

KNOXVILLE PUBLIC LIBRARY PERSONNEL POLICY

1.1 PURPOSE

The purpose of this document is to set forth the policies by which personnel-related decisions made by either supervisor or employee are to be guided and to express mutual expectations for conduct in the workplace. The Library's ability to manage and provide public services with efficiency and effectiveness is dependent upon the capability and performance of its employees. The Library strives to provide a good working environment, emphasizing individual achievement, open communication, and sensitivity to employee needs. The Personnel Policies identified herein are not intended to create any contractual rights in favor of you or the Knoxville Public Library. The Library reserves the right to change the Personnel Policies at any time.

1.2 ADMINISTRATION

These policies generally cover all Library employees; however, temporary/hourly-pay employees may not be covered by all provisions. Questions of interpretation should be addressed to the Library Director, who shall be responsible for final interpretation and application of these policies. The principles expressed herein will be used as a guide regarding issues not specifically addressed in these policies. This document should be read in conjunction with operating procedures published by the Library. Upon appointment to a budgeted position, all employees of the Library shall be furnished a copy of these policies. Any substantive changes or amendments shall be made available to all employees.

1.3 EQUAL EMPLOYMENT OPPORTUNITY

.31 General Policy

It is the policy of the Library to provide equal employment opportunities for all employees or potential Library employees regardless of race, creed, color, sex, national origin, religion, age, sexual orientation, gender identity, marital status, or mental or physical disability, except where age, sex, or physical ability constitute a bona fide occupational qualification necessary for job performance. This extends to all areas of personnel administration and shall be consistent with all protections afforded by applicable federal and state statutes.

.32 Harassment

The Library is committed to providing a work environment free of harassment. Harassment may take many forms, including behaviors that are overt or very subtle. Harassment may occur between or among members of the same or opposite sex, employees and the public, co-workers, or subordinates and supervisors. Harassing behavior, whether of a sexual nature or not, has the effect of creating a hostile or offensive work environment and is prohibited behavior.

a. Sexual Harassment

Sexual harassment is a form of unwelcome conduct that affects terms or conditions of employment or creates intimidating, hostile, or offensive work environments. Such harassment is prohibited for all employees, regardless of status, including supervisors, subordinates, administrators, and co-workers. No employee, either male or female, should be subjected to such conduct. Sexual harassment may also be charged between same-sex employees.

Sexual harassment may take the form of but is not limited to:

Deliberate or repeated unsolicited verbal comments, questions, representations, or physical conduct of either a sexual or non-sexual nature that are unwelcome to the recipient.

Making or threatening to make decisions affecting an employee's job on the basis of the acceptance or refusal of a request for sexual intimacy.

Verbal or physical conduct that has the purpose or effect of creating an intimidating, hostile, or offensive work environment.

Unwelcome sexually explicit or vulgar language, sexual jokes or innuendo, touching and/or lewd gestures, or physical contact.

It may also include more subtle actions directed at one or more individuals.

b. Harassment Based on Race, Creed, Ethnicity, Religion, Age, Sexual Orientation, Gender Identity, National Origin, or Disability.

This is also a form of employee misconduct and is prohibited. Such harassment may take the form of but is not limited to slurs, graffiti, derogatory names and jokes, physical conduct, or offensive behavior relating to one or more of an individual's origins, physical characteristics, or beliefs.

c. Complaint Procedure

The Library will actively pursue and investigate complaints of harassment or denial of civil rights, and appropriate action will be taken. Employees who encounter conduct they believe violates this policy are encouraged to bring it to their supervisor's attention, and if the supervisor is the involved party, or if the employee prefers, to the Library Director or City Attorney's office. All such complaints and records of resulting investigations shall be kept confidential, to the extent possible, while allowing the Library and City to meet their obligation to investigate such complaints.

There will be no retaliation against any employee for filing a complaint either formally or informally, or against any person for participating in the complaint and investigation process. Each complaint will be thoroughly investigated. If a violation is confirmed, it will be resolved in a manner designed to remedy any past harassment and prevent any future harassment.

d. Consequences of Harassment

Harassment is unacceptable conduct in any form and can be the basis for a discrimination charge against the Library and/or an individual employee. It is the Library's position that every employee has the right to work in an environment free of any type of harassment.

Consequently, any employee who engages in prohibited conduct will be subject to disciplinary action, up to and including discharge.

All employees have an affirmative duty to prevent harassment in the workplace by producing an environment that exposes and discourages harassment of any kind.

