week.

### **MEAL BREAK**

Employees working at least a six-hour workday, which extends over the noon meal break (11 a.m. to 2 p.m.), are entitled to a 30-minute meal break to be taken between 11 a.m. and 2 p.m.

Employees who work more than six hours in their workday starting between the hours of 1 p.m. and 6 a.m. are entitled to a meal break of at least 45 minutes in the middle of their workday.

An uninterrupted meal break lasting 30 minutes will be unpaid for non-exempt employees.

Employees may not take a shorter meal break or skip a meal break to leave early. All non-exempt employees must record their meal breaks.

If for any reason an employee's meal break is interrupted, the employee must notify their supervisor and the time should be recorded as worked. The employee will be paid for the time and will receive an uninterrupted meal break as soon as practicable. Employees should contact their supervisor if they have any questions regarding the meal break.

### **TIME RECORDS**

Non-exempt employees are responsible for recording their hours worked and any absences in the Library's timekeeping system and then submitting it to the Executive Director no later than Mondays at noon. Employees are prohibited from engaging in off-the-clock work or unrecorded work.

Employees are also required to record the beginning and end of meal periods. Under no circumstances should an employee record time for another employee. Should an employee forget to record their time, the employee should notify their supervisor and they will make the appropriate notations in the timekeeping system.

To ensure accurate recordkeeping of hours worked, non-exempt employees are required to enter their time into the time system as close as possible to the beginning or end of their actual working time.

### **ABSENCE REPORTS**

Exempt employees are responsible for recording in the time system any time away from work.

### **FLEXIBLE WORK SCHEDULES**

Our Library offers a flexible work schedule to assist in balancing work and family life. Supervisors will discuss the flexible work schedule policy with employees. Once an employee has established their work schedule, it cannot be changed without the supervisor's approval.

## **3.04 PAY PRACTICES**

Wood Library is committed to a policy of fair and equitable compensation for all employees.

### **WAGE AND SALARY PROGRAM**

Wage rates are assigned to each job based on job requirements and the economic conditions of the Library and the marketplace, as well as each employee's qualifications, skills and abilities. The Library endeavors to comply with all federal, state and local laws with respect to the payment of wages and reserves the right, upon written notice, to modify any employee's compensation at any time in accordance with applicable law.

### **COMPENSATION INCREASES**

Generally, employee compensation is reviewed annually with adjustments for cost of living increases and/or merit, if any, being effective on January 1. In general bonus payments are not made. However, the Executive Director may recommend a bonus payment to acknowledge exceptional, extraordinary performance by a staff member. Whenever such a bonus is recommended, approval by the Board of Trustees is required prior to payment.

### **PAYDAY**

Employees are paid biweekly on Thursday. If payday falls on a holiday, employees will ordinarily be paid on the day before the holiday.

### **PAYROLL**

Employees have the option of being compensated by check or direct deposit. The Executive Director answers questions regarding compensation options.

### **GARNISHMENTS**

A court may order the Library to garnish amounts directly from an employee's paycheck. The Library is required to withhold the amount indicated in the garnishment from the employee's paycheck in accordance with federal, state and local law.

### **OVERTIME**

When operating requirements cannot be met during regular work hours, employees may be scheduled to work overtime hours. When possible, advance notification of these mandatory assignments will be provided.

Non-exempt employees will be paid one and one-half times their regular rate of pay for all hours worked over 40 hours in a workweek.

For the purpose of calculating overtime, the Library's seven-day workweek begins on Monday at 12:01 am and ends on Sunday at midnight (12:00 am).

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Paid time off, including holidays, vacation, sick, personal days, and all other leaves are not counted as hours worked when calculating overtime.

All overtime work must receive the supervisor's prior authorization.

Failure to work assigned overtime, or working unauthorized overtime may result in disciplinary action, up to and including termination.

## **OUTSIDE WORK ACTIVITIES**

Unless pre-approved by the Executive Director non-exempt employees are prohibited from performing work activities during non-working hours. This includes, but is not limited to, accessing electronic communication through cell phones, text messages and emails for work-related purposes and performing preparatory work outside of regular work hours. Time spent accessing work-related electronic communication outside of regular work hours or performing any other work during non-working hours must be pre-approved by the supervisor. Any such time, regardless of whether it has been approved or not, must be recorded and reported as time worked in the Library's time system.

## **OVERPAYMENTS**

In the event an employee is overpaid due to a mathematical or clerical error, Wood Library will proceed to recoup the overpayment via wage deductions in accordance with the New York State Labor Law. Employees who become aware of an overpayment must notify the Executive Director immediately. For more information, employees should contact the Executive Director.

## **POLICY FOR DEDUCTIONS FROM WAGES**

Employee pay stubs itemize deductions made from gross earnings. The Library is required by law to make deductions for Social Security, federal income tax and any other appropriate taxes. These required deductions may also include any court-ordered garnishments. Pay stubs also itemize any voluntary deductions such as an employee's portion of health, or voluntary contributions to a retirement plan, to the extent applicable. If applicable, pay stubs will also differentiate between regular and overtime pay received.

It is our policy to comply with the salary basis requirements of the Fair Labor Standards Act (FLSA) and applicable state law. In turn, supervisors are prohibited from making any improper deductions from the salaries of exempt employees or from the wages of any employee that are not consistent with federal and state wage and hour laws.

## **PERMITTED DEDUCTIONS FROM EXEMPT EMPLOYEE'S PAY**

Employees who are classified as exempt must record absences from work for reasons such as vacation, sick leave or personal time.

Exempt employees are paid on a salary basis. This means the employee regularly receives a predetermined amount of compensation each pay period, which cannot be reduced because of variations in the quality or quantity of the employee's work. In general, an exempt employee will receive their salary for any week in which the employee performs any work, regardless of the number of days or hours worked.

Under federal and state law, an exempt employee's salary may be subject to certain deductions. For example, absent contrary state law requirements, an exempt employee's salary can be reduced as either partial-day or full-day deductions for the following reasons:

- Full-day absences for personal reasons other than sickness or disability.
- Full-day absences for sickness or disability, if the employee has exhausted or is not yet eligible for paid time off under a bona fide policy or plan that provides compensation for salary lost due to illness.
- Full-day disciplinary suspensions for infractions of written policies and procedures.
- Penalties imposed in good faith for infractions of safety rules of major significance.
- Unpaid leave taken under the Family and Medical Leave Act (if applicable).
- To offset amounts received as jury and witness fees or military pay.
- The first or last week of employment when an employee works less than a full week.
- Any full workweek in which an employee does not perform any work.

In a workweek in which an exempt employee performs any work, the employee's salary will not be reduced for any of the following reasons:

- Partial day absences.
- Absence on a scheduled workday in which the Library has decided to close the facility at which an employee is scheduled to work and has not designated an alternate work site.
- Absences for jury duty, attendance as a witness or military leave, except that the Library may offset the employee's salary based on the amount received as jury or witness fees or military pay.
- Any other deductions prohibited by federal or state law.

Please note: It is not an improper deduction to reduce an employee's accrued vacation, sick leave or personal time or other forms of paid time off for full- or partial-day absences.

It is Library policy to comply with the salary basis requirements of the Fair Labor Standards Act (FLSA) and applicable state law. The Library prohibits any deductions from pay that violate the FLSA or applicable state law.

## **REPORTING IMPROPER DEDUCTIONS OR OTHER ERRORS**

Employees should immediately contact their supervisor or the Executive Director with questions about deductions or to report improper deductions and/or errors. Employees will not be retaliated against for making a complaint.

Reports of improper deductions or other errors will be promptly investigated. If it is determined that an improper deduction or other error has occurred, the employee will be promptly reimbursed.

It is our policy and practice to accurately compensate employees and to do so in compliance with all applicable federal and state laws. To ensure accurate pay and proper deductions for all time worked, employees must correctly record all work time. Additionally, employees should promptly review their paychecks to identify and report all errors.

## **DISCUSSION OF WAGES**

No employee is prohibited from inquiring about, discussing or disclosing their wages or the wages of another employee, if voluntarily disclosed by that employee. Employees are not required to disclose their wages to anyone.

This policy does not apply to disclosure of other employees' wage information by employees who have access to such information solely as part of their essential job functions and who, while acting on behalf of the Library, make unauthorized disclosure of that information. Library representatives may disclose employees' wages in response to a complaint or charge, or in furtherance of an investigation, proceeding, hearing or action under state law.

## **3.06 PERFORMANCE EVALUATIONS**

To help employees grow in their jobs, supervisors will evaluate an employee's performance in writing on a regular basis. The purpose of this performance evaluation is to provide a basis for better understanding between employees and their supervisor with respect to job performance, potential and development within the Library.

### **MEETING WITH THE SUPERVISOR**

Performance is evaluated by the immediate supervisor. Performance evaluations should not take the place of informal discussions between employees and their supervisor regarding performance, but rather should provide regular opportunities to discuss the job relationship in depth.

The Executive Director is evaluated by the Trustees.

### **FREQUENCY**

All employees will be reviewed at least once a year. Performance evaluations are a review of the employee's work performance, not necessarily a review of pay. Wood Library addresses merit increases separately and bases them on budget and individual work performance in accordance with Library policy.

### **INTRODUCTORY PERIOD**

The performance of new employees will be evaluated at the end of a three (3) month introductory period. Successful completion of the introductory period does not guarantee employment for any period of time thereafter and does not affect the employee's employment-at-will status during or after the introductory period.

### **ADDITIONAL INFORMATION**

Employees who have questions about our performance review process may contact their supervisor.

## **3.07 ATTENDANCE**

Each employee's position and the work that they do at Wood Library is important. It is essential that employees be at work on time in order to serve patrons and run the Library in an efficient manner.

### **PUNCTUALITY**

Although individual schedules may vary, employees should be at their work area on time, ready to work. Punctuality is important. Consistent, unexcused tardiness, as determined by the Library, is considered a performance issue and is subject to disciplinary action, up to and including termination of employment.

### **EMPLOYEE'S RESPONSIBILITY**

An employee who is going to be late or absent from work must contact their supervisor no less than 120 minutes before their scheduled start time or as soon as is practicable under the circumstance. Employees may contact their supervisor via call or text.

An employee that is absent for three consecutively scheduled days without contacting their supervisor will be considered to have voluntarily resigned from their position.

## **3.08 OPEN COMMUNICATION**

Our Library is committed to the principle of open communication between employees and their supervisor concerning any aspect of the employment relationship.

### **WORKING TOGETHER, WE CAN FIND A SOLUTION TO ANY PROBLEM**

In every organization there are honest differences of opinion about working conditions, discipline, policies, and other work-related matters. Employees should not keep concerns to themselves and are encouraged to communicate their issues to management via the steps outlined below. Problems that are unknown cannot be solved. If an employee has a work-related complaint, concern, or problem of any kind, we will welcome the opportunity to discuss it with the employee and resolve it.

#### **FIRST STEP**

Employees who have a problem, complaint, question or suggestion about any aspect of our Library are encouraged to discuss the issue with their immediate supervisor. We hope that most matters can be satisfactorily resolved by such discussions.

#### **SECOND STEP**

Employees who are not satisfied with the outcome of this first step or are not comfortable raising a particular issue with their supervisor, are welcome to discuss the situation with the Executive Director. They will meet with the employee and/or their supervisor and attempt to reach a satisfactory solution.

#### **THIRD STEP**

Employees who are not satisfied with the outcome of the second step or are not comfortable raising a particular issue with the Executive Director are encouraged to discuss the situation with the Board of Trustees President. They will review the situation in its entirety, meet with the employee and attempt to reach a satisfactory solution.

If for any reason an employee does not feel comfortable speaking with their supervisor or the designated management assigned in any step of this policy, the employee should feel free to discuss their concerns with any other member of management with whom the employee feels comfortable.

#### **SUGGESTIONS**

Wood Library values employees' talents and abilities and seeks to foster a cooperative environment. For this reason, the Library's Open Communication policy applies not only to complaints and concerns, but to job-related ideas, recommendations and any other suggestions an employee believes would positively benefit Wood Library. Wood Library values employee input and ideas,

and therefore all employees should share their feedback, comments and suggestions with a supervisor or any management employee.

**NO RETALIATION**

Employees will not be retaliated against in any way for raising concerns, asking questions or for making suggestions.

**NATIONAL LABOR RELATIONS ACT DISCLAIMER**

As more fully described in the Library's Statement of Rights Under the NLRA, nothing in this policy is intended to interfere with employees' exercise of their rights under Section 7 of the National Labor Relations Act (NLRA).

## **3.09 STANDARDS OF CONDUCT**

The Library expects employees to follow basic, common-sense rules of conduct that will protect everyone's safety and security.

### **FORMS OF UNACCEPTABLE BEHAVIOR**

It is not possible to list all forms of behavior that are considered unacceptable in the workplace, but the following are examples of behaviors that are considered unacceptable and may result in disciplinary action, including suspension, demotion or termination of employment:

- Falsification of employment records, employment information or other records or work-related information of the Library;
- Recording the work time of another employee, allowing any employee to record another employee's work time, or allowing falsification of any time record, whether the employee's or another employee's;
- Theft or damage of any Library property or the property of any employee or patron, contractor or visitor;
- Use of Library materials, resources, supplies, tools or products for personal reasons without advance permission from the Executive Director;
- Violation of the Library's electronic resources in a manner that interferes with the employee's work performance or violates a Library policy;
- Possessing, distributing, selling, transferring, using or being under the influence of alcohol or illegal drugs in the workplace;
- Provoking a physical fight or engaging in physical fighting in the work environment during working hours, at a work event or on premises owned or occupied by the Library;
- Carrying firearms, weapons or dangerous substances at any time, on premises owned or occupied by the Library, unless state law provides otherwise;
- Using violent, threatening or unlawfully harassing language at any time in the work environment, during working hours or while on premises owned or occupied by the Library;
- Making knowingly false statements concerning the Library or any employee, client, contractor or visitor;
- Failing to obtain permission to leave work or be offline during scheduled working time (not including unpaid meal and rest breaks) unless the reason is legally protected;
- Working overtime without authorization or refusing to work assigned hours;
- Violating any policy, rule or procedure of the Library;
- Failure to demonstrate immediate and consistent improvement in poor work performance;
- Committing a fraudulent act or intentional breach of trust under any circumstances; and



- Discrimination or harassment in violation of the Library's Equal Employment Opportunity (EEO) or Harassment & Discrimination Prevention policies against any employee, client, contractor, visitor or other individual involved in the operations of the Library based upon race, religion, age, sex, national origin, disability or any other protected characteristic under applicable federal, state or local law.

### **CORRECTIVE ACTION**

Before taking corrective action, the supervisor may meet with the employee to explain why the need for corrective action is warranted.

Depending upon the severity of the matter, disciplinary measures may include counseling, verbal warning, written warning, suspension, demotion, transfer or termination. The Library will determine the appropriate corrective action and does not guarantee that one form of action will necessarily precede another.

### **AT-WILL EMPLOYMENT**

This statement of prohibited conduct does not alter or limit the policy of at-will employment, where applicable. Either the employee or the Library may terminate the employment relationship at any time for any reason, with or without cause, and with or without notice.

### **NATIONAL LABOR RELATIONS ACT DISCLAIMER**

As more fully described in the Library's Statement of Rights Under the NLRA, this policy in no way prohibits employee affiliations or activities that are protected under applicable local, state and federal laws, including but not limited to any activity that is protected under Section 7 of the National Labor Relations Act (NLRA), which includes the right of employees to organize collectively and to speak with others about their terms and conditions of employment.

## **SECTION FOUR**

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# **BENEFIT PROGRAMS**

## 4.01 HOLIDAYS

Wood Library observes the following holidays each year. Time off for observance of holidays is paid for eligible full-time employees. The Board of Trustees sets the holidays annually as the dates observed may vary from year to year based on the calendar.

### FULL-TIME EMPLOYEE OBSERVED HOLIDAYS

|                  |                        |
|------------------|------------------------|
| New Year's Day   | Day After Thanksgiving |
| Memorial Day     | Christmas Eve          |
| Independence Day | Christmas Day          |
| Labor Day        | New Year's Eve         |
| Thanksgiving Day |                        |

*Note:* Full-time employees will receive holiday pay for the above observed holidays including if they fall on the weekend.

### Floating Holidays

In addition to the above holidays, full-time employees are granted five (5) floating holidays per year to be taken at the employee's discretion. The supervisor's approval must be obtained before using a floating holiday.

### PART-TIME EMPLOYEE HOLIDAYS

Part-time non-exempt employees are paid at the rate of 1½ their regular rate for each hour worked on the following days:

|                                      |               |
|--------------------------------------|---------------|
| Martin Luther King Day               | Veteran's Day |
| Presidents Day                       | Juneteenth    |
| Indigenous People Day (Columbus Day) |               |

### HOLIDAY PAY

Except in cases of intermittent leave, employees who are on a leave of absence are not eligible to receive holiday pay.

### HOLIDAY DURING VACATION

Eligible employees who are on vacation when a paid holiday is observed will receive pay for the holiday at their straight time hourly rate and will not be charged for the vacation day.

### FLOATING HOLIDAYS UPON TERMINATION

Floating holidays are not paid upon termination of employment.

## 4.02 VACATION

Our Library provides eligible employees with paid vacation to provide time off for rest and relaxation.

### ELIGIBILITY

Full-time and part-time employees are eligible for paid vacation.

### FULL-TIME EMPLOYEES

Eligible employees begin to accrue vacation immediately upon hire and are eligible to use paid vacation upon completion of three consecutive months worked in accordance with the schedule shown below.

| Years of Service | Accrual per Month            |
|------------------|------------------------------|
| 0 - 5 years      | 1.25 days (15 days per year) |
| 6 - 7 years      | 1.67 days (20 days per year) |
| 8 + years        | 2.08 days (25 days per year) |

### Carry-over

Vacation may be carried over from one year to the next, up to a maximum of 24 days (168 hours).

Any amount of accrued vacation in excess of 24 days existing on December 31 is forfeited.

### Vacation Pay at Termination

Full-time employees who resign voluntarily giving at least one-month advance notice will be paid for earned but unused vacation. Earned but unused vacation will not be paid to employees who resign with less than the specified advance notice or to employees who are terminated by the Library, unless state law requires otherwise.

### PART-TIME EMPLOYEES

Eligible employees accrue vacation time based on hours worked at a rate of 0.058 hours per hour worked and earned on a monthly basis.

### Carry-over

Vacation may not be carried over from one year to the next, except hours accrued in December can be carried over and must be used by January 31<sup>st</sup> each year.

### Vacation Pay at Termination

Part-time employees who resign voluntarily giving at least two weeks' advance notice will be paid for earned but unused vacation. Earned but unused vacation will not be paid to employees who resign with less than the specified advance

notice or to employees who are terminated by the Library, unless state law requires otherwise.

**SCHEDULING**

Every effort will be made to permit employees to take their vacation at the time requested. However, due to the nature of our business, coordination within and between departments is essential. Vacation time may be taken in hourly increments with the approval of the Executive Director. All vacations are subject to approval by the Executive Director.

The employee may elect to supplement their New York Paid Family Leave (PFL) benefit or any other job protected leave with vacation.

**HOLIDAY DURING VACATION**

Employees who are on vacation when a paid holiday is observed will receive pay for the holiday at their straight time hourly rate and will not be charged for the vacation day.

**VACATION PAY**

An employee's vacation pay is based on the number of hours they are regularly scheduled to work at their straight time hourly rate.

**PAY IN LIEU OF VACATION**

Employees may not receive pay in lieu of taking the actual time off.

**EXCESS LEAVE AND UNPAID VACATION**

Leave taken in excess of an employee's allotment must be approved in advance by the Executive Director. All vacation must be used before any unpaid time is granted, except as required by law.

## **4.03 PAID SICK LEAVE**

The Library provides eligible employees with paid sick leave in accordance with the requirements of New York's mandatory sick leave law.

### **ELIGIBILITY**

All employees (whether full-time, part-time, temporary, seasonal, per diem) working in New York are eligible to accrue paid sick leave.

### **FULL-TIME EMPLOYEE ACCRUAL OF PAID SICK LEAVE**

Eligible full-time employees begin to accrue paid sick leave upon hire.

Paid sick leave is accrued at a monthly rate of seven (7) hours each month. Unused sick leave will be carried over to the next calendar year. If sick leave is carried over, employees may not use more than 60 days (420 hours) of paid sick leave in a calendar year.

Only actual hours worked count toward the employee's sick leave accrual. Employees do not accrue sick time for hours not worked including use of sick leave under this policy as well as vacation, personal time or holidays.

### **PART-TIME EMPLOYEE ACCRUAL OF PAID SICK LEAVE**

Eligible part-time employees begin to accrue paid sick leave upon hire.

Paid sick leave is accrued at a rate of 0.046 per hour worked. Unused sick leave will be carried over to the next calendar year. If sick leave is carried over, employees may not use more than 70 hours of paid sick leave in a calendar year.

Only actual hours worked count toward the employee's sick leave accrual. Employees do not accrue sick time for hours not worked including use of sick leave under this policy as well as vacation, personal time or holidays.

### **USE OF PAID SICK LEAVE**

Employees may use accrued leave for the following reasons impacting the employee or a member of their family for whom they are providing care or assistance with care:

#### **Sick Leave**

- For mental or physical illness, injury, or health condition, regardless of whether it has been diagnosed or requires medical care at the time of the request for leave; or
- For the diagnosis, care, or treatment of a mental or physical illness, injury or health condition; or need for medical diagnosis or preventive care.

## **Safe Leave**

- For an absence from work when the employee or employee's family member has been the victim of domestic violence as defined by the State Human Rights Law, a family offense, sexual offense, stalking, or human trafficking due to any of the following as it relates to the domestic violence, family offense, sexual offense, stalking, or human trafficking:
  - to obtain services from a domestic violence shelter, rape crisis center, or other services program;
  - to participate in safety planning, temporarily or permanently relocate, or take other actions to increase the safety of the employee or employee's family members;
  - to meet with an attorney or other social services provider to obtain information and advice on, and prepare for or participate in, any criminal or civil proceeding;
  - to file a complaint or domestic incident report with law enforcement;
  - to meet with a district attorney's office;
  - to enroll children in a new school; or
  - to take any other actions necessary to ensure the health or safety of the employee or the employee's family member or to protect those who associate or work with the employee.

An individual is not eligible for safe leave where that individual has committed such domestic violence, family offense, sexual offense, stalking or human trafficking, regardless of any family relationship.

## **DEFINITION OF FAMILY MEMBER**

For purposes of this policy "family member" means an employee's child, spouse, domestic partner, parent, sibling, grandchild or grandparent; and the child or parent of an employee's spouse or domestic partner.

For purposes of this policy "parent" means a biological, foster, step- or adoptive parent, or a legal guardian of an employee, or a person who stood in loco parentis when the employee was a minor child.

For purposes of this policy "child" shall means a biological, adopted or foster child, a legal ward, or a child of an employee standing in loco parentis.

## **PAY DURING LEAVE**

An employee's sick leave pay is based on the number of hours the employee is regularly scheduled to work at the employee's normal rate of pay or the applicable minimum wage, whichever is greater. Employees who are paid at more than one rate of pay will be paid based on the weighted average of those rates.

## **INTERACTION WITH OTHER LEAVES AND BENEFITS**

Paid sick leave will run concurrently with leave taken under any applicable federal and state law or Library policy, to the extent permitted by law.

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The employee may elect to supplement their New York Paid Family Leave (PFL) benefit or any other job protected leave with paid sick leave.

The Library is committed to complying with all applicable laws. Employees should contact the Executive Director for information about other federal and state medical, victim or family leave rights.

### **EMPLOYEE'S RESPONSIBILITY**

Employees may provide verbal or written request of the need for leave to the Executive Director.

### **QUESTIONS REGARDING ACCRUAL AND USE**

Employees should contact the Executive Director with any questions regarding records of individual accrual or use of sick leave.

### **CONFIDENTIALITY**

Employees are not required to disclose confidential information relating to a mental or physical illness, injury, or health condition of such employee or such employee's family member, or information relating to absence from work due to domestic violence, a sexual offense, stalking, or human trafficking, as a condition of receiving sick leave.

### **REINSTATEMENT**

Employees utilizing paid sick leave will be returned to the same position they held immediately prior to the use of leave with the same pay and other terms and conditions of employment.

### **NO RETALIATION**

Employees have the right to request and use sick leave in a manner consistent with state law. The Library will not discriminate or retaliate, or tolerate discrimination or retaliation, against any employee who seeks or obtains leave under this policy or who otherwise exercises their rights under this policy. Employees who feel they have been retaliated against for such activity should immediately contact the Executive Director or Board President.

### **MISUSE OF LEAVE**

An employee who uses leave for purposes other than those provided for under this policy, or who lies in connection with taking such leave, will be subject to disciplinary action, up to and including termination.

### **PAID SICK LEAVE AT SEPARATION**

Unused sick leave is not paid upon separation from employment.

### **SICK BANK**



The Board of Trustees will maintain a bank of 20 sick days to be used at the discretion of the Executive Director in cases of hardship or unusual circumstances.

## **4.04 PERSONAL TIME**

Employees who are absent due to personal matters, illness or injury may be eligible to be paid through our Library's personal time plan. They also may be eligible for disability insurance or workers' compensation insurance benefits.

### **PERSONAL TIME ELIGIBILITY**

Full-time and part-time employees are eligible for personal time.

Personal time is calculated based upon the calendar year.

### **FULL-TIME EMPLOYEES**

Eligible employees will receive a maximum of 21 hours of personal time per year.

### **PART-TIME EMPLOYEES**

Eligible employees will receive a maximum of personal time per year calculated as follows:

(Average daily work hours over the duration of the previous year) x 2

Average work hours per day = Total hours worked in year / 260 average workdays in one year

*Example:*

Employee working an average of 3 hours per day over the past year is eligible for 6 hours of personal time (3 avg hrs x 2 = 6)

### **USE OF PERSONAL TIME**

Personal time may only be used for reasons of hardship or personal need and not for recreation.

