



REQUEST FOR PROPOSAL - RFP-23-01

Yakima Valley Libraries 2024 Classification and Compensation Study

ISSUING AGENCY:

Yakima Valley Libraries (YVL)

RELEASED:

December 22, 2023

CLOSES:

January 19, 2024

Proposals must be received no later than 5:00 pm PST

RFP CONTACT

Yakima Valley Libraries
Attn: RFP – 2024 Classification and Compensation Study
c/o John Slaughter, Business Services Director, SPHR
102 N 3rd Street
Yakima, WA 98901
Email: jslaughter@yvl.org

REQUEST FOR PROPOSAL (RFP)

Yakima Valley Libraries 2024 Classification and Compensation Study

PROJECT DESCRIPTION

Yakima Valley Libraries (YVL) invites proposals from qualified consulting firms to complete a Classification and Compensation Study. This project is a comprehensive study of existing positions, classifications, compensation structure, benefits, personnel policy, and performance evaluations. In addition to responding to a rapidly changing labor market, our goal as an Employer is to competitively recruit and retain high-quality employees, motivate staff to excel in job performance, and structure work that best meets the needs of our communities. All while being good stewards of public tax dollars.

AGENCY BACKGROUND

Located in the beautiful agricultural Yakima County, in south central Washington State, Yakima Valley Libraries (YVL) provides quality library services to the entire county with the exception of those who reside within the city limits of Grandview. At 4,296 square miles, Yakima County is the 2nd largest in the State. YVL is a junior taxing district that is primarily supported through local property taxes.

The rural county library district was formed in 1945. It is comprised of mobile services (Bookmobile & Outreach) and 17 community libraries located throughout Yakima County. All towns or cities, with the exception of the City of Grandview, are either annexed to or contracted with Yakima Valley Libraries for library services.

In 2022, the library district was open a total of 30,818 hours and served 313,146 combined visitors. We circulated over 749,800 items and hosted 31,975 computer appointments using the 127 Internet computers available to the public.

YVL has a total of 90 employees (83 FTEs) spread out over 17 service locations and mobile services. The majority of staff work at the downtown Yakima Central Library as it also includes our Service Center. YVL has a variety of position types, which include regular full-time (exempt and nonexempt), regular part-time, and substitutes (on-call) positions. The majority of staff work in full-time roles.

The current compensation plan was established in 2020. A full classification and compensation study was performed internally in 2015. The salary schedule consists of 14 salary grades/ 13 step pay plan for personnel (Appendix A). The wage scale has been adjusted once in 2023 to account for the increase of minimum wage in Washington State. The Board also recently approved a 3% COLA

for 2024, which is reflected on grades 2-14 and the associated steps of appendix A. Currently staff receive step increases on their anniversary date following the successful completion of a performance evaluation.

Management staff compensation follows the same criteria as non-management staff, and increases are determined annually based on merit and successful performance evaluations. Our Grade 1 employees (hourly entry level) are paid minimum wage. This Grade is adjusted annually based on state minimum wage adjustments. Substitutes (hourly on-call staff) are paid one rate that is adjusted annually similar to all employees, that are not in Grade 1.

Appendices include:

- A. 2024 Salary Schedule (Includes 3% COLA)
- B. COLA Historical Summary
- C. Roster of Active Staff Positions
- D. Summary of Employee Benefits
- E. Personnel Policy
- F. Appraisal form

YVL requests proposals from consultant firms (Consultants) with expertise (within a single firm) in providing professional consulting services detailed in the Scope of Work.

YVL has established a budget of up to \$30,000 to complete this work.

SCHEDULE

The following is an outline of the selection procedure and a tentative time schedule:

December 22, 2023	RFP released
January 12, 2024	Last day for questions
January 19, 2024	Submittals due 5:00 pm PST
January 22 - 26, 2024	Interviews & References if Needed
February 6, 2024	Consultant selected and announced
February 26, 2024	Anticipated start date for work
July 31, 2024	Desired work completion date

SCOPE OF WORK

Yakima Valley Libraries is seeking proposals for professional services to review the classification and compensation structure of all YVL positions and recommend possible wage adjustments that align with YVL's compensation philosophy. Additionally, YVL is seeking an objective comparison and recommendations of its benefits package and possible Employee/Employer cost-sharing, personnel policies, and performance appraisals.

The scope includes the following:

1. Work with Library staff to develop compensation philosophy.
2. Conduct a general task analysis by department, which may include interviews with department directors/managers and other key personnel and employees to determine the organizational structure and essential functions of each position.
3. Review existing job descriptions and performance appraisal and recommend updates, if needed.
4. Analyze pertinent market data; evaluate positions by ranking; compare the initial ranking with that of the market's hierarchy and adjust as determined.
5. Review established pay grades and salary ranges for all classifications against comparable market data.
6. Recommend appropriate adjustments for classification(s) consistent with established compensation philosophy.
7. Determine methods and guidelines by which skill-based pay, merit increases, market adjustments, promotional increases, etc. might be made within the compensation model.
8. Analyze and provide a recommendation for incorporating a rising minimum wage into pay structure.
9. Review current Personnel Policies and make recommendations for possible changes based on State and Federal laws and YVL's established compensation and benefit philosophy.
10. Analyze benefits, cost-sharing and leave programs from a competitive standpoint using local market data including: Health, Dental, Life/AD&D, LTD, Retirement, leave accruals (vacation/sick, annual holidays), and other pertinent benefits not offered by YVL.
11. Develop conclusion indicating overall assessment of Library's competitive position using salary and benefit data reported as well as Library's compensation philosophy.
12. Project trend of total compensation activities for organizations surveyed and recommend options to maintain competitive position in the market.
13. Present a project plan, communication plan, costs, information needed, and resources prior to commencing the analysis.
14. Present to library staff an initial project overview, findings, and implementation strategy. Communicate status with YVL Project Manager as necessary.
15. A list of additional services that may be necessary or helpful in performing a more thorough analysis.

MINIMUM QUALIFICATIONS

Minimum qualifications are required for a Consultant to be eligible to submit a proposal response. Your submittal response must show compliance to these minimum qualifications. Those that are not responsive to these qualifications shall be rejected by YVL without further consideration:

- Consultant must have successfully performed one contract with a public or private agency of similar size to Yakima Valley Libraries within the last three (3) years, with services similar to those expected by YVL for this contract.
- Preference given to respondents that have performed Classification and Compensation consulting services for other public libraries.

RESPONSE MATERIALS AND SUBMITTAL

The preferred method of proposal submission is electronically to the following email address:

jslaughter@yvl.org. If Consultants choose to submit via hard copy, please submit one (1) hardcopy meeting the requirements below and one (1) reproducible digital copy in pdf format delivered on digital media.

At a minimum, the submittal must contain:

1. A letter of interest, on company letterhead, signed by the firm principal with a statement of availability to complete the work.
2. Identification of Consultants, including name, address, email address and telephone number.
3. Name, title, address, and telephone of contact person during period of proposal evaluation.
4. Signature of a person authorized to bind Consultant to the terms of this proposal.
5. An itemized list including the amount and pricing of all materials and services being proposed.
6. General information about the firm's experience and capabilities in the services to be provided.
7. Firm's approach to quality control, project management and product delivery.
8. Previous project experience on similar types of work, including library work experience.
9. Experience of the staff members assigned to the project. Work experience should be specific as to the individual's actual tasks performed on other projects.
10. Ability to meet YVL's requirements for readiness, availability and familiarity with the area upon execution of agreement, as outlined by a proposed schedule of activities.
11. Include three (3) references with a similar scope of work, with the following information: the name of the client, estimated project cost, and the name, email address, and telephone number of the contact person.

SELECTION PROCESS

Consultants will be considered based on the following 100-point scale:

CONSIDERATIONS	POINTS
Consultant's experience in the field of compensation analysis, job description analysis, and benefit benchmarking.	15
Prior relevant projects or experience with governmental agencies of similar size/scope	15
Previous public library work experience	5
Quality of work plan and approach	20
Readiness, availability, and ability to meet project timeline	10
A proven track record of providing quality work on time	20
References	10
Meets all applicable requirements	5

YVL's Evaluation Committee will evaluate each submittal, rank submittals, and make selection recommendations based on consensus. The Evaluation Committee will evaluate proposals and may ask a short list of Consultants to participate in an interview process. All Consultants submitting a proposal will be notified of YVL's final selection decisions. Proposals will be reviewed, interviews conducted (if needed) and a firm will be selected by **February 6, 2024**.

GENERAL INFORMATION

YVL reserves the right to continue with the Consultant selected or has the option to conduct a new selection process for future services beyond those services advertised above. To be considered, submittals must be received at the following address by 5:00 p.m. PST on **Friday, January 19, 2024**.

RFP Manager

Name: John Slaughter, Business Services Director, SPHR
Address: 102 N 3rd Street, Yakima, WA 98901
Phone number: (509) 575-3415
Email: jslaughter@yvl.org

Questions

The deadline for questions regarding the Scope of Services is **January 12, 2024**. Questions are to be submitted via email to John Slaughter at jslaughter@yvl.org.

Questions and answers will be posted to the YVL website at <https://www.yvl.org/about-us/finance-and-purchasing/> as they are received. Direct all communications regarding this RFP to John Slaughter. All other communication will be considered unofficial and non-binding.

MRSC Public Works Roster

Consultants are asked to become members of MRSC Public Works Roster, if not already. <https://members.mrscrosters.org/register>

Proprietary Information/Public Disclosure

Materials submitted in response to this solicitation shall become the property of YVL. Responses shall be deemed public records as defined in RCW 24.56, "Public Records Act."

Revisions to the Process

In the event it becomes necessary to revise any part of this request, addenda will be published on YVL's website at <https://www.yvl.org/about-us/finance-and-purchasing/>.

Cost to Submit

YVL will not be liable for any costs incurred by the Respondent in preparation of a response to this RFP, in conduct of a presentation, or any activities related to responding to this RFP.

Americans with Disabilities Act

YVL complies with the Americans with Disabilities Act (ADA).

Diverse Business Inclusion Plan

YVL is committed to providing the maximum practicable opportunity for participation by diverse businesses enterprises (DBE). DBE are defined as; small-business, micro-business, mini-business, minority owned business (MBE), and women owned business (WBE), as defined in RCW 39.26.010 and veteran-owned businesses as defined in RCW 43.60A.010.

Rejection of Responses

YVL reserves the right at its sole discretion to reject any and all responses to this RFP without penalty.

Appendix A - Includes 3% COLA

Appraisal Scores 3.0-3.4 = 2% 3.5-4% = 3%

	Library Assistant 1, Page & Office Clerk (Minimum Wage Only)	Library Assistant 2, Library Assistant 2 - Bookmobile, Library Assistant 2 - OS, Library Assistant 2 - ILL, Library Assistant 2 - Library Assistant 2 - TS, & Regional Library Assistant 2	CLS 1 Facilities Tech	CLS II & Library Assoc Supervisor	IT Tech 1, Collection Devel Coord, HR Assistant, & Accounting Assistant, Payroll Specialist	Asst. Collection Development Librarian, Network & Systems Technician 2, CLS III, CLS III Bookmobile, Archive Librarian I & Librarian I, Technical Services Supervisor	Accounting Asst Mgr, Exec Asst - Public Records Officer, Facilities Asst Mgr, IT Systems Asst Mgr	Coordinator (Non-MLS), & CLS IV (Non-MLS)	IT Systems Analyst, CLS IV (MLS), Adult Services Coordinator (MLS), & Youth Services Coordinator (MLS)	Programming Librarian, Facilities Manager, IT Manager, & Regional Library Manager	Collection Development and Circulation Manager, Technical Services & NWR Manager, Community Engagement & Impact Manager, & Public Services Manager	Business Services Director	Public Library Services Director	Deputy Director (Inactive)	Executive Director
	Grade 1	Grade 2	Grade 3	Grade 4	Grade 5	Grade 6	Grade 7	Grade 8	Grade 9	Grade 10	Grade 11	Grade 12	Grade 13	Grade 14	
Step 1	16.28	16.87	17.51	18.69	19.63	21.49	22.28	24.99	26.52	30.90	32.96	42.23	46.35	49.44	SET BY
	2,821.87	2,924.38	3,035.07	3,240.38	3,402.85	3,724.21	3,861.68	4,331.22	4,597.23	5,356.00	5,713.07	7,319.87	8,034.00	8,569.60	BOARD of
	33,862.40	35,092.51	36,420.80	38,884.56	40,834.14	44,690.46	46,340.11	51,974.62	55,166.80	64,272.00	68,556.80	87,838.40	96,408.00	102,835.20	TRUSTEES
Step 2	2%	17.21	17.86	19.07	20.02	21.92	22.72	25.49	27.05	31.52	33.62	43.07	47.28	50.43	
		2,982.86	3,095.77	3,305.19	3,470.90	3,798.69	3,938.91	4,417.84	4,689.18	5,463.12	5,827.33	7,466.26	8,194.68	8,740.99	
	3%	17.38	18.04	19.26	20.22	22.13	22.95	25.74	27.32	31.83	33.95	43.50	47.74	50.92	
Step 3		3,012.11	3,126.12	3,337.59	3,504.93	3,835.93	3,977.53	4,461.16	4,735.15	5,516.68	5,884.46	7,539.46	8,275.02	8,826.69	
	2%	17.73	18.40	19.64	20.63	22.57	23.41	26.25	27.86	32.46	34.63	44.37	48.70	51.94	
		3,072.35	3,188.64	3,404.34	3,575.03	3,912.65	4,057.08	4,550.38	4,829.85	5,627.01	6,002.15	7,690.25	8,440.52	9,003.22	
Step 4	3%	17.90	18.58	19.83	20.83	22.79	23.64	26.51	28.14	32.78	34.97	44.80	49.17	52.45	
		3,102.47	3,219.90	3,437.72	3,610.08	3,951.01	4,096.85	4,594.99	4,877.20	5,682.18	6,060.99	7,765.85	8,523.27	9,091.49	
	2%	18.26	18.95	20.23	21.24	23.25	24.11	27.04	28.70	33.44	35.67	45.70	50.16	53.50	
Step 5		3,164.52	3,284.30	3,508.47	3,682.28	4,030.03	4,178.79	4,686.89	4,974.75	5,795.82	6,182.21	7,920.96	8,693.74	9,273.32	
	3%	18.44	19.13	20.43	21.45	23.48	24.34	27.30	28.96	33.77	36.02	46.15	50.85	54.02	
		3,195.54	3,316.50	3,540.85	3,718.38	4,069.54	4,219.76	4,732.84	5,023.52	5,852.65	6,242.82	7,998.62	8,778.97	9,364.23	
	2%	18.80	19.52	20.84	21.88	23.95	24.83	27.85	29.56	34.44	36.74	47.07	51.66	55.10	
		3,259.46	3,382.83	3,611.67	3,792.75	4,150.93	4,304.15	4,827.50	5,123.99	5,989.70	6,367.68	8,158.59	8,954.55	9,551.52	
	3%	18.99	19.71	21.04	22.10	24.18	25.08	28.12	29.85	34.78	37.10	47.53	52.17	55.65	
		3,291.41	3,415.99	3,647.08	3,829.93	4,191.63	4,346.35	4,874.82	5,174.23	6,028.23	6,430.11	8,238.57	9,042.34	9,645.16	
		3,9496.93	40,991.93	43,764.91	45,959.19	50,299.51	52,156.20	58,497.90	62,090.72	72,338.70	77,161.28	98,862.89	108,508.05	115,741.92	

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Appraisal Scores 3.0-3.4 = 2% 3.5-4% = 3%

Library Assistant 1, Page & Office Clerk (Minimum Wage Only)	Grade 1		Library Assistant 2, Library Assistant 2 - Bookmobile, Library Assistant 2 - OS, Library Assistant 2 - ILL, Library Assistant 2 - TS, & Regional Library Assistant 2	Grade 3	Grade 4	Grade 5	Grade 6	Grade 7	Grade 8	Grade 9	Grade 10	Grade 11	Grade 12	Grade 13	Grade 14	Executive Director
	2%	3%														
Step 6	19.37	20.10	21.46	22.54	24.67	25.58	28.69	30.45	35.47	37.84	48.48	53.21	56.76			
	3357.24	3484.31	3720.02	3906.53	4275.46	4433.28	4872.32	5277.71	6148.79	6558.71	8403.35	9223.18	9838.06			
	40286.87	41811.77	44640.21	46878.37	51305.50	53199.33	59667.86	63332.53	73785.48	78704.51	100840.15	110678.21	118056.76			
3%	19.56	20.30	21.67	22.76	24.91	25.83	28.97	30.75	35.82	38.21	48.96	53.73	57.31			
	3390.15	3518.47	3756.49	3944.83	4317.37	4476.74	5021.07	5329.45	6209.07	6623.01	8485.73	9313.61	9934.52			
	40681.84	42221.69	45077.86	47337.96	51808.50	53720.89	60252.83	63953.44	74508.86	79476.12	101828.78	111763.29	119214.18			
2%	19.95	20.70	22.11	23.21	25.41	26.34	29.55	31.36	36.54	38.97	49.94	54.81	58.46			
	3457.96	3588.84	3831.62	4023.73	4403.72	4566.28	5121.49	5436.04	6333.25	6755.47	8655.45	9499.88	10133.21			
	41485.48	43068.12	45979.42	48284.72	52844.67	54795.31	61457.89	65232.51	75999.04	81085.64	103865.36	113998.56	121598.46			
3%	20.15	20.91	22.32	23.44	25.66	26.60	29.84	31.67	36.90	39.36	50.42	55.34	59.03			
	3491.86	3624.03	3869.18	4063.18	4446.90	4611.04	5171.70	5489.34	6395.34	6821.70	8740.30	9593.02	10232.55			
	41902.29	43488.34	46430.20	48758.10	53362.75	55332.52	62060.42	65872.04	76744.13	81860.40	104883.64	115116.19	122790.61			
2%	20.55	21.33	22.77	23.91	26.17	27.13	30.43	32.30	37.63	40.14	51.43	56.45	60.21			
	3561.70	3696.51	3946.57	4144.44	4535.83	4703.26	5275.14	5599.12	6523.25	6958.13	8915.11	9784.88	10437.20			
	42740.34	44358.11	47358.80	49733.27	54430.01	56439.17	63301.63	67189.49	78279.01	83497.61	106981.32	117418.52	125246.42			
3%	21.54	22.99	24.14	24.14	26.42	27.40	30.73	32.62	38.00	40.54	51.94	57.00	60.80			
	3596.61	3732.75	3985.26	4185.07	4580.30	4749.37	5326.85	5654.02	6587.20	7026.35	9002.51	9880.81	10539.53			
	43159.36	44792.99	47823.10	50220.85	54963.63	56992.49	63922.23	67848.21	79046.45	84316.22	108030.15	118569.68	126474.32			
2%	21.16	21.97	23.45	24.63	26.95	27.95	31.35	33.27	38.76	41.35	52.98	58.14	62.02			
	3688.55	3807.40	4064.96	4268.77	4671.91	4844.36	5433.39	5767.10	6718.95	7166.88	9182.56	10078.42	10750.32			
	44022.55	45688.85	48779.57	51225.26	56062.91	58132.34	65200.68	69205.17	80627.38	86002.54	110190.76	120941.07	129003.81			
3%	21.37	22.18	23.68	24.87	27.22	28.22	31.65	33.60	39.14	41.75	53.50	58.71	62.63			
	3704.51	3844.73	4104.82	4310.62	4717.71	4891.86	5486.66	5823.64	6784.82	7237.14	9272.59	10177.23	10855.71			
	44454.14	46136.78	49257.80	51727.47	56612.54	58702.27	65839.90	69883.65	81417.85	86845.70	111271.06	122126.77	130268.55			
2%	21.80	22.62	24.16	25.37	27.76	28.79	32.29	34.27	39.93	42.59	54.57	59.89	63.88			
	3778.60	3921.63	4186.91	4396.84	4812.07	4989.69	5596.39	5940.11	6920.52	7381.88	9458.04	10380.78	11072.83			
	45343.23	47059.52	50242.95	52762.02	57744.79	59876.31	67156.70	71281.32	83046.20	88582.62	113496.48	124569.31	132873.93			
3%	22.01	22.85	24.39	25.62	28.03	29.07	32.60	34.61	40.32	43.01	55.10	60.48	64.51			
	3815.65	3960.07	4227.96	4439.94	4852.24	5038.61	5651.26	5998.35	6988.37	7454.26	9550.77	10482.55	11181.38			
	45787.77	47520.88	50735.53	53279.30	58310.92	60463.34	67815.10	71880.16	83860.38	89451.07	114609.19	125790.57	134176.61			

Appendix A - Includes 3% COLA

Appraisal Scores 3.0-3.4 = 2% 3.5-4% = 3%

	Library Assistant 1, Page & Office Clerk (Minimum Wage Only)	Library Assistant 2, Library Assistant 2 - Bookmobile, Library Assistant 2 - OS, Library Assistant 2 - ILL, Library Assistant 2 - TS, & Regional Library Assistant 2	CLS I Tech Supervisor	CLS II & Library Assoc Supervisor	IT Tech 1, Collection Devel Coord, HR Assistant, & Accounting Assistant, Payroll Specialist	Asst. Collection Development Librarian, Network & Systems Technician 2, CLS III, CLS III	Accounting Asst - Mgr, Exec Asst - Public Records Officer, Facilities Asst Mgr, IT Systems Asst Mgr	Archive Librarian II, Youth Services Coordinator (Non-MLS), & CLS IV (Non-MLS)	IT Systems Analyst, CLS IV (MLS), Adult Services Coordinator (MLS), & Youth Services Coordinator (MLS)	Programming Librarian, IT Manager, & Regional Library Manager	Collection Development and Circulation Manager, Technical Services & NWR Manager, Community Engagement & Impact Manager, & Public Services Manager	Business Services Director	Public Library Services Director	Deputy Director (inactive)	Executive Director
	Grade 1	Grade 2	Grade 3	Grade 4	Grade 5	Grade 6	Grade 7	Grade 8	Grade 9	Grade 10	Grade 11	Grade 12	Grade 13	Grade 14	
Step 11	2%	22.45	23.30	24.88	26.13	28.59	29.65	33.26	35.30	41.12	43.87	56.20	61.69	65.80	
		3891.96	4039.28	4312.52	4528.74	4956.43	5139.38	5764.28	6118.31	7128.13	7603.34	9741.78	10692.20	11405.01	
	3%	46703.52	48471.30	51750.24	54344.88	59477.14	61672.60	69171.40	73419.76	85537.59	91240.10	116901.37	128306.38	136860.14	
		22.67	23.53	25.12	26.38	28.88	29.94	33.58	35.64	41.53	44.30	56.75	62.29	66.44	
Step 12		3930.12	4078.88	4354.80	4573.14	5005.02	5189.77	5820.80	6178.30	7198.02	7677.88	9837.29	10797.02	11516.83	
		47161.40	48946.51	52257.60	54877.67	60060.25	62277.24	69849.55	74139.57	86376.19	92134.61	118,047.46	129564.29	138201.91	
	2%	23.13	24.00	25.63	26.91	29.45	30.54	34.25	36.36	42.36	45.18	57.89	63.54	67.77	
		4008.72	4160.45	4441.90	4664.60	5105.12	5293.57	5937.21	6301.86	7341.98	7831.44	10034.03	11012.96	11747.16	
Step 13		48104.63	49925.44	53302.75	55975.23	61261.45	63522.78	71246.54	75622.36	88103.72	93977.30	120408.41	132155.58	140965.95	
	3%	23.35	24.24	25.88	27.18	29.74	30.84	34.59	36.71	42.77	45.62	58.46	64.16	68.44	
		4048.02	4201.24	4485.44	4710.33	5155.17	5345.46	5995.42	6363.65	7413.96	7908.22	10,132.41	11120.93	11862.33	
		48576.24	50414.90	53825.33	56524.01	61862.05	64145.55	71945.03	76363.75	88967.48	94898.64	121,588.89	133451.22	142347.97	
	2%	23.82	24.72	26.40	27.72	30.34	31.46	35.28	37.45	43.63	46.54	59.63	65.44	69.81	
		4128.98	4285.27	4575.15	4804.54	5258.27	5452.37	6115.33	6490.92	7562.24	8066.38	10335.06	11343.35	12099.58	
		49547.77	51423.20	54901.83	57654.49	63099.30	65428.46	73383.94	77891.03	90746.83	96796.62	124020.67	136120.24	145194.93	
	3%	24.05	24.97	26.65	27.99	30.63	31.76	35.63	37.81	44.06	46.99	60.21	66.08	70.49	
		4169.46	4327.28	4620.01	4851.64	5309.83	5505.83	6175.28	6654.56	7636.38	8145.47	10,436.38	11454.56	12218.20	
		50033.53	51927.35	55440.08	58219.73	63717.92	66069.92	74103.39	78654.67	91636.50	97745.60	125,236.56	137454.76	146618.41	

Appendix B - D

Appendix B- COLA Historical Summary

Year	YVL % Increase (COLA)
2002	3.0%
2006	2.9%
2009	2.0%
2024	3.0%

Appendix C- Roster of Active Staff Positions

<p>Exempt Director Positions</p> <p>Executive Director Public Library Services Director Business Services Director</p> <p>Exempt Manager Positions</p> <p>Community Engagement and Impact Manager Facilities Manager Public Services Manager Collection Development and Circulation Manager Technical Services & NWRR Manager</p> <p>Non-Exempt Manager Positions</p> <p>Information Technology Manager Regional Library Manager Facilities Assistant Manager Accounting Assistant Manager</p> <p>Librarian Positions</p> <p>Programming Librarian Archive Librarian I Archive Librarian II Librarian I Librarian II Assistant Collection Development Librarian</p>	<p>Community Library Positions</p> <p>Community Library Supervisor I Community Library Supervisor II Community Library Supervisor III Community Library Supervisor III – Bookmobile Community Library Supervisor IV Library Associate Supervisor Library Assistant II Library Assistant II – Regional Library Assistant II-Substitutes</p> <p>Page</p> <p>Administrative Positions</p> <p>HR Assistant Accounting Assistant Accounting Payroll Specialist Executive Assistant – Public Records Officer IT Systems Analyst Information Technology Technician I Network and Systems Technician II Facilities Tech</p> <p>Service Center Positions</p> <p>Collection Development Coordinator Technical Services Supervisor Library Assistant II – Bookmobile Library Assistant II – ILL Library Assistant II – Outreach Library Assistant II – Technical Services Adult Services Coordinator Youth Services Coordinator</p>
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Appendix D- Summary of Employee Benefits

This benefits overview is intended to provide a brief summary of benefits that eligible employees of Yakima Valley Libraries receive.

Paid Time Off

Vacation

New full-time employees accrue 6.66 hours per month (two weeks per year) and the accrual rate increases with years of service. Paid time off is pro-rated for eligible part-time employees.

Consecutive Years	Hours Earned Per Month	Annual Vacation
0-6	6.66 hours	80 hours (10 days)
7-14	10 hours	120 hours (15 days)
15-17	11.3 hours	136 hours (17 days)
18+	13.33 hours	160 hours (20 days)

Sick Leave

Regular full-time employees earn eight hours for each full calendar month of service (12 days per year). There is no cap on sick leave. Paid time off is pro-rated for all other part-time employees. If an employee works less than 20 hours per week they accrue, per Washington State law, 1 hour for every 40 hours worked and can carry up to 40 hours per year.

