

Lakeland Library Cooperative

Employee Handbook

501 Safety

Effective Date: 05/14/2009

Revision Date:

To assist in providing a safe and healthful work environment for employees, customers, and visitors, Lakeland Library Cooperative has established a workplace safety program. This program is a top priority for Lakeland Library Cooperative. Its success depends on the alertness and personal commitment of all.

Lakeland Library Cooperative provides information to employees about workplace safety and health issues through regular internal communication channels, such as supervisor-employee meetings, bulletin board postings, memos, or other written communications.

However, some of the best safety improvement ideas come from Lakeland Library Cooperative employees. Employees with ideas, concerns, or suggestions for improved safety in the workplace are encouraged to raise them with their supervisor, another supervisor or Cooperative Director.

Each employee is expected to use common sense, to obey safety rules, and to exercise caution in all work activities. Employees must immediately report any unsafe condition to the appropriate supervisor. All reports can be made without fear of reprisal. Employees who violate safety standards; who create or exasperate hazardous or dangerous situations; or who fail to report or, where appropriate, remedy such situations may be subject to disciplinary action, up to and including termination of employment.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, employees should immediately notify the appropriate supervisor, but in no event later than the end of the workday in which the injury or illness occurs. Such reports are necessary to comply with applicable federal and state laws and to initiate insurance and workers' compensation benefits procedures.

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503 Use of Phone and Mail Systems

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Personal use of the telephone for long-distance and toll calls is strictly prohibited. In addition, employees should exercise discretion when making local personal calls. These should be very limited in time, and generally restricted to urgent or emergency communications, regardless of whether you are making or receiving the call. Personal calls should be restricted to break periods whenever reasonably possible. Employees may be required to reimburse Lakeland Library Cooperative for any charges resulting from their personal use of the telephone.

The use of Lakeland Library Cooperative paid postage for personal correspondence is strictly prohibited. Further, the use of Lakeland Library Cooperative's delivery system is limited to Lakeland Library Cooperative business.

To ensure effective telephone communications, employees should always use the approved greeting and speak in a courteous and professional manner. Please confirm information received from the caller, and hang up only after the caller has done so. We are a service agency, and our customers/clients satisfaction is what keeps us in business. Much of their contact and their perception of us will be based on telephone conversations.

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505 Cell Phone Usage

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Lakeland Library Cooperative provides cellular telephones to some employees as a business tool. They are provided to assist employees in communicating with management and other employees, their clients, associates, and others with whom they may conduct business. Cell phone use is primarily intended for business-related calls. However, occasional, brief personal use is permitted within a reasonable limit. Cell phone invoices may be monitored. Employees who abuse the privilege or violate this policy may be subject to disciplinary action, up to and including termination of employment. Employees may be required to pay costs incurred by excessive personal use, damage or loss of cellular phones.

As a representative of Lakeland Library Cooperative, cell phone users are reminded that the regular business etiquette employed when speaking from office phones or in meetings applies to conversations conducted over a cell phone.

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507 Use of Equipment and Vehicles

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Equipment and vehicles essential in accomplishing job duties are expensive and may be difficult to replace. When using property, employees are expected to exercise care, to perform required maintenance, and to follow all operating instructions, safety standards, and guidelines.

Please notify the supervisor if any equipment, machines, tools, or vehicles appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. The supervisor can answer any questions about an employee's responsibility for maintenance and care of equipment or vehicles used on the job.

Lakeland Library Cooperative equipment and vehicles are to be used for Lakeland Library Cooperative business, and not for personal use. Incidental personal use should be disclosed and approved by the employee's supervisor, (i.e. stopping at the dry cleaners during break time with Lakeland Library Cooperative's vehicle, or making incidental personal copies on the Lakeland Library Cooperative copy machine).

The improper, careless, negligent, destructive, or unsafe use or operation of equipment vehicles, as well as excessive or avoidable traffic and parking violations, may result in disciplinary action, up to and including termination of employment.

