

**UNCLE REMUS REGIONAL LIBRARY SYSTEM
PERSONNEL MANUAL**



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Welcome to Uncle Remus Regional Library System (“URRLS”). We are pleased that you are joining us and look forward to your contributions to our organization.

This Personnel Manual (“Manual”) is designed to acquaint you with URRLS and to give you a ready reference to answer many of your questions regarding employment with us. As an overview of personnel policies, it communicates what an employee can expect of URRLS. Conversely, it conveys what is expected of the employee.

Please remember that business conditions change, and this Manual is only a summary of personnel policies that are in effect at the time this Manual was published.

This Manual does not create an “employment contract” or other contractual rights. Although URRLS intends that the benefits, policies and regulations outlined in this Manual will generally remain in effect, URRLS retains the right at any time to amend, curtail or to otherwise revise the benefits, policies and regulations outlined in this Manual.

This Manual supersedes all prior handbooks or policies and may be changed or amended from time-to-time as necessary. This Manual, and any changes thereof, will be available on the staff intranet available at <http://www.uncleremus.org>.

Occasionally a question may arise which has not been discussed in this Manual or an elaboration is needed on a topic already presented. In such cases, please contact the Administrative Services Librarian for additional information.

Table of Contents

EMPLOYER/EMPLOYEE RELATIONSHIP	6
At-Will Employment	6
Chain of Command.....	6
Anti-Discrimination.....	7
JOB CLASSIFICATIONS AND DESCRIPTIONS	7
Director:	7
Administrative Services Librarian:.....	9
Member Library Services Librarian:.....	10
Technical Services Librarian:.....	12
Bookkeeper	13
Receiving Associate	14
Cataloging Associate	15
Delivery Services Associate.....	16
IT Services.....	17
Facilities.....	18
Library Manager:.....	19
Library Associate:	21
Substitutes.....	22
CONDITIONS OF EMPLOYMENT	22
Workplace Safety.....	22
Sexual Harassment	23
Emergencies and Disasters.....	23
Workplace Violence	24
Privacy Restrictions	24
Drug Free Workplace.....	25
Smokefree Workplace	25
Motor Vehicles.....	25
EMPLOYEE CONDUCT	26
Dress Code.....	26
Employee Duty to Maintain Confidentiality	27
Staff Use of Library Materials and Equipment	27

Selling and Soliciting in the Library	27
Political Activity	28
Staff Relations and Celebrations	28
Non-Fraternization	28
Visitors	29
Social Media Policy.....	29
Miscellaneous	30
EMPLOYMENT PRACTICES.....	30
Recruiting and Hiring	30
Promotions	31
Employee Immigration Status.....	31
Conflicts of Interest.....	31
Salary	32
13 th Check	32
Pay Administration.....	32
Benefits.....	33
Attendance	34
Staff Training.....	35
Timekeeping	35
Overtime and Comp Time.....	35
Membership in Professional Organizations	36
Travel Rules and Procedures	36
Performance Evaluations.....	40
Grievance Procedure.....	40
Disciplinary Action and Termination of Employment.....	42
Resignation.....	43
Volunteers and Storytellers.....	44
Personnel Records	44
ABSENCES AND LEAVES	46
Annual Leave.....	46
Sick Leave	47
Holidays.....	48
Personal Days	49
Funeral Leave.....	49

Jury Duty Policy.....	50
Family Medical Leave Act.....	50
WORKERS' COMPENSATION BENEFITS	54
MISCELLANEOUS EMPLOYEE POLICIES.....	54
Mandatory Reporting of Child Abuse or Neglect.....	54
References to Prospective Employers.....	55
Outside or Dual Employment.....	55
Forms	56
ACKNOWLEDGEMENT OF RECEIPT FORM.....	57

The following policy statements are established to ensure clearly defined rules and procedures for all employees within the Uncle Remus Regional Library System.