Appendix D- Summary of Employee Benefits – Cont.

Holidays

New Year's Day	Independence Day
Martin Luther King, Jr.'s Birthday	Labor Day
President's Day	Veterans Day
Memorial Day	Thanksgiving Holiday
Juneteenth	Christmas Day

Additionally, eligible employees receive two floating holiday each year. Holidays are pro-rated for part-time employees.

Health Care Coverage

Healthcare benefits are administered through the Washington Counties Insurance Fund and include:
Healthcare benefits are paid at 100% by YVL for eligible employees.

- Medical/Vision Insurance**
- Dental Insurance**
- FSA**
- Term Life Insurance**
- Accidental Death & Dismemberment Insurance**
- Long-Term Disability**

Retirement Benefits

Pension Plan

Employees in eligible positions are enrolled in Washington State's Public Employees' Retirement System (PERS).

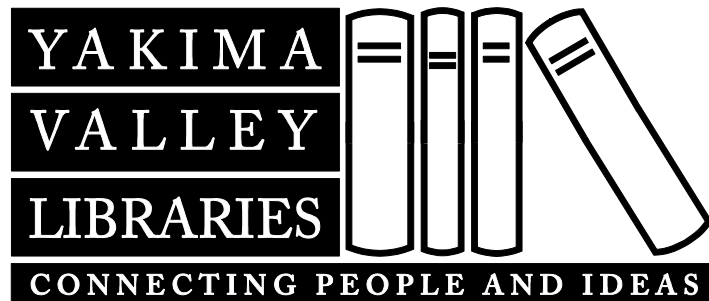
Deferred Compensation

Administered by the Washington State Department of Retirement Systems.

Other Benefits

- Supplemental Insurance**
- Tuition Assistance Program** (eligible employees)

Appendix E



PERSONNEL POLICIES

Adopted by the Yakima Valley Libraries' Board of Trustees
11/10/2014

Updated 12/11/2017

Resolution #19-007: Update adopted by Yakima Valley
Libraries' Board of Trustees on 10/28/2019

Effective on 1/1/2020

Minor Corrections – 02/19/2020

PERSONNEL POLICIES

ADOPTED: October 28, 2019
Effective January 1, 2020

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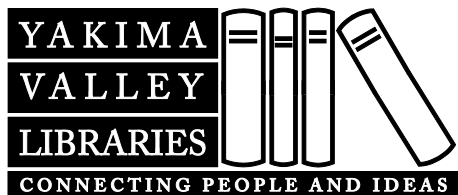
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WELCOME TO YAKIMA VALLEY LIBRARIES!

Dear Employee:

It is my pleasure to welcome you to Yakima Valley Libraries. I am delighted we have mutually agreed that you will join us here at YVL. The role of each person at YVL, whether a librarian, public service staff, support service staff, or Library Trustee, is critical to fulfill the mission of the library.

Our Mission Statement, as adopted by the YVL Board of Trustees August 24, 1999, emphasizes that Yakima Valley Libraries supports lifelong learning and an informed citizenry by providing free, open, and full access to a vast array of ideas and information.

Every job in our library district supports, and is essential to, the success of our mission. Yakima Valley Libraries prides itself by offering excellent customer service to staff and patrons, and by treating one another with respect and dignity- it is a **team** effort.

The enclosed Personnel Policies are designed to serve as an introduction to Yakima Valley Libraries and will provide resources to help you make a smooth transition into your new role. If you have questions, do not hesitate to ask your supervisor or manager. After all, we are a library and information is what we are all about.

We look forward to you joining our Library Team. Welcome to Yakima Valley Libraries.

Sincerely,

Candelaria Mendoza

Candelaria Mendoza,
Executive Director - Yakima Valley Libraries

A single copy of the Yakima Valley Libraries' Personnel Policy, adopted November 10, 2014 and updated on December 11, 2017, and further updated on October 28, 2019, is located on the Staff Intranet, and link appears on the Employee Self Service Portal as well. It is the responsibility of each employee to read the Personnel Policies, and any amendments adopted thereafter.

The purpose of the Personnel Policies is to provide guidelines for a productive and harmonious work environment between the Yakima Valley Libraries (hereafter referred to as the Library) and employees of the Library. The ultimate purpose of all work in the Library can be summed up in the words "quality service" and are guided by the *Statement of Values, Principles, and Philosophies* on the following pages.

Nothing contained herein is intended to be part of the employment relationship. These policies are not a promise of specific treatment, merely a general statement of the Libraries' policies. These policies do not create an employment contract, or a guarantee of employment for any specific duration between the Library and its employees. Either the Library or the employee may terminate the employment relationship.

This manual has been prepared as a guide or reference tool for all employees of the Library. The Library will review the Personnel Policies regularly to amend these policies, where and when necessary, to reflect ongoing change in the Library workplace.

These policies include, but are not limited to, classification specifications, salaries, hours of work, trial service period, termination of employment, promotions, leave, disciplinary and grievance procedures, appeal procedures, training, and other matters.

As the Library grows and changes, so, too, will personnel policies and guidelines. The Library, therefore, reserves the right to amend, revise, supplement, clarify, or rescind any policy or portion of this Personnel Policy manual when deemed appropriate by the Executive Director. You will be given written notification of any changes. The policy is produced in an electronic format in order to permit easy updating by revising pages.

It is recognized that no personnel policy can answer all questions that might arise in the normal course of public libraries. Employees of the Library are expected to exercise reasonable judgment and appropriate discretion in the performance of their duties.

Please understand that no supervisor, manager, or representative of the Library has the authority to make any written or verbal promises statements or representations that are inconsistent with these policies. Persons with questions about any policy or its interpretation may contact their immediate supervisor, or Executive Director for an explanation.

Significant Historical Dates

- 1889:** Young Women's Christian Temperance Union opens the first library in North Yakima. Open Saturdays 3- 8 pm with 128 volumes
- 1903:** Rev. Bartlett of St. Michael's Episcopal Church receives word that Carnegie would erect a Free Public Library Building in North Yakima.
- 1904:** The Yakima Public Library was established.
- 1907:** Carnegie Building opens at Yakima's downtown present site. Meanwhile, small libraries are growing up in towns all over the Valley.
- Wapato - 1908
Sunnyside - before 1910
Mabton - 1911
Granger - 1914
- 1944:** The Rural Library District #1 of Yakima County was established by election.
- 1946-47:** Eight communities join together to form Rural County Library District
- 1951:** Yakima and the Rural County Library District join forces to become Yakima Valley Library. Eventually a branch in every community except Grandview
- 1957:** New Yakima Library building ground-breaking, Nov 6 (Temporary headquarters were on First Street just off A Street)
- 1959:** New Yakima Library building opens to public on January 17
- 1968:** Wapato joins YVRL
- 1972:** Summitview Branch opens in back of Wray's Drug at Chalet Mall. (Move into first lease building May 19, 1977)
- 1977:** Selah joins YVRL as contracting town
- 1980:** Toppenish joins YVRL as contracting town
- 1982:** Moxee annexes to YVRL
- 1992:** Southeast Branch opens at Southeast Community Center
- 1997:** Apple Valley Grange building collapses; library closes
- 1998:** Gleed library loses home when fire station moves; library closes
- 2001:** Wapato and Toppenish annex to YVRL (election Feb. 2000)
- 2002:** Zillah annexes to YVRL (election Feb. 2001)
- 2005:** Sunnyside annexes to YVRL (election March 2004)

- 2006:** Selah annexes to YVRL (election March 2005)
- 2007:** The City of Yakima annexes to the Yakima Valley Library District (election April 2006)
- 2007:** With annexation of Yakima, YVRL is dissolved and becomes **Yakima Valley Libraries**
- 2009:** Nile Library Closure
- 2012:** Summitview Branch moves in to the newly constructed Richard E. Ostrander West Valley Community Library
- 2015:** YVL purchases Selah Community Library's building. (Totaling four owned library buildings: West Valley Community Library, Yakima Central Library, Sunnyside Community Library, Selah Community Library)
- 2018:** Nile Express Library is established
- 2019:** City of Union Gap annexes into Yakima Valley Libraries district

YAKIMA VALLEY LIBRARIES MISSION STATEMENT

Yakima Valley Libraries supports lifelong learning and an informed citizenry by providing free, open, and full access to a vast array of ideas and information.

STATEMENT OF VALUES, PRINCIPLES, AND PHILOSOPHIES

Dynamic organizations have values, principles, and philosophies that employees exemplify to both internal and external customers. In the pursuit of providing quality service to our citizens, our Library is committed to the following core values. Our approach is to consider each task, each customer, and each day as an opportunity to serve our community and our customers in a positive, helpful way.

Accountability. We are responsible for our own behavior and actions. The responsibility for providing service for both internal and external customers is the responsibility of each employee. We value decisions and actions that are based on factual information and logical as well as realistic thinking.

Customer Satisfaction. We believe that customers deserve service that is provided in a timely and thorough manner. We place a high value on following up and following through to completion with plans, projects, programs, and to inquiries and service requests from our customers and fellow employees.

Communication. We value and expect the open and honest sharing of ideas, concerns, and problems at all levels of our organization. Quality customer service requires a free-flowing exchange of information, and clear, effective written and oral expression and presentation of ideas and factual information throughout the organization and with our customers.

Compassion. We believe that the concerns of our customers and fellow employees are important. We believe it is important to listen carefully to others to fully understand their views before making decisions or conclusions, to appreciate and be sensitive to the feelings and needs of others, and to measure our own impacts on others. We will treat one another with respect and consideration.

Consistency. We strongly value fair implementation of Library services and policies for our customers of all ages, genders, cultural, and socioeconomic groups. We believe our policies and procedures should be enforced in a fair and equitable manner throughout our organization and community.

Creativity. We value and reward new and improved ways to provide quality customer service. We appreciate and consider constructive thinking and suggestions for improvements in programs and services from all people who are involved with providing and supporting Library services--appointed officials, friends and trustees, employees, library customers, and suppliers. We believe that the best ideas surface when our employees, boards, and library customers are encouraged to generate new ideas and those ideas are acknowledged and considered.

Empowerment. We believe employees should be provided the opportunity to creatively and effectively make decisions necessary to resolve issues and improve customer services. We value motivation, initiative, and taking action to provide the highest quality of customer service.

Honesty. We value people who are honorable in principles, intentions, and actions, and who are ethical and fair. We value truthfulness and credibility.

Professionalism. We value education, training, and personal attitudes that support the development, maintenance, and advancement of a competent customer-friendly oriented work force.

Self-Initiative. We value employees who take action to resolve issues and customer service problems in a proactive manner. We believe that all our employees, with their individual work styles and perspectives, are important resources for identifying and providing solutions, and performing and improving customer services.

Teamwork. We are all part of the same team with the same goals and objectives. We shall accept and work towards those goals as part of the team even though we may not personally agree with every aspect. We shall accept and collaborate with other members of a team regardless of our personal feelings toward them.

Vision. We have a responsibility to positively affect the future for our citizens by what we do today. We value planning for our tomorrows to make a better community for those who follow us.

Chapter 1

DEFINITIONS

The following terms, whenever used in the Personnel Policy manual, are defined as follows:

Accrued Vacation Leave: The hours an employee has earned from his or her anniversary date to a particular month that has not yet been added to the employee's records.

Accumulated Vacation Leave: The hours an employee has in their records and that are added on a monthly basis.

Administrative Leave: Leave approved for employees in positions exempt from the Fair Labor Standards Act to compensate for unusual, non-customary work demands.

Advancement: A salary increase within the limits of the pay range established for a classification as determined by the employer.

Allocation: The official assignment of an individual position to the proper classification according to the duties performed and authority exercised.

Anniversary Date: The initial date of employment in a budgeted Library position and the date from which vacation leave and sick leave will be computed.

Appeal Procedure: The established procedure to follow when an employee files an appeal because of action taken against that employee.

Appeal Rights: The right of an employee to appeal for a hearing as a result of action taken against the employee.

Appointing Authority: The Executive Director has the authority to make appointments to fill positions.

Appointment: The offer to and acceptance by a person for a position according to this Personnel Policy manual.

Armed Forces: Includes the Army, Navy, Marine Corps, National Guard, Air Force, Coast Guard and their auxiliaries.

Bereavement: The death of a member of the employee's *immediate family* (see definition below) which requires the immediate presence of the employee.

Branch: See Community Library.

Budgeted Position: A position that is funded in the Library's annual budget.

Candidate: An applicant who is participating in the recruitment for a position.

Child: Biological, adopted child, foster, or stepchild living with an employee.

Classification: A group of positions with similar or equal duties, responsibilities, and pay ranges.

Classification Title: A name assigned to a classification that indicates a particular level of rank and specific duties and responsibilities.

Community Library: A place in which public library services are available for library customers to use.

Compensation: The salary/wage, and all other forms of valuable consideration earned by, or paid to, any employee in remuneration for services in any position.

Compensatory Time: Time off from work to recompense for hours worked in excess of forty (40) hours per week.

Contract Employee: A person whose work is directed and supervised by Library staff, but who is paid by an employment contractor via a contract with such employment contractor.

Demotion: A change in status of an employee from a position in one classification to a position in a different classification having less responsible duties, lower qualifications, and a lower maximum rate of pay.

Department: A major functional subdivision of the Library that is accountable through the department manager.

Department Manager: The employee who manages a department or community library.

Department Guidelines: Procedures issued by a department manager and approved by the Executive Director designed for specific types of activities within a department's operation.

Veterans: A person who is serving or has served in active duty of the Armed forces of the United States during any recognized period of war and who has been discharged or released under other than dishonorable conditions or a person covered by RCW 41.04.005, as now or later amended

Discharge: A disciplinary termination of employment.

Disciplinary Action: There are several types of disciplinary action that may include, either individually or in combination, a documented verbal reprimand, a written reprimand, disciplinary probation, suspension without pay, reduction in salary, demotion, and/or discharge.

Disciplinary Probation: A form of disciplinary action for a period that generally will not exceed six (6) months.

Diversity Management: The policy of the Library that seeks equality in employment opportunities and access to service and programs for all applicants and employees regardless of race, religious creed, ancestry, sex, sexual orientation, age, marital status, disability except where permitted by law (essential functions of the job), national origin, or other protected status.

Eligible Candidate: A person whose name is recorded on an eligibility or reinstatement list.

Eligibility List: A record of the names of persons who have been found qualified through suitable examination for employment in a specific position or classification.

Employee or Incumbent: A person legally occupying a position in the Library service. Such persons include, but are not limited to, the following:

1. Regular Full-Time Employee: Employees who work thirty-two to forty (30-40) hours per week in a budgeted position. This person has successfully completed the trial service period.
2. Regular Part-Time Employee: Employees working in a budgeted position whose normal work schedule is less than thirty-two (30) hours per week. This person has successfully completed the trial service period. Regular part-time employees are paid at the equivalent hourly rate of the range and step in the classification to which they are appointed. Regular part-time employees whose work schedules are fewer than twenty (20) hours per week are not eligible to earn vacation with pay or be paid for holidays, or eligible for health insurance benefits.
3. Trial Service Employee: An employee working in a six (6) month test period during which the employee must prove his or her ability to perform the duties of the position *before he or she can become a regular full-time employee or regular part-time employee*.
4. Temporary Employee: A person appointed to a temporary position or temporarily appointed to a regular position. A temporary position means a position budgeted for a set period of time on an hourly, weekly, seasonal, or call-in basis. This period of time will not exceed six (6) consecutive months of continuous employment. This position can be intermittent in nature and does not have to be consecutive employment.
5. Emergency Employee: A person employed to meet emergencies for a temporary period in a position not specifically authorized or funded in the budget.

Employment Date: See Anniversary Date.

Exempt Employee: A person in a budgeted position, exempt from the overtime provisions of the Fair Labor Standards Act and Washington's Minimum Wage Act (WMWA) as an executive, administrative, or professional employee or under any other exemption.

Fair Labor Standards Act (FLSA): A federal law, enacted by the U.S. Congress, which sets minimum wage, overtime pay, equal pay, record keeping, and child labor standards for employees who are covered by the Act.

Family Medical Leave Act (FMLA): A federal law, enacted by the U.S. Congress, which entitles qualified employees to a maximum of twelve (12) weeks of unpaid leave per year for the birth, adoption, or placement for foster care of a child, to care for a spouse or child with a serious health condition, or when unable to work because of a serious health condition. Also includes military family leave entitlements for up to 26 weeks of unpaid leave.

Foster Child: An orphaned, neglected, delinquent or mentally ill child placed for care with approval from the Department of Social and Health Services.

Gender: Men or women as a group, a sex-based category. Note: The terms of this Personnel Policy manual apply in the same manner to both men and women.

Grievance: A written statement of dissatisfaction about the administration of the Personnel Policy manual of the Library.

Immediate Family: The spouse, children (biological, step, adopted, or foster) and parents of either spouse, and the following relatives of the employee: Legal guardians, brothers, sisters, grandparents, and grandchildren of either spouse, or the spouses of the above.

Introductory Service Period: A working test or orientation period during which an employee demonstrates, by actual performance, the employee's suitability for the duties of the position to which the employee has been appointed. The Introductory Service Period is for a minimum of six (6) months.

Lay Off: The separation of a regular full-time employee or regular part-time employee from Library service without fault or delinquency on the employee part. Layoffs are based on the Library's determinations regarding reorganization, privatization, outsourcing, the lack of work, or the lack of funds.

Library: Yakima Rural County Library District doing business as Yakima Valley Libraries.

Library Service: The performance of official duties and responsibilities for the Library. ***Revised 2.2015***

Manager: An employee who directs and evaluates the work of other employees within the same department or across departments.

Managing Librarian: An employee who directs and evaluates the work of other employees in a specific zone of the district.

May: As used in this Personnel Policy manual, "may" is permissive.

Military Duty: Mandatory training and service performed by an inductee, enlistee, reservist, or any entrant into any of the Armed Forces of the United States and their auxiliaries, in accordance with applicable statutes.

Nonexempt Employee: A person in a position covered by the overtime provisions of the Fair Labor Standards Act or Washington's Minimum Wage Act (WMWA).

Official Reprimand: An oral or written notice to an employee informing the employee of an action or course of conduct on their part that is cause for disciplinary action.

Open Examination: An examination open to all qualified persons including Library employees as well as outside persons.

Oral Board: An interviewing board composed of persons who are experienced either in the field of work for which the examination is being conducted or in the technique of evaluating and rating candidates.

Overtime: Any time worked in excess of forty (40) hours per week by an employee subject to overtime under the FLSA or WMWA.

Parent: Biological or adoptive parent, or stepparent.

Performance Appraisal: An appraisal of the quality, quantity, effectiveness, and efficiency of work performed. The appraisal is to communicate with the employee about performance, expectations, departmental standards, provide positive feedback, define specific areas needing improvement, and to develop a specific growth plan to address learning needs. At minimum, informal appraisals are encouraged frequently. Formal appraisals are made annually.

Personnel: All persons employed in the service of the Library.

Personnel Management: The process of defining policies, procedures, and guidelines for managing Library employees and the implementation of those policies in collaboration with department managers, supervisors and employees.

Policy: Any course of action approved by the Executive Director or Board of Library Trustees.

Position: The official rank within a given classification, with a descriptive title, held by an employee.

Position Classification and Compensation Plan: The Libraries' plan that classifies budgeted positions and sets compensation rates.

Position Description: A statement about the general responsibilities, essential functions, specific duties, minimum qualifications, and core competencies of a specific position within a given classification, as well as decision-making responsibilities, level of supervision received and exercised, working conditions, and equipment operated.

Procedures and Guidelines: Any course of action provided by the Board of Library Trustees, Executive Director, Manager, or Supervisor, outlining the method for completion of a task or project.

Promotion: A change in the employment status of an employee to a position in a higher classification with a higher rate of pay and increased responsibility.

Range: The distance between the minimum and maximum rates of pay within a given classification.

Rate of Pay: See Compensation.

Reclassification: The process of reassigning a position to a different classification as a result of a position audit.

Recruitment: Activity intended to attract, inform, evaluate, and appoint persons to Library service under the provisions of this Personnel Policy manual.

Rejection: The separation from employment during the employee's introductory service period.

Revised 5.2015

Relative: Any person related to the employee including spouses, children (biological, step, adopted, or foster), brothers, sisters, half-brothers, half-sisters, stepbrothers, stepsisters, parents, stepparents, aunts, uncles, nephews, nieces, first cousins, grandparents, grandchildren, and the spouses of the above.

Retirement: Official retirement from a budgeted position in the Library service that is available when the requirements of the employee's retirement system are met. ***Revised 5.2015***

Separation Date: The last day of an employee's work in Library service, after which no vacation, sick leave or shared leave is accrued and/or used.

Shall: As used in this Personnel Policy manual, "shall" is mandatory.

Shared Leave: The donation of sick leave and/or vacation leave by employees to an employee who is suffering from or has an immediate family member suffering from a serious medical condition that would cause the employee to take leave without pay, or to terminate employment without shared leave, subject to the provisions of this policy.

Start Date: Date on which employee's rate of pay and employment becomes effective.

Step: The pay intervals in a classification range through which an employee moves according to the length of time employed in Library service.

Substitute: See Employee, Temporary Employee.

Supervisor: An employee who directs and evaluates the work of other employees within the same department or across departments.

Suspension: The temporary separation of an employee from his or her position, without loss of pay for pending disciplinary action, or with or without pay for disciplinary action, or for another reason as authorized by the Executive Director.

Telecommuting: An approved working arrangement whereby an employee works at an alternative work site on specified days and/or for specified hours.

Arrangements are pre-approved by the Executive Director only.

Termination Date: The termination date is the last day of an employee's work in Library service. No vacation or sick leave is accrued and/or used from that date forward. ***Revised 5.2015***

Training, Education and Development: The training, developmental and educational programs as established or budgeted by the Executive Director for personnel at the Library.

Transfer: Reassignment of an employee from one position to another position in the same classification or another classification having the same pay range, involving the performance of similar duties, and requiring substantially the same basic qualifications.

Unauthorized Leave of Absence: Failure of any employee, either non-exempt or exempt, to notify and receive permission from his or her supervisor in advance of absence or failure of an employee to report for work at the beginning of their next regularly scheduled work period. An unauthorized leave of absence includes all or any portion of a workday for which notice and approval have not been provided.

Volunteer: A person, who is not an employee of the Library, who offers service to the Library without receiving any compensation or valuable consideration. ***Revised 5.2015***

Workday: An employee's scheduled daily hours of employment.

Workweek: An employee's scheduled work hours within an appointed week. For all personnel, Yakima Valley Libraries' workweek begins Sunday and ends Saturday.

Yakima Rural County Library District: dba Yakima Valley Libraries, Yakima County, Washington.

YVL: Yakima Valley Libraries

Chapter 2

GENERAL

2.01 Scope of Application: So that the library may provide the best service possible to the community that it serves, and so that employees may better understand expectations, it is necessary to establish standard rules and guidelines regarding customer relations, timeliness, attendance, dress, drug and alcohol use, and other general expectations regarding employee conduct while at work, at library sponsored events, or that affect an employee's ability to perform their job. All employees should review, understand, and follow the provisions of these administrative rules and guidelines.

The Personnel Policy manual applies to all offices, positions, and employees in Library service, except the following:

1. Appointed officials;
2. Contracted persons supplying expert, professional, or technical services.

New Employee Orientation: All new regular part-time and full-time employees are given new employee orientation. This Personnel Policy manual is an important part of their orientation.

2.02 Diversity Policy: To achieve workplace equity, the Library makes a reasonable effort to observe the practices outlined below:

1. Nondiscrimination in employment on the basis of race, color, religion, national origin, sex, sexual orientation, age, disability, marital status, creed, ancestry, or other protected status;
2. Recruiting efforts are designed so that applicant pools are both capable and diverse;
3. Employment decisions are based on job-related criteria and provide opportunities for entry and promotion; and
4. A workplace that is free from all forms of harassment.
5. Procedures for prompt, thorough, and impartial investigations of discrimination or harassment complaints and appropriate measures to provide remedy or relief to individuals who have been victims of illegal discrimination or harassment.

The Executive Director will evaluate the effectiveness of the Library's diversity policies and programs.

Section 2.02 revised 5.2015

2.03 Americans with Disabilities Act (ADA) and Washington Law Against Discrimination

(WLAD): The Library will not discriminate against qualified individuals with disabilities with regard to any aspect of their employment. The Library is committed to complying with the ADA Amendments Act of 2008, the Americans with Disabilities Act of 1990 and its related Section 504 of the Rehabilitation Act of 1973, as applicable and WLAD. The Library recognizes that some individuals with disabilities may require accommodations at work. If an employee is currently disabled or becomes disabled during employment, the employee should contact their manager to discuss reasonable accommodations that may enable them to perform the essential functions of their job.

2.04 Compliance with Personnel Policies: In accepting employment with the Library, each employee is expected to follow the Personnel Policy manual, administrative guidelines established by

the Executive Director, and the guidelines of the department in which they are appointed. Volunteers, while performing their duties in Library service, follow the same guidelines of conduct as Library employees.

2.05 Customer and Staff Relations: Each library employee is responsible for helping to create an environment where all those we come in contact with are recognized, valued, and respected. To that end, library employees will:

- Encourage access for all.
- Be welcoming and provide courteous, proactive and responsive service to all.
- When issues arise, focus on the situation, issue, or behavior, not the person.
- Give internal customers the same quality of service provided to external customers.
- When identifying yourself as a Yakima Valley Libraries employee, speak in a respectful way of customers and co-workers in all written and verbal communications that are not strictly private, whether with other customers, co-workers, or with friends and family.
- Maintain the confidentiality of customer and staff information at all times.
- Promote harmony and cooperation among fellow workers.
- Be truthful and provide all pertinent facts and information on any matters concerning library employment.
- Actively participate in meetings, committees, task forces and training opportunities and remain open to new ideas.
- View feedback as an opportunity to grow.

Staff will be treated the same as customers when conducting library business, with the same expectations of protected privacy of their information in the integrated library system (ILS). Staff must not waive their own fines and fees. In addition, failure to send staff to collection when payments are overdue may result in disciplinary action, up to and including termination. Staff checking out their own materials may only do so using the same options that the public uses, (self-check stations or at the circulation desk by another staff member) with the possible exception in solo libraries with prior approval granted by the Executive Director.

2.06 Personal Appearance Policy

PURPOSE

Yakima Valley Libraries strives to create a welcoming environment at all of our facilities. Part of being inviting to our public is presenting a pleasant and professional image. To help present this image and foster public confidence, staff members must dress appropriately for their work assignment and working conditions.

POLICIES

Personal appearance should be appropriate for a work environment. Clothing and grooming should not be excessively casual or extreme. Employees may refer to the guidelines developed by staff for examples of appropriate and inappropriate dress and appearance. These guidelines will be updated as needed.

The Library generally leaves matters of appropriate dress and appearance up to the discretion of the employee and his/her supervisor. Supervisors will discuss inappropriate dress or grooming with individual staff members and resolve issues related to this policy on a case-by-case basis to ensure unique circumstances are appropriately considered.