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509 Personal Use of Cooperative Property
Effective Date: 05/14/2009
Revision Date:

Employees may print and/or copy items for personal use, up to a limit of 15 pages per month.

All other personal use of Lakeland Library Cooperative property (including vehicles) is prohibited.

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511 Return of Property

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Revision Date:

Employees are responsible for all Lakeland Library Cooperative property, materials, keys, keycards, security codes, or written information issued to them or in their possession or control.

Employees must return all Lakeland Library Cooperative property immediately upon request or upon termination of employment. Where permitted by applicable laws, Lakeland Library Cooperative may withhold from the employee's check or final paycheck the cost of any items that are not returned when required. Lakeland Library Cooperative may also take all action deemed appropriate to recover or protect its property.

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513 Keys and Security Codes

Effective Date: 05/14/2009

Revision Date:

Keys to the Lakeland Library Cooperative building, along with disarming codes for the alarm system, will be issued to employees authorized to open the building or to work when the building is closed. Use of these keys and codes shall be strictly limited to authorized purposes. Keys and codes are not to be shared with others, including other employees or other outside persons. Employees must sign for the keys when issued, and return them promptly upon termination of employment.

Delivery personnel will also be provided with keys to the trucks, as well as keys to member libraries that wish to receive delivery when they are closed. Member library keys must be especially well-guarded, and all doors must be securely re-locked when departing.

If a key is lost report it immediately to the Cooperative Director.

Employees will be assessed the charges for building lock changes and replacement of keys.

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515 Emergency Closings

Effective Date: 05/12/2009

Revision Date:

At times, emergencies such as severe weather, fires, or power failures can disrupt company operations. In extreme cases, these circumstances may require closing the Lakeland Library Cooperative.

When operations are officially closed due to emergency conditions, the time off from scheduled work will be paid.

In cases when operations are not officially closed, employees who fail to report for work will not be paid for the time off, even if operations are eventually closed. Employees who wish to absent themselves from work in such situations must request available paid leave time from sick time, vacation time, personal time or may request an unpaid leave from their supervisor.

Delivery drivers may use their discretion when deciding whether to cancel some or all of their route due to road conditions. When a driver determines that it is best to cancel some or all of his or her route, he or she must report to Lakeland Library Cooperative and the supervisor for an alternate assignment for the remainder of their regularly scheduled workday or for assignment of an alternate time and/or day for completing their delivery.

If Lakeland Library Cooperative cancels delivery operations, but not other operations, delivery drivers must report to Lakeland Library Cooperative for an alternate assignment for the remainder of their regularly scheduled workday or for assignment of an alternate time and/or for completing their delivery.

If Lakeland Library Cooperative cancels delivery operations after drivers are on the road, drivers must return to the Lakeland Library Cooperative work facility as soon as feasible.

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517 Business Travel Expenses

Effective Date: 05/14/2009

Revision Date:

Lakeland Library Cooperative will reimburse employees for reasonable business travel expenses incurred while on assignments away from the normal work location. In general, costs for meals while on assignment within the local area will not be reimbursed, unless the meal is part of a business function.

All business travel outside of the Lakeland Library Cooperative service area must be approved, in advance, by the Cooperative Director. Employees whose travel plans have been approved are responsible for making their own travel arrangements.

When such business travel has been approved, the actual costs of travel, meals, lodging, and other expenses directly related to accomplishing business travel objectives will be reimbursed by Lakeland Library Cooperative. Employees are expected to limit expenses to reasonable amounts. No reimbursement shall be made for alcoholic beverages.

Employees who are involved in an accident while traveling on business must promptly report the incident to their immediate supervisor. Vehicles owned, leased, or rented by Lakeland Library Cooperative may not be used for personal use without prior approval.

Cash advances to cover reasonable anticipated expenses may be made to employees, after the business travel has been approved. Employees should submit a written request to the Cooperative Director when travel advances are needed.