Personal time may be taken in hourly increments.

The employee may elect to supplement their New York Paid Family Leave (PFL) benefit or any other job protected leave with personal time in hourly increments.

### **EMPLOYEE'S RESPONSIBILITY**

All personal time requests must be approved by the Executive Director. Employees are asked to provide as much advance notice as possible of their intent to take personal time.

Employees who are going to be late or absent from work must report their absence in accordance with the call-in procedure outlined in the Library's Attendance policy.

**PERSONAL TIME PAY**

An employee's personal time pay is based on the number of hours the employee is regularly scheduled to work at the employee's straight time hourly rate.

**CARRY OVER OF PERSONAL TIME**

Personal time may not be carried over from one year to the next.

**PAY IN LIEU OF PERSONAL TIME**

Employees may not receive pay in lieu of using their personal time.

**PERSONAL TIME PAY AT TERMINATION**

Unused personal time is not paid at termination.

## **4.05 BENEFITS**

Wood Library provides eligible employees with a comprehensive benefits package including medical insurance, long-term disability insurance, life insurance and a retirement plan.

### **PLAN INFORMATION**

Information regarding benefits provided to eligible employees will be distributed upon hire and during the annual open enrollment. Benefits are controlled by the terms of the applicable plan documents and insurance policies.

A more thorough explanation of the plans is contained in the respective Summary Plan Descriptions, plan documents and insurance policies available from the Executive Director. In the event of a discrepancy between the terms of this policy and the official plan documents, the official plan documents will control. Wood Library and, if applicable, the benefit plan administrators or insurance companies, reserve the maximum discretion and right permitted by law to administer and interpret the health plan, as well as to amend, modify or terminate the plan at any time for any reason.

### **HEALTH INSURANCE**

Full-time employees are eligible to join our group health insurance plan. The Library will pay annually 90 percent of the cost of an individual health insurance policy with a Board-approved insurance carrier. This payment will not exceed 10 percent of the employee's annual salary.

Full-time employees with 20 or more years of service to the Library, the Library will pay up to 10 percent of the employee's annual salary for a Board-approved insurance policy.

### **RETIREMENT PLAN**

The Library maintains a SIMPLE IRA Plan through which it will make a matching contribution of up to three (3) percent of the gross annual salary for all full-time employees and for any part-time employee earning \$5,000 or more per year in the previous two years.

### **ADDITIONAL INFORMATION**

Employees may meet with the Executive Director to discuss benefit options and/or to obtain copies of plan documents.

## **4.06 CONSOLIDATED OMNIBUS BUDGET RECONCILIATION ACT (COBRA)**

The following is a summary of the Federal Consolidated Omnibus Budget Reconciliation Act (COBRA) and New York health continuation coverage or “mini-COBRA” law. These laws require most employers to offer employees and their families continued group health insurance coverage at group rates in certain circumstances.

### **CONTINUATION COVERAGE**

Federal law requires most employers to offer employees and their families the opportunity to temporarily continue group health insurance coverage (called “continuation coverage”) at group rates in specified circumstances where coverage under the plan would otherwise end. COBRA continuation coverage for Wood Library applies to medical and EAP. New York’s mini-COBRA law also requires temporary continuation of medical coverage by the applicable insurance carrier if (i) the employer has less than 20 employees and is thus not subject to federal COBRA or (ii) federal COBRA continuation coverage was exhausted or otherwise is not available.

### **ELIGIBILITY**

Employees of the Library who are covered by Library group medical and EAP coverage have a right to choose this continuation coverage if they lose their group medical and EAP coverage because of a reduction in their hours of employment or the termination of their employment (for reasons other than gross misconduct on the employee’s part), among certain other qualifying events.

The spouse or dependent child of an employee covered by the Library group medical and EAP coverage also has the right to choose continuation coverage if they lose group health coverage under certain qualifying events.

### **OPTIONS**

If an employee does not choose continuation coverage, their group health insurance coverage will end. If an employee chooses continuation coverage, the Library is required to give the employee coverage that is identical to the coverage provided under the plan to similarly situated active employees or family members. Employees may be required to pay the entire premium for their continuation coverage, plus a small administrative fee.

At the end of the continuation coverage period, employees must be allowed to enroll in an individual conversion health plan if such option is available under the Library’s group medical and EAP coverage.

If an employee does not choose continuation coverage of medical and EAP benefits, the employee may submit claims only for eligible medical and EAP expenses incurred through the last day of coverage. If an employee chooses

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COBRA continuation medical and EAP benefits, the employee may obtain reimbursement of eligible expenses incurred during the COBRA continuation period, provided the employee continues to pay contributions to the plan plus a small administrative charge.

### **ALTERNATIVES TO COBRA**

An employee may have other options available when losing group health coverage. For example, an employee may be eligible to buy an individual plan through the Health Insurance Marketplace. By enrolling in coverage through the Marketplace, an employee may qualify for lower costs on monthly premiums and lower out-of-pocket costs. Additionally, an employee may qualify for a 30-day special enrollment period for another group health plan for which the employee is eligible (such as a spouse's plan), even if that plan generally does not accept late enrollees.

*This policy is only a summary of the employee's rights under the continuation coverage provisions of the law. Additional information regarding employee rights is contained in the plan's general COBRA notice or can be obtained from the Executive Director. In the event of a discrepancy between the terms of this policy and the official plan documents, the official plan documents will control.*

## **4.07 SHORT-TERM DISABILITY INSURANCE**

New York employees who are temporarily disabled by a nonwork-related injury or illness (including a disability due to pregnancy) may be eligible to receive disability benefits.

### **ELIGIBILITY**

All employees who cannot work due to a non-job-related disability are covered under this short-term disability insurance program if they meet the eligibility requirements of the New York State Disability Benefits Law.

### **BENEFITS**

Disability benefits are not paid during the first seven consecutive days of any period of disability. Benefits begin on the eighth consecutive day of a disability and may continue being paid for up to a maximum of 26 weeks during any one period of disability or in a 52-week period. Eligible employees will receive a weekly benefit amount equal to 50 percent of their average weekly wage for the eight weeks immediately prior to their disability, up to a maximum weekly benefit amount of \$170.00.

Employees will generally not be eligible to receive disability benefits if they are receiving workers' compensation, permanent disability, or unemployment. Likewise, employees are ineligible for disability benefits if they perform any type of work for which they receive wages or profit, even if that work is performed at home.

### **INTERACTION WITH OTHER BENEFITS**

Employees cannot collect both disability benefits and New York Paid Family Leave (PFL) benefits concurrently. An employee who is eligible for both PFL benefits and disability benefits in the same 52-week period may not receive more than 26 total weeks of combined PFL and disability benefits during that period.

Employees may use any accrued but unused vacation or sick leave prior to receiving disability benefits. Employees may also choose to use accrued but unused vacation or sick leave to supplement disability benefits received; if the employee chooses to do so, the Library will integrate all paid benefits so that the employee will not be paid more than their regular compensation at any time.

### **COST**

Disability benefits are fully funded by the Library.

### **LEAVE ENTITLEMENT**

The disability benefits described in this policy are a partial wage replacement benefit, not a protected leave of absence. Employees are required to obtain approval for a leave of absence by contacting the Executive Director and to

comply with applicable eligibility, notice, and certification requirements when required by Library policy or applicable law.

When applicable, disability benefits will run concurrently with leave time available under the Library's Disability Leave policy, and any other applicable law. See the Disability Leave policy for additional information.

### **EMPLOYEE'S RESPONSIBILITY**

Absences greater than seven days may qualify for short-term disability insurance benefits. Employees must notify the Executive Director immediately if they anticipate being on medical leave beyond seven calendar days.

When filing a claim for disability benefits, employees will be required to submit a Notice and Proof of Claim for Disability Benefits and required certifications to the insurance carrier within 30 days of becoming disabled.

### **NO DISCRIMINATION AND NO RETALIATION**

The Library takes its disability benefits obligations very seriously and will not interfere, restrain or deny the exercise of any right protected under the New York disability benefits law. If an employee believes that their New York disability benefits rights have been violated in any way, they should immediately report the matter to the Executive Director or Board President.

### **ADDITIONAL INFORMATION**

Employees may also contact the Executive Director with questions regarding this policy.

*This is intended as a brief introduction to the Short-Term Disability Insurance. A more thorough explanation of the plan is contained in the Summary Plan Description and plan documents available from the Executive Director. In the event of a discrepancy between the terms of this policy and the official plan documents, the official plan documents will control.*



## **4.08      DISABILITY LEAVE**

Our Library offers employees an unpaid leave of absence due to an injury or illness, including pregnancy-related disability, consistent with applicable law. During an unpaid disability leave, employees may be eligible to receive wage replacement benefits which will provide pay during leave.

### **ELIGIBILITY**

All employees are eligible for this leave.

### **LENGTH OF LEAVE**

Leave will be provided as medically necessary and consistent with the operational needs of the Library. The Library will comply with the requirements of the Americans with Disabilities Act and state law.

### **PAY DURING LEAVE**

Disability leaves are unpaid except to the extent an employee is eligible to receive wage replacement benefits while on leave including workers' compensation benefits or short-term disability benefits. In addition, employees may use their vacation, sick leave or personal time while on leave, to the extent permitted by law.

Employees who receive workers' compensation or short-term disability benefits while on leave may choose to supplement their benefit with available vacation, sick leave or personal time to receive up to 100 percent of their average weekly wage.

Employees should be aware workers' compensation or short-term disability insurance benefits are partial wage replacement benefits, not a job-protected leave of absence. Therefore, having applied for or receiving these benefits is not an automatic designation of leave under this policy, and employees are required to obtain approval for a leave of absence by contacting the Executive Director and complying with the medical certification requirements of this policy.

### **MEDICAL CERTIFICATION**

Prior to the granting of such leave, employees must provide the Executive Director with a health care provider's certificate justifying the medical need for the disability leave and providing the expected date of return.

### **INTERACTION WITH OTHER LAWS AND LEAVES**

Leave under this policy may be provided as a reasonable accommodation under state law and the Americans with Disabilities Act (ADA).

Where applicable, this leave will run concurrent with leave under any other leave required by law provided the employee is eligible for that leave.

## **HEALTH INSURANCE DURING LEAVE**

Our Library will continue to provide health insurance coverage for employees on authorized disability leave. Employees are required to pay their portion of the premium on the first day of each month. Coverage will cease if an employee's premium payment is more than 30 days late.

## **CONTINUATION OF BENEFITS DURING LEAVE**

Vacation, sick leave or personal time do not continue to accrue, except in cases of intermittent leave.

## **RETURN TO WORK**

Before returning to work, employees are required to present documentation from a health care provider certifying they can return to work with or without reasonable accommodation.

## **JOB REINSTATEMENT**

The Library will make all reasonable efforts to return employees to the same or similar position as held prior to the disability leave, subject to our staffing and business requirements and applicable law. An employee's continued absence from work beyond the period of disability may be deemed a voluntary termination of employment.

## 4.09 NEW YORK PAID FAMILY LEAVE BENEFITS

New York's Paid Family Leave (PFL) law provides job protected leave and wage replacement to eligible employees for qualifying events.

### ELIGIBILITY

To be eligible, employees must: regularly work 20 or more hours per week and have been employed for at least 26 consecutive workweeks preceding the first full day family leave is taken; or regularly work less than 20 hours per week and have worked for at least 175 days preceding the first full day family leave is taken. Paid time off can be counted toward an employee's eligibility determination. Employees are eligible for PFL regardless of citizenship and/or immigration status.

PFL is granted to eligible employees who request time off for the following qualifying events:

- To participate in providing care, including physical or psychological care for a "covered family member" with a "serious health condition";
- To bond with a child during the first 12 months after the child's birth, adoption or foster care placement with the employee; or
- Due to a qualifying exigency for the employee's spouse, domestic partner, child, or parent who is on active military duty or has been notified of an impending call to active duty.

### "COVERED FAMILY MEMBER" WITH A "SERIOUS HEALTH CONDITION"

Covered "family members" include:

- Spouse;
- Domestic partner (including same and different gender couples; legal registration not required);
- Child/stepchild and anyone for whom the employee has legal custody;
- Parent/stepparent;
- Parent-in-law;
- Grandparent;
- Grandchild; or
- Sibling.

A "serious health condition" is an illness, injury, impairment, or physical or mental condition that involves: (a) inpatient care in a hospital, hospice or residential health care facility; or (b) continuing treatment or continuing supervision by a health care provider.

## **LENGTH OF LEAVE AND BENEFITS**

Eligible employees may receive up to 12 weeks of job protected, paid time off for a PFL-qualifying reason within a 52-week period. Employees taking PFL will receive 67% of their average weekly wage, or 67% percent of the state average weekly wage, whichever is less.

PFL may be taken on a continuous or intermittent basis. Employees who take PFL on a continuous basis (e.g., in weekly increments) are eligible for the maximum number of weeks of leave, as indicated above.

Employees who take PFL in daily increments (intermittent leave) are eligible for paid leave based on the average number of days worked per week during a base period.

## **INTERMITTENT USE**

Eligible employees may take leave under the PFL on an intermittent basis, in full-day increments. Employees may not take partial day leave under PFL.

When an employee takes intermittent PFL, the employee must provide notice to the Executive Director as soon as is practicable before each day of intermittent leave.

More than one employee of Wood Library cannot use the same period of PFL to bond with the same child or to care for the same qualifying family member.

## **EMPLOYEE NOTICE REQUIREMENTS**

In the case of a foreseeable leave, a covered employee must provide the Executive Director with advance notice 30 days before the date on which the leave would begin. If the employee is unable to provide 30 days' notice, they must provide notice as soon as it is practicable under the circumstances. Usually, this means giving notice the same day the employee receives notice or the next business day. If an employee does not give the Executive Director timely notice, the employee's PFL leave may be delayed or denied.

In giving notice, an employee must provide sufficient information for the PFL insurance carrier to determine if the leave qualifies for PFL and the anticipated timing and duration of the leave.

## **PROCEDURE FOR REQUESTING LEAVE**

Employees must complete and submit a Request for Paid Family Leave Form (PFL-1) with supporting documentation as follows to the PFL insurance carrier:

- (1) Bonding Certification: PFL-2 Form plus documentation;
- (2) Health Care Provider Certification: PFL-4 Form plus Personal Health Information (PHI) Release (PFL-3 Form); or
- (3) Military Qualifying Event: PFL-5 Form plus documentation.

The Forms can be obtained from the Executive Director or the PFL insurance carrier.

To submit a request for PFL, employees must:

- Complete the employee's portion of the PFL-1 Form.
- Submit the PFL-1 Form to the Executive Director.
- The Library will complete its portion of the PFL-1 Form and return it to the employee within three business days.
- If the Library fails to respond, the employee may submit all materials directly to the PFL insurance carrier.
- Depending on the type of PFL leave the employee is seeking, the employee will be required to complete additional PFL forms as described in the letter from the PFL insurance carrier. Employees must submit the completed PFL forms to the PFL insurance carrier before or within 30 days after the start of their leave. The PFL insurance carrier must pay or deny leave requests within 18 calendar days of receiving an employee's completed forms.

#### **CONTINUATION OF BENEFITS DURING LEAVE**

Employees are entitled to continue group health benefits under the same terms and conditions as if they were on the job during PFL. Employees are required to pay their portion of the premium by the first of each month. The Library's obligation to maintain health insurance coverage may cease if an employee's premium payment is more than 30 days late. If the health care premium is overdue, the Library will notify the employee in writing at least 15 days before coverage is to cease, advising that coverage will be dropped on a specified date at least 15 days after the date of the letter, unless payment has been received by that date.

If group health plan benefits lapse because an employee has not made the required premium payments, then upon the employee's return from PFL, the employee will be restored to coverage/benefits equivalent to those the employee would have had if Paid Family Leave had not been taken and premium payment(s) had not been missed, including family or dependent coverage.

If an employee chooses not to retain group health plan coverage during PFL, then upon the employee's return from leave, the employee shall be reinstated into the health plan on the same terms the employee had prior to taking leave.

An employee's use of PFL will not result in the loss of any employment benefits that accrued prior to the start of PFL.

Employees who choose to supplement PFL with accrued vacation, sick leave or personal time will receive benefits, including seniority under the same terms and conditions that were in effect prior to the start of PFL.

All other employee-paid benefits will be retained as long as the employee continues to make premium payments.

Vacation, sick leave and personal time do not continue to accrue, except in cases of intermittent leave.

### **CONCURRENCE WITH OTHER LEAVES/BENEFITS**

Employees may choose to supplement PFL benefits with applicable vacation, sick, or personal leave to receive full salary.

Employees should refer to the applicable paid time off policies for information regarding minimum increments applicable to such leave.

#### **Short-Term Disability**

Employees cannot use PFL and short-term disability benefits at the same time, but can use them consecutively, up to a maximum of 26 weeks of disability and PFL benefits combined in a rolling 52-week period.

#### **Workers' Compensation**

If an employee is unable to work and qualifies for workers' compensation benefits, the employee may not use PFL benefits at the same time the employee is receiving workers' compensation benefits. An employee receiving reduced earnings may be eligible for PFL.

### **COST**

PFL premiums are paid for by the employee and are deducted from the employee's paycheck on an after-tax basis. The deduction amount is set annually by the Department of Financial Services.

### **WAIVER OPTION**

Employees have the option of filing a waiver for PFL benefits if:

- The employee's regular employment schedule is 20 hours or more per week, however the employee will not work 26 consecutive weeks; or
- The employee's regular employment schedule is less than 20 hours per week and the employee will not work 175 days in a 52-consecutive-week period.

Employees who are eligible to waive PFL benefits and wish to do so must complete and submit a waiver form to the Executive Director. Employees who submit a waiver form will not make any contributions for PFL benefits and will not be eligible to receive PFL benefits. If the employee voluntarily revokes the waiver, or the employee's schedule changes such that it is anticipated that the employee will become eligible to receive PFL benefits, the waiver will be revoked, the employee must start making contributions on a going forward basis and must pay retroactive contributions to the employee's date of hire.

## **PERIODIC STATUS REPORTS AND RETURN FROM LEAVE**

The Library may require an employee on PFL leave to report periodically on the employee's status and intent to return to work to the extent permitted by law.

Any employee who exercises their right to PFL will receive job protection. This means that upon the expiration of that leave, the employee will be entitled to return to the same position the employee held when leave began, or to an equivalent position with equivalent pay and other terms and conditions of employment.

## **QUESTIONS AND ADDITIONAL INFORMATION**

Employees who have questions regarding this policy should contact the Executive Director. For additional information concerning leave entitlements and obligations that might arise when PFL is either not available or exhausted, employees should consult the Library's other leave policies or contact the Executive Director. The Library is committed to complying with PFL and shall interpret and apply this policy in a manner consistent with the PFL law and regulations. Employees who disagree with a denial of their claim for PFL may submit their dispute to arbitration. Employees will be provided with information about how to request arbitration with their PFL denial.

Employees are protected from discrimination and retaliation for requesting or taking PFL. If an employee believes their rights have been violated and/or job restoration has been denied as a result of requesting and/or taking PFL, the employee must send the Executive Director a formal request for job reinstatement using the Formal Request for Reinstatement Regarding Paid Family Leave (Form PFL-DC-19), which can be found in the forms section of the New York Paid Family Leave website (<https://www.ny.gov/PaidFamilyLeave>). Employees must file the completed form with the Library and send a copy to: Paid Family Leave, P.O. Box 9030, Endicott, NY 13761-9030. If the Library does not comply with an employee's request for reinstatement within 30 days, the employee may file a PFL discrimination complaint with the Workers' Compensation Board using the Paid Family Leave Discrimination Complaint (Form PFL-DC-120), which is also available on the New York Paid Family Leave website. Once an employee's complaint is received, the Workers' Compensation Board will assemble the employee's case and schedule a preliminary hearing in front of a Workers' Compensation Law Judge.

## **4.10 BONE MARROW & BLOOD DONATION LEAVE**

In accordance with New York State law, our Library offers employees a leave of absence for the purpose of bone marrow or blood donation.

### **TIME AWAY FROM WORK**

#### **Bone Marrow Donation**

Employees who work at least 20 hours per week who seek to undergo a medical procedure to donate bone marrow will be granted a leave of absence no longer than 24 work hours. This leave is unpaid.

#### **Blood Donation**

Employees who work at least 20 hours per week may be granted up to three hours of unpaid leave in any 12-month period for the purposes of donating blood.

### **LIBRARY-SPONSORED BLOOD DONATION DRIVES**

If the Library sponsors a blood drive, employees donating blood will be granted paid leave time without requiring the employee to use vacation, sick leave or personal time.

### **PAY DURING LEAVE**

Employees may use available vacation, sick or personal time for leave granted under this policy. Exempt employees will receive pay in compliance with federal and state wage and hour laws.

### **VERIFICATION**

Employees are requested to give as much advance notice as possible to the Executive Director. Employees who donate bone marrow must provide the Executive Director with verification from a physician as to the purpose and length of leave requested.

Employees who donate blood off-premises must provide the Executive Director with proof of their blood donation.



## **4.11 JURY DUTY & COURT ATTENDANCE**

Our Library considers service on a jury to be an important civic duty.

### **JURY DUTY PAY**

All employees who are called to serve on jury duty will be paid their regularly scheduled wages minus the amount of jury duty pay received from New York State. Exempt employees will be paid their full weekly salary if they work any part of the week in which they perform jury service.

### **DOCUMENTATION**

Employees must submit a copy of the Jury Duty Attendance Certificate to their supervisor indicating the dates served. Employees must ask the court to provide a copy of the attendance certificate when their jury duty is complete.

### **TIME AWAY FROM WORK**

In fairness to the Library, employees are expected to return to work if they are excused from jury duty during their regular working hours.

### **COURT ATTENDANCE**

Employees who are subpoenaed to appear in court as a witness in a criminal proceeding will be granted unpaid time off for their attendance.

## **4.12 CRIME VICTIM LEAVE**

Our Library provides employees with time away from work if they are a victim of a crime or to participate as a witness of a crime.

### **ELIGIBILITY**

Eligible employees who are the victim of a crime or subpoenaed to attend a criminal proceeding as a witness, may take time off from work to (1) testify in a criminal proceeding (including time off to consult with the district attorney); (2) give a statement at a sentencing proceeding; (3) give a victim impact statement at a pre-sentencing proceeding; or (4) give a statement at a parole board hearing.

Employees are eligible for time off under this policy if they are:

- The victim of the crime at issue in the proceedings;
- The victim's next of kin, if the victim is deceased as a result of the offense;
- The victim's representative (a person who represents or stands in the place of another person, including an agent, attorney, guardian, conservator, executor, heir, or parent of a minor);
- A good Samaritan (someone who acts in good faith to: (1) apprehend a person who has committed a crime in their presence; (2) prevent a crime or an attempted crime from occurring; or (3) aid a law enforcement officer in effecting an arrest); or
- Pursuing an application or the enforcement of an order of protection as provided under relevant law.

### **CRIME VICTIM LEAVE PAY**

Time off under this policy is unpaid except that exempt employees will not incur any reduction in pay for a partial week's absence for leave under this policy. However, the employee may supplement time off with paid vacation, sick leave or personal time.

Exempt employees will not incur any reduction in pay for a partial week's absence for leave under this policy.

### **DOCUMENTATION**

Employees must notify the Executive Director of the need to take a leave under this policy no later than the day before their absence. In addition, employees must provide the Executive Director with verification of their service upon request.

### **TIME AWAY FROM WORK**

In fairness to the Library, employees are expected to return to work if they are excused from proceedings during their regular working hours.

**NO RETALIATION**

The Library will not retaliate or tolerate retaliation against any employee who seeks or obtains leave under this policy.

## **4.13 DOMESTIC VIOLENCE VICTIM LEAVE**

The Library will reasonably accommodate employees who are the victim of domestic violence with time off in compliance with the New York State Human Rights Law. Employees should also refer to the Library's Paid Sick Leave policy for additional benefits that may be available.

### **REASONABLE ACCOMMODATIONS**

The Library will reasonably accommodate employees who are the victim of domestic violence and who need a reasonable amount of time off for the following reasons, unless providing such accommodation would result in an undue hardship:

- Seek medical attention for injuries caused by domestic violence, including for a child who is a victim of domestic violence, provided that the employee is not the perpetrator of the domestic violence against the child;
- Obtain services from a domestic violence shelter, program or rape crises center;
- Obtain psychological counseling related to domestic violence incidents, including for a child who is a victim of domestic violence, provided that the employee is not the perpetrator of the domestic violence against the child;
- Participate in safety planning or other actions to increase safety from future incidents of domestic violence, including temporary or permanent relocation; or
- Obtain legal services, assist in the prosecution of an offense or appear in court in relation to an incident of domestic violence.

### **EMPLOYEE'S RESPONSIBILITY**

Employees must give the Library reasonable advance notice of their intention to take leave for this purpose unless such advance notice is not feasible. An employee who cannot give reasonable advance notice must provide certification supporting the need for leave within a reasonable time after the absence.

Acceptable forms of certification include:

- A police report indicating the employee or the employee's child is a victim of domestic violence;
- A court order protecting or separating the employee or their child from the perpetrator of domestic violence;
- Other evidence from the court or prosecuting attorney that the employee appeared in court; or
- Documentation from a medical professional, domestic violence advocate, health care provider or counselor that the employee or their child was undergoing counseling or treatment for physical or mental injuries or abuse resulting from an act of domestic violence.

When taking leave under this policy, an employee may use any available paid leave, including Library-provided paid time off, such as vacation, sick leave or personal time. Otherwise, leave will be unpaid. During the leave, the Library will maintain any health insurance coverage being provided in the same manner as if the employee had not taken leave.

**CONFIDENTIALITY**

Except as otherwise required by law, the Library will maintain the confidentiality of any information regarding an employee's status as a victim of domestic violence.

**NO RETALIATION**

The Library will not discriminate or retaliate against an employee because the employee is a victim of domestic violence or requests leave in accordance with this policy.