2.07 Identification Badges and Visitor Access to Work Areas: A name badge will be issued to all new employees. All employees are required to wear their identification while working. The badge is the property of the Yakima Valley Libraries and must be returned upon termination of employment.

For safety reasons and to limit disruptions, access to the non-public areas of the libraries is generally limited to employees. Vendors and repair persons must be pre-approved and accompanied by an employee.

2.08 Appointing Authority of the Executive Director: The Library operates under the statutes of the state of Washington, most specifically those found in the Revised Code of Washington, 27.12 Public Libraries. RCW 27.12.210 Library trustees – Organization – Bylaws – Powers and duties outlines the authority of and powers of the Trustees and their relationship with the Librarian (Executive Director).

The Executive Director, as the appointing authority, has general control and supervision over the affairs of the Library. The Executive Director has the authority to establish such other policies, procedures, and guidelines as are necessary for the control and supervision of the affairs of the Library. The Executive Director has the authority to appoint and discharge/terminate employees of all Library departments.

The Executive Director has the authority to discharge/terminate employees for cause as defined by Washington law. **Section 2.08 revised 5.2015**

2.09 Administrative Guidelines: The Executive Director is authorized to issue additional administrative policies as may be necessary to carry into effect this Personnel Policy manual. The Executive Director is authorized to approve supplementary departmental personnel guidelines.

2.10 Departmental Guidelines: Department managers may create guidelines more specific to their respective department operations. Such guidelines are subject to prior approval by the Executive Director.

Departmental guidelines will be posted and employees will be expected to read and abide by them.

Chapter 3

COMPENSATION

3.01 Compensation Plan

Yakima Valley Libraries maintains a Compensation Plan, with a designated salary schedule and ranges for each of the classifications in YVL. Pay grades are set to reflect the knowledge, skills, and abilities, working conditions, scope of responsibilities, and requirements for the positions in each classification. The wage scale is designed to provide fair compensation for work relative to other classifications within the library system. Generally, the starting wage for employees is Step 1.

Assignment of step level: The Executive Director retains the authority to assign employee pay levels at steps within that employee's range that are higher than the schedule or under special circumstances as determined best meets the needs of the Library.

Chapter 4

HOURS OF WORK

4.01 Established Workdays and Workweeks: The standard workday for employees may range between two (2) hours and ten (10) hours, as assigned for the needs of the library. The standard workweek is forty (40) hours within a seven (7) consecutive day work period. The Library establishes this period for each employee.

Lunch/Supper and Rest Periods: On a regular eight (8) hour assignment, a lunch/supper period does not normally exceed one (1) hour and cannot be less than thirty (30) minutes. Departments with split shifts may adjust lunch/supper periods accordingly. At least two (2) rest periods not exceeding fifteen (15) minutes each are afforded each employee during a standard eight (8) hour workday with a fifteen (15) minutes rest period allowed during a four (4) hour work shift. Rest periods are not to be taken at the beginning or end of the work period resulting in delayed arrival to or early departure from the workday. Flexibility of rest and lunch/supper periods is prearranged between the employee and the immediate supervisor. The lunch/supper period is not time paid by the Library. If an employee is the only employee on duty for five (5) hours or more in one shift and must stay on the Library's premises, the employee, with prior approval from their supervisor, will take his or her meal break while on duty and be paid for that time by the Library.

4.02 Flex Time

Work schedule window. The Executive Director shall approve a window of days and hours during which employees may schedule a flexible schedule, which may vary by facility, library or department. This window should consider employee safety and security issues. Flex time shall not result in extra hours or overtime pay

Core time. Supervisors may establish work hours when all employees in the department/library should be present unless on approved leave. The Executive Director may establish core hours for specific departments and/or libraries.

Eligibility. Flextime is not appropriate or feasible for all positions, libraries, or departments. Eligibility for flextime should depend upon an assessment of whether an employee's proposed work schedule would enable the employee to fully meet performance expectations. Employees must obtain prior approval from the Executive Director or his/her designee before working a flexible work schedule. Employees in the trial period are required to work during the standard hours for the department or library.

Approval. Flextime is extended as a privilege, the continuation of which depends on employee's meeting all performance expectations while on the new schedule. The Executive Director or his/her designee must approve flexible schedules, including any schedule changes, the frequency with which employees can change schedules and the coordination of schedules within the department or library. Flextime arrangements may be revoked at any time if an employee's supervisor judges that an employee is not performing adequately or the employee's flextime does not suit the position, the department, or the library. All final approval and decisions regarding flex time are at the discretion of the Executive Director.

4.03 Exceptions to Established Work Hours: A department manager may change an employee's work period with at least five (5) days' notice, except in an emergency, in order to be consistent with the needs of the Library. If there is an emergency as determined by the department manager, as much notice as is practicable will be provided.

4.04 Attendance: Every employee is expected to attend work regularly and report to work on time,

as scheduled. All employees are required to use the time and attendance tracking method as determined by the Library. This may include an electronic time clock or manual timesheets. All non-exempt employees must adhere to the current process. Washington Administrative Code 296-126 and 296-128 outlines the 7 minute rule for clocking in and out. Exempt employees are expected to work their schedule as assigned by the Executive Director. Each department approves time worked for all departmental employees.

4.05 Pay Periods: Pay periods run the 1st through the 15th, and the 16th through the end of the month. Disbursement of paychecks occurs on the 10th and 25th of each month via direct deposit. If these dates fall on a weekend or holiday, direct deposits will be made on Friday or the day before the holiday.

4.06 Deductions: Deductions from employees' pay are ruled by current laws and this Personnel Policy manual. They include the following:

1. Deductions required by law may include federal withholding tax, Social Security tax, Washington State Public Employees Retirement System, workman's compensation insurance, and health insurance co-payments.
2. Deductions can be arranged for voluntary supplemental insurance plans. These types of deductions are arranged only upon receipt of the written authorization from an employee.
3. Deductions ordered by garnishments or other court orders.

4.07 Overtime Policy: It is the policy of the Library to avoid the need for overtime work in order to minimize the financial liability caused by accumulated overtime. Overtime may be necessary for the efficient operation of the Library's departments. Authorized overtime is to be kept to a minimum.

Prior Approval: An employee needs his or her immediate supervisor's or manager's prior approval to work overtime.

Reporting: The department manager is responsible for authorizing, approving, and submitting overtime hours on the employee's time sheet for payment of overtime or compensatory time earned during any workweek.

FLSA and Washington Minimum Wage Act Mandated Overtime: The Library, according to the FLSA as amended, and the WMWA, pays nonexempt employees for authorized overtime as follows:

1. Overtime work for all covered employees is defined as any time worked in excess of forty (40) hours per week.
2. Overtime is paid time or comp time at the rate of one and one-half (1 and 1/2) times the employee's regular hourly rate of pay for all hours worked beyond forty (40) hours in a week.
3. Other leaves, such as paid vacation, sick leave, compensatory time, paid holidays, shared leave, and other paid leaves, shall not constitute hours worked in a forty (40) hour week.
4. When it is necessary to direct employees to report for emergency overtime work, the minimum payment for each call out is one (1) hour pay at one and one-half (1 and 1/2) times the employee's regular hourly rate of pay.

4.08 Compensatory Time: A non-exempt employee who has worked overtime may choose compensatory (comp) time instead of overtime pay. The employee will receive comp time at one and one half hours for each hour worked in excess of forty (40) hours per workweek. The maximum accrual

of comp time by an employee is documented by the payroll office. Employees must notify their supervisor immediately of their choice so it may be entered correctly in the time keeping system prior to payroll processing.

A non-exempt employee wishing to use comp time leave must request approval from their supervisor. The date and length of comp time leave is subject to prior approval by the employee's immediate supervisor.

This section does not apply to Fair Labor Standards Act (FLSA) and WA Minimum Wage Act (WMWA) exempt employees.

Leave Record Keeping: For reasons of public accountability, records of all employees' use of leave are maintained.

4.09 Administrative Leave: FLSA and WMWA exempt employees may be authorized administrative leave or time off with pay if unusual demands require excessive hours of work beyond the normal workweek. Exempt employees are not paid overtime nor given compensatory time. Requests for a full workday of administrative leave will be submitted in writing and cite the nature and the extent of excessive hours worked. Requests for administrative leave are subject to prior approval by the Executive Director.

4.10 Paid Holidays: Regular Holidays: The following holidays are recognized as holidays for pay purposes. Regular full-time and part-time employees, including those within their first six months, have these days off with pay. Temporary and emergency personnel and regular part-time employees whose work schedules are fewer than twenty (20) hours per week are not eligible for holiday leave. Holiday pay for eligible part-time employees is prorated based upon the regularly scheduled number of hours worked per week.

- New Year's Day
- Martin Luther King, Jr.'s Birthday
- Presidents' Day
- Memorial Day
- Independence Day
- Labor Day
- Veterans' Day
- Thanksgiving Day
- Christmas Day
- Two floating holidays

The Library will close at 6:00 p.m. on the day before Thanksgiving, at 1:00 p.m. on December 24, and at 6:00 p.m. on December 31.

When a day recognized as a holiday by the Library falls on a Sunday, the following Monday is observed as the holiday. When a day recognized as a holiday by the Library falls on a Saturday or Sunday, the Library facilities so affected will be closed on that Saturday or Sunday. Employees who are not scheduled to work on that Saturday or Sunday will observe the holiday on the preceding Friday or the following Monday or as arranged at another time.

A holiday occurring during a vacation leave period adds another day to the vacation allowance.

Floating Holiday: Eligible employees will receive 2 paid floating holidays on January 1st each year which must be used no later than December 31st the same year. Regular full-time and part-time employees whose work schedules are at least twenty (20) hours a week have these days off with pay. Temporary and emergency employees and regular part-time employees whose work schedules are fewer than

twenty (20) hours per week are not eligible for holiday leave. Holiday pay for eligible part-time employees is prorated based upon the regularly scheduled number of hours worked per week. Employees hired after January 1st will receive prorated floating holidays.

Holidays of Faith and Conscience:

Under Washington law all employees of Yakima Valley Libraries are entitled to up to two unpaid holidays per calendar year for “a reason of faith or conscience or an organized activity conducted under the auspices of a religious denomination, church, or religious holiday.”

Note that for nonexempt employees a partial day off will count as a full day toward your yearly allotment of two days. Note also that the law provides for unpaid leave, and there is no provision for substituting paid time off. If you wish to be compensated for the time off, please follow the policies for using accrued vacation leave or compensatory time or other paid time off.

If you seek to take a day off or partial day off under this law, you must submit the request to your supervisor at least two weeks in advance through the current official request process. Untimely requests will only be considered if you can demonstrate that timely notice was not possible under the circumstances.

Your request should include the following information:

- Your name
- The day(s) or partial day(s) that you are requesting off
- A sufficient description of the reason for the leave so that Yakima Valley Libraries can determine if it is properly granted
- If the request is untimely, the reason why it was not possible to submit the request in a timely manner.

Your request will be processed by your supervisor within the standard procedures. The request may be denied if:

- It was not submitted in a timely fashion, or
- The reason for the requested leave is not appropriate under the law, or
- Granting the request would cause an undue hardship

An employee eligible for holidays does not receive holiday pay if the employee is on unpaid leave of absence.

4.11 Employees Required to Work on Holidays: For any covered employee normally eligible for holiday benefits who must work on a day designated as a holiday under the provisions of this Personnel Policy manual, or such other day as authorized by the Library, the employee may choose compensatory time or paid overtime, at one and one-half (1 and 1/2) hours for each hour worked.

When a day designated as a holiday under the provisions of this Personnel Policy manual, or such other day as authorized by the Library, falls on an eligible covered employee's normally assigned day off or during vacation or sick leave, the employee receives an additional work day off to be taken within the same work week.

4.12 Holidays on Scheduled Day Off: Holiday time may be earned when a holiday falls on an employee's normal day off.

4.13 Unpaid Holiday: The Library will close all locations on Easter Sunday as an unpaid holiday, per Trustee Resolution #05-003.

4.14 Insurance: All regular full-time employees are eligible to participate in the Library's group medical insurance plans for individual or family coverage. New employees may join the plans at the first of the month following a full calendar month of employment.

4.15 COBRA: The right to continue coverage for group health plan benefits was created by a Federal law, the Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA). COBRA continuation coverage can become available to you when you would otherwise lose your group health coverage. It can also become available to other members of your family who are covered under the group health plan when they would otherwise lose their group health coverage. For additional information about your rights and obligations under the group plan and under Federal law, you should review the plan's Summary Plan Description (SPD) or contact Human Resources

4.16 Retirement: Yakima Valley Libraries participates in the Washington State Retirement Plan for benefit eligible employee. The plan also includes a voluntary provision for employee tax deferred compensation contributions. Additional information is provided during the orientation process.

EMPLOYMENT

5.01 Purpose of Policy: The Library is obligated to its customers to recruit and hire talented and qualified employees. To that end, the Library recruits, as widely as appropriate, for each position, and informs and encourages its employees to apply for Library vacancies, and to develop their own skill base to enhance their competence and competitiveness.

5.02 Citizenship: Naturalized or legal citizens of the United States are provided an equal employment opportunity with the Library. Noncitizens shall meet federal and state employment eligibility requirements before being accepted as an employee of the Library.

5.03 Application: All candidates for employment must file an employment application form. The form and its contents are established by the Executive Director. Additional information, such as a résumé, cover letter, and supplemental questionnaire may be requested of candidates. All information provided on the application form must represent true and accurate data – misrepresentations of any information on this application may be grounds for immediate dismissal.

5.04 Employee Classifications: Employees at the Libraries' are either full-time (30-40) hours a week) or part-time at 29 hours or less a week. The Library may on occasion hire temporary employees who may be eligible for benefits.

Part-time employees who work less than 20 hours a week receive one hour of sick leave for every 40 hours actually worked, however they do not accrue vacation days, or holidays, and are not eligible for health insurance.

When you are hired, Human Resources will verify whether you are a full-time or part-time employee, and also whether you are exempt or non-exempt. Your hire letter will outline the specific details of your employment and classification. The FLSA and WMWA provide rules for overtime provisions for non-exempt employees. Exempt employees are not entitled to overtime under the FLSA or WMWA.

5.05 Temporary Appointments: Whenever a Library department or community library requires help because of a special project, a temporary increase in work load, or the absence of a regular full-time or part-time employee, or extended sick or vacation leave, temporary appointments may be made for the duration of such work. The period of this service is not counted as part of the trial service period if the employee is later appointed to another position, unless such time served is acceptable to the department manager concerned.

5.06 Temporary Reassignments: During an emergency or period of unusual workloads, the Executive Director may temporarily reassign Library personnel within a department for a period not to exceed six (6) consecutive months. The Executive Director has the right to temporarily reassign personnel on an intermittent basis. Library personnel may be temporarily reassigned from one department to another within the Library. Interdepartmental reassignments are administered as follows:

1. Requests for personnel are subject to approval by both the department manager for the department to which the employee has been assigned before the reassignment and the department manager to whom the employee will be reassigned.

2. An employee who has been temporarily reassigned receives his or her normal rate of pay and benefits, unless assigned to a higher classification for a period in excess of thirty (30) days, after which he or she is paid at that classification's range and step, similar to the employee's current step.

3. The department managers control and coordinate programs for training Library employees to assure the maximum use of employees during periods of temporary reassignment.

5.07 Employment of Relatives: The following applies to the employment of relatives of Library employees and officials. For the purposes of this section, relatives include spouse, children (biological, step, adopted, or foster), brothers, sisters, half-brothers, half-sisters, stepbrothers, stepsisters, parents, stepparents, aunts, uncles, nephews, nieces, first cousins, grandparents, grandchildren, and the spouses of the above.

1. Employees will not be appointed, transferred, promoted, demoted, or work in any position where a relative would be a direct supervisor of the employee, responsible for auditing or monitoring work of the employee, or where the employee and relative would report to the same supervisor, or where other circumstances place the employee and relative in a situation of actual or possible conflict of interest.

5.08 Continued Employment: Employment with the Yakima Valley Libraries is subject to termination based on, among other things, satisfactory work performance, the need for the work performed, the availability of funds, reorganization of departments and/or services, and the continued provision of services by the Library work force.

5.09 Reappointment: Any regular full-time or part-time employee who has resigned from Library service in good standing may be considered for reappointment to a position in Library service. A written request for consideration must be submitted. The employee may be considered within one (1) year of the employee's termination date. A reappointment may be made without benefit of a new recruitment. In no way is it mandatory for any appointment authority to reappoint a former employee should the appointment authority desire not to do so.

An employee so reappointed is considered a new appointee. The employee has no vested interest in nor is entitled to any benefits accrued during any previous employment with the Library, except benefits left in the Washington State Department of Retirement. The reappointed employee will be subject to the requirements of this Personnel Policy manual.

5.10 Transfer: An employee may be transferred by the Executive Director, at any time, to a position in another comparable classification if they meet the minimum qualifications. For transfer purposes, the definition of comparable class is a classification that compensates at the same minimum and maximum rates of pay, performs similar duties, and requires substantially the same minimum qualifications. Transferred employees must successfully complete a trial service period.

A regular full-time or part-time employee may be transferred from one department or library to another department or library, subject to the approval of the Executive Director with consideration of input from the affected department managers. The Executive Director may order the transfer for purposes of economy, reorganization, and/or efficiency.

Return to Former Position: If the performance of an employee so transferred is unsatisfactory in the new position, or if the new position is eliminated and the employee's performance in the original position had been satisfactory, the employee may be transferred back to his or her original position or to a similar position if the position is still available. This return transfer is allowed only within a reasonable amount

of time not to exceed three (3) months from the effective date of transfer and depends on the needs of the library.

5.11 Promotion: It is the policy of the Library to encourage the advancement and development of personnel within Library service. Promotional selection for vacancies is conducted as the needs of the Library require. Regular full-time and part-time employees must successfully complete a 6 month trial service period for their current position, and are not currently working on a Performance Improvement Plan, or had a Corrective Action within the last 6 months, and who meet the requirements of the classification for which an examination is to be held, are considered eligible to compete in such an examination. The promoted employee must successfully complete a 6 month trial service period in their new position. Promoted employees who find that their new position does not work out and who wish to return to an open position of their previous classification, which may or may not be their previous position, may do so within forty-five (45) days subject to such a position being available as determined by the Executive Director.

5.12 Demotion: The Executive Director may demote an employee for any of the following reasons or conditions:

1. The ability to perform the position's essential functions falls below acceptable standards;
2. Disciplinary reasons as set forth in Section 15.01 - Cause for Disciplinary Action;
3. An employee's position is eliminated;
4. An employee requests such demotion;
5. A departmental reorganization that affects employee positions; or
6. Any other reasonable grounds as approved by the Executive Director.

5.13 Orientation: Orientation for new employees provides a broad view of the Library's mission, values, and services. It is generally conducted by Human Resources and is to be supplemented by more specific orientation in the community library or department where they will be working. It may be conducted by the department manager or supervisor, as appropriate.

TERMINATION OF EMPLOYMENT

6.01 Resignation Process: A regular full-time or part-time employee, to be considered as having resigned in good standing, must submit a written notice of resignation to the employee's department manager at least ten (10) working days before the effective date of the resignation. The department manager and the Human Resources Director may recommend to the Executive Director, who may authorize, the resignation of an employee with fewer than ten (10) days' notice if there are sufficient reasons to waive the requirements of this section.

Resignation Process for Managers: A middle manager, to be considered as having resigned in good standing, must submit a written notice of resignation to the Executive Director at least thirty (30) calendar days before the effective date of the resignation. The Executive Director may authorize a resignation in good standing upon shorter notice for sufficient cause.

Separation Date: In order to minimize the Library's liability, the separation date is the last workday of an employee's employment. No vacation or sick leave is accrued and/or used from that date forward. Accrued leave may not be used to extend the effective date of termination. Once a resignation letter has been received, no accruals (sick or vacation) nor floating holidays, may be used between the date of written notice and the termination date, unless authorized by the Executive Director.

Exit Interview: An exit interview is conducted with an employee terminating employment with the Library.

Revised 5.2015

6.02 Lack of Work or Funds: Employees may be laid off by the Executive Director because of a change in duties, organization of services, elimination of position(s), shortage of work, shortage of funds, contracting out Library services, outsourcing, or completion of work for which employment was created.

6.03 Disciplinary Action: An employee may also be terminated at any time as a form of disciplinary action as provided in Chapter 15 - Discipline.

6.04 Retirement: All regular full-time and part-time employees in Library service who retire under the provisions of any present or subsequent retirement policy or plan are treated as having been separated from Library service in good standing.

6.05 Requirements: An employee who becomes unable to meet the physical, license or certification requirements of the employee's position may be terminated from Library employment within thirty (30) days of the date the employee is unable to meet the essential requirements of the position. The recommendation to terminate will be made by the Department Manager, the Middle Manager, or the Human Resources Director, to the Executive Director.

The Executive Director has final authority to terminate employment.

Section 6.05 revised 5.2015

6.06 Return of Property: When an employee's employment with the Library terminates, for whatever reason, the employee is required to immediately return all Library owned property used during employment. This includes, without limitation, keys, credit cards, computers, vehicles, communication devices, uniforms, identification cards or badges, and any other equipment, materials, or items purchased, leased, owned, or otherwise belonging to the Library.

TRIAL SERVICE PERIOD

7.01 Purpose of Trial Service Period: The trial service period is a continuation of the testing and orientation process during which the employee is on trial to demonstrate his or her ability to perform the requirements of the appointed position at a level that meets Library and departmental expectations and standards. The period is a time to observe closely the employee's performance in order to achieve an effective match and/or adjustment of a trial service employee to his or her position, or to determine that a trial service employee's performance does not meet the acceptable standards of the position.

7.02 Length of Trial Service Period: All original and promotional appointments are conditional and subject to a trial service period from the time of appointment. The trial service period is for a minimum of six (6) consecutive months of actual service. The Executive Director, upon written request from a department manager, may grant an extension of the trial service period up to a maximum of six (6) additional months. The completion of trial service means that the employee has been appraised, i.e. the employee has received a written performance appraisal, and found capable of meeting the performance expectations of the position during the trial service period.

7.03 Trial Service Employee Status: During the trial service period, a trial service employee may be suspended, demoted, or terminated at any time without cause by the Executive Director. The employee's manager gives a copy of the trial service employee's performance report(s) to the Executive Director. The manager gives to the Executive Director a written appraisal of the employee's performance as well as any written recommendation for the employee's suspension, demotion, or rejection. A copy of the notification of suspension, demotion, or rejection is given to the trial service employee. Rejection of trial service employee becomes effective only after approval by the Executive Director. An employee rejection is not subject to appeal. An exit interview is conducted with a rejected trial service employee. The provisions of this chapter are not to be construed to alter the fundamental that the employment relationship during the trial period is at will.

7.04 Employee Performance Appraisals: The performance of a trial service employee is appraised at the end of three (3) months and again at six (6) months of service. More frequent appraisals may be conducted if deemed necessary by the employee's immediate supervisor or the department manager. A written performance appraisal will be done prior to the employee completing trial service, and at least annually from that date forward.

Formal, written performance appraisals will be conducted at least annually for all employees to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals. All appraisals will be approved by the Executive Director, and placed in the employees personnel file.

Process: The original written appraisal of an employee's performance, signed by the immediate supervisor and the employee, is sent to Human Resources, who will prepare any accompanying forms for the Executive Director to approve. A signed copy of the employee's performance appraisal is given to the employee, and the signed original is placed in the employee's personnel file.

Annual Performance Appraisal: The performance of each regular part-time and full-time employee is evaluated at least annually by the employee's immediate supervisor and reviewed by the employee's department manager. This evaluation may occur at a more frequent interval if deemed necessary by the immediate supervisor or the department manager. Trial service employees are evaluated at least quarterly.

7.05 **Regular Appointment:** The Human Resources department notifies a manager at least one (1) month before the expiration of an employee's trial service period. If the performance of the trial service employee has been satisfactory, the department manager submits a written appraisal to their manager and Human Resources at least two (2) weeks prior to the expiration of the employee's trial service period. The Executive Director approves the action changing the employee's status from trial service to regular. Regular employment status means that the employee has been deemed capable of meeting the performance expectations of the position.

Chapter 8

SICK LEAVE

8.01 Sick Leave: (Washington Paid Sick and Safe Leave Law I-1433): All employees are entitled to accrue paid sick leave starting **January 1, 2018**.

In addition, you may have a right to leave under the federal Family Medical Leave Act (FMLA) or the Washington Medical Leave Act (WFLA). The FMLA and WFLA generally apply to a “serious health condition” of you, your spouse, child or parent. The rules regarding FMLA and WFLA leave are extensive. You are directed to consult with Human Resources if you think you have qualifying FMLA or WFLA. See Chapter 11 - Family and Medical Leave for the explanation of FMLA and WFLA and the other conditions under which sick leave may be requested.

A **family member**, for sick leave purposes, includes:

- a **child** (biological, adopted, foster, or stepchild, or someone to whom the employee stands *in loco parentis*, is a legal guardian, or is a de facto parent), regardless of age or dependency status;
- A **parent**, (biological, adopted, de facto, foster, or stepparent, legal guardian of an employee or the employee’s spouse or registered domestic partner, or a person who stood *in loco parentis* when the employee was a minor child),
- a **spouse** or **registered domestic partner**,
- a **grandparent, grandchild or sibling**.

8.02 Request: All employees will be required to give advance notice of a **foreseeable absence** of 10 days or less as soon as practicable before using leave. Employees shall also be required to give advance notice of an **unforeseeable absence** as soon as possible before the start of a shift, unless impracticable to do so. Another person may give notice on employee’s behalf. Employees (or another person) must receive confirmation that their call in has been received. Phone calls or texts are allowed. However, if no response received after 15 minutes of leaving a message or text, the employee must contact the next supervisor in line until reaching someone to confirm the sick call in has been received. Eligibility for usage of sick leave is subject to compliance with the provisions of this sick leave policy.

An employee who fails to call in (no call, no show) for 3 consecutive scheduled days will be considered to have abandoned their job, and may be terminated from employment.

Activities Incompatible with Sick Leave: Any employee who is absent after requesting sick leave or who is on other leaves of absence may not engage in work or other activities that are in conflict with the reasons given by the employee for being on sick leave. While on sick leave, an employee must not engage in any activity which would hamper his or her ability to return to work.

Physician’s Statement: If the employee is absent more than three (3) consecutive work days, the employee’s immediate supervisor or any other management person may request a written statement from the employee’s health care provider which confirms the need to be absent from work due to illness or injury. The physician’s statement should include a prognosis as to when the employee will be able to return to work and will be able to perform all of the essential functions of the job.

8.03 Eligibility: All full-time, part-time, seasonal, temporary, on call/substitute workers and minor employees are eligible to accrue sick leave.

8.04 Accrual: Full-time employees working 30-40 hours a week accrue sick leave at the rate of eight (8) hours for each full calendar month of service beginning with the date of employment. Part-time employees working 20-29 hours a week accrue sick leave in proportion to the number of hours worked per week. For employees working 1-19 hours per week the accrual rate is 1 hour for every 40 hours actually worked. There is no cap on accruals and no cap on usage.