I. EMPLOYER/EMPLOYEE RELATIONSHIP

A. At-Will Employment

1. Employees of URRLS are hired “at will” which means employees enter into employment voluntarily and are free to resign at any time for any reason or no reason. Similarly, URRLS is free to terminate its relationship with any employee at any time for any reason or no reason.
2. This Manual does not create a contract of employment between URRLS and its employees. Statements of salary in annual, monthly, or hourly intervals are for information purposes only and do not create a contract for the specified time. The employee-employer relationship remains at-will, notwithstanding any provision within this Manual.
3. No manager or representative of URRLS other than the Regional Board of Trustees (the “Regional Board”) as a whole has the authority to enter into any agreement with an employee regarding the terms of employment that changes the at-will relationship or deviates from the provisions with URRLS’ personnel manual.

B. Chain of Command

1. For questions about personnel policies, suggestions, unresolved disagreements, and any other concerns the employee may have, the employee should use the following Chain of Command:
 - a. First – Immediate Supervisor
 - b. Second – Administrative Services Librarian
 - c. Third – Director.
 - d. Fourth – the Regional Board
2. In the event an issue involves a superior in an employee’s direct Chain of Command, the employee should skip to the next level in the Chain of Command.

C. Anti-Discrimination

1. In order to provide equal employment and advancement opportunities to all individuals, employment decisions at URRLS will be based on merit, qualifications, and abilities. URRLS does not discriminate in employment opportunities or practices because of race, color, religion, sex, national origin, age, disability, sexual orientation, gender identity, or self identification.
2. URRLS will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.
3. Employees with questions or concerns about discrimination in the workplace are encouraged to bring these issues to the attention of their supervisor. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in unlawful discrimination will be subject to appropriate disciplinary action.

II. JOB CLASSIFICATIONS AND DESCRIPTIONS

A. Director:

1. The Director has responsibility for the total library program, including all Member Libraries within the framework of State law, Regional Board plans, policies, and budgets. As stated in Georgia law, the Director performs the following duties:
 - a. Prepares written reports and submits other relevant documents.
 - b. Prepares all needed library reports for the Regional Board and the State; provides copies of reports to the Regional Board and community when required.
 - c. Attends all Regional Board and Local Board of Trustee ("Local Board") meetings or designates a substitute.
 - d. Keeps Board Members informed of progress and problems.
 - e. Supplies examples and sources of information and advises the Regional Board and Local Boards of the implication of various decisions. Provides assistance and direction to the Regional Board and Local Boards, including the suggestions of legal

review or counsel for appropriate Regional Board and Local Board actions.

- f. Recommends, administers, and interprets policies to staff and public.
- g. Recommends plans for growth and objectives to achieve goals.
- h. Administers URRLS in terms of its plans as adopted by the Regional Board; suggests revisions as needed.
- i. Notifies the Office of Georgia Public Library Services and Regional Board of any failure to comply with policies, criteria for state aid, state, federal, and local regulations or laws.
- j. Attends all meetings called by Georgia Public Library Service, Board of Regents, or sends a substitute.
- k. Works with State committees concerning public library issues, as needed.
- l. Hires the Certificated Librarians and Library Managers with input from Local Boards, staff and Certificated Librarians.
- m. Suggests improvements needed in salary and working conditions.
- n. Utilizes skills and initiative of staff members to URRLS' advantage.
- o. Assists in criteria and selection of new Board Members.
- p. Participates in Trustee orientation by introducing library staff, explaining procedures and policies.
- q. Assures that staff maintains complete and accurate records of finance, inventory and annual reports.
- r. Prepares any local, state, or federal budgets.
- s. Decides on the use of the money and disburses funds based on the approved budget.
- t. Oversees building maintenance for all Member Libraries and advises library personnel in dealing with problems with their

buildings, includes maintaining financial documentation and control for building maintenance funds.

- u. Supervises the hiring of library personnel (other than those mentioned above; evaluation of Member Library personnel; disciplining and firing of library personnel; and supervision of Member Library personnel.
- v. Confers with Library Managers on issues with library personnel, questions concerning policies and procedures, and overseeing timesheets in order to maintain personnel budget constraints.