## **4.14 MILITARY LEAVE**

The Library recognizes the obligation of those employees serving in any branch of the military or other uniformed services of the United States. Employment status within the Library is protected by the Uniformed Services Employment and Reemployment Rights Act of 1994 (“USERRA”) and applicable state military leave provisions.

Employees should also refer to the New York State Paid Family Leave policy to determine if they are also eligible for benefits under that policy.

### **ELIGIBILITY FOR LEAVE**

The Library provides military leaves of absence to employees who serve in the uniformed services as required by USERRA and applicable state laws.

The uniformed services are defined as the Army, Navy, Marine Corps, Air Force, Coast Guard, Army National Guard, Air National Guard, Commissioned Corps of the Public Health Service, and any other category of persons designated by the President of the United States in time of war or national emergency. The uniformed services also include participants in the National Disaster Medical System when activated to provide assistance in response to a public health emergency, to be present for a short period of time when there is a risk of a public health emergency, or when they are participants in authorized training, and intermittent personnel who are appointed into Federal Emergency Management Agency (FEMA) service under the Stafford Act or to train for such service.

### **LEAVE AND REEMPLOYMENT**

Employees who serve on active or reserve duty will be granted a leave of absence up to the maximum time required by law. Wood Library is committed to preserving the job rights of employees absent on military leave in accordance with law.

### **COMPENSATION**

Military leave is unpaid. Employees on unpaid military leave may choose to apply vacation, sick leave or personal time benefits to their absence.

Exempt employees will not incur any reduction in pay for a partial week's absence for leave under this policy.

### **HEALTH CARE CONTINUATION**

During a military leave of less than 31 days, an employee is entitled to continued group health plan coverage under the same conditions as if the employee had continued to work. For military leaves of more than 30 days, an employee may elect to continue their health coverage in accordance with USERRA and COBRA. For additional information on health care continuation contact the Executive Director.

## **SPOUSAL LEAVE**

In accordance with New York State law, spouses of members of the U.S. armed forces, National Guard or reserves that have been deployed to a combat area during a period of military conflict are entitled to up to 10 days of unpaid leave. The spouse must work on average at least 20 hours per week to be eligible for this leave. The military personnel must be on leave at the time the spousal leave is taken.

## **EMPLOYEE'S RESPONSIBILITY**

Employees are expected to inform their supervisor of their need for military or spousal leave as far in advance as possible, unless giving notice is impossible, unreasonable, or precluded by military necessity. Employees also must submit a copy of the military orders to the Executive Director.

Employees must also notify the Executive Director prior to returning to work. For service of less than 31 days, the service member must return at the beginning of the next regularly scheduled work period on the first full day after release from service, taking into account safe travel home plus an eight-hour rest period. If this is impossible or unreasonable, then as soon as possible. For service of more than 30 days but less than 181 days, the service member must submit an application for reemployment within 14 days of release from service. If this is impossible or unreasonable through no fault of the employee, then as soon as possible. For service of more than 180 days, an application for reemployment must be submitted within 90 days of release from service. Reporting or application deadlines are extended for up to two years for persons who are hospitalized or convalescing.

## **REEMPLOYMENT RIGHTS**

Unless an exception applies (e.g., initial enlistments lasting more than five years, periodic National Guard and Reserve training duty, and involuntary active duty extensions and recalls), if the military leave is less than five (5) years, returning service-members are reemployed in the job that they would have attained had they not been absent for military service (the "escalator" principle), with the same seniority, status and pay, as well as other rights and benefits determined by seniority. The Library will make reasonable efforts (such as training or retraining) to enable returning service members to refresh or upgrade their skills to help them qualify for reemployment. The Library will explore alternative reemployment positions if the service member cannot qualify for the "escalator" position.

## **OTHER LEAVES**

Where applicable, this leave may run concurrently with any available New York State Paid Family Leave, or any other leave benefit that may be required by state law.

## **NO DISCRIMINATION AND NO RETALIATION**

Any employee who believes they have been discriminated or retaliated against based on their past, present, or future participation in the uniformed services, request for military leave, complaint, or participation in any investigation of a complaint of discrimination or retaliation based on a military leave request or service participation, or any other situation protected under this policy or applicable law should notify the Executive Director or Board President immediately.



## **4.15 VOTING LEAVE**

Our Library believes that all employees should have the opportunity to exercise their right to vote in elections.

### **TIME AWAY FROM WORK**

Employees who do not have sufficient time to vote outside their working hours will be allowed the necessary time off to vote at the beginning or the end of their shift. Up to two hours will be paid time off. No time off will be allowed in any election where the polls are open at least four consecutive hours before or after the employee's shift.

Employees must return to work immediately after voting if their shift has not ended.

### **ADVANCE NOTICE**

Employees intending to take leave to vote must inform the Executive Director not more than ten but at least two working days prior to Election Day. The employee's supervisor will designate when the leave should be taken (e.g., at the beginning or end of the shift).

## **4.16 VOLUNTEER FIREFIGHTER & AMBULANCE PERSONNEL LEAVE**

Our Library recognizes the obligations that our employees who serve as volunteer firefighters and ambulance personnel may have in times of emergency.

### **ELIGIBILITY**

Employees who are volunteer firefighters or ambulance personnel are permitted unpaid time off (unless payment is required by law) in the event that a State or local state of emergency has been declared by the Governor or a local government executive (such as a city mayor) and the employee's duties as a volunteer are related to handling/resolving the declared emergency.

### **NOTIFICATION**

Employees who request time off under the policy must notify their supervisor immediately after the need for the leave becomes known. If the Library grants an employee time off pursuant to this law, the employer may request the employee provide appropriate documentation from the head of the volunteer fire department or ambulance service certifying the period(s) of time that the employee spent responding to the declared emergency.

## **4.17 WORKERS' COMPENSATION**

When work-related accidents, injuries or illnesses occur, employees may be eligible for workers' compensation insurance benefits. Wood Library provides a comprehensive workers' compensation insurance program at no cost to employees and in accordance with applicable state law. This program covers most injuries or illnesses, sustained in the course of employment, that require medical, surgical or hospital treatment. Subject to applicable legal requirements, workers' compensation insurance provides benefits or, if the employee is hospitalized, treatment immediately.

### **REPORTING ACCIDENTS**

Employees who sustain a work-related injury or illness, no matter how slight, should immediately report the incident to the Executive Director. This will enable an eligible employee to qualify for coverage. Consistent with applicable state law, failure to report an injury within a reasonable time period could jeopardize your claim.

### **BENEFITS**

Workers' compensation benefits are based on a formula derived by the state using the employee's average weekly wages up to the maximum allowed under applicable state law.

### **LEAVE ENTITLEMENT**

Employees are eligible for Disability Leave. This leave runs concurrently with any available leave benefit that may be required by state law. See the Disability Leave policy for more information.

### **RETURN TO WORK**

Employees who are ready to return to work following a workers' compensation-related leave of absence must supply a certification from a health care provider confirming the employee's ability to return to work.

### **FRAUD**

Wood Library will notify the workers' compensation insurance company if there is reason to believe an employee has supplied false or misleading information in connection with a claim and/or has filed a fraudulent claim. Workers' compensation fraud is a crime and may also be grounds for disciplinary action, up to and including termination of employment.

## **4.18 PROFESSIONAL DEVELOPMENT**

Wood Library supports the professional development of individuals that is made possible through active participation in business and industry-related organizations.

### **MEMBERSHIPS**

The Library will consider paying the cost of membership in a business or industry-related organization when the membership is beneficial to an employee's position within the Library.

### **MEETINGS AND SEMINARS**

The costs associated with registration fees, meals and travel expenses generally will be paid by the Library if an employee is asked to attend a specific meeting or seminar.

### **STAFF TRAINING DAYS**

Twice a year, the Library is closed to patrons for staff training. All employees are expected to attend the trainings. Absences must be approved by the employee's supervisor or the Executive Director.

## **4.19 EMPLOYEE ASSISTANCE PROGRAM**

On occasion, everyone has personal problems. Usually, these problems are resolved with the support of relatives and close friends. But sometimes, employees or members of their family may find that they would benefit from the assistance of a trained counselor. It is for this reason that Wood Library provides an Employee Assistance Program (EAP) to employees, trustees, and their family members who may need help with personal or behavioral problems.

### **ELIGIBILITY**

Our EAP is available to all employees, trustees, and their family members.

### **BENEFITS**

Through this program, confidential advice and short-term counseling are provided for any employee or their family member who requests it or for an employee who is referred by their supervisor. Common problems addressed through counseling include alcoholism, drug abuse, financial difficulties, family tensions and conflicts with co-workers.

The privacy of employees, Trustees, and their family members is always protected. The Library is not informed when anyone seeks assistance, unless the individual so requests or the Library refers the employee to the program as a requirement of continued employment.

### **COST**

Wood Library pays the full cost of the Employee Assistance Program. Employees and trustees are responsible for the cost of outside referrals. However, the cost for outside referral help may be covered by Wood Library's group health insurance program.

### **ADDITIONAL INFORMATION**

Employees can find information regarding our EAP on the staff portal and/or Library bulletin boards. If it is a crisis, employees should call 911. If it is not a crisis, employees may contact 211, by dialing 2-1-1 or by visiting <https://www.211.org>. 211 offers referrals for emergency food, shelter, clothing, crisis counseling, substance abuse issues, employment, financial and legal issues and physical and mental health needs.

## **SECTION FIVE**

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# **SAFETY POLICIES**

## **5.01 ACCIDENT REPORTING AND INVESTIGATION**

Properly reporting accidents and/or unsafe conditions is the key to creating a safe workplace. Employees have both a right and responsibility to report work-related injuries and illnesses and unsafe working conditions.

Employees should also refer to the Workers' Compensation policy for additional information.

### **PURPOSE**

The purpose of accident reporting and investigation is to discover the cause(s) so proper action may be taken to prevent a recurrence. Every accident indicates that proper preventive action must be taken. Employees have both a right and responsibility to report accidents and work-related injuries and illnesses.

### **NO RETALIATION**

Employees have the right to report unsafe conditions, accidents, and work-related injuries or illnesses without fear of reprisal. It is the policy of Wood Library that any employee or intern who makes a complaint regarding safety and/or reports a work-related injury will not be retaliated against in any way. Employees or interns who feel that they have been retaliated against for such activity should immediately contact the Executive Director or Board President.

### **RESPONSIBILITIES**

The Executive Director is responsible for promptly investigating unsafe working conditions and accidents as soon as they are reported.

A good accident investigation will:

- Assist in determining the principal or underlying cause.
- Determine how to initiate significant corrective action.

The supervisor is required to fill out accident/injury investigation reports and report all accidents to the Executive Director. The Executive Director will fill out and distribute workers' compensation reports and disability paperwork as needed. The Executive Director is responsible for reviewing each accident/injury investigation report and, with the supervisor, determining the proper corrective action to take.

The Executive Director is responsible for implementing identified corrective action(s).

### **PROCEDURE**

The following procedure should be adhered to in the event that there is an accident and/or injury in the workplace:

- When an accident occurs, the supervisor will immediately take action to prevent further injury or damage.
- The Executive Director will interview employee(s) and witnesses as soon after the accident as possible. A fact-finding approach will be maintained.
- The Executive Director will determine causes of the injury, illness or property damage.
- The Executive Director will establish corrective action(s) for managing and rectifying the cause of the accident.
- The Executive Director will ensure compliance with any reporting obligations (i.e., OSHA, Workers' Compensation).
- The Executive Director will ensure that all reports are recorded and retained. Accurate information must be available regarding the accident, the injury or damage which occurred, the corrective action identified and when the corrective action was implemented.
- The Executive Director will conduct a periodic review of the accident investigation reports to identify the need for retraining, problem areas, operations that need attention or trends in frequency which indicate a need for added prevention activities and/or training.

## **GENERAL INVESTIGATION GUIDELINES**

The investigative process will:

- Analyze the working conditions and/or incident to determine the cause or causes.
- Inspect the location and equipment involved.
- Inquire about similar incidents which have occurred.
- Review records.
- Interview those involved and witnesses.
- Create a plan of corrective actions to eliminate the causes.
- Assign responsibility for the corrective actions.
- Ensure the plan is carried out.
- Monitor effectiveness of the corrective action.



## **5.02 ALCOHOL & DRUG-FREE WORKPLACE**

The Library strives to provide a safe environment for employees and others and to minimize the risk of accidents and injuries. Accordingly, each employee has a responsibility to co-workers and patrons to deliver services in a safe and conscientious manner. As a condition of employment with our Library, all employees are required to fully comply with the provisions of this policy.

### **DEFINITION OF CONTROLLED SUBSTANCES**

"Controlled substances" are defined as those drugs listed in Schedules I through V of Section 202 of the Federal Controlled Substances Act, 21 U.S.C. 812 and include, but are not limited to: marijuana, cocaine (including "crack" and other cocaine derivatives), morphine, codeine, phenobarbital, heroin, amphetamines and many barbiturates.

### **UNAUTHORIZED PRESENCE OF CONTROLLED SUBSTANCES AND/OR ALCOHOL IN THE WORKPLACE**

The unauthorized or illegal use, sale, purchase, possession, distribution, dispensation, formulation, manufacture or transfer of controlled substances or alcohol on Library property or any location at which Library business is conducted, including Library vehicles and any private vehicle parked on Library premises or work sites, is strictly prohibited.

### **PRESCRIPTION AND OVER-THE-COUNTER DRUGS**

This policy does not prohibit the possession and proper use of lawfully prescribed or over-the-counter drugs. However, an employee taking medication should consult with a healthcare professional or review dosing directions for information about the medication's effect on the employee's ability to work safely, and promptly disclose any work restrictions to the Executive Director. Employees are not required to reveal the name of the medication or the underlying medical condition. The Library will evaluate and respond to this information on a case-by-case basis and be consistent with its reasonable accommodation process. Consistent with applicable policies, the Library will maintain the confidentiality of the information provided.

The Library reserves the right to transfer, reassign, place on leave of absence or take other appropriate action regarding any employee during the time the employee uses medication that may affect their ability to perform safely. The Library will comply with all requirements pertaining to providing reasonable accommodation to the extent required by applicable law.

Any employee who cannot work safely and who does not advise the Library about warnings accompanying lawfully prescribed or obtained medications will be subject to disciplinary action up to and including possible termination of employment. An employee's lack of knowledge concerning such warnings will not

excuse a violation of this rule where an employee has failed to make the inquiries required by this policy.

### **REMOTE WORK**

Employees working remotely are also required to adhere to this policy. Remote employees are prohibited from using controlled substances during working hours. Any employee deemed to be in violation of the Library's policy will be subject to an investigation which may result in termination of the employee's ability to work remotely and will also result in disciplinary action, up to and including termination of employment.

### **COUNSELING AND REHABILITATION**

Employees who voluntarily seek help for substance abuse (self-referral) by contacting the Library will be provided with an opportunity to pursue counseling and rehabilitation. The Library will make available information about counseling and rehabilitation services. An employee who is receiving counseling and/or treatment for substance abuse may use available vacation, sick leave or personal time, or other job-protected leave.

Health insurance may cover the costs of such services, but costs not covered must be paid by the employee. Employees cannot return to work until released by a treatment provider, and upon successfully passing a drug and/or alcohol test (as appropriate for that individual). In addition, the employee may be asked to submit to follow-up testing for a period following the return to work.

An employee's decision to seek help voluntarily will not be used as a basis for disciplinary action, although the individual may be transferred, given work restrictions or placed on leave, as appropriate. A request for help is considered voluntary only if it is made before the employee is asked to submit to any drug or alcohol test or is discovered to have otherwise violated this policy.

### **EMPLOYEE ASSISTANCE PROGRAM (EAP)**

Wood Library provides an EAP for employees and their family members. Employees are encouraged to use the EAP whenever they feel the need to discuss personal issues. For employees who have difficulty handling drugs or alcohol, the EAP can provide information on treatment. The EAP is a confidential service.

### **VIOLATION OF POLICY**

Violations of this policy will lead to disciplinary action, up to and including termination.

## **5.03 BUILDING SECURITY**

The security of Wood Library's offices and facilities is of the utmost importance. Restricting access to Library premises helps maintain safety standards, protect against theft, ensure security of equipment, protect confidential information, safeguard employee welfare, and avoid potential distractions and disturbances.

### **FACILITY ACCESS**

All employees will be issued a key or key fob to gain access to the building. Employees may not make copies of keys.

All lost or stolen keys/key fobs must be reported to the Executive Director as soon as possible. Upon separation from the Library, and at any other time upon the Library's request, employees must return all keys/key fobs to the Executive Director.

### **DELIVERIES**

Delivery people are seldom thought of as visitors, but they are and should be treated as any other visitor.

### **PROHIBITED ITEMS**

The following articles may not be brought onto Library premises:

- Firearms, weapons, explosives;
- Narcotics, other unauthorized controlled substances, or alcoholic beverages; and
- Other items similar in effect or purpose to any of the above, as well as items which may be considered illegal under federal, state, or local laws or contrary to standard industrial practice.

Any personal items brought on the premises are subject to inspection as necessary to protect Library property and personnel.

### **ADDITIONAL INFORMATION**

If an employee suspects or becomes aware of any unusual situation, they should immediately notify the Executive Director. Employees will be educated on safety procedures to handle the public and additional information can be found in the Patron Code of Conduct.

## **5.04 EMERGENCY EVACUATION**

Wood Library is committed to ensuring employees understand their roles and responsibilities in the event of an emergency.

### **IN AN EMERGENCY**

In the event of a fire or hazardous material emergency, the emergency fire alarm system should be activated by pulling one of the fire alarms. The source of a potential fire or hazardous material emergency should not be investigated. Any employee who suspects an emergency should report it immediately. In any emergency, reporting is the first essential step to protecting oneself and others.

When the emergency fire alarm system is activated, all employees and visitors are expected to evacuate the building by exiting in an orderly manner through the nearest exit.

When exiting, employees should not use elevators and should descend stairwells in an orderly manner. After exiting, employees should report to the area away from the building exits designated as the meeting location. Once employees arrive at the designated area, they should immediately report to the Executive Director and remain at that location until accounted for and authorized to leave.

No reentry to the building will be permitted until an official all-clear notification is given.

### **EMPLOYEE'S RESPONSIBILITY**

Employees should review this policy and the evacuation procedures and notify the Executive Director if they believe they might require accommodation or assistance in order to comply with these procedures in the event of an emergency.

### **ADDITIONAL INFORMATION**

For additional information regarding the Library's evacuation procedures employees should refer to the Emergency and Disaster Manual found in the Library's Staff Portal and in binders at both service desks and upstairs offices.

## **5.05 SMOKE-FREE AND TOBACCO FREE WORKPLACE**

The following smoking provisions have been adopted in the interest of providing a safe and healthy environment for both employees and visitors to Wood Library.

### **SMOKING RESTRICTIONS**

Employees are expected to refrain from smoking, including E-cigarettes, near any building entrance where other employees and/or visitors would be exposed to second-hand smoke and may only smoke and/or chew in designated areas.

### **COMPLIANCE**

Violations of this policy are subject to disciplinary action, up to and including termination.

## **5.06 VIOLENCE IN THE WORKPLACE**

Wood Library is committed to providing a safe environment for employees, patrons and visitors. The Library has a zero-tolerance policy concerning workplace violence. Employees who display any violence or threaten violence including talk of committing violence or joking about committing violence in the workplace are subject to disciplinary action, up to and including termination.

### **DEFINITION**

Violence in the workplace includes but is not limited to physically harming another or one's self, shoving, pushing, brandishing weapons and explicit or implicit threats or talk of committing violence.

### **WEAPONS**

All employees are prohibited from carrying a weapon while in the course and scope of performing their job for Wood Library, whether they are on Library property at the time or not and whether they are licensed to carry a handgun or not. This policy also prohibits weapons at any Library-sponsored functions such as parties or picnics.

Unless this prohibition is contrary to state or local law, the workplace specifically includes Library parking areas and Library vehicles. Employees are not permitted to transport or store weapons in vehicles owned or leased by the Library and used by the employee for work purposes, unless the employee is required to transport or store a weapon as part of their duties, and they have written permission from the Executive Director.

This prohibition specifically includes guns, rifles and firearms of any type, including those for which the holder has a legal permit. Other examples of prohibited weapons include, but are not limited to knives, ammunition, bombs, bows and arrows, clubs, slingshots, blackjacks, metal knuckles and similar devices that by their design or intended use are capable of inflicting serious bodily injury or lethal force. Products such as mace, pepper spray and other defense devices including stun guns and tasers are also prohibited.

Failure to abide by this policy may result in disciplinary action, up to and including termination. Further, carrying a weapon onto Library property in violation of this policy will be grounds for immediate removal from Library property and may result in prosecution. This policy shall not be construed to create any duty or obligation on the part of the Library to take any actions beyond those required of an employer by existing law.

### **REPORTING VIOLENCE**

It is everyone's responsibility to prevent violence in the workplace. Employees must immediately report what they see or hear in the workplace that could

indicate that a co-worker may be a threat to the safety of the workplace. Employees should report any incident that may involve a violation of the Library's policies that are designed to provide a safe workplace environment. Concerns may be presented to the employee's supervisor or any other member of management.

## **REPORTING DOMESTIC VIOLENCE**

Domestic violence perpetrated by or against an employee of the Library is considered a workplace issue as these situations may create safety concerns within the workplace. Employees are encouraged to report if they are the victim of domestic violence or if they suspect that a co-worker may be the target of or the perpetrator of domestic violence to the Executive Director. Supervisors made aware of employee-related domestic issues are encouraged to immediately notify the Executive Director.

Employees who obtain or are the subject of a restraining order are encouraged to immediately notify the Executive Director, so the Library may assist in preventing an individual who may display or carry out an act of violence from obtaining access to Library premises.

Employees who have questions or concerns related to domestic violence may contact the Executive Director. Employees experiencing issues with domestic violence may also contact the National Domestic Violence Hotline at 1-800-799-7233.

## **REPORTING SUICIDAL THOUGHTS AND BEHAVIOR**

Self-harm may be considered a form of violence. Employees who are having thoughts of suicide or become aware of a co-worker having suicidal thoughts and/or displaying suicidal behavior should immediately notify the Executive Director. Supervisors made aware of suicidal ideation by an employee must immediately notify the Executive Director.

Employees who have questions or need assistance with the topic of suicide may contact the Executive Director. Employees who need assistance may also contact the National Suicide Prevention Lifeline at 988.

If there is a concern of imminent harm employees should contact the local police department by dialing 911.

## **EMPLOYEE ASSISTANCE PROGRAM (EAP)**

Wood Library provides an EAP for employees and their family members. Employees are encouraged to use the EAP whenever they feel the need for guidance with personal problems, including difficulty handling drugs or alcohol. The EAP is a confidential service that can provide information on counseling or treatment.

## **INCIDENT MANAGEMENT**

In the event of a major workplace incident that affects or has the potential to affect the mental health of our employees, the Library may provide initial counseling and support services to employees and immediate family members.

## **CONFIDENTIALITY AND RETALIATION**

It is the policy of Wood Library that any employee making a report or participating in the investigation of workplace violence will not be retaliated against in any way. Reports will be investigated promptly, and confidentiality will be maintained to the greatest degree possible, consistent with our obligation to thoroughly investigate the allegation and consistent with applicable law and the need to facilitate an investigation and/or a solution to the problem. Employees who feel that they have been retaliated against for reporting workplace violence, domestic violence or suicidal behaviors, or for participating in the investigation of an alleged incident, should contact the Executive Director or Board President.

## **CORRECTIVE ACTION**

If a report of workplace violence is found to be valid, immediate and appropriate corrective action will be taken. Employees who violate this policy, including the provision against retaliation, will be subject to disciplinary action up to and including termination. This determination will be based on all the facts of the case.



## 5.07 PANDEMIC RESPONSE PLAN

The Wood Library Association (Library) has adopted this Pandemic Response Plan in compliance with New York State, where applicable, to implement operational plans in the event of certain declared public health emergencies including, but not limited to, novel coronavirus (COVID-19) or other communicable disease or pandemic illness.

Wood Library strives to maintain a safe workplace and protect the health of employees, patrons, visitors, and others. Wood Library also wants to ensure the continuity of business operations in the event of a severe pandemic illness. Efforts for an effective response will be guided by and in accordance with all applicable federal, state and local laws and guidelines issued by public health authorities such as the Centers for Disease Control, New York State Department of Health, Ontario County Department of Health, and other governmental agencies.

Bloodborne pathogens are microorganisms that in human blood can cause disease in humans. They include but are not limited to: the hepatitis B virus and the human immunodeficiency virus (HIV). The OSHA standards mandate work practices, controls, and personal protective equipment that, combined with training, will reduce the risks for all employees who may be exposed to blood.

### DEFINITIONS

The following terms are hereby defined for the purposes of this policy:

**Personal Protective Equipment (PPE):** Equipment worn to minimize exposure to communicable disease or pandemic illness as mandated by local, state, or federal law and/or any Executive Orders related to the public health emergency or mandates issued by federal agencies including the Center for Disease Control (CDC) and the Occupational Safety and Health Administration (OSHA).

**Employee:** Any person employed by Wood Library regardless of job classification or title.

**Contractor:** Any individual performing paid services for the library but not an employee of Wood Library.

**Essential:** Designation made to an employee or contractor whose duties require them to be physically present at Wood Library to perform their job, OR tasks that are vital or necessary to the safety or operational needs of the library.

**Non-essential:** Designation made to an employee whose duties do not require them to be physically present at Wood Library, OR tasks that are not vital or necessary to the safety or operational needs of the library.

**Communicable disease:** Illness caused by an infectious agent that occurs through the direct or indirect transmission of the infectious agent or its byproducts or via inanimate environment or object to a susceptible person or persons.

**Retaliatory Action:** The discharge, suspension, demotion, penalization, discrimination, or other adverse employment action taken against any employee.