Sick leave accruals during months when an employee works less than his or her regularly scheduled workweek are prorated based on the numbers of hours actually worked. Sick leave may be used beginning the 1st day of the month following the hire date and is based on an employee's current balance of accumulated sick leave hours.

Employees may not accrue sick leave while on leave without pay.

8.05 Rehire: If an employee is rehired within 12 months, even at a different location, prior leave must be reinstated and prior employment counts toward eligibility for leave.

8.06 Accumulation and Sick Leave Benefit Upon Retirement: Upon separation from employment, any unused sick leave is forfeited without payment, except in the case of retirement. An employee who separates from Library service by retirement, at any age, is eligible for a payment of twenty-five percent (25%) of the employee's accumulated sick leave, for those hired **before** January 1, 2015, not to exceed a maximum payment of two hundred forty (240) hours, and for those hired **after** January 1, 2015, not to exceed a maximum payment of one hundred twenty (120) hours.

8.07 Sick Leave Usage: Sick leave usage is subject to approval by the employee's immediate supervisor and/or another management personnel. Paid sick leave may be approved until the affected employee's accumulated sick leave is exhausted. If paid sick leave is exhausted, an employee will first be required to use any accrued vacation or floating holidays. If no accrued leave or floating holiday is available, then Leave without Pay will be used.

An employee may use his or her accrued sick leave for the absences related to:

- The employee's or family member's mental or physical illness, injury, or health condition;
- The employee's or family member's need for medical diagnosis, care, or treatment or preventative medical care;
- When the workplace or when the employee's child's school or daycare has been closed by order of a public official for any health-related reason; or
- "Qualifying" Domestic Violence Leave under RCW 49.76.

8.08 Worker's Compensation and Disability Payments: An employee injured on the job is required to immediately report the injury to the employee's immediate supervisor and to consult with the supervisor to determine whether immediate medical attention is necessary. If such an injury occurs, and if medical attention is necessary, the employee must complete a Worker's Compensation claim at the medical facility. Whether or not an injury occurs, the employee must complete an Accident Report available on the Library intranet and submit to the Executive Director and Human Resources. Employees should never transport injured or ill employees to medical facilities. If necessary, call the employee's emergency contact or 911. Failure to report an injury immediately may result in discipline, up to and including termination.

Time Loss Payments: The employee may be directed to use accumulated sick leave. In lieu of time loss payments, the employee may choose to use vacation or compensatory time leave. Time loss payments are calculated using a state formula and do not equal one hundred percent (100%) of lost wages. The

employee's total compensation, including worker's compensation insurance, may not exceed the compensation the employee would have received from regular compensation.

An employee who is absent due to an on-the-job injury will continue to accrue proportional vacation leave and sick leave only while on paid status with the Library.

Employee's Leave Buy Back Requirement: If the employee's claim is accepted by Labor and Industries and the employee has chosen to use accumulated leave, the employee must buy back all the leave that the time loss check will afford. The number of leave hours to be reinstated and returned to the employee is determined by dividing the amount of the employee's time loss check by the employee's current regular hourly rate of pay. That calculation will be reflected in the employee's next regular paycheck which will reduce the regular payroll check by the same amount of the time loss check.

8.09 Sick Leave Conversion: Any employee eligible to earn sick leave may convert sick leave earned and accrued to vacation leave once per calendar year in a ratio of four (4) hours of sick leave to one (1) hour of vacation leave (4:1), to a maximum of sixty-four (64) hours of sick leave per a calendar year. The employee must maintain a minimum balance of ninety-six (96) sick leave hours at the time of the sick leave conversion request and the employee must not have used more than twenty-four (24) sick leave hours (3 days) during the previous twelve (12) months. A written request for sick leave conversion must be submitted to Human Resources. Whatever sick leave is converted to vacation leave will reduce the total accumulation of sick leave from the employee's sick leave accumulation. Vacation leave, including hours converted from sick leave, shall not exceed the maximum of two hundred forty (240) hours at any time during a calendar year.

Chapter 9

VACATION LEAVE

9.01 Eligibility: Regular full-time employees, regular part-time employees, and trial service employees scheduled to work twenty (20) hours or more per week are eligible to accrue and use accumulated vacation leave. The maximum accrual from the initial date of hire is two hundred forty (240) hours (30 days) maximum vacation leave. Accumulated vacation leave may be used after completing six (6) calendar months of employment with the Library. Use of these accrued and accumulated vacation hours are subject to approval by the employee's immediate supervisor. An employee's vacation may not exceed the amount of vacation time the employee has actually earned, accrued, and accumulated.

Temporary and emergency personnel and regular part-time employees whose work schedules are fewer than twenty (20) hours per week are not eligible to earn vacation leave with pay.

9.02 Vacation Accrual: Vacation leave is accrued starting on the employee's first day of employment and accrual shall be in accordance with the following schedule:

1. Beginning the first year through the sixth year (1-72 months) of continuous service: 6.6 hours per month (10 days per year).
2. Beginning the seventh year through fourteenth year (73-168 months) of continuous service: 10 hours per month (15 days per year).
3. Beginning the fifteenth year through seventeenth year (169-204 months) of continuous service: 11.3 hours per month (17 days per year).
4. Beginning the eighteenth year and beyond (205 + months) of continuous service: 13.3 hours per month (20 days per year).

Eligible regular part-time employees will accrue vacation leave on a prorated basis beginning from their first date of employment as an eligible regular part-time employee.

Vacation leave may only be accumulated to a maximum of two hundred forty (240) hours (30 days) unless approved by the Executive Director or Trustees.

Vacation leave is not accrued while an employee is absent on leave without pay.

9.03 Use of Vacation:

Scheduling: An employee wanting to use vacation leave must request, in writing, approval from his or her immediate supervisor or department manager at least ten (10) days in advance. A longer period of notice is desirable for vacation leave in excess of two (2) weeks. Advance notice is essential to enable the Library to replace employees or reschedule when necessary to provide services to the public. The dates and length of vacation is subject to prior approval by the employee's immediate supervisor. The supervisor considers the wishes of the employee and the service requirements of the Library.

Maximum Hours: Vacation leave, subject to the above provisions, is available to be used after it is earned and posted at the end of the applicable pay period. Vacation leave accrual may be carried over from one calendar into the next, but may be used only after six (6) months of employment with the

Library. The maximum accrual is two hundred forty (240) hours (30 days), at any time during the calendar year, unless approved by the Executive Director or Trustees.

9.04 Vacation Compensation at Termination: A terminating employee in good standing who has provided two (2) weeks' notice, or thirty (30) days, as applicable, is paid for accrued and accumulated vacation leave at the rate of pay in effect at the time of separation.

An employee who is terminated, or who quits, prior to completion of the six (6) month trial service period will not be eligible for payment for any accrued vacation leave. An employee who is terminated for cause is not eligible for payment for any accrued vacation leave.

9.05 Effect of Extended Active Military Leave or Other Leave of Absence: An employee who is granted a leave for active military service or who is granted a leave of absence inclusive of leave without pay, exceeding one hundred and eighty (180) calendar days, may request payment for accumulated vacation leave based on the accrual records at the time of departure. An employee may request payment for accrued vacation leave in the payroll period following the date of the employee's active military leave or approved leave of absence.

OTHER LEAVES OF ABSENCE

10.01 Emergency Library Closure: Yakima Valley Libraries is an essential public service institution and every effort is made to maintain regular and accessible hours for the public. The Library will be closed only when:

- Weather conditions deteriorate to the point where emergency situations prevail,
- When vital equipment in the building fails, e.g., furnace malfunction, no water, no restrooms, no HVAC, electricity, etc., or
- When there is a general emergency or other event within the Yakima Valley Libraries' District that impacts library operations.

Determination of Closure

When severe or inclement weather, mechanical failures within the building, or any other emergencies occur the Executive Director has the responsibility for deciding whether or not to close an individual library or the entire library district. If the Executive Director is not present or available by phone, the designated District staff on call will contact the Trustees to assist with the decision.

Compensation Due to District Wide Closure

If the entire district is closed upon the authorization of the Executive Director or Trustees, leave with pay will be provided for the hours that employees are scheduled to work that day. If a single library is closed upon authorization of the Executive Director, leave with pay will be provided for the hours that employees are scheduled to work that day.

The Executive Director may designate certain library staff to report to work or remain at work even if the library and/or District is closed to the general public.

Leave Due to Inclement Weather – Non District Wide Closure

Staff absence due to an employee's inability to report for scheduled work because of severe inclement weather or conditions caused by severe inclement weather shall be charged to the following in the order listed:

- Any earned compensatory time;
- Any accrued vacation leave;
- Leave without pay.

Although the types of paid time off shall be used in the numerical order listed above, and each type of paid time off shall be exhausted before the next (in numerical order) is used, employees shall be permitted to use leave without pay rather than paid time off at their request. The employee may work the hours missed within the same workweek, not to exceed designated schedule or forty hours, subject to the approval of the supervisor.

Tardiness due to an employee's inability to report for scheduled work because of severe inclement weather or conditions caused by severe inclement weather will be allowed up to one hour at the beginning of the work day. Inclement weather tardiness in excess of one hour shall be charged as provided above.

10.02 Authorized Leave of Absence without Pay: A leave of absence is not a right, but a privilege. Leaves of absence, other than those that qualify as family or medical leave (see Chapter 11 - Family and Medical Leave) or under other laws, may be granted without pay in cases of emergency and/or when a leave of absence would not be contrary to the best interests of the Library. Authorization for a leave of absence without pay is considered on a case-by-case basis and the Executive Director will determine whether a particular circumstance merits such leave without regard to prior examples or

circumstances where leave has been authorized. A leave of absence may be granted only upon written request by an employee who presents the reason for the leave and subject to approval by the Executive Director. Approval may be granted in writing based, in part, on, but not limited to, the following provisions:

1. A request for a leave of absence without pay for one (1) week or less may be granted by the department manager, depending on the merit of the individual case;
2. A request for a leave of absence without pay in excess of one (1) week is subject to approval by the Executive Director, depending on the merit of the individual case;
3. A leave of absence without pay longer than one (1) week requires that accrued vacation leave be used first. A leave of absence may not exceed three (3) consecutive months. Failure to return at the end of the agreed upon length of leave may be considered abandonment of one's job and grounds for termination.
4. The Executive Director may extend the leave of absence depending on individual circumstances.

10.03 Military Leave of Absence: The Library adheres to the Uniformed Services Employment and Reemployment Act (USERRA) which prohibits discrimination against past and present members of the uniformed services. An employee or appropriate military representative generally must give 30 days' written or oral notice of the need for military leave, when feasible. The Library must be prepared to accommodate the employee's return to work within five (5) years.

As a general rule, the employee is entitled to re-employment in the position that he or she would have attained with reasonable certainty if not for the absence due to uniformed service. USERRA does not require re-instatement to a position if the service member is not qualified to perform the job.

USERRA provides that service members who leave work to perform military service may elect to continue their existing employer-based health plan coverage for up to 24 months while in the military, similar to how COBRA operates. For further information on USERRA, see your Human Resources department.

10.04 Maternity Leave of Absence: The Washington State Human Rights Commission, WAC 162-30 and RCW 49.60, administers and enforces pregnancy disability leave, the leave from work ordered by the attending health care provider for a temporary disability created by pregnancy and childbirth. Maternity leave is leave granted an employee for the period of disability related to pregnancy and childbirth. The time taken as maternity leave is considered an off-the-job disability until the employee's physician releases her for work. Maternity leave is also included in the provisions of leave as outlined in Chapter 11 - Family and Medical Leave.

Paid Leave: Maternity leave will be charged to the employee's accrued vacation leave, sick leave, or compensatory leave. The Library will continue its contribution towards the employee's health insurance as long as the employee remains on family and medical leave or in paid status. Should the employee go on a leave of absence after the period of disability, the employee would be responsible for both the Library and employee's portion of the health care premiums, except if the employee is on Family and Medical Leave in which case the Library will pay its portion of the insurance premium for a maximum of twelve (12) weeks (3 months).

10.05 Subpoena: Related to Employment: An employee who is subpoenaed to appear in court as a witness in a matter arising from their job related duties with the Library is granted leave with pay when the employee is appearing during their workday. If the employee appears when off duty, the employee receives overtime pay or compensatory time. Compensation received by the employee for witness or

subpoena fees, and for mileage when traveling in a Library owned vehicle, is remitted to the Library. Compensation for mileage, when traveling in a private vehicle, is retained by the employee.

Not Related to Employment: If an employee is subpoenaed to appear in court as a witness in a matter not arising from his or her job related duties with the Library, he or she will use accumulated leave and provide a copy of the subpoena to their immediate supervisor. Compensation for witness or subpoena fees, mileage, and subsistence is retained by the employee.

10.06 Jury Duty: A regular full-time employee or part-time employee required to report for jury duty during the employee's workday is granted leave with pay. The employee receives full pay from the Library for the time served on the jury, provided the employee remits to the Library all fees for jury duty as soon as the duty fees are received. Compensation for mileage when the employee uses their own vehicle and the subsistence allowance are not to be considered as fees and are retained by the employee. When the employee is traveling in a Library owned vehicle, the employee remits all mileage fees to the Library.

Notice: Before a regular employee can be granted leave with pay for jury duty, the employee must give their immediate supervisor a copy of the summons to serve on a jury.

If a regular full-time employee or part-time employee is serving jury duty when they are off duty or using vacation leave or compensatory leave, all fees, mileage, and subsistence allowances are retained by the employee.

10.07 Unauthorized Leave of Absence: Unauthorized leave of absence consists of those workdays, or portions of a workday, when an employee is scheduled to work but did not actually work or notify their immediate supervisor within one (1) hour of the beginning of the employee's work period. The employee's pay is deducted by an amount equivalent to the time the employee was absent during the workday. An unauthorized leave of absence may be cause for disciplinary action.

10.08 Bereavement Leave: All employees are eligible for a maximum of five (5) consecutive, paid working days per occurrence, to attend to the matters caused by the death of a member of an employee's immediate family.

10.09 Family Care Act Leave: The law allows employees to use available sick leave or other paid time off, including vacation time and certain disability plans, to care for a sick child or other family members covered in the new law (spouse, registered domestic partner, parent – biologic or adoptive parent, parent-in-law, grandparent).

A "child" according to the new law includes a biological, adopted or foster child, a stepchild, a legal ward, or a child of a person standing in for a parent. A parent may use available paid time off when their child has a "health condition" which includes:

1. A medical condition requiring treatment or medication that the child cannot self-administer;
2. A medical or mental-health condition which would endanger the child's safety or recovery without the presence of a parent or guardian; or
3. A condition warranting treatment or preventive health care such as physical, dental, optical or immunization services, when a parent must be present to authorize the treatment.

Please contact Human Resources if you have any questions about your right to leave under Washington's Family Care Act.

FAMILY AND MEDICAL LEAVE ACT and WA PAID FAMILY and MEDICAL LEAVE

11.01 Family and Medical Leave: In accordance with the federal Family and Medical Leave Act (FMLA) and Washington Paid Family Leave Act (WPFML) the Library provides medical leave (paid or unpaid) to eligible employees for up to twelve (12) weeks during any twelve-month period for the following reasons:

1. Because of the birth of a child and in order to care for the child within one year of birth;
2. Because of the placement of a child with the employee for adoption or foster care;
3. In order to care for the employee's spouse, registered domestic partner, son or daughter, or parent, who has a serious health condition, or;
4. Because of a serious health condition that makes the employee unable to perform the functions of the employee's position.

Military Family Leave Entitlements

Eligible employees whose spouse, son, daughter, or parent is on covered active duty or call to covered active duty may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered service member during a single 12-month period. A covered service member is (1) a current member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness*; or (2) a veteran who was discharged or released under conditions other than dishonorable at any time during the five-year period prior to the first date the eligible employee takes FMLA leave to care for the covered veteran, and who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness.*

* The FMLA definitions of "serious injury or illness" for current service members and veterans are distinct from the FMLA definition of "serious health condition".

11.02 Definitions:

Twelve Month Period: A rolling twelve (12) month period measured backward from the date family and medical leave is first taken. The period continues with each additional family and medical leave day taken.

Spouse: Either member of a legally married pair. If both spouses work for the Library, they are entitled to a combined total of twelve (12) weeks of leave if the leave is taken for the birth of a child, the placement of a child for adoption or foster care, or the care for a sick child or parent. If each spouse uses a portion of the twelve (12) weeks of leave for the purposes specified above, each would be entitled to the difference between the amount they had taken and twelve (12) weeks of FMLA leave for different

purpose. For example, if one spouse took eight (8) weeks of leave as a result of the birth of a child, the other spouse could use the remaining four (4) weeks due to his or her own serious health condition.

Child: For the purpose of this section, a person younger than eighteen (18) years of age, or a person older than eighteen (18) years of age and incapable of self-care due to a mental or physical disability. An employee's child is one for whom the employee has primary custody in the case of a divorced employee or for whom the employee has actual day-to-day responsibility. A child includes a biological, adopted, foster or step child.

Serious Health Condition: Generally, a serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job, or prevents the qualified family member from participating in school or other daily activities.

Subject to certain conditions or as may be amended by the FMLA or WFLA, the continuing treatment requirement may be met by a period of incapacity of more than 3 consecutive calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment. Under Washington law, the period of your leave for the birth of a child is separate from your leave under the WFLA for disability.

Health Care Provider: Any health care provider means a doctor of medicine or osteopathy who is authorized to practice medicine in the state the doctor practices or other person recognized by law as a health care provider.

11.03 Eligibility for Leave: To be eligible for family and medical leave, an employee must have been employed by the Library for at least twelve (12) months. Employees must have worked 1,250 hours during the twelve (12) months period prior to the commencement of leave. Vacation, sick, shared leave, or unpaid leave is not included in the 1,250 hour calculation.

11.04 Intermittent or Reduced Leave: An employee may take family and medical leave on an intermittent basis (a few days or hours at a time) when medically necessary, subject to the Library approving of such a schedule and/or intermittent usage of leave.

A medically necessary leave is one which involves a documented and certified medical need for the leave and where the documentation/certification clearly identifies that intermittent or reduced leave schedule is the best way to treat the serious health condition. The Library has the right to request certification from the health care provider of the employee or family member of the medical necessity of the intermittent leave schedule and the expected duration. Employees are required to provide 30 days advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days' notice is not possible, the employee should provide notice as soon as practicable so as not to unduly disrupt the Library's operations.

For regular part-time employees and employees who work variable hours, the FMLA entitlement will be calculated on a prorated basis. A weekly average of the employee's hours worked over the twelve (12) week period before the beginning of the family and medical leave will be used for calculating the employee's normal workweek.

11.05 Usage of Paid Leave First: An employee who requests to use FMLA for the birth of a child, for the placement of a child for adoption or foster care, or to care for the employee's spouse, child, or parent with a serious illness, or for the employee's own serious health condition, or for any military leave entitlement, shall first exhaust accrued sick leave and then shall exhaust accrued vacation leave before coming eligible for unpaid leave. An employee eligible for shared leave may apply for shared leave in lieu of some or all unpaid leave.

When an employee has exhausted accumulated vacation leave and sick leave and shared leave, in accordance with the above condition, the remainder of the FMLA leave shall be in unpaid status. The maximum amount of FMLA leave shall be twelve (12) weeks, inclusive of paid and unpaid leaves. Usage of sick leave and vacation leave and shared leave shall run concurrently with regard to FMLA leave. For example, if an employee has three (3) weeks of sick leave and three (3) weeks of vacation leave, said employee would have a maximum of six (6) weeks of paid FMLA leave available and 6 weeks of unpaid FMLA leave. If an employee has more sick leave than twelve (12) weeks, then they can continue to use their sick leave for a personal illness or injury of the employee or the employee's spouse, child, or parent.

An employee who incurs a work related illness or injury may be eligible to receive worker's compensation benefits. Any time off due to the work related illness or injury will count toward the employee's FMLA benefit.

The FMLA Act does not allow for the substitution of compensatory time for unpaid FMLA leave.

11.06 Designating Leave as FMLA Leave: The Library will review with the employee, prior to the FMLA leave starting, whether any sick leave or vacation leave will be used first. If it is available, then shared leave will be utilized, with the balance, if available, being utilized as unpaid FMLA leave up to a maximum of twelve (12) weeks for all leaves. The Library will make a reasonable effort to notify the employee as soon as possible about the possibility of a serious health condition qualifying for FMLA leave. The initial notification to the employee will probably be oral, but written confirmation will be issued as soon as reasonably possible, taking into consideration the provisions of the following requirements. The Library's designation will normally be based on information obtained from not only the employee or the employee's spokesperson, but also based on information from certified health care providers. The employee must supply sufficient information to enable the Library to make a determination as to whether or not the condition meets the criteria to qualify for FMLA leave. An employee's refusal to cooperate and provide the necessary information may result in an FMLA leave request or eligibility for FMLA being denied.

In some cases, the Library may designate leave as FMLA leave after an employee has returned to work. Retroactive designation is allowed when it does not harm or injure the employee or when the employee and the Library mutually agree on the designation. Notification rules for retroactive designation are the same as prospective designation – five business days absent extenuating circumstances.

11.07 Employee Notice Requirements: An employee is required to provide the Library at least thirty (30) days advanced written notice, prior to the beginning of any FMLA leave to the Library, if the leave is foreseeable such as expected birth, placement for adoption or foster care, or planned medical treatment for a serious health condition. The Library will provide the Eligibility/Rights and Responsibilities Notice and appropriate certification form to the employee within 5 days of learning of the need for FMLA. The employee is required to return the certification within 15 days after the request. When an employee is proceeding with planned medical treatment, the employee will coordinate with the Library to make a reasonable effort to schedule the leave so as not to disrupt operations. This

coordination would also take into consideration the input from a certified health care provider regarding the planned medical treatment.

Medical Certification: If the employee's leave is to care for the employee's seriously ill spouse, child, or parent, or due to the employee's own serious health condition, the written request for FMLA shall be supported by a certified document issued by a certified health care provider of the employee or the employee's ill family member and this certification shall have sufficient detail to enable the Library to confirm its FMLA qualification criteria. In the case of foreseeable leave and the provision of at least thirty (30) days' notice prior to the beginning of the leave, the medical certification must be provided prior to the beginning of the leave. If the leave is not foreseeable and the thirty (30) day prior written notification is not possible, then the employee shall provide written certification as soon as reasonably possible based on the circumstances of the qualification and usage of FMLA leave. Medical certification forms will be made available through Human Resources.

The Library has the right to receive periodic updates and reports from certified health care providers, , regarding the status of the condition, return to work capabilities, the right to receive a fitness-for-duty report from the medical provider, relating to the employee's potential return to work.

Confidentiality: The Library will exert reasonable efforts to keep documentation and information relating to an employee's or family member's medical condition as confidential as reasonably possible. Medical documentation and information must be available to Library managerial staff on a need-to-know basis in order to address any and all issues regarding requirements contained in this Personnel Policy manual, as well as to communicate with outside medical providers, representatives of the Library and the employee should there be legal issues or questions raised pertaining to the policies and the administration thereof. Medical condition documentation and information will be maintained in a separate medical file in the Human Resources office.

11.08 Payment of Group Health Premiums: The Library will continue payment of health benefit premiums for the employee during twelve (12) weeks of FMLA leave, whether the FMLA leave is paid or unpaid. Any portion of group health plan premiums which the employee has paid before starting an FMLA leave, through payroll deduction or through the pretax reimbursement plan, must continue to be paid by the employee during the leave. Any changes to premium rates and levels of coverage or other conditions of the plan that apply to other active employees also applies to eligible employees on FMLA leave. The Library will give advance written notice to employees of the terms for payment of premiums during FMLA leave.

The Library's obligation to maintain group health benefits ends after a premium payment is more than thirty (30) days late. The Library will provide fifteen (15) days' notice that coverage will cease if the employee's premiums are more than thirty (30) days late. If coverage should lapse while the employee is on FMLA leave, they may be restored to coverage under the health care plan currently in effect upon return to work and may be required to meet any qualification requirements imposed by the health care plan, such as preexisting waiting periods to obtain coverage.

If coverage lapses due to an employee's failure to pay health benefit premiums in accordance with the above provisions, the employee shall be responsible for any and all medical expenses and costs incurred during the time frame when the coverage lapsed.

Failure to Return to Work: The Library may recover its share of health plan premiums during a period of unpaid FMLA leave from an employee if the employee fails to return to work at the end of leave. The Library may make exceptions to the recovery of health plan premiums on a case-by-case basis, depending on the circumstances related to the employee's failure to return to work at the end of the leave.

11.09 Rights upon Return to Work: If and when an employee timely returns from an FMLA leave, the employee will be restored to the same or an equivalent position, with equivalent pay, benefits, and other terms and conditions of employment. The Library has the right to return an employee to an equivalent position, which is not necessarily the same as the position they held prior to going on FMLA leave. If the employee is placed in an equivalent position, the employee is not eligible to be restored to a position they previously held before the FMLA leave.

The employee's restoration rights are the same as they would have been if the employee had not been on FMLA leave. For example, if the employee's position would have been eliminated, or if the employee would have been terminated, the employee does not have the right to be reinstated upon return from FMLA leave.

Benefits: An employee is not entitled to benefit accruals during periods of unpaid family and medical leave. However, an employee does not lose benefits accrued prior to family and medical leave.

Early Return: Normally, an employee may only be required to take FMLA leave for reasons that qualify and may not be required to exhaust more leave than is necessary to resolve the FMLA-qualifying condition. If the employee seeks reinstatement earlier than originally scheduled, the Library will make a reasonable effort to promptly either restore the employee to his or her prior position or, if the position is no longer available, to an equivalent position. If an employee requests such reinstatement, then the employee must provide at least one (1) workweek's written notification to the Library. If this written notification is not provided, then the Library may delay reinstatement accordingly. Early return to work is subject to the same provisions as referenced in the section above pertaining to an employee who timely returns to work at the end of their FMLA leave.

Request for Extension: If an employee believes that there is a need to extend leave, then the employee shall provide reasonable prior written notification to the Library of the need, so long as the extension would still involve a maximum leave period of up to twelve (12) weeks for FMLA purposes.

Failure to Return to Work: An employee who does not (or is not able to) return to work on a timely basis after exhausting the twelve (12) weeks of available leave is no longer protected by FMLA. The Library may hire the employee back at another position for which the employee is qualified, but it does not necessarily have to be an equivalent position with equivalent pay, benefits, and other conditions of employment. If the employee's same or similar position is no longer available because it is filled or has been eliminated, then the employment relationship is terminated.

11.10 WA PAID FAMILY AND MEDICAL LEAVE

Paid Family and Medical Leave is a mandatory statewide insurance program that will provide almost every Washington employee with paid time off to give or receive care.

If you qualify, this program will allow you to take up to 12 weeks, as needed, if you:

- Welcome a child into your family (through birth, adoption or foster placement)
- Experience a serious illness or injury
- Need to care for a seriously ill or injured relative
- Need time to prepare for a family member's pre- and post-deployment activities, as well as time for childcare issues related to a family member's military deployment. For specifics on military-connected paid leave, visit www.dol.gov/whd/regs/compliance/whdfs28mc.pdf.