1. 4 EMPLOYEE RELATIONS AND CONDUCT

The work of every employee is important. On-the-job performance has an effect on the employee's success with the Library, as well as having an effect on the quality of service to the citizens of Knoxville. Employees have a right to expect fair treatment and fair compensation from the Library. In return, employees are expected to work diligently toward providing high levels of public service.

.41 Public Relations

Providing information and service is the Library's principal task; therefore, it is the first priority of each employee when dealing with members of the public or other employees to act in a courteous, responsive, and prompt manner, to provide accurate responses and/or appropriate referrals, and to be fair and consistent in the enforcement of library rules.

.42 Workplace Violence Prevention

Providing a safe work environment is essential to the Library. Acts or threats of violence against any Library employee will not be tolerated whether among employees or between one or more employees and the public. Any Library employee initiating a violent act against another Library employee or a member of the public will be subject to disciplinary action.

Workplace violence includes any act of physical, verbal, written, or electronic aggression and/or intimidation within the work setting, as well as destruction or abuse of property.

All reports of violence will be reviewed in a timely manner. Generally such reports should be made to the employee's supervisor; however, the employee may make the report to a Coordinator, the Library Director, or to the City Manager.

.43 Weapons

No employee of the Library shall carry a weapon while on duty. Weapons are not allowed on City property nor in an employee's vehicle when parked on City property. Issuance of a concealed weapons permit does not exempt an employee from these provisions.

.44 Library Owned Computers and Phones

Library computers and phones are provided for use by the employee and are the property of the Library. Such property is subject to recall by the Library at any time. Employees have no right to privacy in information maintained on a Library owned computer, the Library computer system, or the Library phone system, whether or not the employee considers such information personal.

.45 Appearance-Grooming

Employees are expected to maintain a level of personal appearance and grooming that is considerate of other employees, and projects an image that inspires the confidence of citizens and others with whom the employee must associate in the course of work.

The Library Director will make the final decision if there is a dispute over what constitutes appropriate personal appearance.

Employees are required to adhere to health, safety, and sanitation standards while at work.

.46 Personal Activities

Conducting personal or non-duty related activities is discouraged during work hours, except in emergencies and with the approval of the supervisor. If it is necessary to make a personal phone call, the call should be kept short. It is preferable that personal calls be made at designated break times or during lunch time. When possible, personal phone calls should be made from a phone away from areas used by the public to conduct business. Non-work related use of social media should follow the same guidelines as personal calls.

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1.5 DISCIPLINE

.51 Disciplinary Measures

The responsibility of the Library to maintain efficient operations may occasionally require taking disciplinary action against employees. The objective of disciplinary action is to correct inappropriate behavior and produce efficient Library operations. However, failure of the employee, after notice, to modify behavior may result in further disciplinary action up to and including termination of employment.

.52 Causes for Discipline

The following list is illustrative of, but does not include all, types of behavior for which disciplinary action may be taken:

- a. Insubordination.
- b. Theft of Library property or money, or acting in a careless or negligent manner with Library money, property, or vehicles.
- c. Willful or continued violation of Library rules and policies.
- d. Abusive or improper treatment during the performance of duty to any member of the public, fellow employee or city official, including harassment on the basis of race, creed, color, sex, national origin, religion, age, sexual orientation, gender identity, marital status, mental or physical handicap or disability; or any behavior which has the effect of producing a hostile work environment.
- e. Tardiness, failure to report to work, or failure to maintain a satisfactory attendance record.
- f. Failure to satisfactorily and consistently perform the duties of the position; incompetence, inefficiency, or negligence in the performance of assigned duties; unauthorized dissemination of non-public information acquired during the performance of duties for the Library.
- g. Violations of departmental rules, City Personnel Policies, or any other rules or regulations promulgated by the Library.
- h. Lying or providing false, inaccurate, or incomplete information either verbally or in writing; falsification, alteration, deletion of required information, or failure to include material information on any application or Library record.

- i. Illegal activities and/or conviction of a crime closely or directly related to the ability of employees to perform their job effectively.
- j. Disregard for safety policies and procedures, including improper use of safety gear, clothing, or equipment.
- k. Activity which involves conflict of interest.
- l. Revealing confidential Library records or unauthorized use of privileged information.