## **PANDEMIC PREVENTION**

All employees are asked to cooperate in taking steps to reduce the transmission of pandemic illness in the workplace. The Library encourages employees to assist in reducing the transmission of pandemic illness by frequent hand washing with warm, soapy water, using hand sanitizer, sneezing into their arms, and refraining from personal contact such as shaking hands. To reduce the number of working days lost due to illness and slow the spread of the virus, other precautionary steps include disinfecting all surfaces, equipment, and returned materials, promoting proper handwashing procedures for both staff and patrons, promoting good respiratory hygiene in the workplace, advising employees to consult national travel advice before traveling on business trips, and reminding staff and patrons to remain home if exhibiting symptoms. Special collections and services and large group meetings may need to be suspended to prevent further spread of the virus. Business trips deemed too risky for travel may be cancelled by the Executive Director. Book donations may also be halted. The Executive Director will seek guidance from the Ontario County Department of Health regarding cessation of services.

## **ADMINISTRATION**

In the event of a declared public health emergency, the Library Executive Director, as authorized by the Board of Trustees, administers the Pandemic Response Plan. This includes activating the plan, establishing an internal communications network, and coordinating all response and recovery activities. If, for any reason, the Executive Director is unable or unavailable to administer the plan, administrative authority shall pass to the Executive Assistant.

## **PERSONAL PROTECTIVE EQUIPMENT**

PPE as required by local, state, or federal laws or Executive Orders will be provided by Wood Library. As per OSHA guidelines, employees are not financially responsible for mandated PPE. Employees may provide their own PPE if they desire and if it is in compliance with all local, state, or federal laws or Executive Orders and CDC and OSHA regulations.

Wood Library will provide any necessary training for mandated PPE including proper use and disposal.

Wood Library will keep a supply of PPE in storage in the event a public health emergency is immediately declared. All employees will be aware of the storage location of PPE. The Executive Director will monitor PPE supply levels and

replenish the supply as needed in accordance with the Library's Purchasing Policy.

Failure to comply with PPE mandates may result in disciplinary action.

### **STAYING HOME WHEN ILL**

Wood Library provides paid sick time and other benefits to compensate employees who are unable to work due to illness. During flu season and/or some other pandemic illness, it is critical that employees do not report to work while they are ill and/or experiencing influenza-like symptoms such as: fever, cough, sore throat, runny or stuffy nose, body aches, headache, chills, diarrhea, breathing difficulties, vomiting and fatigue. The Centers for Disease Control and Prevention has recommended that people with influenza-like illness remain at home until at least 24 hours after they are free of fever (100 degrees F or 37.8 degrees C) or signs of a fever without the use of fever-reducing medications. In the case of a pandemic, Library employees may be provided with specific guidance which may differ from the above.

### **SELF-QUARANTINE**

If an employee suspects they may have been exposed to influenza or another pandemic illness or has recently returned from an area that has had a confirmed case, as a precautionary measure, they must self-quarantine at home for the recommended length of time. Employees who do not voluntarily comply with this directive will be ordered by the Executive Director to self-quarantine for the relevant length of time. Since each pandemic is different, the number of quarantine days will be determined by public health authorities. Employees may also be ordered by the Ontario County Department of Health to quarantine depending on the circumstances.

In the event an employee must remain quarantined, their accrued time off, both sick, personal, and vacation, as well as New York State mandated disability insurance benefits as applicable, will be made available to them to use to avoid loss of wages.

### **CONFIDENTIALITY OF MEDICAL INFORMATION**

Library policy is to treat any medical information obtained from an employee or an employee's health care provider, including any voluntary disclosure that the employee has contracted a pandemic illness, as a confidential medical record. In furtherance of this policy, any disclosure of pandemic-related medical information will be shared only on a need-to-know basis and only as necessary to prevent or slow the spread of the illness at work, while maintaining confidentiality to the extent reasonably possible. Information will be shared with government officials only if required by law.

### **WORK SCHEDULES**

A severe pandemic illness could result in a significant level of absenteeism. Some employees may be unable to work if they become ill due to the virus while

others may need to remain home to care for ill family members or to provide care for children during school closings. During this time, unless otherwise notified, normal Library attendance and leave policies will remain in place. Individuals who believe they may face particular challenges reporting to work during a severe pandemic illness should take steps now to develop any necessary contingency plans. For example, employees might want to arrange for alternative sources of childcare should schools close and/or speak with the Executive Director about the potential to work from home temporarily or on an alternative work schedule if necessary.

### **IF EMPLOYEE/PATRON EXHIBITS SYMPTOMS**

- If any person becomes ill and begins to exhibit symptoms in the Library, they will be placed in an area or room that is isolated from others, limiting the number of people who have contact with the sick person.
- The Executive Director, or designee, will notify both local and state health departments and will follow guidance specific to workplaces with a suspected or positive case.
- The Executive Director, or designee, and the employee/patron will determine which other staff members/patrons were in close contact and possibly exposed to the communicable disease.
- The Executive Director, or designee, and the employee/patron will determine which areas of the Library are now considered “contaminated” and need to be immediately closed.

### **CLEANING CONTAMINATED AREAS**

- The Library will immediately close off contaminated area(s).
- The area(s) will be quarantined for a length of time determined by local or state health departments.
- When possible, the HVAC system will be temporarily turned off in the area so that particles will not circulate throughout the facility.
- After the determined length of time, the area(s) used by the employee/patron will be cleaned, vacuumed, and disinfected including offices, bathrooms, common areas, shared electronic equipment like computers, tablets, keyboards, and other office supplies.
- The area(s) will be cleaned using disinfectants from *List N: Disinfectants for Use Against SARS-CoV-2*.
- Once the area(s) has (have) been appropriately disinfected, it (they) can be opened for use.
- The Library will continue routine cleaning and disinfecting and logging these activities as recommended.

### **CONTACT TRACING**

The Executive Director will adhere to local and state guidance regarding Contact Tracing which may include reporting or contacting other employees, contractors, visitors, and patrons who voluntarily supplied their information for the purpose of Contact Tracing who may have been in close contact with the employee suspected or confirmed to have the communicable disease.

## **MITIGATING RISK**

Reporting to work following a known exposure to the communicable disease, having symptoms consistent with the communicable disease, or following a positive test without being medically cleared to return to work will be considered a violation of Library policy and may result in disciplinary action.

Wood Library will not take any retaliatory action for employees not reporting to work due to a suspected or confirmed case of the communicable disease. Employees must follow the established protocols outlined in the Personnel Policy for reporting an absence.

## **LIBRARY CLOSING**

In the event that Library staffing falls below the minimal level required for operations or if a quarantine or State of Emergency has been issued by the state or a public health authority, Wood Library will be closed to the public. An Essential Personnel team consisting of the Executive Director, Executive Assistant, Director of Development, Bookkeeper, and Circulation Supervisor will report to work daily to handle ongoing matters pertaining to Library business unless otherwise directed by the Executive Director consistent with state or Ontario County Department of Health guidance. Maintenance staff are expected to report daily for a shortened shift to check on essential building equipment.

Social distancing, maintaining a safe distance between staff members, and staggered work hours, to the extent possible, will be practiced.

Other full-time staff may work remotely on library-provided or personal equipment and should save documents to a cloud-based storage drive or personal USB drive. Part-time staff are not to report to work unless specifically requested by the Executive Director.

Each situation may require special work and compensation accommodation specific to the circumstances that will be reviewed and re-evaluated on a continual basis by Library management. Sick, personal, and vacation time will be used to avoid loss of wages consistent with the Library's policies and procedures. Refer to the Emergency Closing Policy Section 6.12 in the Employee Handbook.

## **COMMUNICATION**

All communication to staff will be delivered via email from the Executive Director. Communication to the public will be coordinated by the Executive Director. A single, concise message will be designed and distributed via all media outlets - newspapers, social media, e-blasts, and the Library website. The phone message will be updated and signs will be placed on the Library's entries.

This Pandemic Response Plan will be published in a clear and conspicuous location at Wood Library, in the Employee Handbook, and on the Library's website.

**EMPLOYEE SUPPORT**

Employees and their families may receive additional support by contacting the Library's Employee Assistance Program (EAP) at 800.252.4555 to speak to a counselor.

**ONGOING USE EVALUATION**

The Pandemic Response Plan will be evaluated by the Executive Director and Board of Trustees and updated as needed.

Questions or concerns or possible violations of any provisions of the Wood Library Pandemic Response Plan should be directed to the Executive Director.

## **SECTION SIX**

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# **EMPLOYEE PROGRAMS & PROCEDURES**

## **6.01 PATRON RELATIONS**

The professional treatment of our patrons and the impression that we make on our community are important. Our Library's reputation is based on quality service. To maintain our reputation as a community leader requires the active participation and cooperation of every employee.

### **EMPLOYEE'S RESPONSIBILITY**

The opinions and attitudes that patrons and potential patrons have toward our Library may be determined for a long period of time by the actions of one employee. Employees must be sensitive to the importance of providing courteous treatment in all working relationships. For more information on employee's responsibilities, see the Code of Ethics section of the Handbook, and Employee Code of Conduct in the Addendum.

### **PATRON'S RESPONSIBILITY**

The Library Board establishes rules and procedures to ensure the safe enjoyment of the Library, and to ensure that the use of the Library is not obstructed by inappropriate behavior or actions by Library patrons. For more information on patrons' responsibilities, see Patron Code of Conduct in the Addendum.



## **6.02 MEDIA RELATIONS**

Communication with news reporters and other journalists is, at times, sensitive in nature. Therefore, media requests for official statements from the Library may be handled only by designated senior managers.

### **MEDIA REQUESTS FOR OFFICIAL STATEMENT**

Any telephone calls, electronic communications or visits from members of the media requesting the Library's official statement should be directed to the Executive Director.

## **6.03 PROFESSIONAL ATTIRE**

The impression that Wood Library employees make on visitors to the Library is important. There is no substitute for neatness, propriety of dress, good grooming and speech and a professional attitude. Sensitivity to these areas will ensure that good relationships with patrons are maintained and fostered.

### **DRESS CODE**

Although no formal dress code exists, employees are asked to wear clothing that is appropriate for their position and the work that they do. Clothing should be neat, clean, in good taste and not constitute a safety hazard. Activities such as cleaning days, outside activities, or craft projects, may call for variations from the dress code.

Well maintained shoes and name tags must be worn at all times. Blue jeans are allowed on weekends and jean-style pants or jeans in other colors are acceptable all week, assuming they meet all the other criteria.

Wood Library will make accommodations when necessary to comply with federal and/or state law. Please contact the Executive Director with questions regarding this policy.

### **Unacceptable Attire**

The following are examples of unacceptable attire: torn, unhemmed, patched/faded clothing, halter tops, tube tops, muscle shirts, low cut blouses, strapless sun dresses, beach flip-flops (dressy thong sandals are permitted), short shorts or dresses (aim for walking length or no more than 3-4 inches above the knee), shirts with slogans or large-letter advertising, sweatsuits/warm-up suits and sweatpants.

### **NATIONAL LABOR RELATIONS ACT DISCLAIMER**

As more fully described in the Library's Statement of Rights Under the NLRA, protected concerted activity covered by the NLRA is not prohibited by this policy. Employees are not prohibited from displaying insignia, messages, or slogans in connection with protected concerted activity or protest of employee wages, hours and other working conditions.

Wood Library will not enforce this policy in a manner that would interfere with employees' rights to organize and engage in protected concerted activity under the NLRA.

## **6.04 PERSONAL CALLS & PERSONAL ELECTRONIC DEVICES**

While employees are at work, they are expected to perform their job duties and responsibilities. Personal calls and the use of electronic devices should take place primarily outside of working time. For purposes of this policy, “working time” is defined as the time during which employees are performing work or are actually scheduled to work, but does not include scheduled rest periods, meal breaks and other specified times when employees are not expected to be working.

### **PERSONAL CALLS**

Calls made using the Library’s telephones, including Library-provided cell phones if applicable, should be limited to business purposes. However, the Library recognizes that employees may occasionally need to use Library telephones, including Library-provided cell phones, for non-business-related matters.

Employees are requested to keep all personal calls to an absolute minimum and, except in the case of an emergency, place calls during non-working periods. The abuse of this privilege would interfere with the efficiency of our operations.

### **PERSONAL ELECTRONIC DEVICES**

Although the Library permits employees to bring personal electronic devices, including cellphones, tablets and other portable devices, into the workplace, employees are expected to remember that working time is for work. Therefore, employees should only use personal electronic devices (such as engaging in personal phone calls) during non-working time, including meal and rest breaks. Outside of this time, use of personal devices should be kept to a minimum and for emergencies only.

Personal electronic devices may be used to play music during working time, except at service points, as long as the devices are not distracting to others and do not interfere with work performance. Employees are required to wear headphones/earbuds when listening to a personal electronic device.

### **USE OF ELECTRONIC DEVICES WHILE DRIVING**

Employees are required to take all necessary safety precautions and follow all relevant traffic laws while driving. The use of cell phones and portable electronic devices while driving can be a distraction, and Wood Library prohibits distracted driving. Employees must take full responsibility for paying attention to the road and are solely responsible for all traffic violations and all liabilities that may result from their actions while operating a vehicle for work.

### **ADDITIONAL INFORMATION**

If personal calls and/or use of personal devices becomes excessive, employees may no longer be able to use their personal devices during work hours. Failure to

comply could lead to disciplinary action up to and including termination of employment.

**NATIONAL LABOR RELATIONS ACT DISCLAIMER**

As more fully described in the Library's Statement of Rights Under the NLRA, in determining the excessiveness of personal calls and the use of personal devices, the Library will not interfere with employees' right to organize or engage in protected concerted activity under Section 7 of the National Labor Relations Act (NLRA) which includes the right of employees to organize collectively and to speak with others about their terms and conditions of employment.

## **6.05 ELECTRONIC RESOURCES**

This policy describes the Library's general guidelines for using its electronic resources, including electronic mail (email), voicemail, Internet access and computer systems.

### **IMPROPER USE**

Employees should use the Library's electronic resources with the understanding that these resources are provided for the benefit of the Library's business. Employees may use Library electronic resources for personal use, during non-work times, as long as such use complies with Library rules and applicable law. Employees should never use the Library's electronic resources for personal use in a manner that interferes with their work duties or any responsibilities to patrons.

Sending, saving, accessing, or viewing obscene or similarly offensive material on the Library's electronic resources is prohibited. Messages stored and/or transmitted by the Library's electronic resources, including the computer, voicemail, email or the telephone system, must not contain content that may reasonably be considered to be obscene or other patently offensive material. Prohibited material includes, but is not limited to, sexual comments, jokes or images related to legally protected classifications, racial slurs, gender-specific comments, or any comments, jokes or images that would discriminate against or harass someone on the basis of their race, color, sex, age, national origin or ancestry, disability, or any other category protected by federal, state or local law. Likewise, any use of the Internet, email or any other electronic resource to engage in harassment or discrimination prohibited by Library policies is unlawful and strictly prohibited. Violators may be subject to discipline, up to and including termination of employment.

Unless otherwise noted, all software on the Internet should be considered copyrighted work. Therefore, employees are prohibited from downloading software and/or modifying any such files without permission from the copyright holder.

### **NO SOLICITATION**

The Library's electronic resources must not be used for solicitation purposes during working time. The Library's no solicitation rule applies to the use of electronic resources.

### **SOFTWARE CODE OF ETHICS**

Employees may not duplicate any licenses, software or related documentation for use either on the Library's premises or elsewhere unless the Library is expressly authorized to do so by agreement with the licensor. Unauthorized duplication of software may subject users and/or the Library to both civil and criminal penalties under the United States Copyright Act. Employees may not give software to any

outsiders including contractors, patrons or others without approval from the Executive Director. Employees may use software on local area networks or on multiple machines only in accordance with applicable license agreements. Employees may not download software from the Internet and install it on their computers.

The Library reserves the right to audit any Library computer to determine what software is installed on the local drive(s).

### **EMPLOYEE'S RESPONSIBILITY**

Each employee is responsible for the content of all text, audio or images that they place or send using the Library's electronic resources. The same standards should be utilized for the creation of email messages in connection with an employee's work as would be utilized for other Library correspondence or memoranda.

### **COMPUTER AND SYSTEMS SECURITY**

All computers and the data stored on them are, and remain at all times, the property of Wood Library. As such, all messages created, sent or retrieved over the Internet or the Library's electronic mail systems are the property of the Library and should be considered Library information. The Library reserves the right to retrieve and read any message composed, sent or received using the Library's electronic resources, including all computer equipment and the electronic mail system, for any business reason, including but not limited to, ensuring compliance with this and all Library policies.

Employees should be aware that even when a message is deleted or erased, it is still possible to recreate the message; therefore, ultimate privacy of a message cannot be ensured to anyone. Accordingly, Internet and email messages are not private. Furthermore, all communications including text and images can be disclosed to law enforcement or other third parties without prior consent of the sender or the receiver.

Employees should also be aware that duplicates of email transmitted through a personal, web-based email account using Library equipment could be stored on that equipment; likewise, information regarding Internet sites that an employee has accessed may also be stored.

### **EMAIL CONTENT SCREENING**

The Library maintains the right to screen all inbound and outbound email content. Email messages or attachments that contain obscene or similarly offensive material may be quarantined and held from transmission or receipt until the sender or recipient can verify the message or attached document is work-related.

The Library may, in its discretion, review communications to and from a personal account, subject to applicable state laws.

If an employee wants to communicate with an attorney or send an otherwise confidential piece of communication that they do not want the Library to monitor, the employee should consider using a personal email address and personal computer equipment. If an employee does use Library equipment, they consent to any monitoring by the Library and should understand that they have no right to privacy with respect to such communications, to the extent permissible under applicable law.

### **ELECTRONIC MONITORING**

Employees should also refer to Wood Library's Notice of Electronic Monitoring for additional monitoring practices that may be conducted by the Library.

### **VIRUS PROTECTION**

To prevent computer viruses from being transmitted through the system, employees are not authorized to download any software from the Internet onto their computer or any drive in that computer.

The Library maintains virus protection software on all network servers and filters all inbound and outbound email for virus attachments. Email containing a virus will be quarantined and both the sender and recipient will be informed. If the virus can be removed, the message will be forwarded to the recipient.

### **NATIONAL LABOR RELATIONS ACT DISCLAIMER**

As more fully described in the Library's Statement of Rights Under the NLRA, the Library will not monitor employees for any unlawful purpose including monitoring, or giving the impression of monitoring, employee union activity and protected concerted activity under Section 7 of the National Labor Relations Act (NLRA).

## **6.06 USING YOUR OWN DEVICE**

Employees are permitted to use personal mobile devices such as cellphones, and personal electronic devices such as personal computers and tablets, for work-related purposes and access to the Library's email, network and applications provided employees follow the procedures outlined in this policy.

### **ACCEPTABLE BUSINESS USE**

The Library considers acceptable business use as activities that directly or indirectly relate to, concern or support Wood Library's operations.

Wood Library reserves the right to terminate the use of personal mobile devices for business purposes if the employee violates any provision of this or any other Library policy.

### **PERSONAL USE**

Employees should aim to keep personal conversations and communications on personal mobile devices to a minimum during working hours. Employees should try not to engage in personal conversation on personal mobile devices during meetings, training sessions, presentations, client meetings or at any time when patrons are present unless advised otherwise by the Library. Employees have a right to use their personal mobile devices for communications in furtherance of their rights under Section 7 of the National Labor Relations Act (NLRA) and to engage in protected concerted activity.

### **PROHIBITED USE**

Personal mobile devices used for business purposes may not be used to store or transmit pornographic, obscene, harassing or offensive material and content, to store or transfer confidential and proprietary information belonging to another individual or company, to store or transmit materials in violation of any Library policy, or to engage in outside business activities unrelated to the employer. In aiming to limit improper use of personal mobile devices, such prohibitions do not apply to communications related to protected concerted activity under Section 7 of the NLRA.

### **PERMITTED DEVICES**

In order to use a personal mobile device for business purposes, it must be explicitly approved by the Executive Director.

### **PERMISSIBLE ACCESS**

Employees may use personal mobile devices for business use. Accessing Evergreen is prohibited on a personal device.

### **SECURITY**



Employees may not access certain websites or applications while connected to the Library's network that will be distracting, violate any Library policy, or pose a threat to or compromise the integrity of the employer's network.

### **PASSWORD PROTECTED**

In order to guard against unauthorized access and use, all personal mobile devices used by Wood Library's employees for business purposes must be password-protected and may require dual authentication.

### **CONFIDENTIAL DATA**

Wood Library's confidential and proprietary information and trade secrets shall not be stored on an employee's personal mobile device and the employee should gain access to such information remotely through the Library's secure network. In the event that the employee must store or transmit data from the device, such information should be encrypted so as to protect the confidentiality of the information. This provision does not apply to information regarding employees or employee terms and conditions of employment related to employee rights under Section 7 of the NLRA.

### **IT SUPPORT**

Employees should contact the Executive Director for IT support regarding issues related to the use of personal devices for work-related purposes.

### **COST**

Wood Library will not reimburse the employee for the cost of the mobile device or plan or any applicable charges.

### **BACK UP**

By using a personal mobile device for business purposes, employees are explicitly agreeing to have information backed up by the employer's server or cloud-based storage.

### **MONITORING**

If an employee chooses to use a personal device for business purposes, the Library may monitor business-related communications occurring on the personal mobile device and that the employee is on notice that the expectation of privacy is limited under these circumstances. Wood Library will not monitor employees for any unlawful purpose including monitoring, or giving the impression of monitoring, employee union activity and protected concerted activity under Section 7 of the NLRA.

Employees should also refer to Wood Library's Notice of Electronic Monitoring for additional monitoring practices that may be conducted by the Library.

### **LOSS OF DEVICE OR UNAUTHORIZED ACCESS**

If a personal mobile device that is used for business purposes is lost, stolen or misplaced or accessed without authorization by a third party, the employee

should notify the Executive Director immediately. Wood Library retains the right to remotely wipe the device in order to protect Wood Library's systems and so that the Library's network is not compromised.

### **VIRUS/SECURITY THREAT**

Employees are required to have all devices contain approved virus detection and prevention software as well as personal firewall protection to separate personal information and business information. In the event of a virus or threat to the Wood Library data, information and computer networks, Wood Library retains the right to remotely wipe the device in order to protect the employer's systems and so that the employer's network is not compromised.

### **SAFE DRIVING**

Consistent with the guidelines in the Operations of Vehicles for Library Business policy, employees are expected to follow all laws regarding the use of cellular phones and personal mobile devices while conducting employer-related business on a personal mobile device. This includes the use of a personal mobile device to send or receive text messages or emails. Employees are not permitted to use a personal mobile device while driving unless using a hands-free feature and must engage in safe operation of all vehicles.

### **APPLICABILITY OF ALL OTHER POLICIES**

Employees must abide by all policies of the employer including those policies regarding Equal Employment Opportunity, Harassment & Discrimination Prevention, Code of Ethics, and Standards of Conduct. The provisions regarding the protection of confidential information belonging to the employer and patrons does not apply to information regarding employees or employee terms and conditions of employment related to employee rights under Section 7 of the NLRA.

### **EMPLOYEE TERMINATION**

If the employee terminates employment or employment is terminated by Wood Library, the Library retains the right to remotely wipe the device in order to protect the employer's systems and so that the employer's network is not compromised.

### **DISCIPLINARY ACTION**

Wood Library reserves the right to take appropriate disciplinary measures, up to and including termination, if an employee fails to comply with the provisions of this policy.

### **NATIONAL LABOR RELATIONS ACT DISCLAIMER**

As more fully described in the Library's Statement of Rights Under the NLRA, when applicable, protected concerted activity covered by the NLRA is not prohibited by this policy. This policy in no way prohibits employee communications that are protected under applicable state and federal laws, including but not limited to any activity that is protected under Section 7 of the

NLRA which includes the right of employees to speak with others about their terms and conditions of employment.

## **6.07 TRAVEL EXPENSE REIMBURSEMENT**

Wood Library will reimburse employees for reasonable business expenses and business-related travel as stated in this policy.

### **LOCAL TRAVEL**

Mileage – Reimbursable mileage is incurred by Wood Library employees when using personal vehicles for business-related travel other than the normal daily commute from home to the Library and/or the Library to home. Reimbursement for business mileage is at the IRS mileage rate in effect at the time the travel occurred. Driver's License numbers of qualified employees will be required and checked for driving infractions.

Parking and Tolls – Reimbursement is provided for parking and tolls when business-related charges are incurred and receipts are provided.

### **OUT OF TOWN TRAVEL**

Reimbursable costs include travel, meals, lodging, and other expenses directly related to accomplishing the objective of the trip. Overnight travel requires preapproval by the Executive Director. Expenses must be kept within reasonable limits.

Expenses that generally may be reimbursed include:

- Airfare or train fare for travel in coach or economy class or the lowest available fare.
- Car rental fees for compact or midsize cars only and the additional rental insurance for collision damage/loss damage.
- Fares for shuttle or airport bus service, where available; cost of public transportation for other ground travel.
- Taxi fares when there is no less expensive alternative.
- Mileage costs for use of personal cars when less expensive transportation is not available.
- Parking and toll fees.
- Cost of standard accommodation in low to mid-priced hotels, motels, or similar lodgings.
- Cost of meals with itemized receipts; alcohol purchases are not reimbursable.
- Hotel and taxi tips.
- Charges for telephone calls, fax, internet connectivity, and similar services required for business purposes.

In order to receive reimbursement, an employee must submit to their supervisor for approval a completed travel expense report, accompanied by original receipts

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for all individual expenses. The attached Travel Expense Report form must be used, and the form must include the employee's signature along with the supervisor's approval signature.

Expense report forms should be submitted no more frequently than monthly and no less frequently than annually.

- Expense reports for local travel incurred in a calendar year must be submitted by the end of that calendar year in order to receive reimbursement.
- For overnight travel, an expense report must be submitted by the end of the month in which the travel occurred.

For conferences issuing a Certificate of Attendance, the attendee must submit the Certificate of Attendance with the Travel Expense Report to receive reimbursement of expenses.