If you face multiple events in a year, you might be eligible to receive up to 16 weeks, and up to 18 weeks if you experience a serious health condition during pregnancy that results in incapacity.

11.11 Payment of premiums

The program is funded by premiums paid by both employees and employers. It will be administered by the Employment Security Department (ESD).

Premium collection started on Jan. 1, 2019. In 2019, the premium is 0.4 percent of wages. Employers can either pay the full premium or withhold a portion of the premium from their employees. Employers who choose to withhold premiums from their employees may withhold up to about 63 percent of the total premium, or \$2.44 per week for an employee making \$50,000 annually. The employer is responsible for paying the other 37 percent. Businesses with fewer than 50 employees are exempt from the employer portion of the premium but must still collect or opt to pay the employee portion of the premium.

Premium collection began Jan. 1, 2019. Your employer will calculate and withhold premiums from your paycheck and send both your share and theirs to ESD on a quarterly basis.

11.12 Taking leave

Starting Jan. 1, 2020, employees who have worked 820 hours in the qualifying period (equal to 16 hours a week for a year) will be able to apply to take paid medical leave or paid family leave. The 820 hours are cumulative, regardless of the number of employers or jobs someone has during a year. All paid work over the course of the year counts toward the 820 hours, including part-time, seasonal and temporary work.

While on leave, you are entitled to partial wage replacement. That means you will receive a portion of your average weekly pay. The benefit is generally up to 90 percent of your weekly wage, with a minimum of \$100 per week and a maximum of \$1,000 per week. You will be paid by the Employment Security Department rather than your employer.

For more information on applying for benefits please go to www.paidleave.wa.gov.

11.13 What protections are there for employees?

Employees who return from leave under this law will be restored to a same or equivalent job if they work for an employer with 50 or more employees, have worked for this employer for at least 12 months, and have worked 1,250 hours in the 12 months before taking leave (about 24 hours per week, on average).

You can keep your health insurance while on leave. If you contribute to the cost of your health insurance, you must continue to pay your portion of the premium cost while on leave.

Your employer is prohibited from discriminating or retaliating against you for requesting or taking paid leave.

SHARED LEAVE POOL

12.01 Purpose of Policy: The purpose of the shared leave pool is to permit Library employees to come to the aid of a fellow Library employee who is suffering from or has an immediate family member suffering from a serious medical condition. The severity of the medical condition would cause the employee to take leave without pay or to terminate employment without shared leave. Shared leave may be donated to an employee who is taking family and medical leave (FMLA) to enable the employee using FMLA to continue to be paid during the employee's absence.

12.02 Definitions:

Immediate Family: For the purpose of this section, the spouse, children (biological, step, adopted, or foster), and parents of both spouses, and the following relatives living in the same household as the employee: legal guardians, brothers, sisters, grandparents, and grandchildren of both spouses and the spouses of the above.

Serious Medical Condition: An illness, injury, impairment, physical or mental condition of an extraordinary or severe nature which makes the employee unable to perform the essential functions of the employee's job and

- go on leave of absence without pay in excess of five (5) working days; or
- terminate library employment

Voluntary or cosmetic treatments that are not medically necessary are not considered a "serious health condition".

12.03 Eligibility Criteria: To access the Shared Leave Pool, an employee must fill out the Shared Leave Request form and turn in to Human Resources. The following criteria will be evaluated for approval by the Executive Director.

To be eligible to receive benefits from the Shared Leave Pool an employee must be a regular employee (full-time or part-time) who has completed six (6) continuous months of regular employment with Yakima Valley Libraries.

- Temporary employees, contract employees, employees not eligible for paid leave working less than 20 hours, and volunteers are not eligible for the Shared Leave Pool.
- Employees who are off work due to an on-the-job injury or illness are not eligible to receive benefits from the Shared Leave Pool.
- No request will be approved if the employee has received a written warning regarding attendance or sick leave abuse in the past 24 months or had attendance or sick leave abuse addressed on the two most recent performance evaluations.
- An employee must have exhausted all available vacation hours, sick leave hours, floating holiday, and compensatory time before being eligible for the shared leave.
- Prior to the use of shared leave, the employee has abided by the Library's sick leave policy.
- Applications for shared leave may be made during the pay cycle during which accrued paid hours are being exhausted.

- An employee using shared leave will not accrue additional sick leave and vacation hours by virtue of shared leave, but may continue to be eligible for health care coverage and other entitlements as if the employee were using sick leave.
- The recipient of shared leave will be taxed for the receipt of compensable earnings to the extent authorized in RCW Chapter 41.40 and in the prevailing Internal Revenue Service regulations.
- Any use of shared leave will be counted toward the twelve (12) week allowance for Family and Medical Leave (FMLA).
- Donated leave, in addition to accrued leave, may not exceed 480 hours, equal to the 12 weeks covered by FMLA.
- Employees receiving a medical release for return to work on a part-time basis may continue to receive hours from the shared leave pool for the balance of their scheduled hours (up to the maximum limits stated below), until they are medically released for full duty.
- When an employee has been granted shared leave and the basis for the leave ceases to qualify, no additional hours will be made available.

12.04 ADMINISTRATION/PROCEDURES

How the Pool Works:

1. The Shared Leave Pool will be maintained through voluntary donations of accrued vacation and/or sick leave to a general pool, not to an individual employee.
2. In order to maintain the pool at a level that will provide equal benefit to eligible employees Human Resources will send communications to all staff requesting donations to the pool on a quarterly basis.
3. If the pool drops below 240 hours, the pool will be considered depleted and Human Resources will send a communication to employees indicating there is a need for additional hours to be contributed to the pool.
4. Hours will be transferred from the pool to eligible employees on an as needed basis each payroll cycle. In the event there are several employees receiving benefits from the pool during a pay cycle and there are not sufficient funds to cover the hours each recipient may need, available hours will be granted in the order in which each shared leave request was approved.
5. Shared leave pool awards will be limited to a maximum of 480 hours or 12 weeks per request, based on the employee's regularly scheduled hours per week.
6. Once the maximum amount of the share leave pool award accessible to a recipient has been reached, the employee will be eligible to apply for an unpaid leave of absence.

- a. If an unpaid leave is not granted, and the employee is not able to resume employment, the employee will be terminated.
7. Employees who utilize the full amount of approved shared leave pool benefits must return to work for six (6) continuous months following their last day of use of donated time before they are eligible to apply for additional benefits from the pool.

12.05 To Request Shared Leave:

1. The employee (or the employee's guardian or legal representative in the event the employee is incapacitated or otherwise physically incapable of making the request for leave) will complete an "Application to Request Shared Leave" and submit it to Human Resources. Employees may request a maximum of 480 hours, or 12 weeks (for full-time employees) of shared leave per request. Forms are available from the Human Resources Office or on the Staff Intranet.
2. The employee will notify the supervisor about their application to request shared leave so a "Supervisors Supplemental Information" form can be completed and sent to Human Resources.
3. In addition to the application, the employee must also submit a health care provider's statement describing the nature of the medical condition, illness, injury or impairment, the prognosis for recovery, and the estimated length of the absence. If the request is for time off to provide care to a qualified family member, the statement must include the extent to which the family member is dependent on the employee for the recuperative care. Health care provider statements can be submitted directly to the Human Resources Office.
 - All information submitted will be treated as confidential, as permitted by law, and will be shared only with those individuals chosen to review the request, or others with a genuine need to know. Inappropriate disclosure is subject to disciplinary action.
4. Upon receipt of the application form and accompanying documents Human Resources will review all information, verify the employee's current accumulated vacation and sick leave balances, and contact the employee's supervisor if additional information is needed to determine whether to approve or deny the shared leave request.
5. Neither the approval or disapproval of shared leave shall be grievable under the terms of the policy, nor shall there be an appeal process for acceptance into the program.
6. Subsequent, supplemental requests for shared leave shall be made directly to Human Resources up to the maximum listed below.

12.06 Criteria for Approval:

1. It is the responsibility of Human Resources to review the facts of each request for shared leave use and submit leave accruals balance and any other supporting documents to the Executive Director for approval or denial of the request.

2. The following matters will be considered when determining whether to approve a request for shared leave:
 - The nature and seriousness of the medical condition, illness, injury or impairment;
 - If the request qualifies for participation in the Library's Shared Leave Pool according to these guidelines;
 - Such other factors as may be relevant to the evaluation of the shared leave request.
3. Realizing the importance and urgency of the leave request, the decision should be made within three (3) business days of receipt of the completed formal leave request and necessary medical certification.
4. Human Resources will notify the employee of the decision to approve or deny their request within five (5) business days of receipt of application.

12.07 To Donate Leave to the Shared Leave Pool:

1. Regular employees who wish to donate vacation leave or sick leave to the Shared Leave Pool can do so by completing a "Shared Leave Donation" form and submitting it to the Human Resources office. Forms are available from the Human Resources Office or on the Staff Intranet.
2. Leave donations are strictly voluntary and can only be designated to the Shared Leave Pool, not to an individual participating employee.
3. Donations to the Shared Leave Pool must be made in four (4) hour increments. Employees who wish to donate vacation and/or sick leave hours to the pool must have a vacation balance greater than 1 full week (40 hours for full-time employees, pro-rated for less) and sick leave balance greater than 1 full week (40 hours for full-time employees, pro-rated for less). The policy will not allow donations if donating would cause the employee to be left with less than 1 week of time for either vacation or sick leave.
 - Floating - holiday hours and compensatory time are not available for donation.
4. Leave which has been donated to the Shared Leave Pool is irrevocable and cannot be restored to the contributor.
5. Vacation leave and sick leave donated to the pool will be adjusted on a dollar-for-dollar basis.

SPECIAL NOTES

- The Shared Leave Pool is not a vested benefit and the Library may repeal this program at any time.
- Shared Leave hours are excluded from any sick leave payoff provisions contained in the current Library Policies.
- Abuse, misuse and falsification of facts regarding Shared Leave may be grounds for disciplinary action.

- Shared leave payments received by members who are not state employees, do not qualify as reportable compensation to Washington State Department of Retirement, and will not be calculated as service credits earned. (WAC 415-108-468 (3)(A)(B) Compensation Authorized by Statute for Periods of Absence due to Sickness or Injury.)

WORK RELATED TRAVEL

13.01 General: Employees required to travel on business for the Library are paid a sufficient amount to cover expenses accrued in a reasonable manner. The following guidelines result from FLSA and WMTA legal requirements.

13.02 Policies:

Routine Travel To and From Work: Travel time to and from work before and after the regular workday is not work time. This is true whether the employee works at a fixed location or at different job sites.

Extraordinary Travel Time To and From Work: In contrast, however, if an employee is given a special one (1) day work assignment in another city, this extra travel time is not regarded as ordinary home-to-work travel and would qualify as working time. For example, an employee who works in Yakima, with regular working hours from 8:00 a.m. to 5:00 p.m., may be given a special assignment in Sunnyside with instructions to leave Yakima at 7:15 a.m. The employee arrives in Sunnyside at 8:00 a.m., the special assignment is completed at 5:00 p.m., and the employee arrives back in Yakima at 5:45 p.m. This travel is not regarded as ordinary home-to-work travel because it is performed for the Library's benefit and at the Library's special request to meet the needs of the particular and unusual assignment. However, not all the travel time involved must be counted as working time. Since, except for the special assignment, the employee would have had to report to their regular work site, the amount of time it would take the employee to travel between their home and the normal work site need not be counted as hours worked.

Extraordinary Travel Involving Overnight Travel: When the Library requires an employee to attend training, developmental or educational programs for the Library's benefit, the employee is compensated for the time in travel and attendance at the program that occurs during the employee's regular work schedule, such as Monday through Friday from 8:00 a.m. to 5:00 p.m., and the employee's regular work hours, such as from 8:00 a.m. to 5:00 p.m., and on non-workdays, such as Saturday and Sunday.

When an employee requests to attend training, developmental and educational programs, but is not required to attend by the Library, the employee is compensated for travel and attendance that occurs during the employee's corresponding work schedule, such as Monday through Friday from 8:00 a.m. to 5:00 p.m.

Whether attendance at training, developmental and educational programs or a special work assignment is mandatory or voluntary, time spent in travel away from the home, outside the employee's regular work schedule, may not be counted as hours worked if the employee is a passenger, e.g., traveling by airplane, bus, car, or train. If the employee is a driver of a vehicle, all time spent driving the vehicle to and from the training, developmental or educational program or special work assignment is regarded as working hours, except that if public transportation would have required less time, the Library may count as hours worked the less time-consuming method of transportation. The employee is expected to choose the more economical and expedient mode of transportation in terms of time and cost.

Travel From Work Site to Work Site: Time spent traveling from one work site to another work site must be counted as hours worked. If an employee is required to drive a vehicle to transport materials, equipment, or other employees from the employer's place of business to the job site, that is considered work time. It makes no difference whether the vehicle is the employee's, the Library's, or rented.

13.03 Travel Pay: Employees will be paid by an approved appropriation which will be in the best interest of the Library and will be subject to approval by the Executive Director. Travel outside Washington State will be subject to approval by the Executive Director.

Expenses: Travel will be accomplished at the least cost to the Library. When authorized, private vehicle use shall be reimbursed at the rate established by the Internal Revenue Service. The reimbursement rate will pay for all vehicle expenses including gasoline, operation and maintenance, depreciation, and automobile insurance coverage. Employees driving with the Library's permission in a Library vehicle are covered by the Library's commercial automobile insurance coverage. Employees' own insurance, including physical damage to the vehicle and liability to third parties, would apply to employees driving their own vehicles on Library business. Employees are required to provide evidence of their own current driver's license and insurance, which includes physical damage to the vehicle and liability to third parties, to the Library. Except in exceptional circumstances approved by the Executive Director, an employee shall use the most economical mode of transportation available. The total reimbursement for the use of a private vehicle shall not exceed economy class airfare plus car rental, if required, to the same location. Mileage will be computed according to the point-to-point distance, plus local business related travel. Additional pleasure travel shall not be reimbursed.

Registration Fees, Overnight Accommodations, and Meals: The full cost of approved seminars, workshops, or conference registration shall be paid. Payment for lodging expenses shall be the single occupancy rate, unless shared with another Library employee. When a spouse or other family member accompanies an employee requiring double occupancy, the employee shall pay any difference. The Library will not reimburse for alcoholic beverages.

Credit card receipts are attached to completed expense request forms. Receipts are required for all expenditures (e.g., meals, lodging, parking, taxicabs, bridge tolls, etc.).

Expense request forms are available on the employee intranet.

All travel arrangements, except for automobile travel, should be made through the Finance & Operations department.

Travel should be accomplished in the most cost effective manner consistent with the intended purpose of travel. Travel in Library vehicles is generally the most cost effective mode of travel. Factors such as distance, times, expenses, and available vehicles should be considered in deciding mode of travel. Employees are expected to utilize vehicles owned by the Library for travel purposes. If a library vehicle is not available, mileage will be paid to the employee for the use of the employee's personal automobile. If a library vehicle is available, but the employee chooses to use the employee's personal automobile, mileage will not be paid to the employee.

13.04 Travel and Education for Friends, Volunteers: Travel and education for friends of the library, and volunteers are the responsibility of the individual and friends of the library group.

GRIEVANCE PROCEDURE

14.01 Purpose of Policy: The purpose of this procedure is to:

1. Promote full communication between the Library and employees in Library service by providing a reasonable method for resolving disputes regarding terms and conditions of employment between the Library and an employee;
2. Assure an employee of a prompt and fair discussion and resolution of the issue involved;
3. Provide that grievances will be settled as near to the point of origin as possible;
4. Provide that grievances will be heard and settled informally; and
5. Enable employees to make their grievances known in an orderly process.

14.02 Grievance: A grievance is a written statement identifying the facts which are in dispute, the specific provision of this Personnel Policy manual which has allegedly been violated and/or issues regarding the interpretation and administration of the specific provisions of this Personnel Policy manual.

14.03 Grievance Submission: In the grievance procedure, the complainant will present grievances in writing.

14.04 Department Level Discussion: When possible, any grievance is normally first considered within an employee's department.

14.05 Discrimination and Harassment Complaints: Discrimination and harassment complaints are given to the Executive Director for investigation. **Revised 5.2015**

14.06 Process at the Department Level:

1. When a grievance, as defined in this Personnel Policy manual, arises, it is brought to the attention of the employee's immediate supervisor in writing as soon as possible. If an employee fails to bring the written grievance to the attention of the immediate supervisor within seven (7) calendar days from the date of the action or incident causing the grievance, an employee has waived and lost all rights to submit or file the grievance.

2. The employee's immediate supervisor takes written action on the grievance and notifies in writing the complainant of their action or decision within a reasonable time, generally seven (7) calendar days from the date the grievance was submitted to the supervisor.

If the matter can be resolved by the employee's immediate supervisor to the mutual satisfaction of the Library and employee, then the grievance will be terminated.

3. If the matter cannot be resolved by the immediate supervisor within a reasonable time, generally seven (7) calendar days from the date of submission to the supervisor, the employee may submit the written grievance to their department manager. The employee may also submit the grievance in writing to the department manager if the employee is still dissatisfied after the supervisor's decision. In order for the grievance to be timely filed, the grievance must be submitted in writing to the department manager

within seven (7) calendar days from the date of the immediate supervisor's decision. If the written grievance is not timely filed then it is forever waived and lost.

If the written grievance is timely filed at the department manager level, the department manager confers with the complainant, the immediate supervisor, and such other persons as necessary, to gather all the facts. The department manager takes written action to resolve the grievance and notifies in writing the complainant of the department manager's action or decision within a reasonable time, generally seven (7) calendar days from the date of the conference(s) with the complainant, immediate supervisor and other persons necessary to gather the facts, whichever conference(s) and/or procedure is latest.

Section 14.06 revised 5.2015

14.07 Review by the Executive Director: If the complainant is not satisfied with the department manager's recommendation, the complainant may, within seven (7) calendar days from the date of the recommendation, submit the written grievance to the Executive Director. Failure by the complainant to timely submit the written grievance to the Executive Director within seven (7) calendar days of the Executive Director's written recommendation will render the grievance null and void and forever lost. If the grievance is timely filed, the following shall apply:

1. Upon timely receiving the written grievance, the Executive Director within a reasonable time, generally seven (7) calendar days, will start discussions about the grievance with the complainant, the complainant's representative, if any, and all principals involved for the purpose of resolving the grievance. The Executive Director conducts any inquiry, investigation, or compilation of facts deemed necessary to assist in reaching a decision.

2. The Executive Director renders a decision in writing to the complainant within a reasonable time, generally fourteen (14) calendar days from the date of the conference(s) with the complainant, immediate supervisor, department manager, Executive Director, and other persons necessary to gather the facts, whichever conference(s) and/or procedure is latest. The Executive Director also gives copies of the decision to the complainant's immediate supervisor, department manager, and Executive Director. The decision of the Executive Director is final and binding.

Chapter 15

DISCIPLINE

15.01 Purpose of Policy: The Library has disciplinary procedures that may involve verbal coaching, written warning, suspension with or without pay, and/or termination. The Library reserves the right to modify the procedure or process based on individual situations. The Library will review each situation independently on a case by case basis and make a decision on what it deems to be appropriate discipline in all cases, up to and including discharge.

15.02 Causes for Disciplinary Action: Examples of causes for disciplinary action against an employee may include, but are not limited to, the following:

1. Falsifying an employment application or any other library record or document.
2. Unsatisfactory quality or quantity of work; not having skills necessary to successfully complete work; inability to perform.
3. Inefficiency; inability or failure to produce desired/required result.
4. Neglect of duty or leaving a workstation prior to the end of the work shift without reporting to supervisor or as per instructions prior to leaving;
5. Insubordination (refusal to perform a reasonable request made by the supervisor) or willful disobedience, failure to follow instructions or Library procedures.
6. Dishonesty or theft;
7. Having the presence of (in blood, breath and/or urine, whichever is applicable) or consuming any alcoholic beverage or controlled substance while on duty (see Chapter 18 - Substance Abuse);
8. Unlawfully possessing, selling, using, or having the presence of (in blood, breath and/or urine, whichever is applicable) any drug, except as authorized by a physician (see Chapter 18 - Substance Abuse);
9. Unauthorized leave of absence, continued tardiness, excessive absenteeism, failure to report for work, leave without pay, abuse of sick leave or other leaves;
10. Conviction or alternative disposition (e.g. plea bargain, deferred prosecution, restitution, etc.) of a felony charge or misdemeanor involving conduct or misconduct by the employee which could adversely affect the work environment, fellow employees, the public, library patrons and/or customers, or the employee's suitability for the position and/or work;
11. Discourteous and/or disrespectful behavior or treatment of the public or other fellow employees or supervisors.
12. Unlawful use of Library time, material, or resources for political activity (see Section 19.04 - Political Activities of Public Employees);
13. Misuse, abuse, removal, or destruction of Library property, time, equipment, or supplies, or the appropriation of such for personal use;

14. Misuse, abuse, removal, or destruction of any other employee's or library customer's personal property, or the appropriation of such for personal use;
15. Violation of any of the provisions of this Personnel Policy manual or departmental policy or guidelines;
16. Use of vulgar, profane or obscene language, including any communication or action that violates the Library's policy against harassment and other unlawful forms of discrimination.
17. Possession of illegal weapons while on duty or in any Library facility;
18. Off-duty employment that adversely affects the Library and/or performance of the employee when in Library service;
19. Solicitation and/or acceptance of gifts or gratuity for performing duties that are expected during an employee's work period or;
20. Engaging in any off duty activity, with or without compensation, which could be construed to constitute a real or perceived conflict of interest by that employee in the exercise of their Library duties;
21. Smoking in any Library facility, automobile or common area;
22. Personal telephone calls, faxes, Internet, or E-mail, texting, Instant Messenger, either outgoing or incoming, or any other technology that interfere with the conduct of Library services or business;
23. Spreading any rumors and/or gossip;
24. Unauthorized release of information regarding the Library, the Board of Library Trustees, any employees, any library customers, etc.; or disclosing or using confidential information without authorization.
25. Violation of health or safety rules;
26. Fighting or any attempt to injure a person;
27. Unsafe behavior that could potentially cause harm to others;
28. Failure to report hours worked or to do so without authority, for another employee;
29. Solicitation.
30. Violating Library technology use policies.

15.03 Types of Disciplinary Actions: Disciplinary actions, if implemented, may include, but are not limited to, the following:

- Counseling: Initial action may include the immediate supervisor's decision to counsel the employee during which time deficiencies are described, goals are set, and the employee has the opportunity to respond.
- Written Reprimand: A written reprimand is recorded and placed in an employee's personnel file.

- Disciplinary Probation: An employee placed on disciplinary probation accrues vacation leave and sick leave. The employee does not accrue time for compensation review or promotion while on disciplinary probation. The employee is not allowed to compete in promotional examinations or recruitments. Disciplinary probation shall not be less than three (3) months nor more than six (6) months in duration. An employee placed on disciplinary probation may be discharged for failure to meet performance requirements.
- Suspension Without Pay: An employee may be suspended by the Executive Director at any time, pending the results of disciplinary investigation and/or action. After the conclusion of the investigation, the Executive Director may suspend the employee with or without pay as disciplinary action. An employee suspended from Library service without pay as a result of disciplinary action forfeits all rights and privileges, except for the employee's health plan, retirement plan, disability plan (if applicable), and life insurance plan. Suspension without pay for disciplinary reasons shall not exceed sixty (60) working days in any calendar year.

Revised 5.2015

- Disciplinary Demotion: A disciplinary demotion results in an employee's change in status to a lower pay step in the same classification or to a position in a different classification with less responsible duties, lower qualifications, and a lower rate of pay. No employee is demoted to a classification for which the employee does not possess the minimum qualifications.
- Discharge for Cause: Just Cause means a fair and honest cause or reason, regulated by good faith on the part of the party exercising the power. It is not based on arbitrary, capricious, or illegal reason but one based on facts supported by substantial evidence and reasonably believed by the employer to be true.

An employee who has been discharged from Library service is paid his or her compensation accumulated to the effective separation date, any accumulated compensatory time, and accrued vacation leave.

15.04 Authority to Take Disciplinary Action: The Executive Director, an employee's department manager, or an employee's immediate supervisor may recommend discipline of an employee under their supervision for one or more of the causes for discipline specified above in Section 15.02 - Causes for Disciplinary Action, or for such other causes as may be deemed necessary in a given situation.

Prior to a disciplinary action being administered, or termination/discharge, the employee will be advised of the nature of the allegations and that disciplinary action up to and including termination /discharge may be the outcome of the disciplinary process. The employee will be given the opportunity to respond to the allegations.

Immediate supervisors may administer counseling to an employee under their supervision. An immediate supervisor may recommend written reprimand to the department manager.

Department Managers may administer counseling or a written reprimand to an employee within their department. The department manager may recommend disciplinary probation, suspension without pay, disciplinary demotion, or discharge of an employee to the Executive Director. Department managers may delegate to supervisory employees the authority to relieve an employee of the employee's duties in an emergency situation, pending further action by the department manager.

Human Resources Director may review the facts of the disciplinary action and make recommendations to the Executive Director. **Revised 5.2015**

Executive Director has the right to administer counseling, written reprimand, disciplinary probation, suspension without pay, demotion, or discharge of an employee. Written notice of such disciplinary action will be provided within a reasonable time from the conclusion of the investigatory process inclusive of any-pre-disciplinary action meeting held with the employee. An employee may appeal a suspension without pay or discharge in the manner provided in Section 15.09 - Appeal Procedure.

15.05 The Process: The Executive Director, an employee's manager, or an employee's immediate supervisor may recommend discipline of an employee under their supervision for one or more of the causes for discipline specified above in Causes for Disciplinary Action, or for such other causes as may be deemed necessary in a given situation. Written documentation will be provided to the Executive Director outlining the nature of the violation with any supporting documentation.

Immediate supervisors may administer counseling to an employee under their supervision, after collaborating with the Human Resources Director to develop a plan. An immediate supervisor may recommend a written reprimand to the department manager. The department manager will report all processes in writing to the Human Resources and the Executive Director. **Revised 5.2015**

The Executive Director will determine what disciplinary action, if any, will be taken.

15.06 Notice of Disciplinary Action: Before determining which disciplinary action will be administered, the Library advises the employee in writing of the nature of the allegations and the potential disciplinary action. The employee and their representative, if they elect to have a representative present, meets with the appropriate management personnel as well as management's representative, if management elects to have a representative present, and provides the employee with the opportunity to present information regarding the allegations from their perspective.

After the pre-disciplinary action meeting and after additional investigation of facts or circumstances are revealed by the Library during the pre-disciplinary action meeting which require further investigation, the employer will issue its decision regarding the disciplinary action. The disciplinary action document will reflect information inclusive of, but not limited to, the following:

1. The acts or conducts upon which the disciplinary action is based;
2. The policy or procedure violated and/or the deficient performance;
3. References to information provided by the employee during the pre-disciplinary action meeting;
4. The effective date of the disciplinary action;
5. The conditions/goals/measures or future actions to be set and/or taken.