When business travel is completed, employees should submit the completed expense reimbursement request within seven (7) days to the Cooperative Director. Expense reimbursement requests should be accompanied by receipts for all individual expenses.

Employees should contact the Cooperative Director for guidance and assistance on procedures related to travel arrangements, travel advances, expense requests, reimbursement for specific expenses, or any other business travel issues.

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Abuse of this business travel expenses policy, including but not limited to falsifying expense reports to reflect costs not incurred by the employee, are grounds for disciplinary action, up to and including termination of employment.

Employees who are required to use their personal vehicle on Lakeland Library Cooperative business will be compensated for mileage at the current rate authorized by the Internal Revenue Service.

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519 Visitors in the Workplace

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To provide for the safety and security of employees and to protect Lakeland Library Cooperative facilities, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.

All visitors should enter Lakeland Library Cooperative at the main entrance. Authorized visitors will receive directions or be escorted to their destination. Employees are responsible for the conduct and safety of their visitors.

If an unauthorized individual is observed on the Lakeland Library Cooperative premises, employees should immediately notify their supervisor or, if necessary, direct the individual to the main entrance.

Unauthorized passengers are not allowed in Lakeland Library Cooperative vehicles. Prior approval must be obtained before transporting individuals who are not involved in official Lakeland Library Cooperative business.

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521 Electronic Communication Use

Effective Date: 05/14/2009

Revision Date:

Computers, computer files, electronic communication, and software furnished to employees are Lakeland Library Cooperative property and are intended for business use only. Employees should not use a password, access a file, or retrieve any stored communication without prior authorization from their supervisor. To ensure compliance with this policy, computer and electronic communication usage may be monitored and use of the equipment is considered consent to the monitoring and accessing of information transmitted by or to the Lakeland Library Cooperative equipment, as well as any information stored on the system.

Lakeland Library Cooperative prohibits the use of computers and the electronic communication system in ways that are disruptive, offensive, or harmful to fellow employees or other persons. For example, the display or transmission of sexually explicit images, messages, and cartoons is strictly prohibited. Other such misuse includes, but is not limited to, ethnic slurs, racial comments, off-color jokes, and anything that may be construed by others as harassment of or disrespect toward others.

Electronic communications shall not be used to solicit others for commercial ventures, religious or political causes, outside organizations, or other non-business matters. Electronic communications shall not be used for broadcasting unsolicited personal views on social, political, religious or other non-business related matters.

Lakeland Library Cooperative purchases and licenses the use of various computer software for business purposes and does not own the copyright to this software or its related documentation. Unless authorized by the software developer, Lakeland Library Cooperative does not have the right to reproduce such software for use on more than one computer.

Employees may only use software on local area networks or on multiple machines according to the software license agreement. Lakeland Library Cooperative prohibits the illegal duplication of software and its related documentation.

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Employees may not load or download any software onto the Lakeland Library Cooperative system without the prior approval of the Cooperative Director, or his or her designee. This is to avoid possible licensing infringements, as well as assure that no viruses are imported into the system.

Employees should notify their immediate supervisor or any member of management upon learning of violations of this policy. Employees who violate this policy may be subject to disciplinary action, up to and including termination of employment.

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523 Internet Usage

Effective Date: 05/14/2009

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Internet access to global electronic information resources on the World Wide Web is provided by Lakeland Library Cooperative to assist employees in obtaining work-related data and technology. The following guidelines have been established to help ensure responsible and productive Internet usage. While Internet usage is intended for job-related activities, incidental and occasional brief personal use is permitted within reasonable limits. However, misuse of the Internet access or violation of this policy by any employee may result in disciplinary action, up to and including termination of employment.

All Internet data that is composed, transmitted, or received via our computer communications systems is considered to be part of the official records of Lakeland Library Cooperative and, as such, is subject to disclosure to law enforcement or other third parties. Consequently, employees should always ensure that the business information contained in Internet email messages and other transmissions is accurate, appropriate, ethical, and lawful.