Expenses that will not be reimbursed by the Library include, but are not limited to:

- Baggage insurance.
- Damages to any form of lodging, rental accommodations or vehicles caused by the traveler.
- Expenses for travel companions (e.g., spouse, child, etc.).
- Expenses relating to normal commute.
- Fines, credit card interest, late fees, etc.
- Alcohol and in-room bar/snack usage.
- Entertainment (in-room movies, shows, excursions, etc.).
- Fines incurred for parking, travel violations or vehicle lockouts for personal cars and/or rental vehicles.
- Costs incurred due to failure to cancel transportation and hotel reservations.
- Other expenses not directly related to the conference attendance, including personal travel.
- Lost personal property.
- Unauthorized upgrades, accommodations, etc.

## 6.08 LIBRARY CREDIT CARDS

The Library provides a credit card to certain employees to be used for business-related purposes. Library credit cards cannot be used for personal expenses.

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### POLICIES

- A. Credit cards with a Board approved credit card company will be issued to designated personnel under this policy as follows:
  - 1. The total aggregate credit line request shall not exceed \$30,000.
  - 2. The Executive Director will authorize all cardholders and approve a credit limit for each.
  
- B. Persons authorized to use Library-issued credit cards under the following conditions:
  - 3. All cardholders will sign the “Acknowledgment of Card Receipt and Cardholder Agreement”.
  - 4. Credit cards are to be used only for authorized library purchases.
  - 5. Cash advances on credit cards are not allowed.
  - 6. No sales tax is to be charged on any purchases except for gas, restaurants and out of state hotel bills.
  - 7. Purchases greater than \$500 must be pre-approved by the Executive Director.
  - 8. Any misuse of the credit card will result in revocation of the card and if necessary appropriate disciplinary action.
  
- C. Authorized Credit Card Transactions include but are not limited to:
  - 9. Travel and conference expenditures, including registration fees, hotel, rental car, food and gas expenditures.
  - 10. Webinar fees
  - 11. Internet purchases
  - 12. Dues and subscriptions
  - 13. Program supplies
  
- D. Credit cards should not be used for vendors with which the Library has an established credit account.
  
- E. If it is necessary to make frequent credit card purchases at the same local vendor, the establishment of a credit account with that vendor may be warranted.

- F. All purchases of goods or services transacted with a credit card shall comply with all other sections of this policy.
- G. All required documentation **MUST** be promptly forwarded to the bookkeeper so that any charges incurred may be paid within the applicable grace period to avoid incurring finance charges.

## **PROCEDURES**

1. Detailed receipts must be retained and given to the bookkeeper in the folder provided for this purpose. In the case of meals each receipt must include the names of all persons involved in the purchase.
2. Detailed receipts must be submitted to the bookkeeper within ten days of the purchase excluding holidays. All receipts must indicate the purpose of the purchase (programs, books, etc.).
3. All receipts must include the initials of the cardholder.
4. Cardholders should make every effort to ensure that purchases do not include sales tax. Tax exempt certificates are available from the Executive Director. Sales tax may be paid for minimal expenditures from one time vendors who refuse the exemption. In the case of more substantial expenditures or those repetitively incurred, another vendor must be selected.
5. The Executive Director will review the monthly statement with attached receipts.

## **6.09 WORKING REMOTELY**

Remote work is a work arrangement that allows employees to work at home or at some other off-site location for all or some of their regularly scheduled work hours. Although not all jobs can be performed satisfactorily from other locations, the Library recognizes that, in some cases, remote work arrangements can provide a mutually beneficial option for both the Library and employee. Remote work requests as reasonable accommodation for a disability will be administered under the Library's Individuals with Disabilities (or similar state law) policy.

### **PURPOSE**

Wood Library has adopted this Working Remotely policy to make provisions for staff to work remotely.

The primary goals of Wood Library's Working Remotely policy are to establish:

- The eligibility of staff to work remotely
- The responsibilities of the staff, Library, and Executive Director
- An inclusive work environment that allows all employees to make a meaningful contribution to the Library

The Working Remotely policy is designed to ensure an efficient workplace and employee productivity during various situations, planned and unplanned, including long-term Library closures.

### **ELIGIBILITY**

Staff members may work remotely/from home under the following guidelines:

- The employee position must be conducive to working remotely
- All remote work requests must be approved by the Executive Director
- The staff member must be able to demonstrate their ability to complete essential job duties while working remotely
- Remote working hours must comply with the staff member's regular work schedule
- Staff members must be available to the Library by email, chat, and/or phone within a reasonable amount of time
- Staff members are responsible for providing the necessary technology and equipment to facilitate their work remotely or Library equipment may be borrowed with approval of Executive Director

Staff members will not be reimbursed for phone calls, internet access, equipment, or other expenses incurred.



**EMERGENCY CLOSINGS**

If the Library is closed due to emergency conditions, an interim work or telecommuting schedule may be developed and job descriptions or duties may be temporarily altered or reassigned based on the needs of the Library.

**ONGOING USE EVALUATION**

Questions or concerns regarding this policy should be brought to the Executive Director.

## **6.10 EMPLOYMENT OF RELATIVES & NON-FRATERNIZATION**

The employment of relatives is a sensitive issue that could possibly create a conflict-of-interest situation for the related individuals. Hiring decisions and continued employment must be handled in accordance with the following provisions.

### **LIMITATIONS**

It is the Library's policy that employees will not be hired into or work in, a department where they directly or indirectly supervise or are supervised by an immediate family member or someone with whom they are romantically involved. Employees will not be placed in a position where they work with or have access to sensitive or confidential information about an immediate family member or someone with whom they are romantically involved.

For the purposes of this policy, the term "immediate family" refers to spouses, domestic partners, parents, children, stepchildren, sisters, brothers, parents-in-law, sons/daughters-in-law, stepparents, or family members residing in the same household.

### **NON-FRATERNIZATION**

Due to the potential impact on employee morale, confidentiality and supervisory problems and the appearance of a conflict of interest, the Library expects supervisors to refrain from romantic relationships with employees whom they directly or indirectly supervise. In the event a supervisor enters into a romantic relationship with an employee with whom the supervisor may influence the terms and conditions of employment, the supervisor is required to report the relationship to the Executive Director. If the Executive Director is in a romantic relationship, they report it to the Board President. If two employees marry or otherwise become immediate family members or romantically involved, the Library expects these employees to resolve the matter of complying with this policy among themselves. If they cannot, the Library may require one or both employees to transfer or resign.

## **6.11 OUTSIDE EMPLOYMENT**

The Library does not prohibit employees from holding other employment. If the need arises, employees may accept outside employment providing the following provisions are observed.

### **CONFLICT OF INTEREST**

Outside employment must not interfere in any way with an employee's work schedule, job duties and responsibilities to our Library or create an actual or perceived conflict of interest.

The following are examples of conflicts of interest:

- Acting as a director, officer, consultant, agent or employee of a supplier, customer, competitor or other business entity that engages in business with the Library;
- Owning a material interest in, being a creditor of or having other financial interest in a supplier, patron, competitor or other business entity that engages in business with the Library;
- Receiving from or giving to any supplier, patron or competitor gifts, gratuities, special allowances, discounts or other advantages not generally available to employees of the Library;
- Having any significant direct or indirect personal interest in a business transaction involving the Library;
- Conducting outside activities that materially detract from or interfere with the full and timely performance of an employee's services for the Library; or
- Influencing commercial transactions involving purchases, contracts or leases in a way that would have a negative impact on the Library or its business.

### **NOTIFICATION**

If an employee finds that they have, or are considering the assumption of, a financial interest, an outside employment relationship or other activity that might involve a conflict of interest, as discussed in this policy, or if the employee is in doubt as to whether any conduct or activity may constitute a conflict of interest, the employee must promptly discuss the matter with the Executive Director and refrain from acting on the Library's behalf in any manner that might reasonably be considered to be a conflict of interest or affected by any adverse interest. If the matter is deemed to be a conflict of interest, the affected employee must withdraw from the matter.

### **ADDITIONAL INFORMATION**

The Library will not assume any responsibility for an employee's outside employment. Specifically, the Library will not provide workers' compensation

coverage or any other benefit for injuries occurring from, or arising out of, such outside employment.

**NATIONAL LABOR RELATIONS ACT DISCLAIMER**

As more fully described in the Library's Statement of Rights Under the NLRA, this policy in no way prohibits employee affiliations, activities or communications that are protected under applicable state and federal laws, including but not limited to any activity that is protected under Section 7 of the National Labor Relations Act (NLRA), which includes the right of employees to organize collectively and to speak with others about their terms and conditions of employment.

## **6.12 EMERGENCY CLOSINGS**

The Wood Library has adopted this Emergency Closing policy to ensure a cautionary response to an emergency threatening to impact or immediately impacting the Library's facilities, materials, staff, or community members.

### **EMERGENCY CLOSINGS**

The primary goals of Wood Library's Emergency Closing policy are to establish:

- The types of emergencies which may cause the Library to close or suspend services.
- The power of the Executive Director to close the Library due to an imminent or immediate emergency.
- If the Library's Emergency & Disaster Plan needs to be implemented.

The Library will make every effort to maintain regular Library operating hours in accordance with Minimum Standards for New York's Public and Association Libraries. However, at times, the Library may have to close, shorten hours, or cancel programs due to emergency conditions.

### **ADMINISTRATION**

The Executive Director is empowered by the Board of Trustees to address emergency conditions and may close Wood Library for up to 72 hours. For closures lasting beyond 72 hours, the Executive Director will consult with the Board President to determine the Library's course of action including the implementation of the Library's Emergency & Disaster Plan.

If the Executive Director is not in the building when an emergency or disaster occurs, the staff should immediately contact the appropriate emergency agencies and then contact the Executive Director. If, for any reason, the Executive Director is unable or unavailable, administrative authority shall be passed to the Executive Assistant.

### **TYPES OF EMERGENCIES**

The decision to close the Library will be made with the health and safety of the Library staff and community as the top priority. The following emergency situations may call for closure of the Library:

- Severe weather events
- Local or regional declaration of a State of Emergency
- Public disturbance
- Pests, bugs, or infestation
- Loss of critical utilities
- Gas leak or suspected gas leak
- Water damage or flood
- Fire

- Hazardous spill
- Bomb threat
- Active shooter
- Lockdown/Shelter In Place
- Pandemic, serious illness, or public health crisis

Other emergencies may occur that cannot be planned for. The Executive Director will handle such situations in accordance with this policy and the Library's Emergency & Disaster Plan and will coordinate response efforts with the In-House Emergency Team in the best interests of the Library facility, staff, and community.

## **COMMUNICATION**

All Library closures will be communicated to the public via local news stations and on the Library's website, social media accounts, and outgoing voicemail message. The staff will be notified of Library closures by the Executive Director or designee.

## **PERSONNEL**

If the Library is closed due to emergency conditions, staff who were scheduled to work will be paid for their regularly scheduled hours, with a limit of three days for non-exempt employees. Under no circumstances will a non-exempt employee be paid for more than three inclement weather days per calendar year. With the Executive Director's or a supervisor's permission, paid time off may be used when the Library is open but an employee believes traveling to or from work would endanger their safety.

An interim work or telecommuting schedule may be developed and job descriptions or duties may be temporarily altered or reassigned based on the needs of the Library.

## **6.13 CHANGES IN PERSONAL INFORMATION**

Employees are responsible for notifying the Library when there is a change in their personal data. This information needs to be kept up to date so benefit plans and payroll withholdings are properly administered. Timely notification of these changes will also enable Wood Library to assist employees and their family in matters of personal emergency.

### **NOTIFICATION**

Notify the Executive Director in writing if any of the following change:

- Name
- Address
- Telephone numbers
- Number of dependents
- Change in familial status and/or beneficiaries
- Emergency contact

## **6.14 PERSONNEL FILES**

The Library maintains an official personnel file for each employee that contains necessary job-related and personal information. These files are confidential, and guidelines exist to safeguard against improper disclosure.

### **ACCESS TO PERSONNEL FILE**

Current employees may see information which is kept in their own personnel file if they wish, except for confidential materials such as job references or information relating to other employees. Employees may make arrangements with the Executive Director to see these documents. Employees may request and receive copies of all documents they have signed at the time they are signed.

Internal availability and access to personnel files is limited to those with proper authorization and a business need to know.

### **INQUIRIES ABOUT EMPLOYEES**

All inquiries or requests for information about employees (active or inactive) from people outside the Library should be referred to the Executive Director. This applies to all requests, whether written or verbal.

In some cases, employers are required by federal, state, or local law to disclose information to the government or other authorized entities even if Wood Library would ordinarily keep such information confidential. Wood Library will comply with all laws which require disclosure of employee information upon receipt of a properly authorized request.

### **PROTECTION AND DISPOSAL OF PERSONAL RECORDS**

Wood Library is committed to ensuring that records containing personal identifying information are protected and disposed of in accordance with state law. Personal information is disposed of in a manner that ensures no unauthorized person will have access to employee personal information.



## **6.15 PROTECTION OF EMPLOYEE PERSONAL INFORMATION**

Wood Library recognizes and respects the privacy of applicants, employees and others with regard to personal information it obtains through the hiring process and the employment relationship.

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### **PERSONAL IDENTIFIABLE INFORMATION (PII)**

As evidence of our commitment in this regard, this policy provides information regarding the processing of personal information about employees and describes the Library's general practices regarding employee privacy. Since privacy laws and business practices vary from state to state, implementation of these practices may also vary to accommodate local rules. This may involve adopting different standards as required by local law or diverging from the principles set out in this policy where Wood Library is not required to follow particular practices either by local law or by contractual commitments. Wood Library will only engage in variation from these principles if Wood Library has a legitimate, business or legal reason to do so and not in an arbitrary or capricious manner.

This policy regulates collection and use of information about Wood Library's prospective, current and former employees and the limited amount of personal information that Wood Library may collect about employee family members (together, all deemed employee personal information). References in this policy to employees should be interpreted accordingly. The policy is not limited to information held by the Executive Director. The policy regulates all employee personal information held by Wood Library.

Where Wood Library collects employee personal information, it will take steps to inform the employees concerned of the purposes for which the information will be used and provide them with any further information that is necessary to ensure that the employee personal information is used fairly. For example, where employees are asked to provide personal information about themselves, Wood Library will explain whether provision of the information is mandatory or voluntary and any consequences of not providing the requested information.

Notification to employees need not be provided, however, where:

- The employees concerned already have sufficient information (for example, through this policy or other Wood Library policies or general notices); or
- Employee personal information is not collected directly from the individual concerned and to contact that individual directly would be disproportionate (for example, where an employee provides information about their family member, Wood Library will not usually contact the family member).

The following paragraphs set out general information about the Library's collection and use of employee personal information. This information is not intended to be comprehensive:

### **Purposes**

The Executive Director collects and uses employee personal information to process payroll payments, to determine benefits eligibility and process benefit payments, to analyze compensation costs and training needs and to determine employee eligibility for different responsibilities. Depending on which business unit an employee works for, additional information may be collected for the purpose of complying with regulatory requirements. Information may also be collected to meet legally mandated obligations (such as tax and U.S. Equal Employment Opportunity requirements), to ensure compliance with Wood Library policies, and to protect the Library, the workforce and the public against injury, theft, legal liability, fraud or abuse. Information (such as emergency contact information) is also collected from employees for use in connection with disaster recovery and business continuity efforts.

### **Disclosures and International Transfers**

Employee personal information may be shared between the Library and its service providers. Without intending to provide an exhaustive list of examples, it may be disclosed in connection with legal proceedings, investigations, or as required by law, regulation or relevant authority. It may also be disclosed to prospective buyers, business partners or other transferees of the business unit in which an employee works in the event of a potential sale, transfer or joint venture involving the unit or the investigation/negotiations which precede the transaction. This sharing, and these other disclosures, may involve transfers of personal information to any country in the world, including to countries which do not have strong data privacy laws. The Library will, nevertheless, use all reasonable commercial efforts to protect employee personal information in accordance with this policy.

### **Fair Processing Principles**

The Library will only collect and use employee personal information fairly and lawfully. The Library will take reasonable steps to ensure that it does not collect or use irrelevant, excessive or inadequate employee personal information and that the employee personal information it holds is accurate and, where relevant, up to date.

In particular, the Library will only collect and use employee personal information:

- As necessary for the purposes of its legitimate interests which are not overridden by the rights, freedoms or legitimate interests of the employees concerned; or
- With the consent of the employees concerned; or
- Where the collection or use has been approved by the Library's Legal Counsel as justified under applicable data privacy law.

**Security**

The Library will use commercially reasonable efforts to ensure that it has in place appropriate technical and organizational security measures to protect employee personal information against accidental or unlawful destruction, accidental loss, alteration, unauthorized disclosure or access and all other unlawful forms of processing.

In particular, where the Library contracts with third party service providers to collect and/or process employee personal information on its behalf, it will ensure that the service providers are bound by written agreements requiring them to process the information only on the instructions of the Library and to have appropriate technical and organizational security measures in place to protect the information.

**Retention and Destruction**

The Library will follow data retention and destruction policies and processes designed to ensure that employee personal information is deleted when it is no longer needed for the purposes for which it is collected and used.

**Direct Marketing**

The Library will not share employee personal information for direct marketing purposes outside of the Library.

**MORE INFORMATION**

Employees who have a reason to believe that their PII and/or the Library's proprietary data has been breached should notify the Executive Director. Employees should also notify the Executive Director if they have knowledge of any Library representative not adhering to this policy.

Violations of this policy may result in disciplinary action, up to and including termination of employment.

## **6.16 SOCIAL MEDIA**

Wood Library recognizes that many employees engage in social media activity. This policy establishes a set of rules and guidelines for any activity and participation in “social media” by all Wood Library's employees. These rules are intended to be adaptable to the changes in technology and norms of online communication and behavior and may be amended by Wood Library at any time, for any reason. This policy also applies to social media activity when on or off duty, while using the Library's or personal electronic resources, and whether the employee posts anonymously or using a pseudonym.

### **DEFINITIONS**

For purposes of this policy, “social media activity” includes any website or forum that allows for open communication on the internet, including, but not limited to, postings on social networking sites, such as Facebook, Instagram, Snapchat and LinkedIn; blogs and other on-line journals and diaries; bulletin boards and chat rooms; microblogging, such as X (formerly known as Twitter) or Threads; and postings of video or audio on media-sharing sites, such as YouTube or TikTok.

The term “social media” applies to any web-based and mobile technologies, in use now or developed in the future, that enable individuals or entities to disseminate or receive information, communicate, or otherwise interact and includes, without limitation, email, texting, messaging, social networking, blogging, micro-blogging, bulletin boards and so on.

### **PERSONAL OPINIONS**

Employees should express only personal opinions online and should never represent themselves as a spokesperson for Wood Library unless given explicit permission or approval to do so. Employees who choose to post online content relating to Wood Library should make it clear that they are not speaking on behalf of Wood Library.

### **FOLLOW EXISTING POLICIES AND TERMS OF USE**

Employees are required to observe and follow: (a) existing Wood Library policies and agreements, such as our Employee Handbook; (b) the policies and terms of use of the particular social media forum or service that is being used; and (c) applicable laws and regulations. This means that employees should not use social media to post or display comments that are knowingly false, defames the Library, or depicts the employee engaging in conduct that is unlawful or in violation of Wood Library's workplace policies against workplace violence or discrimination and harassment based on any protected status under federal, state or local law.

Thus, the rules in Wood Library's Employee Handbook including but not limited to its Equal Employment Opportunity, Harassment & Discrimination Prevention,

Code of Ethics, Standards of Conduct, Electronic Resources and Violence in the Workplace policies apply to employee behavior on social media and in public online spaces.

Employees may not post any information or conduct any online activity that violates applicable federal, state or local laws and regulations. Any conduct which is impermissible under the law if expressed in any other form or forum is also impermissible if expressed through social media. In addition, most social media websites/services have rules concerning the use of and activity conducted on their sites. These are sometimes referred to as “Terms of Use.” Employees must follow the established terms and conditions of use that have been established by the venue and not do anything that would violate those rules.

As more fully described in the Library’s Statement of Rights Under the NLRA, these prohibitions do not apply to employees’ right under Section 7 of the National Labor Relations Act (NLRA) to engage in protected concerted activity, such as complaining about and discussing wages, hours and working conditions.

## **SAFEGUARD CONFIDENTIAL PERSONAL AND PROPRIETARY INFORMATION**

Employees should exercise caution when posting their own or others’ personal information. It is inappropriate to use or disclose “confidential personal information” (as defined below) about another individual or use or disclose Wood Library’s “proprietary confidential information” in any form of social media.

For purposes of this policy, “confidential personal information” refers to information that could be used to commit identity theft such as an individual’s Social Security Number, financial account numbers, date of birth, driver’s license number or personal medical information (including family medical history).

Wood Library’s “proprietary confidential information” refers to internal information regarding Wood Library’s finances, future performance and operational plans, operational and brand strategies and information which is or relates to Wood Library’s trade secrets.

Confidential proprietary information does not include information lawfully acquired by non-management employees about wages, hours or other terms and conditions of employment, if used for purposes protected by Section 7 of the NLRA such as joining or forming a union, engaging in collective bargaining, or engaging in other concerted activity for their mutual aid or protection.

All Wood Library’s rules regarding Wood Library’s confidential proprietary information and confidential personal information, apply in full to social media, such as blogs or social networking sites.

## **IDENTIFY YOURSELF IN ENDORSEMENTS**

Employees must clearly and conspicuously disclose their affiliation with Wood Library if they endorse, comment on or promote the Library's or services in social media.

### **EXPECTATIONS OF PRIVACY**

Consistent with Wood Library's Electronic Resources policy, Wood Library may access and monitor its Information Systems and obtain the communications within the systems, including email, Internet usage and the like, with or without notice to users of the system, in the ordinary course of business when the Library deems it appropriate to do so. When using such systems, employees should have no expectation of privacy regarding time, frequency, content, or other aspects of use, including the websites the employee visits and other Internet/Intranet activity. The reasons Wood Library accesses and monitors these systems include, but are not limited to, maintaining the system, preventing, or investigating allegations of system abuse or misuse, assuring compliance with software copyright laws and complying with legal and regulatory requirements.

The Library will monitor social media to the fullest extent permitted by applicable law and will take disciplinary action against those who violate the policy. In monitoring social media, the Library will not in any way interfere with any employee rights under Section 7 of the NLRA.

### **PERSONAL USE OF SOCIAL MEDIA DURING WORKING HOURS**

Wood Library respects the right of any employee to participate in social media, such as maintaining a blog or participating in online forums. However, to ensure proper employee focus on job duties and adequate functioning of Library equipment, employees are not permitted to engage in social media activities during working time. For purposes of this policy, "working time" is defined as the time during which employees are performing work or are scheduled to work, but does not include scheduled rest periods, meal breaks and other specified times when employees are not expected to be working. Moreover, employees must avoid usage that may interfere with the system's productivity, such as large attachments or audio/video segments.

### **IDENTIFY ANY COPYRIGHTED OR BORROWED MATERIAL WITH CITATIONS AND LINKS**

When publishing any online material through social media, employees must respect and follow all copyright and other intellectual property laws and should use citations and links to original material, where possible. Employees are prohibited from using the Library's logos for any business/commercial venture without prior written approval.

### **ADDRESSING WORK-RELATED CONCERNS**

For the most efficient resolutions employees are encouraged to address work-related concerns consistent with the Library's Open Communication policy by contacting their supervisor, Executive Director or any other member of management with whom they feel comfortable rather than through social media.

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This statement is not intended to prohibit employees from using social media or otherwise violate Section 7 rights under the NLRA.

**NO RETALIATION**

Wood Library will not take adverse action (e.g., discipline, transfer, termination) against any employee for reporting a possible violation of this policy or cooperating in any investigation with respect to a policy violation. Any employee who retaliates against another employee in violation of this policy will be subject to disciplinary action, up to and including termination.

**NATIONAL LABOR RELATIONS ACT DISCLAIMER**

As more fully described in the Library's Statement of Rights, the Library will not enforce the social media policy in a manner that would interfere with employees' rights under the National Labor Relations Act to discuss the terms and conditions of employment.

**ADDITIONAL INFORMATION**

Contact the Executive Director for additional information or clarification of any aspect of this policy.

## **6.17 OPERATION OF VEHICLES FOR LIBRARY BUSINESS**

It is the responsibility of every employee operating their own vehicle for Library business to drive safely and obey all traffic, vehicle safety and parking laws or regulations.

### **VALID DRIVER'S LICENSE**

All employees authorized to drive personal vehicles for use in conducting Library business must possess a current, valid driver's license and their driving record must meet the qualifications of our insurance carrier. Changes in an employee's driver's license status should be immediately reported to the Executive Director.

### **PERSONAL VEHICLES**

In some instances, employees may be required to drive their own personal vehicle for the purposes of conducting Library business. Employees must maintain adequate personal automobile liability insurance. The Library is not responsible for any damages or fines incurred while conducting Library business in a personal vehicle. Employees may not use portable electronic devices, including hand-held cellular telephones, while operating a personal vehicle for Library business.

The Library will also reimburse employees for business use of personal vehicles in accordance with the Travel Expense Reimbursement policy.

### **SAFETY WHILE DRIVING**

Employees, while driving on Library business, are expected to:

- Follow all driving laws and safety rules such as following posted speed limits and directional signs;
- Avoid confrontational or offensive behavior;
- Practice defensive driving;
- Wear seat belts, whether they are the driver or the passenger; and
- Take a sufficient number of driving breaks.

Employees while driving on Library business must refrain from distracting activities, including but not limited to:

- Using a portable electronic device while driving to: view, take or transmit images; to play games; or to compose, send, read, view, access, browse, transmit, save or retrieve e-mail, text messages or other electronic data; and
- Any other activity unrelated to the operation of the motor vehicle that jeopardizes an employee's safety or the safety of others while driving.