15.07 Disciplinary Demotion/Discharge/Suspension Process: Disciplinary probation, suspension without pay, demotion, or discharge are actions that can be taken only by the Executive Director. A department manager may submit a written recommendation for a disciplinary demotion or discharge of an employee to the Executive Director. The recommendation includes the specific allegations and the basis for the recommendation. A copy is provided to the employee. The Executive Director advises the employee in writing of a pre-disciplinary action meeting.

15.08 Pre-disciplinary Meeting: When a pre-disciplinary meeting is to be held pending an action under Section 15.06, it is held at a reasonable time to coordinate the attendance of the employee, their representative if they choose to have a representative present, the Library officials and their representative if they choose to have a representative present. In responding to the charges, the employee may present any appropriate information.

The Executive Director conducts the meeting informally. The Executive Director may refer potential criminal misconduct to the proper law enforcement and criminal justice authorities in addition to the disciplinary process. The Executive Director, upon reviewing the information provided by the department manager, Human Resources, and the employee, makes a decision whether to administer a disciplinary probation, suspension without pay, demotion or discharge. If the employee is put on disciplinary probation, suspended without pay, demoted or discharged, the employee is given written notice of, and the basis, for disciplinary action in accordance with 15.05.

15.09 Appeal Procedure: Regular full-time employees and part-time employees have the right to appeal to the Executive Director concerning any disciplinary action taken by the employee's immediate supervisor or department manager. The appeal is filed with the Executive Director, with a copy given to the department manager and the Human Resources Director within seven (7) working days after receipt of the written notice of a disciplinary action. The appeal specifically states the facts upon which the appeal is based.

The Executive Director renders a decision on the matter, generally within seven (7) working days after conclusion of the investigatory process.

Revised 5.2015

RECORDS, REPORTS, AND NOTICES

16.01 Purpose for Maintaining Personnel Records: Objectives for maintaining adequate personnel records and reports are to:

1. Provide a basis for making decisions involved in personnel actions;
2. Provide a basis for reports on personnel activities; and
3. Document the attainment of employees' educational, developmental, and training goals.

16.02 Notice of Employee Change of Status: Every appointment, transfer, promotion, demotion, change in compensation, resignation, suspension, vacancy, leave of absence, disciplinary action, commendation, address change, name change, reclassification, and all other temporary or permanent changes in status of employment is reported to the Executive Director on a proper form with original documents attached. The effective date and a record of the change is kept by Human Resources.

Change of Personal Information: Employees are responsible for keeping their personnel records up to date by notifying Human Resources in writing of any personal information changes to the following information: Name, address, telephone number, marital status (for benefits and tax withholding purposes, only), addresses and telephone numbers of dependents and spouse or former spouse (for insurance purposes, only), beneficiary designations for any of the Library's insurance, disability, retirement, deferred compensation plans, and persons to be notified in case of emergency.

16.03 Personnel Files: Human Resources maintains complete personnel files for employees showing each employee's name, address, classification title, position, compensation, assigned department, changes in pay rates, employment status, performance appraisals, commendations, disciplinary actions, and other pertinent information. Separate files for confidential, medically related information, worker's compensation claims, and family medical leave absences will be maintained.

It is the employee's responsibility to notify Human Resources of any change in name, address, telephone number, marital status, number of dependents, military service status, beneficiaries or person to notify in case of an accident.

Human Resources retains records for each employee's vacation leave, sick leave, floating holidays, compensatory time, family and medical leave, and compensation schedules. The Executive Director determines the form and manner in which this information will be maintained.

Personnel records are the property of Yakima Valley Libraries. Any employee may request review and copy of his/her file one time per year by providing Human Resources 24 hours' notice during the workweek of Monday – Friday, either verbally, by email or in writing

16.04 Records Open to the Public: The Yakima Valley Libraries is subject to the Washington State Public Records Act, which defines the public's right to access public records in the context of a broad mandate for open government. It is important to understand the scope of this act and the requirements it imposes on public agencies and their employees, including those at the Library.

Definition: The definition of a public record is very broad and includes electronic records such as email and database information, regardless of where stored. You should presume that any record which is used in the operation of the Library and which is prepared, owned, used or retained by the Library is a public record. Certain public records are exempt from disclosure, but exemptions are

interpreted narrowly; even if a record is exempt, it must be collected as part of the response and individually identified to the requestor as exempt.

Who can submit a public records request? Any member of the public may submit a public records request. As long as the request seeks identifiable records, there are no limits on what can be asked for or the number of records that can be requested. Nor does it matter why a person is asking for records.

What information is exempt? The following personal information is exempt from public inspection and copying under RCW 42.56.230:

(3) Personal information in files maintained for employees, appointees, or elected officials of any public agency to the extent that disclosure would violate their right to privacy;

(7)(a) Any record used to prove identity, age, residential address, social security number, or other personal information required to apply for a driver's license or identicard.

16.05 Destruction of Records: Personnel files and payroll records are retained in accordance with Library policy as well as state and federal laws and guidelines.

16.06 Access to Personnel Records: The Yakima Valley Libraries collects and retains only such personal information as it needs to effectively conduct business and administer its employee benefits programs. The library takes steps to ensure that all personal and job-related information about employees is accurate, complete, and relevant for its intended purpose. The library treats personal information about employees as confidential and respects the need for protecting each employee's privacy by enforcing secure information handling procedures on the part of all personnel whose job duties involve gathering, retaining, using, or releasing personal information about the library's employees.

Personnel records may be accessed by employees and supervisors only in the course of performing their job functions. Access to medical records will be provided to other employees and supervisors only on a need-to-know basis in accordance with applicable law. Employee personal health information is confidential, and access to and release of this information is limited in accordance with the security provisions of the Health Insurance Portability and Accountability Act (HIPAA).

Employees can review the information contained in their own personnel file. Employees who are interested in reviewing the contents of their personnel file should contact the Human Resources Director and provide at least 24 hours' notice of their desire to schedule a mutually convenient time for an appointment.

All requests from third parties for employment related information must be referred to human resources. Human resources will disclose only the following: position(s) held; dates of employment, eligibility for rehire, and; salary or wages when a signed release is provided.

Employees are prohibited from disclosing any personal information about other staff members to callers or visitors. Personal information about other employees should only be given to, or discussed with, another employee when there is a legitimate work-related need to know, and only to the extent necessary for the intended purpose. Personal information includes, but is not limited to, home address, home telephone number, work location, hours of work, marital status, health status of an employee or their family members, birth date, social security number, employment status, wages, work performance, and other like information.

All information in the Integrated Library System (ILS) is protected by RCW 42.56.310:

Any library record, the primary purpose of which is to maintain control of library materials, or to gain access to information, that discloses or could be used to disclose the identity of a library user is exempt from disclosure.

EMPLOYEE TRAINING, DEVELOPMENTAL AND EDUCATIONAL PROGRAMS

17.01 Policy Statement: The Library supports and encourages life-long training, self-improvement, and personal development for all employees through on-the-job training, educational programs, workshops, seminars, conferences, certification, departmental and general staff meetings, committees and task forces, and in-service training. The availability of training opportunities is subject to budgetary constraints on a year-to-year basis.

Training may include conferences, demonstrations, reading assignments, lecture courses, workshops, teleconferences, professional activities, and other methods that may be available to improve effectiveness and broaden the knowledge of employees.

The personal and professional development of employees is vital to the success of each employee and the Library. Planning an employee's individual developmental or learning plan is the joint responsibility of the employee and the immediate supervisor.

Chapter 18
SUBSTANCE ABUSE

18.01 Purpose of Policy: The Library believes that employees have a right to work in an environment free of drugs and alcohol and that employees have the obligation not to place themselves in a situation where job performance is impaired by substance abuse.

18.02 Drug Free Work Place: The Library recognizes that the maintenance of a drug free workplace is essential to the safety and welfare of its employees. This policy establishes the Library's programs and practices that promote and support a drug free working environment.

Policy Statement: The Library wishes to educate its employees about the dangers of drug abuse in the workplace, the Library's commitment to a drug free workplace, the penalties that may be imposed upon employees for drug violations in the workplace, and the Library's commitment of support for employees undergoing treatment and rehabilitation of chemical dependencies.

Provisions:

Controlled Substances: The unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance or alcohol in the workplace is prohibited. Reporting to work with the presence of a controlled substance or alcohol in the employee's blood, breath or urine at a level at or above what is allowed in 18.03 below is prohibited. As a condition of employment, all employees must notify their department manager of any drug violation arrest, charge, conviction and/or alternative disposition inclusive of plea bargain, deferred prosecution, restitution, etc. within three (3) days after such arrest, charge, conviction, and/or alternative disposition.

Prescription or Over-the-Counter Drug Use: The use of prescription and over-the-counter drugs which compromise the safety in the workplace or the quality of the employee's work product is prohibited. It is the employee's responsibility to check with their physician as to whether or not a prescription drug will impair performance and to notify their immediate supervisor of the physician's opinion. Employees are specifically required to notify their immediate supervisors when they are taking medications with warning labels

Drug Use Away from the Workplace: The use, possession, transfer, or sale of controlled substances off the work site by an employee may be grounds for disciplinary action.

Employee Sanctions: It is the responsibility of every employee to be aware of the above provisions and to abide by them. Failure to observe these provisions will result in immediate disciplinary action against the employee, up to and including termination. The employee may be required to participate satisfactorily in an alcohol or drug abuse assistance or rehabilitative program.

Confidentiality: A reasonable effort will be made to maintain the confidentiality of complaints and reported violations of the provisions of this directive, except as otherwise provided or required by public disclosure laws or court order.

EMPLOYEE ETHICS AND PERSONAL ACTIVITIES

19.01 Purpose of Policy: The Library expects its employees to subscribe to the highest set of ethics, values, and principles in our provision of services to our customers who are both inside and outside of Library employment. The Library expects employees to be fair, honest, consistent, and committed to high levels of customer service and professionalism. Anyone who fails to live up to such ethical standards reflects negatively on the entire Library work force. Our reputation is a valuable asset.

19.02 Incompatible Personal Activities of Library Employees: An employee will not engage in any off duty employment or activity that is inconsistent, incompatible or in conflict with the employee's duties in Library service. The immediate supervisor determines which activities are inconsistent, incompatible, or in conflict with duties in Library service. Examples of prohibited activities include, but are not limited to:

1. The use of Library time, facilities, equipment, or supplies for private gain or advantage;
2. The use of influence of an employee's position for private gain or advantage;
3. The direct or indirect solicitation or acceptance of any gratuities, loans, gifts, merchandise, meals, beverages, or any other thing of value for private gain or advantage in connection with or resulting from an employee's official position. Nor will employees use their official position to obtain privileges not otherwise available to them;
4. The performance of an act when an employee is off duty that may later be subject to direct or indirect control, inspection, review, audit, or enforcement by that employee of the Library in the exercise of their Library duties.

During an employee's workday, an employee devotes one hundred percent (100%) of his or her time, attention, and efforts to the duties and responsibilities of the employee's position in Library service.

19.03 Off Duty Employment: An employee may engage in off duty employment that is not inconsistent, incompatible, or in conflict with the employee's duties in Library service, and that will not adversely affect the performance of the employee while in Library service.

19.04 Political Activities of Public Employees: There are no restrictions on the right of an employee to participate off duty in political activities. The employee may not, however, disturb employees during their work periods or workdays.

The use of library facilities by Library employees for political activity is prohibited.

Employees who are in Library service or who are seeking an office or employment with the Library will not use the employee's office to influence another person or persons for political purposes.

The Library takes no position on election or ballot issues except when such election and/or ballot issue impacts or affects the Library and/or its services. Employees shall not wear political buttons, T-shirts, etc., while on duty.

19.05 Employee Privacy: Searches of Employee's Property: The Library cannot assume responsibility for any theft or damage to the personal belongings of Library employees. Therefore, the

Library encourages its employees to avoid bringing private articles or property to work. Employees are also advised that searches of employee property that is on the Library's property or facilities may be conducted without advance notice and with probable cause. Employees may not use a personal lock on Library property, unless authorized by the Library. The Library retains a copy of the key or combination to all locks that are provided for use by employees in the work place. Employees who do not consent to the inspections described above may be disciplined, up to and including immediate termination.

19.06 Confidential Information: Employees will receive and have access to information that is confidential in nature to the library and its customers. Employees are not to disclose any such confidential information to any other person in the organization. This obligation exists even after the employee leaves library employment.

Only those employees who are explicitly authorized to do so may access customer records, and then only for legitimate library business reasons. Viewing, manipulating or releasing customer records without authorization or without following appropriate procedures may result in disciplinary action, which may include termination of employment.

19.07 Reference Requests: If an employee receives a request for a reference for a former or current employee, he/she should refer the request to the Human Resources Department for handling. No employee may issue a reference letter to any current or former employee in his or her official capacity.

Under no circumstances should any employee release any information about any current or former employee over the telephone. All telephone inquiries regarding any current or former employee must be referred to the Human Resources Department.

ANTI-HARASSMENT

20.01 Purpose of Policy: Because all employees have the right to work in a pleasant and non-intimidating environment, harassment is not condoned nor tolerated by the Library. Harassment of any employee on the basis of their race, religion, color, national origin, age, sex, sexual orientation, and/or due to the presence of any physical, mental, or sensory disability, is prohibited and constitutes a serious violation of Library policy.

No employee may harass any other employee, library customer, or supplier and/or retaliate against anyone who makes a complaint of harassment. Any employee who is found to have violated this policy shall be subject to discipline, up to and including termination.

20.02 Definition of Harassment: Harassment can take many forms. It includes slurs, comments, jokes, innuendos, unwelcome compliments and advances, cartoons, pranks, and/or other verbal or physical conduct that does any of the following:

1. Has the purpose or effect (intended or unintended) of creating an intimidating, hostile, or offensive working environment;
2. Has the purpose or effect of unreasonably interfering with an employee's work performance; or
3. Otherwise adversely affects an employee's employment opportunities.

20.03 Definition of Sexual Harassment: Sexual harassment occurs when the verbal and physical conduct described above are sexual in nature or directed at a person because of their gender. Sexual harassment exists in the workplace in the following situations, though is not limited to these situations:

1. When submission to the conduct is, either explicitly or implicitly, a term or condition of employment;
2. When submission to, or rejection of, the conduct is used as a basis of an employment decision affecting an employee;
3. When the conduct unreasonably interferes with an employee's job performance;
4. When the conduct creates a work environment that is intimidating, hostile, or offensive.

20.04 Complaint Procedure: If an employee believes that he or she or another employee has been subjected to harassment of any kind, the employee is required to immediately identify the offensive behavior to the harasser and request that it stop.

If the employee is uncomfortable in addressing the matter directly with the harasser, or if the matter is addressed directly and the behavior does not stop, then the employee discusses the matter immediately with their immediate supervisor, department manager, Human Resources, the Executive Director, or any supervisor the employee feels comfortable with. The matter should be reported regardless of whether the employee has confronted the harasser.

20.05 Investigation Process: The complaint is promptly investigated by the Library. The investigation includes interviews with the individuals involved and any witnesses who are available. Confidentiality during the investigation process is maintained to the degree possible.

Any action or conduct found to violate this policy may result in disciplinary action, up to and including termination. Failure to maintain confidentiality may also result in disciplinary action.

20.06 Retaliation: Any employee who files a complaint of harassment or other discrimination in good faith will not be adversely affected in terms and conditions of employment and will not be retaliated against or discharged because of the complaint.

In addition, the Library will not tolerate retaliation against any employee who, in good faith, cooperates in the investigation of a complaint. Anyone who engages in such retaliatory behavior will be subject to appropriate discipline, up to and including termination.

21.01 Definition of Bullying: Yakima Valley Libraries is committed to providing a safe and healthy work environment for all employees. As such, the Library prohibits bullying of any kind and will deal with complaints accordingly. This policy applies to employees while working, at work functions and while travelling on business.

Workplace bullying refers to *repeated*, unreasonable actions of individuals (or a group) directed towards an employee (or a group of employees), which are intended to intimidate, degrade, humiliate, or undermine; or which create a risk to the health or safety of the employee(s).

Workplace bullying often involves an abuse or misuse of power. Bullying behavior creates feelings of defenselessness and injustice in the target and undermines an individual's right to dignity at work. Bullying is different from aggression. Whereas aggression may involve a single act, bullying involves repeated attacks against the target, creating an *on-going pattern* of behavior. "Tough" or "demanding" bosses are not necessarily bullies as long as they are respectful and fair and their primary motivation is to obtain the best performance by setting high yet reasonable expectations for working safely.

Examples of bullying:

- Unwarranted or invalid criticism
- Blame without factual justification
- Being treated differently than the rest of your work group
- Being sworn at
- Exclusion or social isolation
- Being shouted at or being humiliated
- Excessive monitoring or micro-managing
- Being given unrealistic work deadlines

If you are aware of bullying in the workplace and do not take action, then you are accepting a share of the responsibility for any future abuses. This means that witnesses of bullying behavior should be encouraged to report any such incidences. Individuals are less likely to engage in antisocial behavior when it is understood that the organization does not tolerate such behavior and that the perpetrator is likely to be punished.

21.02 Different from Harassment: Harassment is one type of illegal discrimination and is defined as offensive and unwelcome conduct, serious enough to adversely affect the terms and conditions of a person's employment, which occurs because of the person's protected class, and can be imputed to the employer. Protected classes in employment are race/color, creed (religion), national origin, sex, marital status, disability, HIV/AIDS or Hepatitis C status, sexual orientation/gender identity, and honorably discharged veteran and military status.

An example of harassment could be when an employee tells racist jokes and refers to a particular co-worker or group of co-workers by using racial slurs, and after a complaint, the employer does nothing to stop the behavior. Another example of harassment could be a male manager who makes unwelcome sexual suggestions to a female employee and touches her inappropriately. Bullying also differs from retaliation, which occurs after a person makes a complaint of illegal discrimination, and is then the subject of an adverse employment action or subjected to harassment because he or she made the complaint.

Bullying, on the other hand, is often directed at someone a bully feels threatened by. The target often doesn't even realize when they are being bullied because the behavior is covert, through trivial criticisms and isolating actions that occur behind closed doors. While harassment is illegal; bullying in the workplace is not.

21.03 What You Can Do: Bullying in general is NOT illegal in the U.S. unless it involves harassment based on race/color, creed (religion), national origin, sex, age (40+), disability, HIV/AIDS or Hepatitis C status and, in Washington State, on marital status, sexual orientation/gender identity, honorably discharged veteran and military status or retaliation for filing a whistleblower complaint with the Washington State Auditor (RCW 49.60).

However, here is what you can do about bullying:

Regain control by:

- Recognizing that you are being bullied;
- Realizing that you are NOT the source of the problem; and
- Recognizing that bullying is about control, and therefore has nothing to do with your performance.

Take action by:

- Keeping a diary detailing the nature of the bullying (e.g., dates, times, places, what was said or done and who was present); and
- Obtaining copies of harassing / bullying paper trails; hold onto copies of documents that contradict the bully's accusations against you (e.g., time sheets, audit reports, etc.).
- Expect the bully to deny and perhaps misconstrue your accusations; have a witness with you during any meetings with the bully; report the behavior to Human Resources or a supervisor.

21.04 Workplace Bullying Policy: *(Adapted from the Commission of Occupational Safety and Health, as provided by WA State Dept. of Labor & Industries)*

Yakima Valley Libraries considers workplace bullying unacceptable and has a zero tolerance under any circumstances.

Workplace bullying is behavior that harms, intimidates, offends, degrades or humiliates an employee, possibly in front of other employees, clients, or customers. Workplace bullying may cause the loss of trained and talented employees, reduce productivity and morale and create legal risks.

The Library believes all employees should be able to work in an environment free of bullying. Managers and supervisors must ensure employees are not bullied.

The Library has reporting and investigation procedures to deal with workplace bullying.

21.05 Complaint Procedure: If an employee believes that he or she or another employee has been subjected to bullying of any kind, the employee should immediately report the behavior to their immediate supervisor, department manager, Human Resources, the Executive Director, or any supervisor the employee feels comfortable with.

21.06 Investigation Process: The complaint is promptly investigated by the Library. The investigation includes interviews with the individuals involved and any witnesses who are available. Confidentiality during the investigation process is maintained to the degree possible.

Any action or conduct found to violate this policy may result in disciplinary action, up to and including termination. Failure to maintain confidentiality may also result in disciplinary action.

Any reports of workplace bullying will be treated seriously and investigated promptly, confidentially and impartially.

The Library encourages all employees to report workplace bullying to a supervisor or Human Resources. Managers and supervisors must ensure employees who make complaints, or witnesses, are not victimized.

Disciplinary action will be taken against anyone who bullies a co-employee. Discipline may involve a warning, transfer, counseling, demotion or termination, depending on the circumstances.

SAFETY

22.01 Purpose of Policy: Yakima Valley Libraries is committed to maintaining a safe and healthy environment for all employees. An Accident Prevention Program is maintained and provided to each employee during his or her orientation.

Employees must report all accidents, injuries, potential safety hazards, safety suggestions and health and safety related issues immediately to his or her manager. If an employee is injured, contact the supervisor or manager immediately. Call 911, if needed.

Employees must complete an Accident/Incident Form for any injury, whether it requires medical attention or not, in case medical treatment is later needed and to ensure that any existing safety hazards are corrected. Required forms are available on the staff Intranet.

A Federal law, the Occupational Safety and Health Act (OSHA), requires that the Library maintain all records of work-related illnesses and accidents. OSHA also provides for the employee's right to know about any health hazards that might be present on the job.

In addition, the State Worker's Compensation Act also requires that any illness or injury caused by the workplace, no matter how slight, be reported. Failure to report an injury may jeopardize the right to collect worker's compensation payments as well as health benefits.

YAKIMA VALLEY LIBRARIES' POLICY ON INFORMATION TECHNOLOGY AND USE OF RESOURCES

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23.01 GENERAL

- A. **General Policy:** Trustees, Management, Managing Librarians, Department Heads supervisors, and employees are obligated to conserve and protect Library resources for the benefit of the public interest, rather than their private interests. Employees of Yakima Valley Libraries are public employees subject to the laws of the State of Washington.

Responsibility and accountability for the appropriate use of Library resources ultimately rests with the Trustees, the Executive Director and Library Managers who use Library resources or who authorize such use.

All technology, except as specifically excluded in writing by the Trustees or Executive Director, will be vetted and sanctioned by the Executive Director or his/her designee. This includes operations, maintenance, purchases, system development, contracting for services and all other functions regarding technology, regardless of the department or agency that will employ it.

- B. **Privacy:** Yakima Valley Libraries is subject to RCW 42.56. The Public Records Act considers most records generated by a public agency, such as the Yakima Valley Libraries, to be public and subject to disclosure, unless specifically exempted in this statute. Users (staff) shall have no expectation of privacy when using any technology system, equipment or device that is used to access Yakima Valley Libraries' resources. This includes use of any access for official Library business or an allowed personal use as provided herein.

An exemption for Library privacy is outlined in RCW 42.56.310 –

“Any library record, the primary purpose of which is to maintain control of library materials, or to gain access to information, that discloses or could be used to disclose the identity of a library user is exempt from disclosure under this chapter.”

This applies to protected library user information in the YVL integrated library system to which staff may have access.

By using the Library's technology system and resources, with the exceptions listed, employees acknowledge and agree that they have no expectation of privacy, or confidentiality in their use of the system or in any data that they create, store, or transmit on or over the system, including any data created, stored or transmitted during the employees' incidental personal use of the computer system as permitted under this policy.

Employees who use the computer system further agree that they are aware of, understand and will comply with the provisions of this policy, and that their use of the computer system may be monitored and any data that they create, store, or transmit on or over the system including incidental personal use of the computer as permitted by the policy (or the creation of Library data on personal devices), may be inspected by the Library at any time. In addition, email messages, text messages, telephone messages, and other documents created on the Library technology systems are public records and may be subject to public disclosure.

- C. **Definitions:** As used in this policy:

1. **Library** means Yakima Valley Libraries (YVL), unless otherwise specified. All references to specific departments are to Yakima Valley Libraries' Departments or Community Libraries unless otherwise specified.

2. **Library resources** includes any information, data, money, service, software, equipment or other property or resource under the officer's or employee's official control or direction or in his or her custody or to which he or she has access.
3. **De Minimis cost** means that the actual expenditure of Library funds is so small as to be insignificant or negligible. *De Minimis* shall not be applied to the cost of property which is consumable, such as paper, envelopes or spare parts, even if the actual cost to the Library is insignificant or negligible – such costs must be reimbursed or not incurred.
4. **Electronic mail** also called **email** means the transmission of memos, messages and files over an automated, networked system. Electronic mail includes storing and forwarding capabilities and the user interface. Electronic mail includes mail sent or received on the Yakima Valley Libraries' computer network, the Internet, and any other network.
5. **Forwarding of email** means the ability to transmit email messages addressed to a specific party or parties to another party over the network.
6. **Internet** means the thousands of interconnected networks originally developed by the military and referred to as the Internet, the Information Super Highway, the Net, or similar names.
7. **Management, Executive Director, Department Head, Managing Librarian, Manager, Supervisor, Staff, or Employee** means Yakima Valley Libraries' staff unless otherwise specified.

Trustee means a member of the Board of Trustees who has been officially appointed by the Yakima County Commissioners.

8. **Social Media** means a set of Internet tools enabling users to participate in community experiences online and to connect with people of common interests to learn, play, work, organize, and socialize; networks may be open to the public or restricted to members as determined by the user. Social media includes, but is not limited to, blogs, Facebook, Flickr, Twitter, and YouTube.
9. **Media** is digital media that are encoded in a machine readable format: information or data that can be created, viewed, modified, and preserved on computers.
10. **Library Devices** are personal computers, laptops, hybrids, tablets, cell phones or other library equipment assigned to staff for the performance of their job duties.
11. **IT Department** is Yakima Valley Libraries' Information Technology Department.

- D. **Implementation:** This policy shall be effective immediately upon adoption and shall supersede all policies previously adopted by the Yakima Valley Libraries' Trustees with regard to use of Library resources or property.
- E. Nothing in this policy is intended to limit the ability of the Trustees or Executive Director to adopt policies or procedures that are more restrictive than the prohibitions provided herein.

23.02 ACCESS AND USER MANAGEMENT

- A. **General Policy:** This provision defines requirements for managing user (staff) accounts, authentication information, and access control systems for Yakima Valley Libraries.
- B. **User IDs - Email:** Unique User IDs for email and access to the integrated library system (or others as designated) will be created and assigned to each individual requiring access to Yakima Valley Libraries information resources. *This email identification belongs to the Library and may only be used to access Library related activities and may not be used for personal login information.*
- C. **Privileges:** Access rights to privileged User IDs are restricted to the least privilege necessary to perform job responsibilities. Assignment of privileges is based on individual person's job classification and function. Access to all information assets shall only be granted based on need-to-know, right-to-know, and time-to-know.
- D. **Assignment of User ID:** Everyone requesting a User ID will have a request form signed by the management with their privileges listed. User IDs shall only be created and assigned to users through a formal process that requires approvals.
- E. **Accountability:** Upon receiving a User ID, the owner will be individually accountable for how it is used.
- F. **Audit:** The IT Manager or authorized designee shall be responsible for periodically (at least biannually) reviewing user access rights to information systems to verify that access rights are appropriate.
- G. **Strong Passwords:** Passwords and their expiration shall conform to best practices for technology requirements.
 - 1. Personnel responsible for resetting passwords shall positively identify users who request password resets prior to resetting the password.
 - 2. Any time the password is reset by someone other than the user, the user shall be required to change his/her password before continuing.
 - 3. Users shall promptly change all passwords if they are suspect of being, or known to have been, disclosed to unauthorized parties.
 - 4. First time passwords for new users must be set to a unique value for each user; the user shall be required to change his/her password before gaining access into the Yakima Valley Libraries' environment.
 - 5. Accounts for terminated users shall be immediately removed or inactivated. In certain cases, the Executive Director may ask that the terminated employee's access be rerouted to a supervisor or manager for review of YVL related information.
 - 6. Accounts used by vendors for support and maintenance purposes shall only be enabled when needed, and monitored while in use. Once vendor maintenance has been completed, the account shall be disabled if possible. If account disablement is impossible,

the password should be reset to a random alphanumeric string and the event documented.