The equipment, services, and technology provided to access the Internet remains, at all times, the property of Lakeland Library Cooperative. As such, Lakeland Library Cooperative reserves the right to monitor Internet use and to retrieve and read any data composed, sent, or received through our online connections and/or stored in our computer systems.

Data that is composed, transmitted, accessed, or received via the Internet must not contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person. Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law. The Internet is often used to transmit jokes of questionable content. If received the employee should advise the sender not to forward such material in the future, and then delete the material.

The unauthorized use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet is expressly prohibited. As a general rule, if an employee did not create the material, does not own the rights to such material, or has not received authorization for its use, the employee should not put the material on the Internet. Employees are also responsible for ensuring that the person sending any material over the Internet has the appropriate distribution rights.

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Internet users should take the necessary anti-virus precautions before downloading or copying any file from the Internet. All downloaded files are to be checked for viruses; all compressed files are to be checked before and after decompression.

Abuse of the Internet access provided by Lakeland Library Cooperative in violation of law or the Lakeland Library Cooperative policies will result in disciplinary action, up to and including termination of employment. Employees may also be held personally liable for any violations of this policy. The following provides a non-exhaustive list of behaviors that are prohibited and that may result in disciplinary action, up to and including discharge:

- * Sending or posting discriminatory, harassing, or threatening messages or images
- * Using the organization's time and resources for personal gain
- * Stealing, using, or disclosing someone else's code or password without authorization
- * Copying, pirating, or downloading software and electronic files without permission
- * Sending or posting confidential material, trade secrets, or proprietary information outside of the organization
- * Violating copyright law
- * Failing to observe licensing agreements
- * Engaging in unauthorized transactions that may incur a cost to the organization or initiate unwanted Internet services and transmissions
- * Sending or posting messages or material that could damage the organization's image or reputation
- * Participating in the viewing or exchange of pornography or obscene materials
- * Sending or posting messages that defame or slander other individuals
- * Attempting to break into the computer system of another organization or person
- * Refusing to cooperate with a security investigation
- * Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities
- * Using the Internet for political causes or activities, religious activities, or any sort of gambling
- * Jeopardizing the security of the organization's electronic communications systems
- * Passing off personal views as representing those of the organization
- * Sending anonymous email messages
- * Engaging in any other illegal or inappropriate activities

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525 Workplace Violence Prevention

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Lakeland Library Cooperative is committed to preventing workplace violence and to maintaining a safe work environment. Given the increasing violence in society in general, Lakeland Library Cooperative has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

All employees, including supervisors and temporary employees, should be treated with courtesy and respect at all times. Employees are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous or intimidating to others.

Conduct that threatens, intimidates, or coerces another employee, a customer, or a member of the public at any time, including off-duty periods, will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's sex, race, age, or any characteristic protected by federal, state, or local law.

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to your immediate supervisor or any other member of management. This includes threats by employees, as well as threats by customers, vendors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible.

All suspicious individuals or activities should also be reported as soon as possible to a supervisor. Do not place yourself in peril. If you see or hear a commotion or disturbance near your workstation, do not try to intercede or see what is happening.

Lakeland Library Cooperative will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical. In order to maintain workplace safety and the integrity of its investigation, Lakeland Library Cooperative may suspend employees, either with or without pay, pending investigation.

Anyone determined to be responsible for threats of (or actual) violence and/or other conduct in violation of these guidelines will be subject to prompt disciplinary action, up to and including termination of employment.

Lakeland Library Cooperative encourages employees to bring their disputes or differences with other employees to the attention of their supervisors or the Cooperative Director before the

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situation escalates into threats of (or actual) violence. Lakeland Library Cooperative is committed to assisting in the resolution of employee disputes and will not discipline employees for raising such concerns.