Portable electronic devices include cellphones, hand-held devices with mobile data access, iPads, Android tablets, laptop computers or other portable computing devices, electronic games and broadband personal communication devices. Drivers who hold portable electronic devices in a conspicuous manner while driving are presumed to be using such devices.

Employees who drive as part of their job duties are permitted to use hands-free cell phones while driving. Employees with hands-free devices for their cell phones are to make conversations brief. If road conditions are poor, traffic is heavy, the conversation is involved or other safety concerns are present, employees should find a lawful and safe parking space to engage in a conversation.

Employees are permitted to use portable electronic devices to communicate during an emergency to emergency-response operators, hospitals, physician offices, health clinics, ambulance and other emergency vehicle drivers, firefighters and the police department.

Employees are not permitted to use electronic devices, even when hands-free, to participate in video conferencing while driving including, but not limited to, attending Zoom and/or Teams meetings.

#### **DRIVING WHILE IMPAIRED**

Employees are not permitted, under any circumstances, to operate a Library vehicle or a personal vehicle for Library business when any physical or mental impairment causes the employee to be unable to drive safely. Additionally, employees shall not operate any Library vehicle at any time or operate any personal vehicle while on Library business while using or consuming alcohol, illegal drugs or prescription medications that may affect their ability to drive.

#### **ACCIDENTS**

Employees who have an accident, regardless of severity, while driving their personal vehicle on Library business should notify the Executive Director. Failing to stop after an accident and/or failure to report an accident may result in disciplinary action up to and including termination of employment.

## **6.18 USE OF LIBRARY EQUIPMENT AND RESOURCES**

When using Library property, employees are expected to exercise care, maintain the property in safe working order, and follow all operating instructions, safety standards and guidelines.

### **LIBRARY EQUIPMENT**

Employees should notify the Executive Director if any equipment, machines, or tools appear to be damaged, defective or in need of repair. Prompt reporting of damages, defects and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. Employees who have questions about their responsibility for maintenance and care of equipment or vehicles used on the job should consult the Executive Director.

### **LIBRARY RESOURCES**

The Library has significantly invested in telephone lines, laptops/computers, fax machines, photocopiers and other types of business equipment, internet access and software that are vital to keeping our operations flowing smoothly and effectively. The Library's resources are limited and, except as provided in the Electronic Resources policy, should be used for business transactions only and not for personal use, unless explicitly authorized by the Executive Director.

### **USE OF LIBRARY PROPERTY**

Library property may not be removed from the premises or equipment may not be operated for personal use without the prior written approval of the Executive Director.

### **NATIONAL LABOR RELATIONS ACT DISCLAIMER**

As more fully described in the Library's Statement of Rights Under the NLRA, Wood Library will not monitor employees' use of company-provided equipment for any unlawful purpose including giving the impression of monitoring, employee union activity and protected concerted activity under Section 7 of the National Labor Relations Act (NLRA).

## **6.19 HOUSEKEEPING**

Each employee is responsible for keeping their own work area, as well as common areas like the staff room, neat and orderly. In addition, the Library may use a custodial service for the regular cleaning of our facility.

### **WORK AREAS**

Subject to the Library's policies against discrimination, harassment and/or workplace violence, employees may personalize their work area as long as this does not result in clutter, disorder or other unreasonable interference with business operations. The Library reserves the right to exercise judgment as to whether an employee's personalization of their work area violates this policy.

### **RECEPTION AREA**

Since all visitors pass through the reception area, it must present a professional impression of orderliness.

### **STAFF ROOM**

The Library provides facilities for refrigeration and preparation of light meals. Please remember when using these facilities that others will use them as well. Each employee is responsible for cleaning up after themselves and using the proper trash receptacles for waste.

### **BEVERAGE BOTTLES**

Beverage cans and bottles should be disposed of in recycling containers and not left to accumulate.

## **6.20      PARKING**

Free parking facilities are available to the employees of Wood Library. When using these facilities, park in an orderly and courteous fashion.

### **PROTECTION OF PROPERTY**

For each employee's protection, car doors should always be locked when parking in our parking areas. The Library is not responsible for loss, damage or theft in our parking area.

### **SAFETY IN THE PARKING LOT**

Employees must adhere to normal traffic laws while driving in our parking lot. This includes full adherence to stop signs and speed limits.

## **6.21 SHOULD YOU LEAVE US**

Employees of Wood Library are employed on an at-will basis. This means that employment may be terminated by either party at any time, with or without cause or notice. Nothing in this policy is intended to limit or alter the at-will nature of your employment. To ensure fairness and consistency throughout our Library, terminations are handled in accordance with applicable federal and state laws and the following provisions.

### **TYPES OF TERMINATIONS**

Termination refers to either voluntary resignations initiated by the employee or involuntary terminations initiated by the Library.

### **INVOLUNTARY TERMINATION**

An involuntary termination occurs when the Library decides to end the working relationship with an employee. Involuntary terminations may occur for cause or for reasons other than cause.

Involuntary terminations for cause include, but are not limited to, terminations for violating Library policy, misuse or theft of resources, the falsification of information, excessive absence/tardiness or unsatisfactory work performance.

Involuntary terminations for reasons other than cause include, but are not limited to, a reduction in the workforce.

### **VOLUNTARY TERMINATION**

A voluntary termination means an employee has made the decision to end the working relationship with the Library. Voluntary terminations include, but are not limited to, written or verbal resignation, retirement, and job abandonment.

### **RESIGNATIONS**

Full-time employees resigning voluntarily are expected to give a minimum of one (1) month's advance notice in writing to the Executive Director so that the proper replacement can be found. All other employees are expected to give a minimum of two (2) weeks' notice. An employee's consideration in this situation will be viewed favorably by management should the employee reapply for employment with the Library.

### **FINAL WAGES**

Final wages will be paid in accordance with applicable state law.

### **UNUSED VACATION**

Full-time employees who resign voluntarily giving at least one-month advance notice and part-time employees who resign voluntarily giving at least two weeks' advance notice will be paid for earned but unused vacation. Earned but unused

vacation will not be paid to employees who resign with less than the specified advance notice or to employees who are terminated by the Library, unless state law requires otherwise.

**UNUSED SICK LEAVE**

Earned but unused sick leave is not paid upon termination.

**UNUSED PERSONAL TIME**

Earned but unused personal time is not paid upon termination.

**FLOATING HOLIDAYS**

Floating holidays are not paid upon termination of employment.

**TERMINATION OF BENEFITS**

Employees should see the Executive Director for information regarding termination of benefits upon separation.

**REQUESTS FOR REFERENCE CHECKS**

So that the Library can handle requests for job references in a consistent, fair and lawful manner, all requests for official job references on behalf of the Library must be forwarded to the Executive Director. No other person or department is authorized to release references for current or former employees. In response to job reference requests, Wood Library will only confirm current or former employees' dates of employment and job title.

**EXIT INTERVIEWS**

Before leaving Wood Library, employees may be asked to participate in a voluntary exit interview. This will provide closure to the employee's employment with the Library and will allow the Library to ensure that it has resolved various administrative matters, answered any questions about continuation of benefits and listened to any of the employee's comments or ideas about improving the Library's operations.

**LIBRARY PROPERTY**

Upon termination of employment, resignation, retirement or layoff or immediately upon request, employees are expected to return all Library-issued items, including, but not limited to: keys, key fobs, tools, Employee Handbooks, manuals, computers, cell phones, passcodes, flash drives and patron information and may not retain any copies of Library information in any form. The Library may also take all action deemed appropriate to recover or protect Library property.

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## **EMPLOYEE HANDBOOK RECEIPT ACKNOWLEDGEMENT**

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I acknowledge receipt of Wood Library's Employee Handbook which describes Library policies, an overview of current employee benefits and my obligations.

I understand that the policies contained in this Handbook are not intended to create a contract of employment nor is any other communication by a management representative, either express or implied, intended to be a contract, unless explicitly stated otherwise in a written agreement signed by the Executive Director of our Library.

I understand that this Handbook is not a guarantee of employment for any set period and that either the Library or I may terminate my employment at any time, with or without cause. Furthermore, I understand that the policies and benefits described in this Handbook may be added to, revised or deleted at any time.

I further understand that the benefit information found in this Handbook is intended to provide an overview of the benefit plans. The actual benefits may be controlled by the terms of the applicable plan documents and insurance policies. Questions regarding the interpretation of those plans will be answered in accordance with the actual plan documents and insurance policies, rather than the summaries contained in this Handbook. Employees may obtain copies of these documents from the Executive Director.

I understand and acknowledge that nothing in this Handbook or in any other document or policy is intended to prohibit me from reporting concerns, making lawful disclosures or communicating with any governmental authority about conduct I believe violates any laws or regulations. I also understand and acknowledge that nothing about the policies and procedures set forth in this Handbook should be construed to interfere with any employee rights provided under federal, or local state law, including Section 7 of the National Labor Relations Act (NLRA), as more fully described in the Library's Statement of Rights Under the NLRA.

I have read, understand and agree to comply with the contents of this Handbook. It is understood that Wood Library retains the right to make decisions involving employment as needed in order to conduct its work in a manner that is beneficial to the employees and the Library.

If I have any questions about the information contained in this Handbook, I will discuss them with my supervisor and/or the Executive Director.

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Employee's Name (Printed)

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Date

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Employee's Signature

# **ADDITIONAL INFORMATION**

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## **HANDBOOK ADDENDUM**



# Wood Library Association

## EMPLOYEE CODE OF CONDUCT

### PURPOSE

All people should be entitled to work in a positive environment that is free of harassment, bullying, and discrimination. To support this sentiment, Wood Library has adopted the following Code of Conduct to establish guidelines for all interactions occurring at Wood Library, community outreach events, and with all interactions involving other member library staff. All staff must be mindful that they represent Wood Library at all times.

The goals of this policy are to:

- Communicate expectations of acceptable behavior;
- Maintain a safe and respectful work environment; and
- Promote inclusivity and equity.

All library staff and individuals are expected to hold themselves personally accountable for their actions and to maintain the highest level of professional behavior, ethics, and integrity regardless of position or status.

Staff members are expected to maintain professional boundaries with library patrons at all times. Personal relationships should not interfere with the staff member's professional duties or the library's operations. Employees must avoid engaging in personal or social relationships with patrons that create a conflict of interest, compromise objectivity, or affect the library's reputation.

### HOW TO TREAT ONE ANOTHER

- Interact with others in a considerate, patient, respectful, and courteous manner;
- Promote equality and acceptance of people from diverse backgrounds;
- Demonstrate a positive attitude;
- Act with civility despite differences;
- Respect confidentiality and privacy;
- Actively listen to the perspective of others;
- Use appropriate language in verbal and written communication;
- Utilize proper channels to express dissatisfaction (i.e., Direct Supervisor, Executive Director or Board President);
- Be respectful of property and facilities; and
- Follow Library Policies and Procedures.

### REPORTING POLICY INFRACTIONS

Wood Library will not tolerate disrespectful interactions using abusive language, rude comments, intimidating behavior, inappropriate actions, or other transgressions.

When faced with a situation that could violate this policy, Library staff are encouraged to remove themselves from those interactions as soon as safely possible.

# Wood Library Association

All violations of this Code of Conduct should be immediately brought to the attention of the Direct Supervisor, Executive Director or Board President for investigation and may result in disciplinary action if warranted.

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## PATRON CODE OF CONDUCT

Recognizing the need to maintain an environment suitable for studying, reading, browsing and the general use of library resources, the Library Board establishes rules and procedures to assure the safety of library users, library personnel, and library materials, equipment and furnishings; and to assure that the use of the library is not obstructed by inappropriate behavior or actions. Abiding by these rules will allow all patrons of Wood Library to use its facilities and programs to the fullest extent.

*Library patrons are expected to follow all library rules and policies including these Rules of Conduct. Entering the library implies agreement to abide by these rules and policies while in the library. Failure to do so may result in expulsion from the Library and/or loss of Library privileges. A person who defies an authorized library employee not to enter the library or not to remain in the library for failure to comply with the library's rules and policies is subject to arrest for trespass (New York State Penal Law, Section 140.05)*

Rules of Conduct apply to both patron conduct with other patrons and patron conduct with staff members.

The following rules are to be observed:

1. Patrons shall respect the rights of other patrons at all times.
2. Patrons shall not disturb others by engaging in disruptive activity.
3. Patrons shall not use offensive or abusive language or engage in offensive or abusive behavior.
4. Patrons shall not smoke or use tobacco or tobacco-related products including but not limited to cigarettes, cigars, snuff, chewing tobacco, and smokeless tobacco (vapes) on library property.
5. Patrons shall not be under the influence of alcohol and/or other substances including but not limited to THC and marijuana or other substances deemed illegal under NYS law.
6. Carrying weapons of any type is prohibited.
7. Patrons shall not engage in any illegal activity on library premises.
8. Library patrons are expected to respect the professional boundaries of library staff. Staff members are not permitted to engage in social or personal relationships with patrons that interfere with their ability to perform their duties.
9. Patrons are discouraged from requesting personal favors from library staff, including rides or other non-library-related assistance.
10. Patrons shall avoid conduct that disrupts or disturbs library staff or patrons including, but not limited to: conduct that creates a hostile environment, using abusive or threatening language, gestures or conduct likely to cause personal injury, or conduct that violates library policies.
11. Patrons shall not deface or damage library materials; nor shall patrons deface or in any way damage library furnishings, walls, equipment, or other property.
12. Patrons using any digital devices in the library including the library's or their own computers must comply with the library's Computer Use Policy. In part it says that the use of the Internet for activities that violate local, state or federal laws is prohibited.

## Wood Library Association

13. Parents or caregivers are expected to supervise young children and may not leave them unattended in the library.
14. For reasons of health and safety, patrons must be fully clothed, including footwear, and exhibit appropriate personal hygiene.
15. Patrons shall not compromise the health and safety or privacy of other patrons and staff.
16. Patrons consuming food or beverages in the library must be respectful of other patrons and staff and avoid creating a disturbance or untidiness.
17. Patrons shall not bring animals into the building, except for a patron's service animal or a certified therapy animal participating in a library program.
18. Patrons shall not bring or ride bicycles, skateboards, or other similar devices inside library buildings or in the Reading Garden.
19. Solicitation of funds, distribution of literature or promotional material, or sale of goods is forbidden by any person or agency other than the library except by permission of the Library Director.
20. Borrowed library materials and equipment shall be checked out with a valid library card prior to removal from the building.
21. Patrons shall not solicit religious, political, or other personal views to any patron or staff member on library property.
22. Taking photographs, video, or other digital images require prior approval in accordance with the Photography and Videography Policy.

Any patron who violates these rules and regulations may be temporarily denied service and/or be required to leave the library premises and be denied the privilege of future access to the library.

A patron whose privileges have been denied may have the decision reviewed by the Library Executive Director. An appeal to the Executive Director's decision may be made to the Board of Trustees.

# Wood Library Association

## PATRON CONFIDENTIALITY POLICY

### Commitment to Privacy

Protecting your privacy is important to us. This notice explains our information practices, what information the library collects, and how the library uses that information. In New York, the confidentiality of library records is governed by New York CPLR 4509, which reads as follows:

*Library records, which contain names or other personally identifying details regarding the users of public, free association, school, college and university libraries and library systems of this state, including but not limited to records related to the circulation of library materials, computer database searches, interlibrary loan transactions, reference queries, requests for photocopies of library materials, title reserve requests, or the use of audio-visual materials, films or records, shall be confidential and shall not be disclosed except that such records may be disclosed to the extent necessary for the proper operation of such library and shall be disclosed upon request or consent of the user or pursuant to subpoena, court order or where otherwise required by statute.*

All users are advised that any library record or other information collected by the Library as described herein is subject to disclosure pursuant to subpoena, court order, or as otherwise authorized by applicable law. The Executive Director and the Executive Assistant have been designated to respond to court approved requests for borrower-related information.

### The Information We Collect

This policy applies to all information collected by or submitted to Wood Library Association in person or on the Library's website and will be considered confidential.

The types of personal information collected are:

- Name
- Address
- Email address
- Phone number
- Library card number
- Date/year of birth
- Materials currently checked out
- Last patron to check out an item
- Transaction details on the fines due and overdue materials
- Transaction details on the fines paid or waived
- Items on hold awaiting pickup
- Attendance logs and participations in programs
- Existence of library patron account
- Record of donations
- Transaction details related to donations, including credit card and bank account information
- Pledge commitment documentation

### How We Use Your Information

# Wood Library Association

We do not share information collected with outside parties, except: (1) with written authorization of the library user, (2) by court order, (3) under U.S.A. Patriot Act, or (4) as otherwise required by Law. Information is used for library purposes. You will be notified of overdue materials, library events, fund drives, and general communication via library mail or email. All patrons reserve the right to opt out of any form of library notifications.

## **Employee Confidentiality Agreement**

All OWWL Member Libraries and their staff, in order to have access to OWWL information systems, are required to read the OWWL Systems Access and Confidentiality of Library Records Policy and agree to its contents (<https://owwl.org/system/systemsaccess> and Addendum). Agreement indicates their understanding that access to these systems, manual and automated, containing Personally Identifiable Information (PII) and other library record data is limited to the requirements of their job, and such information is not to be disclosed to unauthorized persons. Only authorized library staff have access to information systems containing PII.

## **Updating Your Information and Preferences**

Users who would like to update their information must visit the library to fill out a change of address form.

## **Parents and Child Library Card Information**

The library protects the privacy and confidentiality of children as well as adults.

The Library requires a parent or legal guardian to authorize a child 10 years old or in grades 5 and under to obtain a library card by signing the child's library card application. A parent or legal guardian of a child 10 years or under who wishes to obtain information regarding their child's library materials must present valid identification at the time of their request.

For children who are 10 years and under, the Library will disclose that child's current circulation records upon request from the child's parent or legal guardian who 1) originally authorized the child to obtain a library card, or 2) presents the child's card at the time of the request, or 3) is accompanied by the child to whom the circulation records pertain.

Patrons 11 years and up are able to apply for and receive library cards without a parent's signature if they meet our identification requirements. If your child is 11 years and up then the Library cannot disclose your child's circulation records without your child's written authorization.

## **NY HERO ACT MODEL AIRBORNE INFECTIOUS DISEASE EXPOSURE PREVENTION PLAN**

The purpose of this plan is to protect employees against exposure and disease during an airborne infectious disease outbreak. This plan goes into effect when an airborne infectious disease is designated by the New York State Commissioner of Health as a highly contagious communicable disease that presents a serious risk of harm to the public health. This plan is subject to any additional or greater requirements arising from a declaration of a state of emergency due to an airborne infectious disease, as well as any applicable federal standards.

*Employees should report any questions or concerns with the implementation of this plan to the designated contact.*

This plan applies to all “employees” as defined by the New York State HERO Act, which means any person providing labor or services for remuneration for a private entity or business within the state, without regard to an individual’s immigration status, and shall include part-time workers, independent contractors, domestic workers, home care and personal care workers, day laborers, farmworkers and other temporary and seasonal workers. The term also includes individuals working for digital applications or platforms, staffing agencies, contractors or subcontractors on behalf of the employer at any individual work site, as well as any individual delivering goods or transporting people at, to or from the work site on behalf of the employer, regardless of whether delivery or transport is conducted by an individual or entity that would otherwise be deemed an employer under this chapter. The term does not include employees or independent contractors of the state, any political subdivision of the state, a public authority, or any other governmental agency or instrumentality.

As of the date of the publication of this document, while the State continues to deal with COVID-19 and a risk still exists, no designation is in effect at this time. Please check the websites of Departments of Health and Labor for up-to-date information on whether a designation has been put into effect, as any such designation will be prominently displayed. No employer is required to put a plan into effect absent such a designation by the Commissioner of Health.

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# Wood Library Association

## I. RESPONSIBILITIES

This plan applies to all employees of Wood Library Association.

This plan requires commitment to ensure compliance with all plan elements aimed at preventing the spread of infectious disease. The following supervisory employee(s) are designated to enforce compliance with the plan. Additionally, these supervisory employees will act as the designated contacts unless otherwise noted in this plan:

| Name            | Title                  | Location     | Phone        |
|-----------------|------------------------|--------------|--------------|
| Jenny Goodemote | Executive Director     | Wood Library | 716-445-7746 |
| Cyndi Fordham   | Executive Assistant    | Wood Library | 585-905-9237 |
| Carrie Magnan   | Circulation Supervisor | Wood Library | 585-752-9896 |
|                 |                        |              |              |

## II. EXPOSURE CONTROLS DURING A DESIGNATED OUTBREAK

### A. MINIMUM CONTROLS DURING AN OUTBREAK

During an airborne infectious disease outbreak, the following minimum controls will be used in all areas of the worksite:

- 1. General Awareness:** Individuals may not be aware that they have the infectious disease and can spread it to others. Employees should remember to:
  - Maintain physical distancing;
  - Exercise coughing/sneezing etiquette;
  - Wear face coverings, gloves, and personal protective equipment (PPE), as appropriate;
  - Individuals limit what they touch;
  - Stop social etiquette behaviors such as hugging and hand shaking, and
  - Wash hands properly and often.
- 2. “Stay at Home Policy”:** If an employee develops symptoms of the infectious disease, the employee should not be in the workplace. The employee should inform the designated contact and follow New York State Department of Health (NYSDOH) and Centers for Disease Control and Prevention (CDC) guidance regarding obtaining medical care and isolating.
- 3. Health Screening:** Employees will be screened for symptoms of the infectious disease at the beginning of their shift. Employees are to self-monitor throughout their shift and report any new or emerging signs or symptoms of the infectious disease to the designated contact. An employee showing signs or symptoms of the infectious disease should be removed from the workplace and should contact a healthcare professional for instructions. The health screening elements will follow guidance from NYSDOH and CDC guidance, if available.



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4. **Face Coverings:** When in use, face coverings must cover the nose and mouth, and fit snugly, but comfortably, against the face. The face covering itself must not create a hazard (e.g., have features could get caught in machinery or cause severe fogging of eyewear). The face coverings must be kept clean and sanitary and changed when soiled, contaminated, or damaged.
  - **Effective February 10, 2022:** Employees will wear appropriate face coverings in accordance with guidance from State Department of Health or the Centers for Disease Control and Prevention, as applicable. Consistent with the guidance from the State Department of Health, if indoor areas do not have a mask or vaccine requirement as a condition of entry, appropriate face coverings are recommended, but not required. It is also recommended that face coverings be worn by unvaccinated individuals, including those with medical exemptions, in accordance with federal CDC guidance. Further, the State's masking requirements continue to be in effect for pre-K to grade 12 schools, public transit, homeless shelters, domestic violence shelters, correctional facilities, nursing homes, health care, childcare, group homes, and other sensitive settings in accordance with CDC guidelines. New York State and the State Department of Health continue to strongly recommend face coverings in all public indoor settings as an added layer of protection, even when not required.
5. **Physical Distancing:** Physical distancing will be used, to the extent feasible, as advised by guidance from State Department of Health or the Centers for Disease Control and Prevention, as applicable.

*In situations where prolonged close contact with other individuals is likely, use the following control methods: (Note to employer: Check off the controls you intend to use and add any additional controls not listed here.)*

- Restricting or limiting customer or visitor entry;
- Limiting occupancy;
- Allowing only one person at a time inside small, enclosed spaces with poor ventilation;
- Reconfiguring workspaces;
- Physical barriers;
- Signage;
- Floor markings;
- Remote work;
- Remote meetings;
- Preventing gatherings;

# Wood Library Association

- Restricting travel;
- Creating new work shifts and/or staggering work hours;
- Adjusting break times and lunch periods;
- Delivering services remotely or through curbside pickup;

Additional controls include the following:

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6. **Hand Hygiene:** To prevent the spread of infection, employees should wash hands with soap and water for at least 20 seconds or use a hand sanitizer with at least 60% alcohol to clean hands BEFORE and AFTER:
  - Touching your eyes, nose, or mouth;
  - Touching your mask;
  - Entering and leaving a public place; and
  - Touching an item or surface that may be frequently touched by other people, such as door handles, tables, gas pumps, shopping carts, or electronic cashier registers/screens.

Because hand sanitizers are less effective on soiled hands, wash hands rather than using hand sanitizer when your hands are soiled.

7. **Cleaning and Disinfection:** See Section V of this plan.
8. **“Respiratory Etiquette”:** Because infectious diseases can be spread by droplets expelled from the mouth and nose, employees should exercise appropriate respiratory etiquette by covering nose and mouth when sneezing, coughing or yawning.
9. **Special Accommodations for Individuals with Added Risk Factors:** Some employees, due to age, underlying health condition, or other factors, may be at increased risk of severe illness if infected. Please inform your supervisor or the HR department if you fall within this group and need an accommodation.

## B. ADVANCED CONTROLS DURING AN OUTBREAK

For activities where the Minimum Controls alone will not provide sufficient protection for employees, additional controls from the following hierarchy may be necessary. Employers should determine if the following are necessary:

1. **Elimination:** Employers should consider the temporary suspension or elimination of risky activities where adequate controls could not provide sufficient protection for employees.

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2. Engineering Controls: Employers should consider appropriate controls to contain and/or remove the infectious agent, prevent the agent from being spread, or isolate the worker from the infectious agent. Examples of engineering controls include:
  - i. Mechanical Ventilation:
    - a. Local Exhaust Ventilation, for example:
      - Ventilated booths (lab hoods);
      - Kitchen Vents; and
      - Vented biosafety cabinets.
    - b. General Ventilation, for example:
      - Dedicated ventilation systems for cooking areas, malls, atriums, surgical suites, manufacturing, welding, indoor painting, laboratories, negative pressure isolation rooms;
      - Increasing the percentage of fresh air introduced into air handling systems;
      - Avoiding air recirculation;
      - Using higher-efficiency air filters in the air handling system;
      - If fans are used in the facility, arrange them so that air does not blow directly from one worker to another; and
  - ii. Natural Ventilation, for example:
    - Opening outside windows and doors to create natural ventilation; and
    - Opening windows on one side of the room to let fresh air in and installing window exhaust fans on the opposite side of the room so that they exhaust air outdoors. (*Note: This method is appropriate only if air will not blow from one person to another.*)
  - iii. Install automatic disinfection systems (e.g., ultraviolet light disinfection systems).
  - iv. Install cleanable barriers such as partitions and/or clear plastic sneeze/cough guards.
  - v. Change layout to avoid points or areas where employees may congregate (e.g., install additional timeclocks).