7. Shared or generic User-IDs and passwords are explicitly prohibited unless approved in writing by Executive Director and/or designee.
8. Where possible user accounts should be locked out after six logon failures. Lockout duration should be set to thirty minutes or less or until system administrator resets the account.
9. Where possible, automatic screen locks and/or session timeouts should function after no more than 15 minutes of being idle on any Library resource that can access sensitive information.
10. Passwords shall be changed whenever a compromise is suspected and documented.
11. System administrators should not use privileged accounts unless it is the only option available. Unique login IDs for System Administrators are preferred for regular tasks and maintenance.
12. Automatic system requests for regular password changes will be implemented where possible.

23.03 USE OF LIBRARY SYSTEMS

- A. **General Policy:** The Library's technology systems are provided to assist employees to perform their jobs, share files, and communicate with each other and with outside individuals and organizations on Library business. The Library's technology systems are to be used for Library business purposes, exception for occasional, incidental personal use as permitted consistent with the guidelines below.
- B. **Appropriate Use:** The Library's computer systems are to be used by employees, Trustees, or volunteers for Library business.

The technology systems may also be utilized for occasional, incidental personal use that, in the judgment of the employee's supervisor or manager, does not interfere with employee or department productivity. Personal use does not include uses requiring substantial expenditures of time, uses for profit, or uses that would otherwise violate Library policy with regard to employee time commitments or Library equipment.

Examples of acceptable occasional, incidental personal use of the Library technology system may include:

1. Advising others about an employee's vacation, marriage, birth of child, etc.
2. Brief and infrequent communication.
3. Important and time sensitive personal needs such as making medical appointments or

arranging parent-teacher conferences.

4. Personal use of impact similar to that of a brief phone call.
5. Browsing on-line edition of newspaper or websites during lunch or break time.

C. **Examples of Inappropriate Use:** Use of the Library's technology system to engage in any communication or act that violates federal, state, or local laws, codes, regulations, or Library policies and procedures is strictly prohibited at all times. Inappropriate uses of the Library's technology include, but are not limited to:

1. Commercial use for an employee's personal business.
2. Usage for any type of harassment or discrimination.
3. Usage for any activity that could adversely affect the Library's image or reputation.
4. Usage which violates software license agreements.
5. Downloading of software for personal use.
6. Unauthorized entry or attempt of entry into other Library department's sub-Executive Directories, files, resources, or
7. Malicious use of the system in an excessive manner so as to unreasonably deprive others of system use or resources.

23.04 LIBRARY STAFF COMPUTERS, LAPTOPS, OR OTHER DEVICES

A. **General Policy:** It is the policy of Yakima Valley Libraries to provide reliable, secure, and adequate personal computing platforms – Library Devices - (PCs, laptops, or other devices). These Library Devices shall be the property of Yakima Valley Libraries, have adequate virus and malware protection, and provide for network connectivity if applicable.

B. **Purpose:** Computers are provided for Yakima Valley Libraries work and are subject to audit at any time.

1. There shall be no **expectation of privacy** regarding use or storage on a Library Device.
2. Library Devices may be accessed at any time, without notice, over the Library network for business purposes when authorized by Executive Director. In normal circumstances, attempts will be made to notify employee before accessing staff computer.
4. All work files shall be stored in a location as designated by the Executive Director or IT Manager. Only *copies* of work files may be stored on the local hard drive of any PC unless otherwise approved by the Executive Director. No staff may store work files (original or copies) off site without prior permission of the Executive Director.
5. Adequate storage shall be provided for work products.
6. Library devices may be used for *De Minimis* personal use by employees at appropriate times.

7. Library devices may not be used for any prohibited activities as stated in section 3.C of this policy.

23.05 ELECTRONIC MAIL AND TEXT MESSAGING

- A. **General Policy:** Electronic mail is an integral part of Yakima Valley Libraries communications. It is the policy of Yakima Valley Libraries to encourage the responsible use of electronic mail whether internally or externally generated or viewed. This policy is meant to make all users aware of the risks associated with using electronic mail and to inform them of Yakima Valley Libraries' policy regarding such use. This policy applies to the electronic version of the messages and any paper or printed copies of the messages.
- B. **Purpose.** The primary purpose of Yakima Valley Libraries' electronic mail system is to facilitate the timely and efficient conduct of Library business. The system is also provided to encourage and facilitate the free exchange of business-related communications and ideas between employees.
- C. **Right of Inspection.** The electronic mail system is intended for business purposes. Electronic mail communications constitute public records and the Library has the right to access or monitor messages for work-related purposes, security, or to respond to public records requests. All messages should be composed with the expectation that they are public. **Users shall have no expectation of privacy in email messages, whether they are business related or an allowed personal use as provided herein.** Use of electronic mail shall be considered consent to Yakima Valley Libraries' Executive Director or his/her designee to inspect, use or disclose any electronic mail or other electronic communications and/or data without further notice.
- D. **Prohibition of Inappropriate Message Contents.** Electronic mail should be business like, courteous and civil. All Yakima Valley Libraries' policies, including policies prohibiting discrimination and sexual harassment, shall apply to use of email and messaging. Email shall not be used for the expression of unlawful or discriminatory ill-will or bias against individuals or groups.
- E. **Forwarding of Electronic Mail.** A user forwarding a message which originates from someone else should not change the substance of the message without disclosing what you have changed. Some changes do not need to be disclosed, such as deleting extra spaces or lines, lists of recipients of the email (except where that is relevant), or duplications of the same message within the email.
- F. **Miss-delivered Messages.** If an electronic mail message comes to a user by mistake, the user should stop reading as soon as he or she realizes that the message was not meant for him or her and notify the sender or system administrator immediately.
- G. **User's Responsibility for Security.** Users are responsible for the security of his/her electronic mail account password and any electronic mail that is sent via a user account. To protect a user account against unauthorized use, the following precautions should be taken:
1. **Lock your PC or log off** from the Library network before leaving computer unattended. If user ID logon is left open, and someone else uses it, it will appear as if user sent the message and user will be held accountable.
 2. **Do not give out passwords.** Users are responsible for messages sent via user

account. Correspondingly, do not use or tamper with someone else's account without his/her knowledge and consent. Unauthorized use of an electronic mail account is in violation of this policy.

If you believe your passwords have been compromised, please notify your supervisor and change immediately.

3. ***Your Library email address may only be used for Library related identification.*** It should not be used as a user-name for unrelated Library access.

H. **Text Messaging.** This mode of communication is to be used in terms of urgent need or to communicate quick informal information. At all times it is important to ensure communication is received and understood. There is no guarantee a text message will be received. All text messages are subject to public disclosure and are retained as per the Library's retention schedule.

23.06 INTERNET ACCESS

- A. **General Policy:** It is the policy of Yakima Valley Libraries to encourage effective and efficient use of all Library equipment for completion of Library business. This includes use of the Internet to provide information to Library patrons, businesses and other governmental agencies to search for information, and for information exchange as expected for the provision of library services.
- B. **Personal Use:** Internet access is provided for Library business purposes. Exceptions for personal use are provided in section 3.B of this policy. Any personal use on a Library Device may be subject to a Public Records Request. There is no expectation of privacy for personal use on a non-public library device. **Staff use of a public library computer as a member of the public is protected information.**
- C. **Libraries provide access to information.** Within its mission and objectives, Yakima Valley Libraries provides open access to information that best supports the needs of Library users. Yakima Valley Libraries provides access to information without bias. There may be times when information that appears objectionable to some may need to be accessed to best support and serve the needs of the users. This is within the scope and mission of the Library. Staff must use discretion and judgment when using staff computers for research.
- D. **Access reporting and monitoring:** It is the responsibility of the Manager or Supervisor to monitor and be aware of use of the Internet within the department.
- E. **Copying Files:** Files copied from the Internet, or any other outside service, should be for Library purposes and must be scanned by a virus checking software prior to being used on a Library computer. Yakima Valley Libraries Technology Services shall make options available for virus checking of copied files.
- F. **Distributing Files:** Caution should be used with distribution of Library files via the Internet. Files distributed to the Internet have the possibility of being intercepted by others and used against the Library's interest. Files are not to be distributed to the Internet without the express consent of the employee's Manager, Supervisor, IT Manager, or Executive Director.
- G. **Privacy:** The Library reserves the right to monitor the activities of all Library employees' access of the Internet. **Users shall have no expectation of privacy in accessing the Internet using**

Library resources, whether that access is business related or an allowed personal use as provided herein.

23.07 SOCIAL MEDIA

- A. **General Policy:** All official Yakima Valley Libraries' presences on social media sites or services are considered an extension of the Library's information and communications networks. Personal presences on social media, held by Library employees, should not infer or imply that they are official, speak on behalf of the Executive Director in any way or utilize any recognizable Library logo(s). Exceptions for personal use are provided in section 3.B of this policy. There is no expectation of privacy for personal use on an assigned Library Device (computer).
- B. **Guidelines:** Use of social media will comply with the following:
1. Unless otherwise approved by the YVL Executive Director his/her designee, content posted to a social media site will be posted to an official Yakima Valley Libraries' Website(s).
 2. All social media content shall be considered a secondary copy as approved above and contain references to primary content on the Library's official web site unless otherwise approved by the Executive Director or his/her designee.
 3. All Library use of social media must be in compliance with this policy.
 4. All libraries will be represented by one designated account per social media type unless expressly approved by the YVL Executive Director.
 5. The YVL Executive Director his/her designee will review and approve requests to use social media sites.
 6. Use of social media must comply with applicable federal, state, and county ordinances, regulations, and policies, as well as proper business etiquette. This includes adherence to established laws and policies regarding copyright, records retention, release of public information, constitutionally protected freedom of speech, privacy laws and information security policies established by Yakima Valley Libraries.
 7. Employees representing Yakima Valley Libraries via the Library's social media outlets must conduct themselves at all times as representatives of Yakima Valley Libraries with message and branding consistent with the policies of Yakima Valley Libraries. Employees who fail to conduct themselves in an appropriate manner shall be subject to the disciplinary procedures outlined in Yakima Valley Libraries Personnel Policy.
 8. Violation of these standards may result in the removal of pages from social media outlets. The Yakima Valley Libraries' Trustees and the Executive Director retain the authority to remove any or all violating information.
 9. Yakima Valley Libraries reserves the right to remove any messages or postings they deem as inappropriate, including but limited to those that are:
 - Obscene
 - Profane
 - Sexual content or links to sexual content

- In violation of the copyright, trademark right, or other intellectual property right of any third party
- Not topically related to a particular social media thread
- Repetitive or spam
- In support or opposition to political campaigns of any kind
- In support or that promotes, fosters or perpetuates discrimination of any kind
- A solicitation of commerce
- Illegal or encourage illegal activity

C. **Procedures:** The following procedures apply to the creation and setup of each official Library social media website.

1. Departments or community libraries requesting to distribute information on Yakima Valley Libraries' official social media pages via the Community Libraries Resource Manager will coordinate to develop a request for service.
2. Requests for social media will be reviewed and approved by YVL Executive Director or designee.
3. If approved, the designated staff member will be responsible for creating and maintaining all social media constructs.
4. Only Yakima Valley Libraries' e-mail addresses or e-mails authorized in advance by the Executive Director will be posted on the site or used to create the web site accounts. Use of generic email addresses, for example, webmaster@yvl.org, is appropriate to create social networking accounts.
5. To the extent that design parameters of the host site allows, Yakima Valley Libraries' pages will conform to the following:
 - Be identified as a Yakima Valley Libraries' official site,
 - Contain appropriate staff contact information,
 - Contain an easily identifiable Library logo,
 - Have a link to the appropriate page of the Library's website, and
 - Specify that all content, comments, and replies posted will be subject to Washington state and federal information laws.
6. YVL-generated content shall:
 - Comply with all guidelines and requirements of this section.
 - Contain the following legal disclaimer:

"Yakima Valley Libraries is not responsible for the content nor endorses any site which has a link from or to this page. All content, comments and replies posted are subject to Washington state and federal laws. Yakima Valley Libraries reserves the right to remove any messages or postings in violation of state and federal law or county policy."

23.08 CONTRACTING AND THIRD PARTY ACCESS

- A. **General Policy:** These provisions identify the requirements related to information security for third parties working on behalf of or in association with Yakima Valley Libraries. These requirements also apply when providing third party access to Yakima Valley Libraries'

information systems that store, transmit, or process confidential information. Where applicable, these requirements should be reflected within contracts when contracting with: (A) third parties who may obtain, create, receive, maintain or transmit confidential information on behalf of Yakima Valley Libraries, and (B) third parties who have access to Yakima Valley Libraries' information systems that store, transmit, or process confidential information.

- B. **Access Control:** YVL Technology Department is responsible for maintaining a list of all connected entities that physically or logically have access to Yakima Valley Libraries production environment.
- C. **Access audit and due diligence.** Prior to contracting and/or providing third party access to Yakima Valley Libraries' information systems, Yakima Valley Libraries shall perform due diligence, which may include audits, evaluations, test, reports, or other material to determine the third party's ability to protect critical services or confidential information.
- D. **Payment Card Industry Compliance.** Third party shall be responsible for adherence to Payment Card Industry Data Security Standard requirements most recent version (PCI compliance).
- E. **Non-disclosure and Confidentiality.** Applicable security requirements, including non-disclosure and confidentiality provisions, for third parties shall be included in written contracts when executed, modified or amended.
- F. **Yakima Valley Libraries' Technology Standards.** Contracts shall require third parties and their subcontractors to adhere to Yakima Valley Libraries Information Security requirements, whether now or hereinafter in effect.
- G. **Third Party Equipment.** Third party equipment used to access the Yakima Valley Libraries network shall be subject to review and approval prior to access being granted.
- H. **Termination of connection.** Yakima Valley Libraries shall reserve the right to terminate a third party's contract for a material violation or breach of the security provisions. Further, Yakima Valley Libraries' contracts shall reserve the right to remove or terminate a third party's access to Yakima Valley Libraries' systems or facilities, without notice.

23.09 NON-LIBRARY COMPUTING FACILITIES

- A. **General Policy:** It is the policy of Yakima Valley Libraries to facilitate the most cost effective and efficient manner to do business while maintaining compliance with federal, state, and local laws and other requirements. Yakima Valley Libraries' data may be processed and stored in non-library facilities if approved by the Executive Director. The Executive Director or designee shall approve such a facility if it provides the most appropriate solution, is cost effective, and it follows the appropriate security standards.
- B. **Definitions.** The following terms shall have the following meanings:
 - 1. **Offsite Storage is** any facility that is used to store Library data that is not legally part of Yakima Valley Libraries and under the control of the Library District is deemed to be "offsite."
 - 2. **Offsite Computing Facility** is any vendor or third party which provides services to Yakima Valley Libraries wherein computation takes place at the vendor or third party's facility.

3. **Secure Computing Environment** defines an environment that meets all federal, state and local security access, archive and backup standards as required by the type of data that is being processed.
 4. **Secure Background Check** means a fingerprint background check that complies with federal and state standards.
 5. **Security Breach** means any event that compromises the integrity of Yakima Valley Libraries' data. Integrity is compromised if data is read by an un-authorized individual, lost, stolen, amended, edited or any other event that exposes or alters information that would violate the federal, state or local statutes that govern it.
- C. **Usage Policy:** All computer systems contracts, leases, licenses, consulting arrangements or other agreements shall contain terms approved as to form Yakima Valley Libraries legal representative advising vendors of the Yakima Valley Libraries' retained proprietary rights and acquired rights with respect to its information systems, programs, and data and requirements for computer systems security. All such documents shall be approved by the Library Executive Director.
- D. **Responsible Party:** When using non-Yakima Valley Libraries' computing facilities to process or store data, the data owner has responsibility to ensure vendor compliance with appropriate Yakima Valley Libraries' policies and procedures. Appropriate secrecy protection agreements must be signed by the vendor providing the services.
- E. **Vendor Requirements:** Vendors shall adhere to all the required federal, state and local requirements that apply to the type of data that they are processing, storing or backing up. If applicable, secure background checks shall be performed and copies of the background checks for each employee who will have the ability to access secure data shall be forwarded to Yakima Valley Libraries. Background checks shall be kept current based upon the applicable federal, state or local requirement.
1. Security breach of any kind shall be reported to the Executive Director or designee as quickly as possible.
 2. Vendor assumes all liability for security breach while Library data is in the vendor's possession or under their control.
 3. Vendor shall allow onsite audit by Yakima Valley Libraries to ensure regulatory compliance. One working day will be sufficient notice to vendor and will be provided in writing via email or hard copy.

23.10 NETWORKS AND SECURITY

- A. **General Policy:** It is the policy of Yakima Valley Libraries to prevent unauthorized access to networks owned or operated by the Library and to maintain the integrity of the network by providing minimum requirements for network access control. All Library networks, regardless of use or purpose, will be managed and administered by YVL Technology Department or authorized vendor. For computing environments provided by third party service providers on behalf of Yakima Valley Libraries, corresponding contracts should reflect these requirements.

B. Procedure: Access Controls

1. Appropriate steps shall be taken to safeguard internal systems from untrusted networks, using methods such as Demilitarized Zones (DMZs) and firewalls.
2. Both inbound and outbound network traffic shall be controlled and limited to only that which is necessary to accomplish Yakima Valley Libraries' business objectives.
3. Access to or from untrusted networks shall be approved by the Executive Director or designee prior to their implementation.
4. Connections to untrusted networks shall be implemented using connections methods approved and implemented by YVL Technology Department.
5. External access to diagnostic and administration connection points shall be physically and logically controlled.
6. Firewalls managed by Yakima Valley Libraries or authorized third party providers shall follow established rules as identified within supporting firewall configuration standards.
7. Any changes to a computing environment managed by a third party service provider shall be vetted with and approved by the Executive Director or Technology Department designee prior to implementing a change.
8. YVL Technology Department will conduct a risk assessment prior to granting third party access to the Yakima Valley Libraries' network, data or information systems to ensure that no potential vulnerabilities are introduced due to such access. If an exposure is found, it will be mitigated by third party prior to being granted access. If no mitigation can be found, access will be denied.
9. Any potential risk associated with granting such access to a department's information shall be documented, and approved by YVL Executive Director or designee as to their acceptance of risk.

C. Procedure: Device Access

1. Devices connected to the Yakima Valley Libraries' network and not approved by the Executive Director or IT Manager shall be subject to immediate inspection, removal from the network, seizure, and retention by YVL IT Department for as long as necessary to accomplish the goals of this and other Library policies. These actions may be required by such issues as infection of malware, court order, departmental disciplinary actions etc. No expectation of privacy shall exist regarding any information on a connected device. Devices shall include but not be limited to: smart phones, tablets, thumb drives, external hard drives, SIMS, electronic cameras or any device that allows data to be transferred into or out of the Library network.
2. Third party devices may be granted access to the Yakima Valley Libraries network only by prior permission from the YVL Executive Director or designee and will be granted only if deemed appropriate and reasonable by the Executive Director.

3. Access devices which provide internal or external access to Yakima Valley Libraries' information systems such as modems, wireless access points, or similar technology shall not be deployed without the YVL Executive Director's written approval.
4. All access to Yakima Valley Libraries' production environments that occurs through the above mentioned and similar technology must be authenticated to identify the entity connecting to the environment.
5. The YVL Technology Department is responsible for maintaining an updated list of all access devices that connect to the Library network, identifying the device, business justification, owner, and contact information.
6. Use of access devices for other than established Library business reasons is prohibited.
7. Access to productions systems via dial-in connections (modem) shall be configured to disable the ability to copy personal credit card information onto the local hard drive or any other type of external media, and disable the ability to cut-and-paste or print any credit card information.

23.11 MONITORING SYSTEM ACCESS AND USE

- A. **General Policy:** In a reasonably secure network and computing environment, appropriate monitoring and auditing provide a level of accountability to ensure appropriate use of information resources by employees and third parties. It is the policy of Yakima Valley Libraries to monitor and audit user and system activity on all Yakima Valley Libraries' systems that allow the ability to directly access, store, process, or transmit business, confidential or proprietary data, as well as determining what should be monitored or audited, and protect audit logs.
- B. **Procedure:** System Access, System Use Events and Audit Logging - Every computer system should:
 1. Enable logging to record successful and unsuccessful attempts to read or modify an information resource that stores, transmits, or processes Confidential or Proprietary information or as deemed necessary by the Executive Director.
 2. Enable logging to record all actions taken by accounts having special system privileges.
 3. Enable logging to record changes to the function for auditing including enabling, disabling, and access to auditing features.
 4. Enable logging to record access to audit trails and initialization of audit logs.
 5. Enable logging to record User login activity including successful and unsuccessful login attempts, User ID or identifier, and authentication mechanism and any system level objects.
 6. Enable logging to record activities of User ID creation, deletion, and changes to User ID privileges.
 7. For each logging record identified above
 8. Wherever applicable, the system component shall be configured to capture:

- User Identity (User ID or identifier)
- Type of event/activity
- Date and time
- Success or Failure
- Origination of event
- Name of affected information resource (data, system component)

C. Collection and Review of Audit Logs:

1. Log consolidation and parsing tools shall be utilized to perform automatic daily review, and send alerts to authorized individual if suspicious or malicious activity is detected.
2. Audit logs shall also be reviewed on a periodic basis at least quarterly or as defined by YVL Executive Director.
3. Audit logs shall be retained for a reasonable period of time or as defined by Electronic Data retention standard.
4. Evidence of log reviews shall be retained in accordance with Electronic Data retention requirements.
5. File integrity monitoring software will be used on all logs to ensure that existing log data cannot be changed without generating an alert.

D Clock Synchronization: Technology Services shall enable synchronization of system clocks through NTP or similar technology to ensure the consistency of time reporting in audit logs.

E. Log Consolidation and Correlation: Production system components logs shall be promptly backed up to a centralized log server or media. Production systems logs (OS, application, database), antivirus logs, network equipment logs, and IDS/IPS devices logs shall be consolidated to a centralize LOG server or similar technology for consolidation and correlation of events.

23.12 COMPUTER EQUIPMENT/MEDIA HANDLING, DISPOSAL, AND REUSE

A. General Policy: It is the policy of Yakima Valley Libraries to protect confidential and sensitive data stored on various forms of computer media and equipment from unauthorized or accidental disclosure to persons who do not have a need to know or use this information. An important aspect of protecting confidential and sensitive information is to appropriately protect such information when it is being transported, transmitted, disposed of or reused.

B. Procedure: Media Handling and Security

1. All media contacting confidential data (E.g. PCI, HIPAA, CJIS or other sensitive data) will be labeled to ensure it is treated according to that label.
2. Electronic media that contains confidential information shall be appropriately protected using approved cryptographic methods.

3. No media containing confidential media shall be released to unauthorized parties for repair, disposal, or reuse, unless contracted to do so and the contract has language for protection of confidential data, and any such data will be logged, authorized by management and secured so that the delivery mechanism can be traced.
4. Portable/Removable media should not be used to store confidential information, unless unavoidable for business related functions. If removable media is used to store confidential data, a record of the media, the data and the personnel responsible for it, shall be created and the removable media shall be protected using approved cryptographic methods.
5. Personnel responsible for portable/removable media containing confidential data shall be accountable for its movements into, out of, and within a facility or off-site; and are responsible for protecting the confidentiality of the data on such media and reporting any loss, theft or unauthorized access immediately to the YVL Library Executive Director as well as appropriate department management. IT personnel shall maintain a record in any legible format of the movement of such media if it is released from their control as identified above.
6. Media that does not contain confidential information may be disposed or reused as identified in the instructions above or media shall be re-imaged, overwritten or reformatted prior to re-assignment.
7. Media back-ups containing confidential information should be stored in a secure offsite location (Alternate/backup site or commercial storage facility).
8. Periodic inventories will be maintained as required by statute for all confidential data (E.g. PCI, HIPAA or other data).

C. **Computer Equipment/Media Disposal and Reuse:** Confidential information when no longer needed for legal, regulatory, or business reasons shall be disposed and/or conditioned for reuse. This statement applies to all media, regardless of form.

1. Disposal: When equipment containing confidential information is being destroyed, the media part of the equipment shall be disposed of as described according to the disposal instructions listed below. Once the media is removed and disposed of according to disposal instructions provided below, the equipment may be declared surplus, destroyed or donated according to Library policy. Acceptable methods of media disposal include:
 - incineration
 - shredding
 - pulverization

If a third party destroys the media, the third party shall provide a certificate of destruction or a periodic report detailing the destruction services that the third party has performed during that period.

2. Reuse: When equipment containing confidential information is reused, the media part of the equipment shall be treated according to media reuse instructions listed below. When media will be reused, the data on the media shall be scrubbed using one of the following methods:
 - Overwriting – Data shall be overwritten using current DOD standards for secure data.

- Degaussing – Exposing the media to a strong magnetic field in order to sanitize magnetic media.

23.13 VULNERABILITY MANAGEMENT AND THREAT ASSESSMENT

- A. **General Policy:** It is the policy of Yakima Valley Libraries to have the YVL IT Department manage information security threats and mitigate vulnerabilities within reasonable business methods and practices.
- B. **Procedure:** Standard practices shall include but not be limited to:
1. A vulnerability mitigation process shall exist for new and existing systems, and shall include monitoring of vendor and security-related alerts and patches.
 2. Vulnerability risk assessments and resolutions shall be documented no less than annually.
 3. System and network vulnerability management (such as installation of updates, patches, or fixes) shall be coordinated through a change management process.
 4. All system components and software should have latest security patches installed, relevant security patches should be installed within one month of release unless the business system precludes their installation.
 5. Both internal and external threats shall be identified and assessed as part of the risk analysis process.
 6. If overall heightened awareness is warranted, appropriate personnel shall be notified of threats.
 7. Internal and external network vulnerability scans must be conducted on periodic basis at least quarterly and after any significant change in the network as authorized by the YVL Executive Director or designee.
 8. Penetration tests (network and application) must be conducted at least once a year and after any significant change to the production environment as authorized by the YVL Executive Director or designee.
 9. Contracts for independent compliance/security reviews and/or testing shall indicate the types of tests to be performed, the tools to be used, and the timeframe for the tests. Contracts shall specify that the third party contractor shall not exploit vulnerabilities or perform denial of service tests unless there is a specific need that is being addressed, or is required by applicable regulations. The contractor shall not perform any such tests or scan without prior written authorization from the YVL Executive Director or designee.
 10. Vulnerabilities identified during compliance/security reviews shall be assessed to determine what actions may be necessary. Necessary remediation, mitigations, or risk acceptances shall be documented and approved by the YVL Executive Director or designee.
 11. Intrusion detection/prevention technology shall be utilized and kept current to monitor for suspicious activity entering or leaving production environment. Information concerning

vulnerabilities shall be released on need-to-know basis and shall be encrypted during transmission over open networks.