B. Administrative Services Librarian:

1. The Administrative Services Librarian is responsible for the overseeing all personnel and Human Resource matters and performs the following duties:
 - a. Attends Regional Board meetings, prepares and submits minutes of meetings, and prepares information packets for Regional Board meetings.
 - b. Responsible for meeting minutes being posted to the public forum in a timely fashion according to the open records law.
 - c. Provides orientation for new full-time employees, explaining procedures and policies.
 - d. Processes all new hire paperwork necessary for payroll and maintains personnel files for all employees.
 - e. Responsible for facilitating the exit process for employees resigning from URRLS and filing essential paperwork with the Teacher Retirement System of Georgia for full-time employees retiring from the library as well as with the State Health Benefit Plan.
 - f. Assists Library Managers in the hiring process for all local library staff, when requested.
 - g. Develops, maintains, and interprets library procedures, policies, and personnel manuals. Distributes updated policies and amendments to all personnel.

- h. Collects, verifies and certifies timesheets, leave sheets, and travel forms for library and delivery personnel. Reconciles staffs leave records and files paperwork in employee personnel files.
- i. Responsible for the execution of all record retention policies.
- j. Provides necessary information to the State auditors including minutes of all Regional Board and Local Board meetings, vacation and sick leave of employees, and any other information requested.
- k. Acts as the liaison between URRLS, the State Health Benefit Plan and the Flexible Benefits Plan. Processes the annual enrollment of employees in the State Health Benefit Plan and the Flexible Benefits Plan. Supervises the payroll deductions of the employee benefits.
- l. Orders all office, printing, and janitorial supplies for the Regional Office and supervises ordering for the Member Libraries. Responsible for maintenance of equipment at the Regional Office.
- m. Signs checks in the absence of the Director and makes all URRLS bank deposits. Participates in the quality control of accounts payable for URRLS.
- n. Submits the E-Rate telecommunications grants for reimbursement by Universal Services Administrative Company.
- o. Maintains all Constitutions and Bylaws of URRLS and Member Libraries, assuring compliance with Georgia Law and policies of Georgia Public Library System and Board of Regents.
- p. Maintains job descriptions for all URRLS employees.
- q. Performs other duties as assigned by the Director.

C. Member Library Services Librarian:

1. The Member Library Services Librarian is responsible for providing professional services to the Member Libraries furthering the mission of URRLS. The Member Library Services Librarian performs the following duties:
 - a. Annually coordinates the accumulation of data, completion of, and filing of the American Library Directory Survey, Public Library Data Services Statistical Report, and the Market Data Retrieval Survey.

- b. Coordinates the accumulation of data, completion of, and filing of the Annual Report and Request for State Aid to Georgia Public Library Services. Maintains these reports for all years filed. Creates documents using information from these reports as requested.
- c. Produces and distributes the monthly newsletter for Board Members, staff, local officials, State Senators, State Representatives and other interested parties.
- d. Creates and distributes annual, quarterly and monthly invoices for funding agencies. Maintains permanent files for all funding invoices.
- e. Participates in the accounting to insure an appropriate segregation of duties including; entering all deposits in the BLACKBAUD Accounting System for funding agencies, monthly State Grant Distribution, GOLD quarterly deposits, weekly deposits from Member Libraries, monthly deposits from Member Libraries and all miscellaneous checks. Maintains permanent files for all deposits.
- f. Develops and maintains an Access Database containing all pertinent information for Local Board Members. Reports Trustee information to Georgia Public Library Service, as requested. Notifies Board Members of meetings and supervises Managers in regard to Open Meetings Act.
- g. Plans, develops, and coordinates annual Staff Development Day.
- h. Responsible for the development and implementation of trustee training programs for all Board Members.
- i. Responsible for the development and implementation of staff training.
- j. Responsible for maintaining records of continuing education credit hours for URRLS Certificated and providing annual updates for all Certificated Librarians.
- k. Promotes GALLILEO via a monthly article in the Brer Facts and provides direction and training to staff in reference services.
- l. Becomes URRLS' staff resource for all matters pertaining to PINES and Evergreen.