Subject to changes based on operations and circumstances surrounding the infectious disease, engineering controls that are anticipated to be used are listed in the following table:

| <b>Engineering Controls Utilized/Location:</b>   |
|--|
| General ventilation - avoid air recirculation, increase fresh air circulation in each room |
| Natural ventilation - open windows and doors when able                                     |
| Plastic sneeze/cough guards at both desks  |

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## Air purifiers in office spaces

**Note to Employer:** One of the best ways to reduce exposure to infectious agents is to improve ventilation. The aim is to deliver more “clean air” into an occupied area and exhaust the contaminated air to a safe location. In some cases, the air may have to be filtered before it enters the work area and/or before it is exhausted. Direct the contaminated air away from other individuals and from the building’s fresh air intake ports. Consult your ventilation system’s manufacturer or service company to determine if improvements are possible for your system.

3. “Administrative Controls” are policies and work rules used to prevent exposure. Examples include:
- Increasing the space between workers;
  - Slowing production speed to accommodate fewer workers at a time;
  - Disinfecting procedures for specific operations;
  - Not shaking out soiled laundry;
  - Employee training;
  - Identify and prioritize job functions that are essential for continuous operations;
  - Cross-train employees to ensure critical operations can continue during worker absence;
  - Limit the use of shared workstations;
  - Post signs reminding employees of respiratory etiquette, masks, handwashing;
  - Rearrange traffic flow to allow for one-way walking paths;
  - Provide clearly designated entrance and exits;
  - Provide additional short breaks for handwashing and cleaning;
  - Establishing pods or cohorts working on same shift;

Subject to changes based on operations and circumstances surrounding the infectious disease, the following specific administrative controls are anticipated to be used:

| Administrative Controls Utilized/Location:   |
|--|
| Increase space between coworkers   |
| Increase disinfecting procedures   |
| Employee training  |
| Identify and prioritize job functions that are essential to operations             |
| Post signs reminding employees of respiratory etiquette, masks, and handwashing    |
| Clearly designate and rearrange flow of traffic to allow one-way entrance and exit |
| Limit use of shared workstations   |

4. Personal Protective Equipment (PPE) are devices like eye protection, face shields, respirators, and gloves that protect the wearer from infection. PPE will be provided, used and maintained in a sanitary and reliable condition at no cost to the employee. The PPE provided to an employee will be based on a hazard assessment for the workplace.

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## PPE Required - Activity Involved/Location:

Disposable Masks - when working in close proximity to others (available at both desks)

Gloves - when checking in library materials or delivering items curbside (available at both desks)

Sneeze guards - installed at both desks

*1 The use of respiratory protection, e.g., an N95 filtering facepiece respirator, requires compliance with the OSHA Respiratory Protection Standard 29 CFR 1910.134 or temporary respiratory protection requirements OSHA allows for during the infectious disease outbreak.*

*2 Respirators with exhalation valves will release exhaled droplets from the respirators. Respirators are designed to protect the wearer. Surgical masks and face coverings, which are not respirators, are designed to protect others, not the wearer.*

### C. EXPOSURE CONTROL READINESS, MAINTENANCE AND STORAGE

The controls we have selected will be obtained, properly stored, and maintained so that they are ready for immediate use in the event of an infectious disease outbreak and any applicable expiration dates will be properly considered.

## III. HOUSEKEEPING DURING A DESIGNATED OUTBREAK

### A. Disinfection Methods and Schedules

Objects that are touched repeatedly by multiple individuals, such as door handles, light switches, control buttons/levers, dials, levers, water faucet handles, computers, phones, or handrails must be cleaned frequently with an appropriate disinfectant. Surfaces that are handled less often, or by fewer individuals, may require less frequent disinfection.

The disinfection methods and schedules selected are based on specific workplace conditions.

The New York State Department of Environmental Conservation (NYSDEC) and the Environmental Protection Agency (EPA) have compiled lists of approved disinfectants that are effective against many infectious agents (see [dec.ny.gov](http://dec.ny.gov) and [epa.gov/pesticide-registration/selected-epa-registered-disinfectants](http://epa.gov/pesticide-registration/selected-epa-registered-disinfectants)). Select disinfectants based on NYSDOH and CDC guidance and follow manufacturer guidance for methods, dilution, use, and contact time.

### B. Adjustments to Normal Housekeeping Procedures

Normal housekeeping duties and schedules should continue to be followed during an infectious disease outbreak, to the extent practicable and appropriate consistent with NYSDOH and/or CDC guidance in effect at the time. However, routine procedures may need to be adjusted and additional cleaning and disinfecting may be required.

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Housekeeping staff may be at increased risk because they may be cleaning many potentially contaminated surfaces. Some housekeeping activities, like dry sweeping, vacuuming, and dusting, can resuspend into the air particles that are contaminated with the infectious agent. For that reason, alternative methods and/or increased levels of protection may be needed.

Rather than dusting, for example, the CDC recommends cleaning surfaces with soap and water before disinfecting them. Conducting housekeeping during “off” hours may also reduce other workers’ exposures to the infectious agent. Best practice dictates that housekeepers should wear respiratory protection. See [cdc.gov](https://www.cdc.gov) for more guidance.

- C. If an employee develops symptoms of the infectious disease at work, it is ideal to isolate the area in accordance with guidance issued by NYSDOH or the CDC, before cleaning and disinfecting the sick employee’s work area. This delay will allow contaminated droplets to settle out of the air and the space to be ventilated.
- D. As feasible, liners should be used in trash containers. Empty the containers often enough to prevent overfilling.

Do not forcefully squeeze the air out of the trash bags before tying them closed. Trash containers may contain soiled tissue or face coverings.

## IV. INFECTION RESPONSE DURING A DESIGNATED OUTBREAK

If an actual, or suspected, infectious disease case occurs at work, take the following actions:

- Instruct the sick individual to wear a face covering and leave the worksite and follow NYSDOH/CDC guidance.
- Follow local and state authority guidance to inform impacted individuals.

## V. TRAINING AND INFORMATION DURING A DESIGNATED OUTBREAK

- A. The Executive Director will verbally inform all employees of the existence and location of this Plan, the circumstances it can be activated, the infectious disease standard, employer policies, and employee rights under the HERO Act. (Note: training need not be provided to the following individuals: any individuals working for staffing agencies, contractors or subcontractors on behalf of the employer at any individual work site, as well as any individual delivering goods or transporting people at, to or from the work site on behalf of the employer, where delivery or transport is conducted by an individual or entity that would otherwise be deemed an employer under this chapter).
- B. When this plan is activated, all personnel will receive training which will cover all elements of this plan and the following topics:
  1. The infectious agent and the disease(s) it can cause;
  2. The signs and symptoms of the disease;
  3. How the disease can be spread;
  4. An explanation of this Exposure Prevention Plan;
  5. The activities and locations at our worksite that may involve exposure to the infectious agent;



# Wood Library Association

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## VII. RETALIATION PROTECTIONS AND REPORTING OF ANY VIOLATIONS

No employer, or their agent, or person, acting as or on behalf of a hiring entity, or the officer or agent of any entity, business, corporation, partnership, or limited liability company, shall discriminate, threaten, retaliate against, or take adverse action against any employee for exercising their rights under this plan, including reporting conduct the employee reasonably believes in good faith violates the plan or airborne infectious disease concerns to their employer, government agencies or officials or for refusing to work where an employee reasonably believes in good faith that such work exposes them, other workers, or the public to an unreasonable risk of exposure, provided the employee, another employee, or representative has notified the employer verbally or in writing, including electronic communication, of the inconsistent working conditions and the employer's failure to cure or if the employer knew or should have known of the consistent working conditions.

Notification of a violation by an employee may be made verbally or in writing, and without limitation to format including electronic communications. To the extent that communications between the employer and employee regarding a potential risk of exposure are in writing, they shall be maintained by the employer for two years after the conclusion of the designation of a high-risk disease from the Commissioner of Health, or two years after the conclusion of the Governor's emergency declaration of a high-risk disease. Employer should include contact information to report violations of this plan and retaliation during regular business hours and for weekends/other non-regular business hours when employees may be working.



## Wood Library Association

### **Acknowledgement and Receipt of Airborne Infectious Disease Exposure Prevention Plan**

I acknowledge that I have received and read a copy of Wood Library's Airborne Infectious Disease Exposure Prevention Plan ("Plan"). I also acknowledge that the contents of the Plan have been verbally reviewed with me by the Executive Director. I further acknowledge that the Library reserves the right to revise, delete and add to the provisions of its' Airborne Infectious Disease Exposure Prevention Plan but that all such revisions, deletions or additions must be in writing.

I understand that this acknowledgment does not prohibit me from exercising my rights under NY Labor Code 218-d or the Library's Plan including, but not limited to, reporting airborne infectious disease exposure concerns, or seeking assistance or intervention with respect to airborne infectious disease exposure concerns or reporting violations of the law in good faith. I understand that the Library may not discriminate, threaten, retaliate against, or take adverse action against me for doing so.

**I have read and understand the above statements.**

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Employee Signature

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Print Name

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Date



## POLICY ON THE RIGHTS OF EMPLOYEES TO EXPRESS IN THE WORKPLACE

### INTRODUCTION AND PURPOSE

New York State Labor Law Section 206-c gives all employees in New York the right to express breast milk in the workplace. This law applies to all public and private employers in New York State, regardless of size or the nature of their business.

The New York State Department of Labor has developed the official policy on breast milk expression in the workplace as required by the law, ensuring that all employees know their rights and all employers understand their responsibilities. This policy is the minimum required standard, but employers are encouraged to include additional accommodations tailored to their workplace.

With the information provided below, employees will learn how much time they are allowed for breast milk expression, the kind of space employers are required to provide for breast milk expression, how to notify employers about the need to express breast milk in the workplace, and how to notify the Department of Labor if these rights are not honored.

Employers are required to provide this policy in writing to all employees when they are hired and again every year after. Employers are also required to provide the policy to employees as soon as they return to work following the birth of a child.

### USING BREAK TIME FOR BREAST MILK EXPRESSION

Employers must provide thirty (30) minutes of paid break time for their employees to express breast milk when the employee has a reasonable need to express breast milk. Employees must be permitted to use existing paid break or meal time if they need additional time for breast milk expression beyond the paid 30 minutes. This time must be provided for up to three years following childbirth. Employers must provide paid break time as often as an employee reasonably needs to express breast milk. The number of paid breaks an employee will need to express breast milk is unique to each employee and employers must provide reasonable break times based on the individual. Employers are prohibited from discriminating in any way against an employee who chooses to express breast milk in the workplace.

An employer is prohibited from requiring an employee to work before or after their normal shift to make up for any time used as paid break time to express breast milk. All employers must continue to follow existing federal and state laws, regulations, and guidance regarding mealtimes and paid break time regardless of whether the employee uses such time to express breast milk. For additional information regarding what constitutes a meal period or a break period under state and federal law, please see the following resources:

- NY Department of Labor Website on Day of Rest, Break Time, and Meal Periods:  
[dol.ny.gov/day-rest-and-meal-periods](https://dol.ny.gov/day-rest-and-meal-periods)
- NY Department of Labor FAQs on Meal and Rest Periods:  
[dol.ny.gov/system/files/documents/2021/03/mealand-rest-periods-frequently-asked-questions.pdf](https://dol.ny.gov/system/files/documents/2021/03/mealand-rest-periods-frequently-asked-questions.pdf)

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- U.S. Department of Labor FLSA FAQ on Meal and Rest Periods:  
[dol.gov/agencies/whd/fact-sheets/22-flsa-hoursworked](https://www.dol.gov/agencies/whd/fact-sheets/22-flsa-hoursworked)
- U.S. Department of Labor FLSA Fact Sheet on Compensation for Break Time to Pump Breast Milk:  
[dol.gov/agencies/whd/fact-sheets/73-flsa-break-timenursing-mothers](https://www.dol.gov/agencies/whd/fact-sheets/73-flsa-break-timenursing-mothers)

While an employer cannot require that an employee works while expressing breast milk, Labor Law 206-c does not otherwise prevent an employee from voluntarily choosing to do so if they want to. Paid breaks provided for the expression of breast milk must be 30 minutes. An employee must be allowed to use regular break or meal time to take a longer paid break if needed. Employees may also opt to take shorter paid breaks.

Employees who work remotely have the same rights to paid time off for the purpose of expressing breast milk, as all other employees who perform their work in-person.

## **MAKING A REQUEST TO EXPRESS BREAST MILK AT WORK**

If an employee wants to express breast milk at work, they must give the employer reasonable advance notice, generally before returning to the workplace if the employee is on leave. This advance notice is to allow the employer time to find an appropriate location and adjust schedules if needed. Employees wishing to request a room or other location to express breast milk in the workplace should do so by submitting a written request to their direct supervisor or individual designated by their employer for processing requests. Employers must respond to this request for a room or other location to express breast milk in writing within five days.

Employers must notify all employees in writing through email or printed memo when a room or other location has been designated for breast milk expression.

## **LACTATION ROOM REQUIREMENTS**

In addition to providing the necessary time during the workday, employers must provide a private room or alternative location for the purpose of breast milk expression. The space provided for breast milk expression cannot be a restroom or toilet stall.

The room or other location must:

- Be close to an employee's work area
- Provide good natural or artificial light
- Be private – both shielded from view and free from intrusion
- Have accessible, clean running water nearby
- Have an electrical outlet (if the workplace is supplied with electricity)
- Include a chair
- Provide a desk, small table, desk, counter or other flat surface

There does not need to be a separate space for every nursing employee. An employer may dedicate a single room or other location for breast milk expression. Should there be more than one employee at a time needing access to a lactation room, an employer may dedicate a centralized location to be used by all employees.

Any space provided for breast milk expression must be close to the work area of the employee(s) using the space. The space must be in walking distance, and the distance to the location should not significantly extend an employee's needed break time.

Employers located in shared work areas, such as office buildings, malls and similar spaces may work together to establish and maintain a dedicated lactation room, as long as such space(s) are a reasonable distance from the employees using the room. Each employer utilizing this common space is individually responsible for making sure the room meets the needs of their employees.

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If there is not a separate room or space available for lactation, an employer may use a vacant office or other available room on a temporary basis. This room must not be accessible to the public or other employees while an employee is using it for breast milk expression.

As a last resort, an available cubicle may be used for breast milk expression. A cubicle can only be used if it is fully enclosed with a partition and is not otherwise accessible to the public or other employees while being used for breast milk expression. The cubicle walls must be at least seven feet tall to insure the employee's privacy.

To ensure privacy, if the lactation room has a window, it must be covered with a curtain, blind or other covering.

In addition, the lactation space should have a door equipped with a functional lock. If this is not possible (such as in the case of a fully enclosed cubicle), as a last resort, an employer must utilize a sign advising the space is in use and not accessible to other employees or the public.

If the workplace has a refrigerator, employers must allow employees to use it to store breast milk. However, employers are not responsible for ensuring the safekeeping of expressed milk stored in any refrigerator in the workplace. Employees are required to store all expressed milk in closed containers and bring milk home each evening.

The space designated for expressing breast milk must be maintained and clean at all times.

If an employer can demonstrate undue hardship in providing a space with the above requirements, the employer must still provide a room or other location - other than a restroom or toilet stall - that is in close proximity to the work area where an employee can express breast milk in privacy, that meets as many of the requirements as possible.

Undue hardship is defined in the statute as "causing significant difficulty or expense when considered in relation to the size, financial resources, nature, or structure of the employer's business." **However, an employer may not deny an employee the right to express breast milk in the workplace due to difficulty in finding a location.**

## NEW YORK STATE DEPARTMENT OF LABOR RESOURCES

If an employee believes that they are experiencing retaliation for expressing breast milk in the workplace, or that their employer is in violation of this policy, should contact the New York State Department of Labor's Division of Labor Standards. Call us at **1-888-52-LABOR**, email us at [LSAsk@labor.ny.gov](mailto:LSAsk@labor.ny.gov), or visit our website at [dol.ny.gov/breast-milk-expression-workplace-to-file-a-complaint](https://dol.ny.gov/breast-milk-expression-workplace-to-file-a-complaint).

A list of our offices is available at [dol.ny.gov/location/contact-division-labor-standards](https://dol.ny.gov/location/contact-division-labor-standards). Complaints are confidential.

*Complaints are confidential.*

## FEDERAL RESOURCES

The federal PUMP Act went into effect in 2023, expanding protections for almost all employees expressing breast milk at work. Under the PUMP Act, any covered workers not provided with breaks and adequate space for up to a year after the birth of a child are able to file a complaint with the U.S. Department of Labor or file a lawsuit against their employers. For more information, please visit [dol.gov/agencies/whd/pump-at-work](https://dol.gov/agencies/whd/pump-at-work).

## Wood Library Association

### **New York Civil Rights Law 52-c Notice of Electronic Monitoring**

The Library monitors, in its sole discretion, employees' use of its electronic resources. Any and all telephone conversations or transmissions on Wood Library's systems, electronic mail or transmissions, or internet access or usage by an employee by any electronic device or system, including but not limited to the use of a computer, telephone, wire, radio or electromagnetic, photoelectric or photo-optical systems may be subject to monitoring at any and all times and by any lawful means.

For additional information, please refer to the Electronic Resources policy in the Employee Handbook or contact the Executive Director.

## Wood Library Association

### **Acknowledgement of Receipt of New York Civil Rights Law 52-c Notice of Electronic Monitoring**

I acknowledge that I have received and read Wood Library's Notice to New York Employees of Electronic Monitoring. I understand that any and all of my telephone conversations or transmissions on Wood Library's systems, electronic mail or transmissions, or internet access or usage by an employee by any electronic device or system, including but not limited to the use of a computer, telephone, wire, radio or electromagnetic, photoelectric or photo-optical systems may be subject to monitoring by the Library at any and all times and by any lawful means.

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Employee Signature

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Print Name

---

Date



## TRAVEL EXPENSE REPORT

NAME: \_\_\_\_\_

DATE(S): \_\_\_\_\_ PURPOSE: \_\_\_\_\_

If grant-related travel, please provide grant name \_\_\_\_\_

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TRANSPORTATION subtotal \$

Air: Taxi:

Bus: Other:

---

AUTO EXPENSES subtotal \$

Mileage: \_\_\_\_\_ miles @ \$\_\_\_\_\_ =

Tolls: Parking:

---

MEALS AND LODGING subtotal \$

Hotel: Meals:

---

TOTAL REIMBURSABLE EXPENSES TOTAL \$

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Employee signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor signature: \_\_\_\_\_ Date: \_\_\_\_\_

Certificate of Attendance (if applicable) and all itemized receipts attached



The Wood Library Association

**Annual Conflict of Interest Policy Acknowledgement  
And Disclosure Form**

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Position (employee/trustee): \_\_\_\_\_

Please describe below any relationships, transactions, positions you hold (volunteer or otherwise), or circumstances that you believe represent or could represent a conflict of interest between The Wood Library Association and your personal interests, financial or otherwise:

\_\_\_\_\_ I have no conflict of interest to report.

\_\_\_\_\_ I have the following conflict of interest to report (please specify other nonprofit and for profit boards you (and your spouse) sit on, any for-profit businesses for which you or an immediate family member are an officer or director, or a majority shareholder, and the name of your employer and any businesses you or a family member own):

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

I hereby certify that the information set forth above is true and complete to the best of my knowledge. I have reviewed, understand, and agree to abide by, the Conflict of Interest Policy of The Wood Library Association and understand that this policy and my actions in compliance with the policy are important to assure that The Wood Library Association will maintain its tax exempt status under the tax laws.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_





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|                                  |  |
|----------------------------------|--|
| 2. Date(s) incident(s) occurred: |  |
|----------------------------------|--|

|  |
|--|
| 3. Is the conduct still continuing? <input type="checkbox"/> Yes <input type="checkbox"/> No |
|--|

|   |
|---|
| 4. Please list the name(s) and contact information of any witness(es) or individual(s) that may have information related to your complaint. |
|---|

|   |
|---|
| <b><i>The next question is optional but may help the investigation.</i></b> |
|---|

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|---|
| 5. Have you previously complained or provided information (verbal or written) about harassment or discrimination? If yes, when and to whom did you file the complaint or provide information? |
|---|

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| <b><i>If you have retained legal counsel and would like us to work with them, please provide their contact information below.</i></b> |
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|                          |  |
|--------------------------|--|
| Attorney's Phone Number: |  |
|--------------------------|--|

|                           |  |
|---------------------------|--|
| Attorney's Email Address: |  |
|---------------------------|--|

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|---|
| <p><b>I acknowledge that all information provided above is true, complete and accurate to the best of my knowledge. I also am aware that the Library prohibits retaliation against me for filing this complaint, and I agree that I will immediately report any incident I believe is retaliatory using the Library's procedures for reporting retaliation.</b></p> |
|---|

|  |               |  |  |  |
|--|---------------|--|--|--|
|  | Completed By: |  |  |  |
|--|---------------|--|--|--|

|  |  |                         |  |  |
|--|--|-------------------------|--|--|
|  |  | Employee Name (printed) |  |  |
|--|--|-------------------------|--|--|

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|--|--|--------------------|--|------|
|  |  | Employee Signature |  | Date |
|--|--|--------------------|--|------|

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|  |  |  |  |      |
|--|--|--|--|------|
|  |  | Library Representative Receiving Complaint |  | Date |
|  |  |  |  |      |
|  |  | Job Title                                  |  |      |



## Systems Access and Confidentiality of Library Records Policy

### Summary

The Systems Access and Confidentiality of Library Records Policy aims to establish practices for maintaining the information security of the Personally Identifiable Information (PII) collected and stored by libraries and the OWWL Library System. This policy shall apply to all individuals authorized to access the System Information Systems as necessary for their job functions.

This policy outlines practices for the following:

- 1) Creation and deletion of Authorized User (defined below) accounts;
- 2) Generating secure passwords;
- 3) Electronic and physical access of library systems and devices; and
- 4) Appropriate dissemination of the PII contained in library systems.

### Purpose

Protecting patron privacy and confidentiality is a core principle of librarianship. The American Library Association's Library Bill of Rights, Article VII, states that:

*[a]ll people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use. Libraries should advocate for, educate about, and protect people's privacy, safeguarding all library use data, including personally identifiable information.<sup>1</sup>*

The OWWL Library System acknowledges its responsibility under New York State Civil Practice Law & Rules, Section 4509 to maintain the confidentiality of library records which contain the names or other personally identifying details regarding the users of our member libraries. Such information shall not be disclosed except as specified in law and with the advisement of OWWL Library System legal counsel.

*Library records, which contain names or other personally identifying details regarding the users of public, free association, school, college and university libraries and library*

<sup>1</sup> ALA Library Bill of Rights, <https://www.ala.org/advocacy/intfreedom/librarybill>

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*systems of this state, including but not limited to records related to the circulation of library materials, computer database searches, interlibrary loan transactions, reference queries, requests for photocopies of library materials, title reserve requests, or the use of audio visual materials, films or records, shall be confidential and shall not be disclosed except that such records may be disclosed to the extent necessary for the proper operation of such library and shall be disclosed upon request or consent of the user or pursuant to subpoena, court order or where otherwise required by statute.<sup>2</sup>*

The OWWL Library System also acknowledges its responsibilities under New York's Stop Hacks and Improve Electronic Data Security Act ("SHIELD Act") to develop, implement, and maintain reasonable security safeguards to prevent the unauthorized release of personal information.

## Definitions

### Personally Identifiable Information (PII)

Patron PII is data about a patron. Examples include a patron's name, address, email address, telephone number, or date of birth, either alone or in combination. Additional data about patrons, such as library usage, is also collected and stored in the System Information Systems and should be considered confidential. Examples of these types of data include a patron's circulation history, hold requests, or paid bills. For the purposes of this policy, the term "patron PII" describes all confidential information about a patron whether or not it is traditionally considered PII.

OWWL Library System collects the minimum personally identifying information (PII) necessary to conduct library-related business, including the circulation of library materials, contacting library patrons regarding library transactions and services, and connecting to third-party services that support library services.

OWWL Library System maintains certain administrative information regarding the use of the System Information Systems and managed computer services accessed by individuals through member libraries or via remote access. This information is kept for administrative purposes only.

### Authorized User

Access to OWWL Library System Information Systems is restricted to Authorized Users only. No other individual, regardless of their affiliation with a library, is permitted to access information within these systems.

An Authorized User is an individual who:

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<sup>2</sup> New York Civil Practice Law, Sec. 4509, Library Records, <https://www.nysenate.gov/legislation/laws/CVP/4509>

2

- Has access to an Information System through a unique login.
- Has agreed to abide by the terms of this Policy, either through the System Staff Agreement form or Member Library Agreement form.
- Has a formal affiliation with a Member Library or the System and requires access to Information Systems to perform their duties.
- Understands and upholds the principles outlined in local patron privacy or confidentiality agreements.

## Third Party Services

A third party is considered any person, group, vendor, or company other than the OWWL Library System and member libraries.

Third party access to patron data is prohibited except when authorized explicitly, in writing or contract, by the OWWL Library System.

In instances of third party access, the OWWL Library System will make every effort possible to limit the amount of patron PII accessible by the third party to only what is needed to provide the service.

An example of current third party services with limited patron PII access is OverDrive for the Systems eBook and Audiobook collection.

## Integrated Library System (ILS)

The ILS supported and maintained by OWWL Library System is Evergreen.

## OWWL Library System Information Systems

Information Systems that may contain patron PII and are maintained by OWWL Library System include, but are not limited to, email, the ILS (Evergreen), the System reporting tool, LibCal, and Prefab Websites.