23.14 CHANGE CONTROL

- A. **General Policy:** It is the policy of Yakima Valley Libraries to manage change to information technology in such a way as to minimize the possibility of corruption of information systems. Strict controls over changes are required to ensure integrity of information systems is maintained.
- B. **Procedure:** Standard change control practices shall include but not be limited to:
1. All changes to a production environment must follow established change control process to ensure that only authorized changes are made to production systems. Change control procedures must be followed for all significant changes to production system component's operating system, software, applications, hardware, and communications links.
 2. A separate test environment should be used (when possible) to prevent negative impacts on the production environment. Systems used for development and test should be physically and/or logically segregated from production systems.
 3. If possible, all changes will be first tested in a separate test environment.
 4. For changes to information systems managed or operated by Yakima Valley Libraries, internal change control ticketing system shall be utilized.
 5. All changes must be formally approved by authorized departmental managers, YVL Executive Director, and appropriate Technology Services personnel. **Revised 5.2015**
 6. For changes to information systems managed by a Yakima Valley Libraries authorized service provider, only designated Yakima Valley Libraries' personnel shall be authorized to request change. All change requests shall also be recorded internally for accountability purpose.
 7. Change management meetings should be conducted at least every week to review scheduled change requests, assess the impacts, ensure back-out plans, determine and review potential failures, and make decisions.
 8. A change management log must be maintained for all changes. This log must contain but is not limited to: date of submission, employee responsible for implementing the change, approver information, information about change itself, back-out plans, and potential impact.

23.15 ELECTRONIC DATA RETENTION

- A. **General Policy:** Any and all information that is created, sent, received, or stored electronically is an important Yakima Valley Libraries' asset. This policy is intended to ensure that employees determine what information should be, or is being, retained and for how long. This policy provides a framework for compliance with federal and state regulations, and applicable requirements set forth by Payment Card Industry Data Security Standard (PCI DSS) and other applicable federal,

state and local standards. In addition, this policy serves to develop a consistent approach to the retention and disposal of electronic records.

B. Procedure:

1. This standard applies to all systems owned by Yakima Valley Libraries regardless of who manages them, that is, this standard applies to all systems managed by Yakima Valley Libraries personnel or by authorized third party service provider or contractor. Yakima Valley Libraries is responsible to communicate these retention requirements to its employees, agents, contractors, or third parties, responsible for managing or operating Yakima Valley Libraries' information systems.
2. Confidential or proprietary information when no longer needed for legal, regulatory, or business reasons shall be disposed of as defined within the Yakima Valley Libraries' records retention policy.
3. This standard does not cover operational retention that occurs through backup and/or mirroring of systems. These backups are to be used for system restoration purposes only. Yakima Valley Libraries will not attempt to recover data, files, or other information from backups or mirrors unless required to do so by law or the administration.
4. Yakima Valley Libraries will keep cardholder data storage to the minimum necessary for business purposes.

- C. Disposal:** Confidential information when no longer needed for legal, regulatory, or business reasons shall be disposed of as defined within the Library's Records Retention Policy, as now or hereinafter adopted.

- D. Retention Period:** Data shall be retained for a minimum time as specified either in the chart below, The State of Washington Local Government Common Retention Schedule located at: <http://www.sos.wa.gov/archives/RecordsManagement/Records-Retention-Schedules-for-Library-Districts.aspx>, or in the Library's Records Retention Policy, as now or hereinafter adopted.

DATA TYPE	MINIMUM RETENTION PERIOD
ANTIVIRUS LOGS	90 DAYS ONLINE, 12 MONTHS TOTAL
EMAIL CORRESPONDENCE	SEE STATE RETENTION SCHEDULE
EVIDENCE OF LOG REVIEWS, AUDIT LOGS	90 DAYS ONLINE, 12 MONTHS TOTAL
FINANCIAL RECORDS	SEE STATE RETENTION POLICY
HIPAA DATA	SEE STATE RETENTION POLICY
INSTANT MESSAGE	SEE STATE RETENTION SCHEDULE
PERSONNEL RECORDS	SEE STATE RETENTION POLICY
QUARANTINED SPAM	7 CALENDAR DAYS
RECORDED TELEPHONE CALLS	SEE STATE RETENTION SCHEDULE
SECURITY INCIDENT LOGS	90 DAYS ONLINE, 12 MONTHS TOTAL
SYSTEM ACCESS, USE, AND AUDIT LOGS	90 DAYS ONLINE, 12 MONTHS TOTAL
TEXT MESSAGE	SEE STATE RETENTION SCHEDULE

VIDEO CAMERA LOGS	90 DAYS
VIDEO FROM SECURITY CAMERAS	SEE STATE RETENTION SCHEDULE
VOICE MAIL	7 CALENDAR DAYS
WEBSITE	SEE STATE RETENTION SCHEDULE

23.16 COMPUTING SECURITY

- A. **General Policy:** It is the policy of Yakima Valley Libraries to manage, maintain and operate a physically secure computing environment.
- B. **Procedure:**
1. The IT Department shall be responsible to operate, maintain, backup and replace all library servers.
 2. The IT Department shall ensure that all servers are maintained within appropriate logical and physical security zones required by their respective functions. Electronic firewalls, routers, switches, un-interruptible power supplies and physical security shall be employed as necessary to accomplish operational necessities.
 3. Adequate backup and recovery practices, equipment and methods shall be maintained.
 4. Backup media shall be stored off-site from the physical servers to ensure business continuity.
 5. Business continuity and disaster recovery plans and practices shall be maintained and reviewed on a periodic basis.
 6. Physical access to the Library computer equipment will be limited to those who have been specifically authorized by the Executive Director or IT Manager

23.17 APPLICATION DEVELOPMENT AND SYSTEMS

- A. **General Policy:** It is the policy of Yakima Valley Libraries to provide adequate information system employees to facilitate service to constituents. All systems, whether new or currently operational, will be monitored and administered by the YVL IT Department.
- B. **Procedure:**
1. Whenever economically and functionally feasible commercial off the shelf software (COTS) shall be purchased for Library use.
 2. If software is to be developed in-house that will be used by more than one employee, then such development shall be done under the direct oversight, review and approval by the YVL Executive Director and YVL IT Department. Software will be documented for future support and maintenance and specific system deliverables will be listed and approved prior to project start.
 3. If an individual wishes to develop an application for their own Library work related use, then they are responsible for all maintenance, upkeep, backup and troubleshooting on

that application.

4. All third party software developers and vendors shall be vetted and approved by YVL IT Department who will ensure that methods, tools, design and execution will fit in and interoperate within the Library environment. Specific deliverables, milestones, acceptance criteria and operational parameters will be developed and monitored by Technology Services. Final sign off and acceptance will include the group leader who will be using the system and YVL Executive Director or their designee.
5. All software that is developed shall be written in YVL IT Department approved languages and tools. These are to be approved prior to contract signing.
6. Software developed for or by Yakima Valley Libraries shall be the property of Yakima Valley Libraries unless expressly stated otherwise in the development contract. When stipulated in the contract, source code shall be placed in escrow by the developer and made available to Yakima Valley Libraries in the event that vendor is not able to provide adequate support.
7. It shall be standard practice to maintain an ongoing support relationship with Library vendors.
8. YVL Technology Department employees shall operate, maintain, patch and upgrade all Yakima Valley Libraries' systems. It shall be the responsibility of the user community to provide application specialists who are familiar with front end processes and able to provide training to other users and help support the back end administrators.

23.18 SOFTWARE LICENSING

A. **General Policy:** It is the policy of Yakima Valley Libraries that all general office software licensing shall be retained, monitored, supervised, and maintained by YVL IT Department. This will include but not be limited to all major business systems, desk top automation, operating systems, virus and malware software, email and other software in general use by Library employees.

B. Procedure:

1. Software that falls outside of the general use category may be purchased and licensed by departments provided it is purchased through proper channels and the original license is forwarded to YVL IT Department for inventory purposes.
2. Software that is found on machines without a proper license shall be removed immediately and until a proper license is purchased.
3. "Free downloads" of software shall be examined with the IT Manager prior to any action being taken to download or install. All free software will be logged and tracked by the IT Department.

LOSS OF PUBLIC FUNDS – REPORTING THEFT

24.01 Report to State Auditor: *State agencies and local governments shall immediately report to the state auditor's office known or suspected loss of public funds or assets or other illegal activity. [1995 c 301 § 8.]*

If you have evidence or suspicions, including loss of books, DVDs, equipment, cash, items that have been donated to the Library, or anything purchased with library funds, complete the Incident Report Form and submit immediately to the Executive Director. The Executive Director will use this form in the report to the State Auditor.

Chapter 25
WHISTLEBLOWER

25.01 Purpose of Policy: It is the policy of the Library to encourage its employees to report improper governmental action taken by Library officers or employees. It is also the policy to protect Library employees, who in accordance with Library policies and procedures have reported improper governmental actions, from retaliatory action.

25.02 Definitions:

Improper Governmental Action: Any action by a Library officer or employee that is undertaken during the performance of the officers or employees official duties, whether or not the action is within the scope of the employee's employment, and does the following:

1. Violates any federal, state, or local law or rule;
2. Abuses authority;
3. Is of substantial and specific danger to public health or safety;
4. Is a gross waste of public funds.

This does not include personnel actions, including employee grievances, complaints, appointments, promotions, transfers, assignments, reassignments, reinstatements, restorations, reemployment, performance evaluations, reductions in pay, dismissals, suspensions, demotions, or reprimands.

Retaliatory Action: An adverse change in the terms and conditions of an employee's employment.

Emergency: A circumstance that, if not immediately changed, may cause damage to persons or properties.

25.03 Reporting Procedures: An employee who becomes aware of an alleged improper governmental action should raise the issue first with the employee's immediate supervisor. If the supervisor requests, the employee shall submit a written report to the supervisor, or to a person designated by the supervisor. The written report should state in detail the basis for the employee's belief that an improper governmental action has occurred. When an employee believes that the action involves the immediate supervisor, the employee may raise the issue with the department manager, Executive Director, or any such person whom the Executive Director designates to receive reports of improper governmental action.

The employee may report the improper action directly to the governmental agency responsible for investigating improper governmental actions when an employee believes that damage to persons or properties may result if immediate action is not taken.

The immediate supervisor, department manager, Executive Director, or Executive Director's designated representative will take prompt action in assisting the Library to properly investigate the report of improper action. Employees involved in the investigation (to the extent possible under law) must keep the identity of the reporting employee(s) confidential, unless the employee authorizes, in writing, the disclosure of his or her identity. **Section 25.03 revised 5.2015**

After an investigation has been completed, the employee reporting the improper governmental action will be given a summary of the results of the investigation. However, personnel actions taken as a result of the investigation may be kept confidential.

If an employee believes the Library's investigation of the improper action is inadequate, the employee may report the action directly to the governmental agency responsible for investigating improper actions. An employee may also turn to the governmental agency if he or she believes the Library's action against the improper action is insufficient or believes that the improper action is likely to recur.

If an employee fails to make a sincere attempt to follow the Library's procedures in reporting an improper governmental action, the employee will not receive the protection provided by the Library in these procedures.

25.04 Protection from Retaliatory Actions: Employees are prohibited from taking retaliatory action against an employee who, in good faith and accordance with the proper procedure, has reported an improper governmental action.

An employee who believes that he or she has been retaliated against shall advise the employee's immediate supervisor, department manager, Executive Director, or the Executive Director's designated representative. Supervisors and department managers shall take appropriate action to investigate and address complaints of retaliation.

If an employee's immediate supervisor, department manager, Executive Director, or the Executive Director's designated representative, does not satisfactorily resolve an employee's complaint concerning retaliation, the employee may obtain protection under this policy and in accordance with state law by providing a written notice to the Library, Board of Library Trustees. The notice must specify the alleged retaliatory action and the relief requested.

An employee shall provide a copy of their written charge to the Board of Library Trustees, with a copy to the Executive Director, no later than thirty (30) calendar days after the occurrence of the alleged retaliatory action. After receiving the charge of retaliatory action, the Board of Library Trustees shall respond within thirty (30) calendar days.

Hearing: After receiving the response from the Board of Library Trustees or thirty (30) calendar days after the delivery of the charge to the Board of Library Trustees, the employee may request a hearing before a state administrative judge to establish that a retaliatory action occurred and to obtain appropriate relief provided by law. An employee seeking a hearing delivers the request for a hearing to the Executive Director within the earlier of these dates: Either fifteen (15) calendar days after the delivery of the Board of Library Trustees' response to the charge or forty-five (45) calendar days after the charge was given to the Board of Library Trustees for response.

Hearing Procedure: Upon receiving a request for a hearing, the Executive Director, within five (5) working days, applies to the State Office of Administrative Hearings for an adjudicative proceeding before an administrative law judge:

Office of Administrative Hearings
PO Box 42488, 2420 Bristol Court SW
Olympia, WA 98504-2488 (360) 664-8717

The Library shall consider any recommendation that the retaliator be suspended, with or without pay. As provided by the administrative law judge, the Library shall also consider that the retaliator be discharged.

25.05 Whistleblower Responsibilities: The Executive Director is responsible for implementing the Library's policies and procedures for reporting improper governmental action and for protecting employees against retaliatory actions. The Executive Director's responsibilities include ensuring that this policy and these procedures are permanently posted where all employees shall have reasonable access to them, that this policy and these procedures are made available to an employee upon request, and that this policy and these procedures are provided to all newly appointed employees.

Department managers and supervisors are responsible for ensuring that the procedures are fully implemented within their areas of responsibility. Violations of this policy and these procedures may result in appropriate disciplinary action, up to and including termination.

A list of agencies responsible for enforcing federal, state, and local laws, and for investigating other issues involving improper governmental action is attached in Appendix A of this Personnel Policy manual. Employees having questions about these agencies or the procedure for reporting improper governmental action are encouraged to contact the Executive Director.

VOLUNTEERS

26.01 Definition: A voluntary agent in a transaction, especially a person who, with or without the Libraries' assent and without any justification from legitimate personal interest, helps an employee in performance of Library business.

26.02 Labor & Industries Requirement: Yakima Valley libraries is required to report all volunteer hours to the State of Washington and pay the insurance premium required for this Labor & Industry category. All volunteer hours will be reported to the Accounting Department by the first day of each month for the prior month.

26.03 Expectations: All volunteers are expected to adhere to Library and departmental policies, rules, and procedures as they are applicable to employees in Library service.

26.04 Background checks: All potential volunteers, including minors over the age of 16, will be subject to a Washington State Patrol background check for criminal record.

FRIENDS OF THE LIBRARY

27.01 Purpose: Friends of the Library are community members who organize in an official capacity to provide support to Yakima Valley Libraries (Library District) in tangible ways. The Friends are able to help advance the library, to share ideas and enthusiasm for the library district, and to express the views of the community with the Library District. Their support and advocacy are invaluable to the Library. Examples of this support may include sponsoring programs, cultural events and exhibits, and by raising awareness of the role of Yakima Valley Libraries in our communities.

The purpose of Yakima Valley Libraries is to oversee, direct, and provide library services to the population of Yakima County.

The purpose of this policy is to outline the criteria and relationship of Friends Groups with the Library District.

27.02 Policies: A group who wishes to form a *Friends of the Library* entity should meet with the Executive Director to discuss their intent to support one or more of the community libraries.

Groups must be a 501(c)(3) or be in the process of forming an official non-profit organization. The relationship between the Library District and Friends is contractual in order to allow and maintain a separation of responsibilities, activities, and fiscal reporting thus preserving the unique legal status of both entities.

The Friends and Library District mutually agree that at all times and for all purposes, both entities will act in an independent capacity and neither as agent or representative of the other.

The Friends will act in concert with the Library District supporting the mission of the Library District and within the Policies adopted by the Trustees and as administered by the Executive Director.

27.03 Definitions: *Library District* – Yakima Rural County Library District, also known as Yakima Valley Libraries, is the rural county library districting supporting the population of Yakima County. The Library District includes the rural county population as well as annexed and contracted cities and towns within the County. The Library District is established and governed by the Revised Code of Washington – RCW 27.12.

Community Library – an individual branch library that is a component of Yakima Valley Libraries (Yakima Rural County Library District) governed by the Trustees and managed by the Executive Director as outlined in RCW 27.12. A community library may be a part of a contract city/town, annexed city/town, or established in a designated rural county area.

Friends – a 501(c)(3) organization registered with the Internal Revenue Service and the Washington Secretary of State Charities Division supporting the mission and purpose of the Library District. Friends will maintain their own Articles of Incorporation, By-laws, and Federal Tax Identification Number.

Library Services – Activities and services that are determined by the Library District through the Mission Statement, Board directives, and strategic plan.

AMENDMENTS

28.01 Amendments to the Personnel Policy Manual: The Executive Director may recommend to the Library Board any amendments, changes and revisions of this Personnel Policy manual.

Employee Recommendations: Any employee may suggest an amendment, supplement, rescission, change, clarification, or revision by submitting suggestions in writing to the Executive Director.

The Library Board retains final authority to approve or disapprove proposed revisions made by an employee.

All amendments, changes, and revisions are made available to all Library employees in the manner and form approved by the Executive Director.

28.02 Saving Clause: If any section, subsection, paragraph, sentence, or phrase is found by a court to be invalid or unconstitutional, such findings shall not affect the remainder of this Personnel Policy manual.

Chapter 29

REPEALED POLICIES

29.01 Policies Repealed: This Personnel Policy Manual replaces the personnel policies adopted November 10, 2014. With the adoption of this manual by the Board of Trustees, all former policies are repealed.

ACKNOWLEDGMENT OF RECEIPT (hard copy and/or electronic link) OF YVL PERSONNEL POLICIES

Please read the following and sign, date, and return to Human Resources to be placed in your personnel file.

A single copy of Yakima Valley Libraries' Personnel Policy, adopted October 28, 2019 and effective on January 1, 2020, is located in each department and community library (check with your supervisor to access a copy), and on YVL's intranet, and is available for review by employees. It is your responsibility to read this Personnel Policy and any amendments adopted thereafter

These policies do not create an employment contract or promise of any specific treatment in any particular circumstance, or a guarantee of employment for any specific duration between the Yakima Valley Libraries and its employees. Either the Library or the employee may terminate the employment relationship at any time either wants, as allowed by law

As the Library grows and changes, so, too, will personnel policies and guidelines change. The Library, therefore, reserves the right to amend, revise, supplement, change, clarify, or rescind any policy or portion of this Personnel Policy when deemed appropriate by the Executive Director. You will be given written notification of any changes. The policy is produced in a loose-leaf notebook in order to permit easy updating by replacing pages, and is also available on the YVL intranet.

Please understand that no supervisor, manager, or representative of the Yakima Valley Libraries has the authority to make any written or verbal statements or representations which are inconsistent with these policies. If you have any questions about these policies, or any other policies of the Library, please feel free to ask your supervisor, department manager, Human Resources or Executive Director.

I acknowledge receipt of the Yakima Valley Libraries Personnel Policy Manual.

Employee Name (printed)

Employee signature

Date

Please return this signed form to Human Resources.

**EMPLOYEE ACKNOWLEDGEMENT OF
YAKIMA VALLEY LIBRARIES
POLICY ON INFORMATION TECHNOLOGY AND USE OF RESOURCES**

Please read the IT Policy and Use of Resources document carefully before signing. This document clarifies policies and procedures for the Library's use of technology systems, telecommunications, Internet use, and technology management.

My signature below indicates that I have read, understand and agree to abide by Yakima Valley Libraries' Technology Policy. I understand and agree that a violation of these policies or applicable local, state, and/or federal laws may result in the immediate loss of all computer e-mail, and Internet privileges. In addition, disciplinary action may be taken against any employee who violates the policy according to the Library's Personnel Policies.

Name (please print): _____ Department: _____

Title/Position: _____

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Please send a signed copy of this document to the IT Manager for processing. Once received employee profiles will be activated.



**Yakima Valley Libraries
2024 Performance Appraisal**

Appendix F

Please complete your portion of the appraisal and return to your supervisor by: _____

Your thorough and timely participation in the appraisal process will help facilitate a fair and comprehensive review of your progress and accomplishments since your hire date or last performance review.

Employee Name: _____ Date: _____

For the period from: _____ Through: _____

3 Month: ☐ 6 Month: ☐ Annual: ☐ Other: ☐

Date of next appraisal _____

1. List your most significant accomplishments or contributions. How do they align with the goals/objectives of YVL's strategic plan and/or your performance plan?

2. Since your hire date or last appraisal, share details of any new tasks, additional duties, or committee work that you did that were outside of your regular responsibilities.

3. Describe your professional development activities since your hire date or last appraisal, such as offsite seminars/classes (specify if self-directed or required by your supervisor), onsite training, peer training, management coaching or mentoring, on-the-job experience, exposure to challenging projects, other—please describe.

4. Describe areas you feel require improvement in terms of your professional capabilities. List the steps or training you plan to take and/or the resources you need to accomplish this.

5. Identify two or three potential professional goals for the upcoming appraisal period and indicate why you are recommending them.

Evaluate yourself on all factors that apply to you since your last performance appraisal, or date of hire if employed less than one year. If a category does not apply to you, your supervisor will indicate that by adding a 0.

Rating Scale:

0 - Not applicable to this position (Prior to sending to staff the Supervisor will add 0s in the Staff Self-Rating section for all non-applicable categories.)

1 - Improvement Needed - Your performance is not acceptable. It does not meet the minimum expectations for this job. You must make immediate and dramatic correction.

2 – Met some Expectations - While you do some parts of your job fairly well, there are other parts that you do not perform at a fully acceptable level. Your work requires more supervision that should be necessary. Improvement in these areas is required.

3 - Met all Expectations - You are doing a completely satisfactory and fully respectable job. Your performance in every area of your job is entirely competent, efficient and constructive. There is no part where specific improvement is needed. Both the results you achieve and the way in which you go about performing your job are good examples to others. You are very well qualified for this position. You fully met all job expectations. You can be proud of the quality of your work.

4 - Exceeded Expectations - Your job performance is significantly and noticeably better than that of other people. There are no areas in which you are not entirely proficient. The high quality of your work provides a model to others in the organization, both in terms of the results you achieve and in your interactions with others to achieve those results. There is no area in which your work needs to be improved. You routinely exceed expectations. The quality of performance you provide is an example for other people to aim for. You are a great asset to this organization & doing other projects that bring value to YVL.

Category

Self-Rating

Manager-Rating

a. Customer Service (You consistently greet Internal & external customers, proactively provide assistance to colleagues and/or customers, provide readers advisory and computer support, reach out and seek community engagement opportunities, etc.)

b. Technical Skills/Knowledge (You stay up-to-date on public library tech changes and best practices, ask for assistance when needed, provide one on one assistance to customers, etc. .)

c. Quality/Quantity of Work (comprehensive, accurate, timely, etc.)		
d. Business Development (You supported the development or updating of procedures, services, and more.)		
e. Project Management Skills (Storytime, Programming, Collection Maintenance, Staff Enrichment, IT or Facilities Projects, etc.)		
f. Dependability (You can be relied upon to meet goals and job responsibilities with minimum supervision. (also consider attendance, tardiness, & adherence to break schedules)		
g. Time Management & Organizational Skills (You manage time well, ask for tasks when needed, and have a plan in place to accomplish job responsibilities.)		
h. Interpersonal Skills (You have a positive attitude and you get along well with co-workers/patrons/vendors.)		
i. Communication Skills—Verbal/Written (You respond to emails in a timely manner and keep your colleagues and supervisor informed about your projects and/or library location. You consistently treat your colleagues and customers with respect.)		
j. Innovation or Creativity (You consistently share ideas or proposals for projects or services that will help YVL or your team meet their strategic goals. One or several of your ideas were implemented during this appraisal period)		
k. Collaboration/Teamwork (You work well with others, you share feedback with the focus of enhancing projects or services, you participated in a YVL Committee)		
l. Mentoring Skills (You have successfully helped guide and/or advice others at YVL)		
m. Leadership (You consistently provide guidance, direction, and support to others.)		
n. Staff Development (Provides guidance & opportunities to staff and coworkers for their development & possible advancement in the organization.)		
o. Employee Policies (knowledgeable of and compliant with library policies and procedures.)		

Prior Years Goals - Rate your goals 1 - 4. (Before sending to staff the Supervisor will enter any goals from the prior appraisal and for any goals that were paused or removed mark a 0 on the Staff Self-Rating .)

	Self-Rating	Manager-Rating
<div></div>	<div></div>	<div></div>
<div></div>	<div></div>	<div></div>
<div></div>	<div></div>	<div></div>
<div></div>	<div></div>	<div></div>
	<div>SCORE: <div>0</div></div>	<div>0</div>
Total Lines with scores higher than 0:	<div>0</div>	<div>0</div>
OVERALL SCORE: (This is automatically calculated by dividing the total score by the number of questions and goals that were marked 1 or higher. Ex: (1+2+3+0) / 3 = 2)	<div>#DIV/0!</div>	<div>#DIV/0!</div>

Please explain your prior year goal ratings and your efforts in achieving your measurable results or the status if they have not been fully completed.

EMPLOYEE'S OVERALL COMMENTS:

SUPERVISOR USE ONLY: The following section is designated for assigning training, notes, and goals.

TRAINING PLAN

List any training or workshop or development goals. Include recommended courses, resources, and the expected due date for completion.

TYPE OF TRAINING	DUE DATE

GOALS	MEASURABLE RESULTS	DUE DATE
Know, understand and apply YVL Personnel Policies and Public Services Procedures		Ongoing

SUPERVISOR'S OVERALL COMMENTS:

OVERALL RATING #DIV/0!

3.0 - 3.4 = 2% Increase 3.5 - 4 = 3% Increase

(1.00 – 4.00) A score below 3.00 will result in no step increase. A discretionary appraisal within 3 months may be scheduled to review performance, and if rated a 3 or better may result in a step increase at that time

STEP INCREASE

YES

NO

N/A

ACKNOWLEDGEMENTS

* My signature and that of my supervisor indicates that this performance appraisal, including my goals, have been discussed with me. I have been given a copy of this performance appraisal.

* My signature does not necessarily imply that I agree with the results of the appraisal.

* My signature serves as an indication that I am aware that this is the official evaluation of my performance for the period as indicated on the front page.

* I have the right to submit a written statement to be attached to this performance appraisal within 15 calendar days from the date below, unless an extension is approved.

All formal comments must be submitted in writing, dated and signed by the supervisor and employee (supervisor's signature indicates that supervisor received a copy of formal comments). Send signed original to HR.

EMPLOYEE SIGNATURE

TITLE

DATE

SUPERVISOR/MANAGER SIGNATURE

TITLE

DATE

EXECUTIVE DIRECTOR SIGNATURE

Executive Director

TITLE

DATE