- m. Coordinates (monthly) Member Libraries Managers meetings.
- n. Advises Member Libraries on all matters pertaining to public (customer) service and assists in resolving complaints regarding service.
- o. Maintains the URRLS webpage, working with Information Technology Coordinator and assists Member Library staff with related issues.
- p. Performs other duties as requested by the Director.

D. Technical Services Librarian:

1. The Technical Services Librarian is responsible for the acquisition and purchasing and quality control of cataloging and processing of all materials (books, magazines, newspapers, DVDs, audio books, microforms, and bindery) for all Member Libraries. In addition, the Technical Services Librarian performs the following duties:
 - a. Supervises support staff responsible for receiving and cataloging/quality control activities.
 - b. Provides Library Managers with selection tools and coordinates ordering for Member Libraries. Assists Library Managers with selections. Places monthly orders for URRLS.
 - c. Purchases materials (books, periodicals, audio, video, etc.).
 - d. Determines payment of invoices; gives to Bookkeeper for payment and maintains account balances.
 - e. Maintains materials budgets and reconciles with Bookkeeper regarding account balances.
 - f. Receives forms for lost/damaged books from Library Managers and purchases replacements if needed.
 - g. Follows procedures required by auditors regarding the ordering, receiving, paying of materials; maintains documents (purchase orders, packing slips, and invoices).
 - h. Supervises the addition of gift materials into the Member Library collection.

- i. Coordinates and supervises weeding the Member Library collection.
- j. Imports records, creates new records, edits existing records, deletes obsolete records and merges duplicate records in the PINES database.
- k. Attempts to maintain the PINES database in a manner that adheres to established national and international standards including, but not limited to: Anglo-American Cataloguing Rules AAC2r, Dewey Decimal Classification, OCLC (Online Computer Library Center, Inc.) Bibliographic Formats and Standards, and Library of Congress Subject Heading authority sources.
- l. Prepares URRLS' original cataloging for and entry of records into the OCLC WorldCat database.
- m. Imports records from OCLC for addition to or overlay of records in the PINES database.
- n. Assists Library Managers with cataloging/processing problems.
- o. Orders and maintains Technical Services processing supplies.
- p. Verifies call numbers for non-fiction items processed by an outsource vendor.
- q. Performs other duties as assigned by the Director.

E. Bookkeeper

1. Prepares semi-monthly payroll for Regional Office and Member Libraries.
2. Enters invoice data and makes payment through BLACKBAUD accounting program for Regional Office and Member Libraries.
3. Maintains withholding records for taxes, teacher's retirement (TRS), flex benefits, state health, annuities, employee garnishments, etc.
4. Handles tax deposits and reports.
5. Handles semi-monthly disbursement of payments for purchases made for the Regional Office and Member Libraries.
6. Checks invoices for accuracy based on orders.

7. Monitors Member Libraries' phone and utility bills for unusual increases.
8. Maintains financial records in accordance with the BLACKBAUD accounting system and State audit regulations.
9. Checks revenue receipts for accuracy and provides the application to the correct chart of accounts number.
10. Maintains files of requisition forms and invoices for a minimum of seven years as required by law.
11. Works with the Auditors during the annual audit.
12. Monitors revenue from the State and maintains copies of all transactions.
13. Attends State-sponsored workshops about upcoming and new information on the BLACKBAUD system.
14. Assists in preparing bills that are sent to local funding agencies.
15. Prepares monthly revenue and expenditure reports.
16. Answers questions from the Regional Board and staff dealing with purchasing disbursements.
17. Handles all construction accounts.

F. Receiving Associate

1. Works under the direction of the Technical Services Librarian. Manages the shipping and receiving of mail and materials for the Uncle Remus Regional Library System Office. Handles general office duties, as necessary. Tasks routinely performed by the Receiving Associate include the following:
 - a. Assigns and delivers mail to Regional Office employees.
 - b. Opens all checks and records pertinent information on daily receipt form.
 - c. Serves as courier for all out-going mail and packages.
 - d. Receives all UPS/FED-EX shipments and distributes packages to Regional Office employees.