## Patron Consent

When completing a library card application at a member library, the patron consents to their data being used for automated library notifications regarding available holds, checkouts, renewals, overdue materials, and card expirations. Libraries may also directly communicate with a patron about issues with their account. No other access is assumed or approved when registering for a library card.

## Scope

This policy shall apply to all individuals authorized to access the System Information Systems as necessary for their job functions.

## Accounts and Passwords

This portion of the policy establishes that both adequate controls on accounts and appropriate password management and construction are important aspects of maintaining the security of systems that hold patron PII and protecting patron confidentiality.

### Account Creation and Removal

- System IT staff should be notified of any personnel changes at a library that would require either the issuance of credentials to access the System Information Systems (such as email or the ILS) or the termination of access to the System Information Systems.
- Notifications of separations of service to the System should occur immediately to ensure that individuals who should no longer have access to the System Information Systems are removed as authorized users. Whenever possible, notification of separation of service should occur in advance of the date of separation.
- Library directors or their designees are responsible for informing OWWL Library System of the separation from service of an individual who has/had access to a shared account (detailed below).
- A library's board president is responsible for informing OWWL Library System of the separation from service of a library director.

### Shared Accounts

- Shared accounts should be kept to a minimum and avoided whenever possible. When not able to be avoided, passwords shared between multiple authorized individuals shall be changed upon the separation from service of an individual no longer authorized to access the System Information Systems. The responsibility to ensure that passwords are changed ultimately rests with the library director.
- Shared accounts include accounts that may be accessed by only one authorized individual at a time but which shall continue to be used after an individual's separation from service.
  - Any such accounts should also have their passwords changed upon a handover.
- Examples of appropriate shared accounts include:
  - A library's circulation email account.
  - An ad hoc email account created for a search committee.

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## Passwords

- Passwords used to access the System Information Systems that contain patron PII shall be:
  - Randomly generated<sup>3</sup>;
  - At least 12 characters long;
  - Unique; and
  - Should contain some level of complexity.
- Examples of adequate passwords include:
  - A “diceware” password<sup>4</sup> (a string of randomly generated dictionary words) ▪ If using a “diceware” password, the password shall consist of a minimum of five randomly generated words.
  - A password that is at least 12 random characters long.
- Passwords shall not:
  - Consist of previously used passwords; or
  - Consist of passwords used for personal accounts.
- Passwords used to access the System Information Systems shall not be transmitted in plain text (such as by email).
  - An exception can be made for passwords transmitted for one-time use, i.e., passwords used for an initial login that the recipient should then change after they are able to access the system.
- If an account or password is suspected to have been compromised, report the incident to System staff immediately by emailing support@owwl.org.

## Accessing the System Information Systems

This portion of the policy establishes that both the electronic and physical security of devices used to access the System Information Systems is important for maintaining the security of the network as a whole.

## Electronic Security

- Only devices purchased through OWWL Library System’s mediated PC purchasing program and configured by OWWL Library System may be used to access Information Systems (including the ILS and System Reporting tool) with Authorized User credentials. The System will ensure devices meet the following requirements:
  - Device must have an up-to-date operating system;

<sup>3</sup> Use a password generator to create a password. Password generators are often offered by password managers, like the generators offered by 1Password (<https://1password.com/password-generator/>) or LastPass (<https://www.lastpass.com/password-generator>).

<sup>4</sup> The EFF (Electronic Frontier Foundation) offers a guide to, and tool for, generating passwords by dice: <https://www.eff.org/dice>



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- Device must have up-to-date virus protection; and
- Device must have an up-to-date web browser.
- Member Libraries will ensure devices meet the following criteria:
  - Devices are library-owned, purchased, and configured through OWWL Library System;
  - Devices must be designated only for Authorized User use (i.e., should not be lent to the public); and 5
  - Devices may only be accessed by Authorized User accounts that adhere to this policy.
- No file containing patron PII should be downloaded to or stored on personal devices.
  - Such files include, but are not limited to:
    - files generated by the ILS;
    - files transmitted via email; or
    - files accessed on the System reporting tool.
- When using shared computers or browsers, Authorized Users should avoid saving login credentials (usernames and passwords) used to access System Information Systems to a browser's password manager. Dedicated password managers which can be logged into and out of are a secure way of managing multiple passwords on shared computers and browsers.

## Physical Security

- Devices should be locked or logged out of when not in use or when an Authorized User is not at (or within immediate line of sight of) the workstation.
- Devices on which patron PII is stored or accessed should be properly secured against unauthorized access. Only Authorized Users may access devices used to log on to System Information Systems (i.e., Evergreen and Email services).

## Management of Files, Reports, and/or Documents Containing Patron PII

Best practices for handling files, reports, and/or documents containing patron PII include, but are not limited to:

- Accessing files or any links to files only on library-owned equipment and avoiding using personally-owned computers, mobile devices, and services, like Dropbox, to access, save, or store files.
- Making sure that files and printed copies are kept secure from unauthorized access.
- Avoiding transmitting files using methods that may not be secure, such as by email

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attachment. Instead, transmit files by using a shared drive on your local network or removable media like a flash drive.

- Avoiding sharing files with, or uploading files to, unauthorized third-parties or third-party services.
- Deleting files and emptying the recycling bin/trash when you are done with them.
- Shredding any printed copies when you are done with them.

## Storing and Accessing PII

This portion of the policy establishes what types of data about patrons should be stored in the System Information Systems and how patron PII accessed in the System Information Systems may be used.

Data collected about library patrons and transactions is used only to conduct library-related business, the administration of library services, and to assist the specific person to whom the information pertains.

### Appropriate Collection of Data

- Only data necessary to provide library services should be stored in shared the System Information Systems (like the ILS). The least amount of personally identifiable information possible should be collected and stored in the System Information Systems.
  - Examples of data appropriate for collection include, but are not limited to:
    - Name
    - Address
    - Email address
    - Telephone number
    - Date of birth
  - Examples of data inappropriate for collection include, but are not limited to:
    - Health information
    - Driver's license numbers
- Data about patrons should only be stored in the System Information Systems for the length of time necessary for operational or legal purposes.

### Appropriate Use of Data

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- Patron PII should be used only for providing library services, such as automated library notifications regarding available holds, checkouts, renewals, overdue materials, and card expirations. Libraries may also directly communicate with a patron about issues with their account. No other access is assumed or approved when accessing PII.
- Local patron opt-in does not authorize the library to use data from Evergreen or any other System-provided information systems.
- Patron PII should never be exported from any of the System Information Systems for the purpose of being shared with or uploaded to any third-party or third-party services.
  - Examples of third-parties include, but are not limited to, outside ad or survey firms, Friends groups, and foundations.
  - Examples of third-party services include, but are not limited to, fundraising platforms, Dropbox, MailChimp, and Google Drive.

## Requests for Information from Law Enforcement Agencies

No individual data or transactions may be divulged to third parties except by court order.

No Authorized User other than the director or director's designee may respond to any form of judicial process or provide any patron-specific or library-business information, in writing or in oral form, to a law enforcement officer or other person.

In the event an Authorized User or System staff person is requested to provide patron information to any outside agency or individual the following procedures or appropriate local library procedures must be followed:

- 1) The individual receiving the request to examine or obtain information relating to circulation, computer activity or other records identifying the names of library users, will immediately ask for identification, then refer the person making the request to the director, or designee in the director's absence, who shall explain the institution's confidentiality policy. The individual receiving the request will not disclose any information.
- 2) The director, upon receipt of a process, order, or subpoena, shall consult with legal counsel to determine if such process, order, or subpoena is in good form and if there is a showing of good cause for its issuance. The Director should contact the System Executive Director.
- 3) If the process, order, or subpoena is not in proper form or if good cause has not been shown, insistence shall be made that such defects be corrected before any records are released. Without documents in proper form, law enforcement has no authority to compel disclosure of any information, other than the name of the person speaking to law enforcement officers.
- 4) Any threats or unauthorized demands (i.e., those not supported by a process, order, or subpoena) concerning circulation, computer or other records identifying the

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names of library users shall be reported to the director immediately.

- 5) If the document is a search warrant that authorizes immediate search and seizure, inform the officer that the library director and legal counsel will be contacted immediately and request the patience of the officer. (The officer may inform you that the warrant is “secret”. This does not preclude notification of the director and legal counsel.) If the officer declines to wait, carefully inspect the warrant and monitor the search.
- 6) Retain a copy of the warrant and request an inventory of the materials in question. Offer the officer a copy of any data requested. At the conclusion of the search immediately make a written record of all events that transpired.
- 7) Add the copy of the warrant, request documents, and the written record of the event to your incidents file or appropriate storage area.

## Member Libraries and System Access

In order for Member Libraries to maintain access to Information Systems managed by OWWL Library System (including, but not limited to, email, the ILS (Evergreen), the System reporting tool, LibCal, and Prefab Websites), Member Libraries must follow all aspects of this policy.

By participating in the use of OWWL Library System’s Information Systems, all libraries agree to the following standards:

1. Only Authorized Users who have signed an agreement with their library regarding their responsibility to follow this policy and any local confidentiality policies will be granted access to data, information, and records (all hereinafter referred to as Information) maintained in OWWL Library System’s Information Systems (as defined above in the “Definitions” section of this policy). Such Authorized User access is limited to what is needed to effectively deliver library services.
2. Authorized Users must use their access to Information Systems only to complete their work responsibilities in full compliance with this policy.
3. Authorized Users must comply with all controls established by the OWWL Library System regarding the use of Information maintained within the defined Information Systems.
4. Authorized Users are prohibited from the disclosure of Information, including any PII, circulation information, or information about a patron’s usage of the library, contained in Information Systems to unauthorized persons and third parties without the explicit consent of the OWWL Library System except as permitted under applicable OWWL Library System policy and Federal or State law.
5. Authorized Users must exercise care to protect Information against accidental or unauthorized access, modifications, disclosures, or destruction.
6. Authorized Users understand that the obligation to avoid such disclosure will continue even after they leave the service of a Member Library.
7. The Member Library understands that any violation of this Agreement or other System policies related to the appropriate release of or disclosure of Information may result in one or more sanctions, including termination of library access to Information Systems, termination of System support services, or civil liability. In addition, certain uses of information gained via violation of this policy (for instance, for identity theft, fraud, or coercion) could be criminal.

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Member Library Directors should regularly ensure Authorized Users understand that access to Personally Identifiable Information (PII) and other library record data contained in OWWL Library System's Information Systems is limited to the requirements of library work and patron consent (as defined above in the "Definitions" section of this policy), and such information is not to be disclosed to unauthorized persons and must be kept secure at all times.

To ensure the System as a whole is protected, Member Libraries will be held responsible and liable for any local infraction of this policy. Member Libraries must collect local agreements from their Authorized Users using any form they deem appropriate, providing the agreement upholds this policy and any local patron privacy or confidentiality policies.

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## System Staff Acknowledgment Form

I understand that my access to data, information, and records (all hereinafter referred to as Information) maintained in the manual and automated information and records systems (all hereinafter referred to as the System Information Systems) of the OWWL Library System is limited by my needs for the information in the performance of my job duties.

By my signature below, I affirm that I have been advised of, understand, and acknowledge the following terms and conditions of my access to Information contained in the System Information Systems.

- 1) I will use my authorized access to Information Systems only in the performance of the responsibilities of my position as an employee of a member library or direct employee of the System.
- 2) I will comply with all controls established by the System regarding the use of information maintained within the System Information Systems.
- 3) I will avoid disclosure of Information to unauthorized persons without the appropriate consent of the Information owner except as permitted under applicable the System policy and Federal or State law. I understand and agree that my obligation to avoid such disclosure will continue even after I leave the employment of a member library or the System.
- 4) I will exercise care to protect Information against accidental or unauthorized access, modifications, disclosures, or destruction.
- 5) When discussing Information with other employees in the course of my work, I will exercise care to keep the conversation private and not overheard by others who are not authorized to have access to such information.
- 6) I understand that any violation of System policies related to the appropriate release of or disclosure of Information may result in one or more sanctions, including immediate termination of my access to the System Information Systems, criminal penalties, or civil liability.

I affirm that I have been given the opportunity to review the Systems and Confidentiality of Library Records Policy and other NYS and the System policies referenced therein, and I further affirm that my questions about those policies have been answered to my satisfaction.

Employee Name Title Employee Signature Date

## Policy Justification Resources

NIST (National Institute of Standard and Technology): Digital Identity Guidelines: Authentication and Lifecycle Management (SP 800-63B)<sup>5</sup>

Q-B05: Is password expiration no longer recommended? <sup>6</sup>

*A-B05:*

*SP 800-63B Section 5.1.1.2 paragraph 9 states:*

*“Verifiers SHOULD NOT require memorized secrets to be changed arbitrarily (e.g., periodically). However, verifiers SHALL force a change if there is evidence of compromise of the authenticator.”*

*Users tend to choose weaker memorized secrets when they know that they will have to change them in the near future. When those changes do occur, they often select a secret that is similar to their old memorized secret by applying a set of common transformations such as increasing a number in the password. This practice provides a false sense of security if any of the previous secrets has been compromised since attackers can apply these same common transformations. But if there is evidence that the memorized secret has been compromised, such as by a breach of the verifier’s hashed password database or observed fraudulent activity, subscribers should be required to change their memorized secrets. However, this event-based change should occur rarely, so that they are less motivated to choose a weak secret with the knowledge that it will only be used for a limited period of time.*

Q-B06: Are password composition rules no longer recommended?<sup>7</sup>

*A-B06:*

*SP 800-63B Section 5.1.1.2 paragraph 9 recommends against the use of composition rules (e.g., requiring lower-case, upper-case, digits, and/or special characters) for memorized secrets. These rules provide less benefit than might be expected because users tend to use predictable methods for satisfying these requirements when imposed (e.g., appending a ! to a memorized secret when required to use a special character). The frustration they often face may also cause them to focus on minimally satisfying the requirements rather than devising a memorable but complex secret. Instead, a blacklist of common passwords*

<sup>5</sup> Digital Identity Guidelines, <https://nvlpubs.nist.gov/nistpubs/SpecialPublications/NIST.SP.800-63b.pdf>

<sup>6</sup> NIST Special Publication 800-63: FAQ, Q-B05, <https://pages.nist.gov/800-63-FAQ/#q-b05> <sup>7</sup> NIST Special Publication 800-63: FAQ, Q-B06, <https://pages.nist.gov/800-63-FAQ/#q-b06>

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*prevents subscribers from choosing very common values that would be particularly vulnerable, especially to an online attack.*

*Composition rules also inadvertently encourage people to use the same password across multiple systems since they often result in passwords that are difficult for people to memorize.*

Q-B10: Does SP 800-63B require that we remove our password composition (complexity) rules?<sup>8</sup> A-B10:

*SP 800-63B Section 5.1.1.2 states in part:*

*Verifiers SHOULD NOT impose other composition rules (e.g., requiring mixtures of different character types or prohibiting consecutively repeated characters) for memorized secrets.*

*This text is a recommendation, not a normative requirement (i.e., “should” rather than “shall” in text). However, research has shown that composition rules do not significantly improve the security of selected passwords. Composition rules often have the opposite effect as users tend to avoid or shortcut the rules by making predictable changes, resulting in weaker passwords and less security. Instead, SP 800-63B requires the use of a blacklist of common passwords that are not acceptable for use. We do recommend increased password length as a key password security control, especially through encouraging the use of passphrases.*

NIST (National Institute of Standard and Technology): Guide to Protecting the Confidentiality of Personally Identifiable Information (PII) (SP 800-122)<sup>9</sup>

## *2.3 PII and Fair Information Practices*

*Purpose Specification—The purposes for which personal data are collected should be specified not later than at the time of data collection and the subsequent use limited to the fulfillment of those purposes or such others as are not incompatible with those purposes and as are specified on each occasion of change of purpose.*

*Use Limitation—Personal data should not be disclosed, made available or otherwise used for purposes other than those specified, except with the consent of the data subject or by the authority of law.*

<sup>8</sup> NIST Special Publication 800-63: FAQ, Q-B10, <https://pages.nist.gov/800-63-FAQ/#q-b10> <sup>9</sup> NIST Guide to Protecting the Confidentiality of Personally Identifiable Information (PII), <https://nvlpubs.nist.gov/nistpubs/Legacy/SP/nistspecialpublication800-122.pdf>



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## ALA Privacy and Confidentiality Q&A<sup>10</sup>

3. *What is explicit consent and how is it different from opt-out? Explicit consent means that users are given an option to agree or disagree with the collection of their data. The user must be informed in a specific and unambiguous manner regarding how their data will be collected, used, and/or shared. Users should be given the choice before choosing to access a service rather than have to opt-out later. Libraries should ensure their online services do not default to opt-out. Opt-out requires action from the user to remove themselves from data collection. This does not allow a user to learn about the specific details of how their data will be utilized.*

21. *Can circulation or registration information be used for other library purposes, such as to generate mailing lists for fund-raising by the library or its Friends group? The Fair Information Practice Principles of “Notice and Openness” and “Choice and Consent” should be reflected in library privacy policies. See “How to Draft a Library Privacy Policy.”*

*Some states impose restrictions on the use of personally identifiable information (PII) for any purposes other than circulation or administration. In other states it is illegal to provide library user PII to any third party except under court order. See “State Privacy Laws Regarding Library Records.” In all states, regardless of the status of the law, library policies regarding the collection, use and dissemination of PII should be carefully formulated and administered to ensure that they do not conflict with the ALA Code of Ethics that states “we protect each user’s right to privacy and confidentiality.” Libraries choosing to use PII for any library-related purpose other than for which the PII was gathered should consider the following standard “opt-in” practices:*

- *Notice should be provided to all users of any library use of PII.*
- *Any use of PII beyond circulation or administration should be authorized only on an opt-in basis. At the time of registration, users should be asked to opt-in to additional and specifically enumerated uses of their PII (e.g., for fund-raising appeals). The PII of those who decline to 'opt-in' should not be made available for any additional uses.*
- *Any time a library decides to extend use of PII in ways not already authorized, it must seek user opt-in. Libraries should presume that all non-responders wish to opt out of the new use.*

22. *Does the library’s responsibility for user privacy and confidentiality extend to licenses and agreements with outside vendors and contractors? Most libraries conduct business with a variety of vendors in order to provide access to electronic*

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resources, to acquire and

<sup>10</sup> ALA, Privacy and Confidentiality Q&A, <http://www.ala.org/advocacy/intfreedom/privacyconfidentialityqqa>

*run their automated systems, to offer remote storage (e.g., “cloud computing), or to enable access to the internet. Libraries need to ensure that contracts and licenses reflect their policies and legal obligations concerning user privacy and confidentiality. Whenever a third party has access to personally identifiable information (PII), the agreements need to address appropriate restrictions on the use, aggregation, dissemination, and sale of that information, particularly information about minors. In circumstances in which there is a risk that PII may be disclosed, the library should warn its users and/or discontinue use of that service. In addition, all library vendors and contractors that handle PII should be expected to maintain a publicly available privacy policy that commits to compliance with the NISO Consensus Principles on User’s Digital Privacy in Library, Publisher, and Software-Provider Systems.*

NISO (National Information Standards Organization): NISO Consensus Principles on User’s Digital Privacy in Library, Publisher, and Software-Provider Systems (NISO Privacy Principles)<sup>11</sup>

*3. Security: The most current security best practices should be used as the baseline to protect data. These should include encryption of personal data while they are at-rest and in-motion; prompt updates of systems and software to address vulnerabilities; systems, procedures, and policies for access control of sensitive data; a procedure for security training for those with access to data; and documented procedures for breach reporting, incident response, and system, software, and network security configuration and auditing.*

*Unauthorized access to user data should be remedied in a timely manner in order to minimize exposure of such data and affected parties should be informed as soon as is practicable in compliance with applicable laws. Libraries, content-, and software providers should comply with applicable statutory or regulatory requirements and published security standards intended to promote the privacy and security of user data.*

*4. Data Collection and Use: The potential benefit to the user, the library, content-, or software-provider derived from the collection and use of users’ personal data must be*

*balanced against the impact of that collection and use on users and their right to privacy. Collection and use of users’ personal data should be for the purposes of supporting user services, research to improve those services, or for the internal operations of the library, content-, or software-provider for which the data were gathered. The effective management and delivery of library services may require the library user to opt into the provision of personal data in order to access a library resource or receive library services. Users’ personal data should only be used for purposes disclosed to them and to which they consent.*

*6. Options and Informed Consent: Each library user’s needs and expectations of privacy*

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*are different and may be contingent on circumstances. When personal data are not required to*

<sup>11</sup> NISO Consensus Principles on User's Digital Privacy in Library, Publisher, and Software-Provider Systems, <https://www.niso.org/publications/privacy-principles>

*provide services as described in "Data Collection and Use", libraries and content- and software-providers should offer library users options as to how much personal information is collected from them and how it may be used. The default approach/setting should be that users are opted out of library services until they explicitly choose to opt in. In cases where a user opts in to a specific service, they should have the choice to opt out at a later date, in particular when privacy policies change, and at that time have the option to delete data as outlined in "Access to One's Own User Data" (item 10 below).*

*7. Sharing Data with Others: Libraries, content-, and software-providers sometimes need to share some data to provide content or library services, or undertake administrative functions. However, these parties must carefully consider the impact on the user's privacy before sharing data or information about their activity with third parties. Such considerations should include: the library user's consent; the user's privacy interests; any legal prohibitions or requirements; the policies of that third party and their adherence to these principles; and the risks and benefits to the user and institution.*

*User activity data to be shared should be anonymized and aggregated to a level that minimizes privacy risks to individual users, unless the user has opted-in to a service. In particular, possible exposure of the resource-use habits of individual users should be protected in conformance with the "Anonymization" principle (item 5 above).*

Office of the New York State Comptroller Binghamton City School District – Information Technology (2019M-147)<sup>12</sup>

## *Audit Objective*

*Determine whether the Board and District officials adequately safeguarded data from abuse or loss.*

## *Key Findings*

- Officials do not regularly review network user accounts and disable those that are determined to be unnecessary.*

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- *The Board does not have an adequate contract and separate service level agreement (SLA) for information technology (IT) services provided by the Broome Tioga Board of Cooperative Educational Services' South Central Regional Information Center (SCRIC).*
- *Officials do not provide periodic IT security awareness training to staff.*

<sup>12</sup> Office of the New York State Comptroller, Binghamton City School District – Information Technology (2019M-147), <https://www.osc.state.ny.us/local-government/audits/school-district/2019/10/25/binghamton-city-school-district-information-technology-2019m-147>

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- *In addition, sensitive IT control weaknesses were communicated confidentially to district officials.*

## Key Recommendations

- *Regularly review user accounts and disable those that are unnecessary.*
- *Ensure there is an adequate contract and separate SLA with SCRIC for IT services provided.*
- *Provide periodic IT security awareness training to personnel who use IT resources. District officials generally agreed with our recommendations and indicated they planned to initiate corrective action.*

## Frequently Asked Questions Regarding Systems Access Policy

### **Are we able to get a mailing list of our library's patrons from the OWWL Library System so we can solicit donations?**

The Systems Access and Confidentiality of Library Records Policy prohibits this use of patron data. The policy requires that patron data stored in Information Systems maintained by the OWWL Library System, like Evergreen, be used only for the purposes of providing library services to patrons. Any use of data from Evergreen should only be used for providing library services and cannot be exported or otherwise used for soliciting donations.

### **We've previously requested Evergreen data from the OWWL Library System to use to maintain our mailing list. What should we do if we're no longer able to request exports of our patron list?**

The OWWL Library System follows ALA principles and guidelines in its implementation of a policy of not providing patron data for mailing lists used to solicit donations. The ALA

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recommends that patrons should be given the opportunity to opt-in to the use of their data for purposes beyond what is needed for providing library services.

Libraries who need to maintain a mailing list may want to consider modifying their registration workflows in a way that respects the principles described by the ALA. For example, libraries could add a section to their registration forms allowing patrons to opt-in to their data being added to a third-party service for the purpose of soliciting donations. Then, the patron's information could be added directly to the third-party platform your library uses for its mailing lists. This option is an informed opt-in. The patron should be informed of how their information will be used and that it will be stored in and processed by additional third-party platforms. This option would not require the use of data from Evergreen or other OWWL Library System-maintained systems.

**What about a list of our patrons' email addresses? Can we request those to sign our patrons up for our newsletter? We let our patrons know that they will be automatically signed up when they register.**

This is not an acceptable use of patron data according to the Systems Access and Confidentiality of Library Records Policy. Patrons should be given the opportunity to opt-in to use of their data,

especially if this data is being exported to a third-party newsletter platform. Furthermore, we cannot export patron lists in a way that includes only patrons who have opted-in to receiving your newsletter; we do not have an appropriate way to distinguish between patrons who have opted-in and those who have not.

**What types of patron data requests can the OWWL Library System fulfill?**

We are happy to fulfill a variety of different requests that rely on patron data.

For example, your request may be most appropriately fulfilled by aggregated data. If you are looking for more information on how many items patrons are checking out in the past year, you may wish to request a breakdown of the counts rather than a list of specific patrons and their number of checkouts.

If you are performing maintenance on patron records in Evergreen, you may need to request a list of your patrons based on specific attributes. For example, you may have changed the age at which your library considers a patron a juvenile and wish to update patron records based on their data of birth (though we are happy to help you automate this change).

**How can Authorized Users protect patron data?**

Upholding the information in this policy is critical for protecting patron data. A few points to remember: patron data should only be used for automated library notifications regarding available holds, checkouts, renewals, overdue materials, and card expirations. Authorized Users may also directly communicate with a patron about issues with their account.

When discussing Information with other Authorized Users during your work, you should keep

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the conversation private and not overheard by others who are unauthorized to access such information. New York Law protects patron data and forbids the disclosure of library usage data. Discussing a book someone has checked out with unauthorized individual can be considered a breach of that law and this policy.

It would also be prohibited by New York Law to discuss patron information or data with any unauthorized individual other than the patron on the account. This includes law enforcement without a proper warrant or court order.

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*Adopted: September 8, 2021*