1.6 PERSONNEL TRANSACTIONS

.61 Personnel Files

The Library considers personnel files to be Library property generated for purposes of conducting business operations. It is the policy of the Library to permit access by all Library employees to their personnel file maintained in the Director's Office and to provide for correction of any erroneous information maintained in such file. Access to these files and the information contained in them is generally limited to the employee, appropriate supervisory personnel, and third parties authorized in writing by the employee (i.e., union stewards, attorneys, etc.). The file information may also be accessed and utilized in situations involving business operations. Information related to education, employment and job performance will be maintained in these files. Confidential medical records and benefits information are maintained separately from an employee's personnel file.

Employees are encouraged to keep their personnel files up-to-date with all job-related information such as degrees obtained, seminars attended, and certificates of completion. In addition, employees are required to update their personnel files when they experience a change of name, address, phone, or emergency contact.

.62 Job Description

Job descriptions are periodically reviewed and updated as job duties change. A job description will be developed and reviewed annually for each position. Copies of job descriptions are maintained in the Business Office, including in each employee's personnel file, and are available for employee review.

.63 Performance Evaluation

An evaluation and appraisal of each permanent employee's work performance shall be conducted at least annually according to procedures and policies approved by the Library Director. These policies, procedures and forms shall be made available to each new employee, and all employees shall be informed of any changes or amendments. On request, employees may receive copies of any document that evaluates their performance and shall have the right to include in their personnel file a written response to the supervisor's evaluation.

.64 Employment of Relatives

Generally, no person shall be hired, promoted or transferred to a department of the Library when, as a result, the employee would routinely be directly or indirectly supervising or receiving direct or indirect supervision from a member of the employee's immediate family. For the purpose of this section members of the immediate family are defined as employee's spouse, domestic partner or partner by cohabitation, children, mother, father, son-in-law, daughter-in-law, mother-in-law, father-in-law, brother, sister, brother-in-law, sister-in-law, grandparents and

grandchildren, step-children and step-parents, uncles, aunts, nieces, nephews, and first cousins.

.65 Termination of Employment

a. Resignation

Every employee is expected to give at least ten (10) working days notice prior to the effective date of resignation. The notice should be in writing and directed to the immediate supervisor. Generally the termination date shall be the employee's last day in attendance at work, except in cases of medical disability. Resignations must be accepted by the Library to be effective for benefit payment purposes. Generally, employees will be required to be at work on their last day. Extended vacation time will not be approved in the 10-day period prior to termination.

b. Retirement

Employees are eligible to retire in accordance with applicable pension or retirement programs. Because the pension systems will provide information only to the employee, employees must contact the retirement system directly. City Personnel staff will assist if requested.

c. Benefits Termination

Upon notice of resignation or retirement being received by City Personnel, applicable information regarding continuation of insurance coverage, benefits payout, IPERS benefit or refund, final check, and other information will be forwarded to the employee. City Personnel will provide information to terminating employees, answer questions, and assist employees; however, it is the employee's responsibility to complete and mail all forms to the applicable agency.

d. Exit Interviews

All terminating employees are offered the opportunity to participate in an exit interview through which they are asked to comment about their employment experience with the Library.

1.7 SAFETY

.71 Safety Rules

All Library employees are responsible for completion of job assignments in the safest manner possible. Prime consideration will be given to the safety of the employee and the public. Employees will not be required to work in areas or to operate equipment which is a safety hazard to themselves or the public.

Employees are responsible for implementing established policies and procedures regarding the safety and security of customers and fellow staff members.

Employees will receive appropriate training and are expected to follow appropriate safety standards.

Smoking is prohibited in all City or Library vehicles, equipment, and buildings.

The Iowa Occupational Health and Safety Administration establishes industrial standards for some Library work functions. The Library is committed to compliance with these and other applicable standards.

Employees will handle property and equipment of the Library with due care appropriate to the nature of the work and equipment employed. Employees who act in a manner which endangers the safety of themselves or others are subject to disciplinary action.

1.8 EMPLOYEE DEVELOPMENT

.81 Training and Education

The Library encourages all employees to improve their job-related skills and abilities through various credit and non-credit training and education courses and workshops. Within the limits of the budget, the Library will contribute to the expenses of employees attending training workshops or classes which have a significant relationship to their job responsibilities. Employees may be required to attend specified training, including in-service days.

1.9 HOLIDAYS, VACATION, SICK LEAVE

The Library Director recruits, trains, and assigns personnel subject to approval of the Board of Trustees (see By-Laws).

The Director follows the City Employees Manual as regards staff holidays, vacations, sick leave, etc. for full-time employees and holidays and vacations adjusted to time worked for regular part-time employees. Temporary help gets current Iowa minimum wage without benefits (see Non Union Employee Manual – current).

Approved by the Board of Trustees

Date: April 29, 2020