- e. Receives shipments from book vendor, opens and checks items against packing slip, and arranges items in packing–slip order on cart.
- f. Maintains departmental records such as record of receipt, inventories and related paperwork.
- g. Receives and distributes items received through PINES-contracted courier service to Member Library shipping bins for in-system delivery.
- h. Set up designated Member Library bins for daily receiving of URRLS deliveries.
- i. Receives and distributes interoffice mail to Regional Office employee mailboxes and in-house delivery contents to Member Library bins.
- j. Serves as Interlibrary Loan Coordinator, handling requesting, packaging, mailing, and documenting of all Interlibrary loan items.
- k. Monitors security cameras at the Regional Office.
- l. Answers phone and performs general office duties.
- m. Assists in problem-solving for Technical Services Department and other duties as assigned by supervisor.

G. Cataloging Associate

1. Works under the direction of the Technical Services Librarian to provide general maintenance of the collection and online catalog. Tasks routinely performed by Technical Services Support staff include the following:
 - a. Provides quality control of full processing for fully processed items purchased for URRLS and provides general processing of gift materials that are added to URRLS collections
 - b. Checks/routes fully processed items purchased from.
 - c. Searches PINES database for bibliographic records for items requiring full processing.

- d. Barcodes non-outsourced items for which records were found, and adds item records to the PINES database and correct problem items found on shelves within the library.
- e. Handles collection maintenance projects, as needed.
- f. Prints spine/pocket labels, applies labels to spine (or case) and flyleaf, item or inner case, wraps plastic covers over dust jackets and attaches them to the books or laminates the covers of paperback books.
- g. Adds appropriate stamps, labels and security stickers to items.
- h. Creates/prints/applies gift plates for donated items as requested by the Technical Services Librarian.
- i. Immediately submits items marked as PRIORITY by the Receiving Associate to the Technical Services Librarian for import or creation of a new record.
- j. Submits items without bibliographic records in the PINES database to the Technical Services Librarian for importing or creation of a record.
- k. Adds gift materials to and removes weeded items from the catalog.
- l. Inputs address changes for Uncle Remus Library System patrons, as supplied by PINES personnel.
- m. Provides inventory control for PINES patron card sets and item barcodes, as well as all processing supplies and reports low inventory to Technical Services Librarian.
- n. Assists Delivery Associate with sorting materials as needed.
- o. Assists in problem-solving for Technical Services Department, and other duties as assigned by supervisor.

H. Delivery Services Associate

1. Responsibilities include a visit to each Member Library multiple times a week to deliver books, reference materials, interlibrary loan materials, and supplies. Maintains vehicles used for delivery of materials.
2. Performs minor duties in the Regional Office.

3. Performs any additional duties which may be assigned by the Director or Certified Librarians.

I. IT Services

1. Information Technology Services maintains the computer and network systems and works closely with both technical and non-technical staff at URRLS headquarters and its member libraries. The responsibilities of this position include the following:
 - a. Technology strategies by managing all staff and patron computers and the related networking, internet, and wireless connectivity needs.
 - b. Research and implement system-wide technological strategic solutions for all hardware and software matters.
 - c. Provide support to the overall technical development efforts of URRLS in an array of areas including the installation and testing of all hardware, software, and peripheral systems.
 - d. Serve as the technical liaison with vendors for all software and hardware matters, request vendor quotes, generate purchase orders, and requests, receives and verifies invoices before submitting to Director for payment.
 - e. Install, configure, and manage the URRLS "help-ticket" system including its support, management, and handling of assigned support requests.
 - f. The development and configuration of the URRLS web server and its regular maintenance. This includes the installation and configuration of all hardware and software required to serve the URRLS website as well as the installation and monitoring of tools to allow the URRLS webmaster to manage the site. Management of staff email accounts.
 - g. Ensure construction, renovation, and repair projects meet IT technical specifications.
 - h. Maintain all software, including the installation and testing of software and patches as well as hardware and software upgrades.
 - i. Monitor URRLS systems for performance.

- j. Analysis of operational problems and appropriate corrective actions where needed.
- k. Prepare technical and user documentation where needed.
- l. Provide network and PINES system procedural support.
- m. Maintain compliance with software/hardware licensing and inventory.
- n. Conduct IT related training to new hires as needed.
- o. Security duties including creation of electronic keys, alarm codes, and monitoring of security cameras and servers as well as assigning and/or re-assigning staff FOB's.
- p. Monitor processes and make recommendations to ensure reliability, scalability, security, integrity, and performance of all URRLS systems.
- q. Ensure URRLS systems work in compliance with department safety and quality standards.
- r. Coordinates with member library Managers to identify technological needs and ensures that LibTech State grant monies are fully expended to purchase equipment and computers for member libraries.
- s. Provides overall support to Regional staff, member library Managers, and support staff.
- t. Oversees van maintenance schedule and coordinates repair/maintenance with drivers.
- u. Performs other duties as assigned by the Director.

J. Facilities

1. The Facilities Manager is responsible for overseeing all construction, renovation, and repairs and performs the following duties:
 - a. Conducts on-site supervising and inspections on new construction and remodeling/repair projects to insure they are completed according to plans and specifications.
 - b. Recommends repairs and renovations for buildings.

- c. Develops scope of work for projects that do not require professional services, i.e.: architectural or engineering.
- d. Requests state funding for qualifying projects from the State Librarian and State Facilities Director.
- e. Secures matching funding for projects from local governments, when required.
- f. Coordinates and hires contractors for projects meeting state and local requirements.
- g. Responds to help tickets from Library Managers and Regional staff.
- h. Requests, receives, and verifies invoices for work completed before submitting to Director for payment.
- i. Completes minor repairs as instructed by the Director.
- j. Performs other duties as assigned by the Director.

K. Library Manager:

1. The Library Manager will be responsible for the day-to-day operation of the Member Library under the supervision of the Director and the Certificated Librarians. The Library Manager's duties will include, but not be limited to, the following:
 - a. Maintaining assigned hours of operation of the Member Library as set by the Local Member Library Board.
 - b. Overseeing all scheduling of Library Associates, volunteers, storytellers, substitutes and events scheduled for the Member Library, including approval of timesheets.
 - c. Handling all day-to-day operations of the Member Library as specified in URRLS Policy Manual, under the supervision of the Director.
 - d. Circulation of materials:
 - i. Checks library materials in and out.
 - ii. Maintains all historical, genealogical and related records important to the surrounding community.

- iii. Maintains all related records: quarterly Brer facts, Member Library statistics, recording in-house use, monthly printer report, etc.
 - iv. Ordering and completing the processing of materials.
 - v. Follows inter/intralibrary loan procedures, request materials not available at the Member Library, and provide materials requested by the Inter Library Loan department.
 - vi. Registers patrons and maintain patron information.
 - vii. Requests circulation related supplies from the Technical Services Librarian.
 - viii. Directs cataloging problems or questions to the Technical Services Librarian.
- e. Basic reference assistance: Directs patrons to reference tools as needed and/or requested.
 - f. Children's services assistance: Conduct the summer reading program, story time, movie nights, craft days and other related children's programs.
 - g. Maintains all financial aspects of the Member Library, including but not limited to, monthly revenue reports, weekly cash/check reports, approving fees or bills mailed directly to the Member Libraries.
 - h. Sending correspondence to agencies or patrons who donated funds or materials to the Member Library.
 - i. Maintains the library premises in a neat and orderly fashion.
 - j. Supervises Library Associates, summer workers and volunteers (when utilized). This also includes interviewing, hiring, disciplining of Library Associates.
 - k. Reports all problems of operation to the Regional Office.
 - l. Acts as representative to the community and should strive to participate in any activities that promote URRLS or their Member Library.
 - m. Attends Library Managers meetings as scheduled by the Director.
 - n. Performs any additional duties which may be assigned by the Director.

2. Job Requirements

- a. The Library Manager must have a high school diploma or a GED certificate.
- b. The Library Manager should have basic computer skills, filing, and record keeping and a proven ability to work well with the public and staff.
- c. The Library Manager must be able to attend meetings at the Regional Office in Madison, Georgia.

L. Library Associate:

1. The Library Associate will share the responsibilities of the operation of Member Library activities with the Library Manager. The Library Associate's duties will include, but not be limited to, the following:
 - a. Be thoroughly trained in most operations of the Member Library in order to provide complete library services to the public in the absence of the Library Manager.
 - b. Assists the Library Manager by completing any and all assigned tasks, including, but not limited to:
 - i. Operates and maintains the circulation desk
 - a. Shelving/sorting materials
 - b. Checking books in and out
 - c. Pulling holds list daily.
 - ii. Answering phone calls
 - iii. Assisting Patrons
 - a. Issues new patron cards and renew expired patron cards.
 - b. Instructs patrons on equipment usage (i.e. computer software, copier, microfilm, card catalog, PC Reservation)
 - c. Answers and responds to patrons reference questions
 - iv. Handling daily delivery
 - v. Confers with the Library Manager as needed on all aspects of library operations.
 - c. Performs any additional duties which may be assigned by the Library Manager, the Certificated Librarians, or the Director.
 - d. When appointed, fulfill any roles given by the Library Manager in his/her absence.

2. Job Requirements

- a. The Library Associate should have at least a high school diploma or a GED certificate.
- b. The Library Associate should have minimal typing skills, basic filing skills, basic record keeping skills, basic computer skills, and a proven ability to work well with the general public.

M. Substitutes

1. The Substitute will share the responsibilities of the operation of Member Library activities with the Library Manager and the Library Associate(s) on an “as needed” basis. The Substitute will have no regularly scheduled work hours.
2. The Substitute’s duties will include, but not be limited to, the following:
 - a. Substitute for the Library Manager and/or Library Associate(s) on as “as needed” basis.
 - b. Be thoroughly trained in most operations of the Member Library in order to provide basic library services to the public in the absence of other library personnel.
 - c. Confer with the Library Manager as needed.
 - d. Perform any additional duties which may be assigned by the Library Manager, Certificated Librarians or the Director.
3. Job Requirements
 - a. The Substitute should have at least a high school diploma or a GED certificate.
 - b. The Substitute should have minimal typing skills, basic filing skills, basic record keeping skills, basic computer skills, and a proven ability to work well with the general public.

III. CONDITIONS OF EMPLOYMENT

A. Workplace Safety

1. It is the policy of URRLS that every employee is entitled to work under the safest conditions reasonably possible. Every reasonable effort will

be made to provide and maintain a safe and healthy workplace, safe equipment, proper materials, and to establish safe methods and practices.

2. Employees are obligated to observe all guidelines governing safety and appropriate conduct, to properly use the safety equipment provided and to follow common-sense safety practices.

B. Sexual Harassment

1. In compliance with applicable federal and state laws, URRLS will be a place that is free of any form of harassment, including sexual harassment. Sexual harassment includes unwelcome sexual advances, flirtations, propositions, sexually degrading words to describe an individual, graphic or suggestive comments, or requests for sexual favors. Additionally, it includes the display, in staff work areas, of sexually suggestive pictures or objects, including photographs or illustrations of nude or seminude figures.
2. Employees should promptly report incidents or possible incidents of sexual harassment to the Administrative Services Librarian.
3. If the employee's complaint directly involves the Administrative Services Librarian the employee should promptly report incidents or possible incidents of sexual harassment to the Director.
4. After investigation, any employee found to have engaged in sexual harassment will be subject to disciplinary actions that range from counseling and education up to and including termination of employment.
5. There will be no retaliation against any employee who files a complaint in good faith, even if the result of the investigation produces insufficient evidence to support the complaint.

C. Emergencies and Disasters

1. The Director may close the Regional Office, or a Member Library when, in his/her best judgment, conditions are such that they pose a safety risk or danger to staff and patrons. Library Managers will alert the Director when conditions warrant closure.
2. In the event that inclement weather or other conditions make it unsafe to open the Regional Office or a Member Library, the Director will notify staff that they should not report to work or that the Regional Office or Member Library will be open on a delayed schedule.

3. Full-time staff members who are notified that they should not report to work will receive their regular pay.
4. Part-time Library Associates will be paid for the number of hours they were scheduled to work.
5. Depending on the exact nature of the emergency closure, key staff may be required to work. Failure to report to work when directed may result in disciplinary action. The Director may assign staff to work at different locations during times when the Regional Office or a Member Library is closed.
6. Staff on previously scheduled sick or annual leave during an emergency closure will still be required to use such sick or annual leave.

D. Workplace Violence

1. Acts of violence or threats of violence, whether expressed or implied toward individuals at URRLS, will not be tolerated.
2. All reports of workplace violence or threats of workplace violence will be taken seriously and addressed appropriately. Any employee found by URRLS to have engaged in violence or threats of violence will be subject to immediate and appropriate disciplinary action by the Director.
3. Workplace violence is any conduct that is severe, offensive, or intimidating enough to make an individual reasonably fear for his/her personal safety or the safety of family, friends or property.
4. Any employee who is subjected to, observes, hears of or becomes aware of any threats or acts of violence must immediately report such incident to a supervisor. Failure to report any threats or acts of violence in violation of this policy is, in itself, a violation of this policy and may subject any employee involved to disciplinary action.
5. Retaliation will not be tolerated against an employee for reporting in good faith a suspected act or threat of violence, or for providing information in good faith made by another employee.

E. Privacy Restrictions

1. All URRLS equipment, property and facilities (including, but not limited to, desks, workstations, file cabinets, lockers, computers and computer-stored information, email, voicemail, business records, vehicles, or any other property or equipment owned, leased, or provided by URRLS) are

subject to inspection at any time and for any reason. No employee shall have any privacy interest or reasonable expectation of privacy whatsoever in any URRLS equipment, property or facility.

2. If a search uncovers evidence of employee wrongdoing, illegal activity or employee violations of URRLS rules or policies, such evidence may be used to support disciplinary action. In cases involving suspected illegal activity, the evidence may be provided to proper law enforcement authorities.
3. If URRLS reasonably suspects that an employee has violated a policy that directly affects the safety or security of its employees, patrons, or facilities, URRLS will take appropriate actions (such as contacting law enforcement officials, placing the employee on administrative leave while an investigation is conducted or other actions as deemed appropriate by the Director).

F. Drug Free Workplace

1. Employees of URRLS may not engage in the unlawful manufacture, distribution, possession or use of illegal drugs and controlled substances in the workplace.
2. URRLS recognizes that the use of illegal drugs, or the abuse of legal substances such as prescription drugs or alcohol, may be a symptom of chemical dependency or mental health issues. Employees who pursue treatment under URRLS' health care program may be granted sick leave, vacation leave, or emergency leave at the discretion of the Director.

G. Smokefree Workplace

1. URRLS complies with the Georgia Smokefree Air Act of 2005 (and local ordinance or policy). All URRLS buildings and vehicles are designated as smoke-free and tobacco-free areas. In addition, neither smoking nor tobacco use is permitted within 50 feet of any entrance or exit, or anywhere on library grounds. This policy applies to the use of any tobacco product, including smokeless tobacco, and applies to both employees and visitors of URRLS.

H. Motor Vehicles

1. URRLS shall conduct an annual motor vehicle record (MVR) review for all employees who operate any motor vehicle, including personal vehicles, in pursuit of company business.
2. Employees may not drive a vehicle, in pursuit of company business if;

- a. They have more than four moving violations in the previous two years;
 - b. They have a conviction for DUI;
 - c. They have more than two at-fault accidents in the previous two years; or
 - d. They have been convicted of a hit-and-run or leaving the scene of an accident.
3. Employees are required to follow all Georgia state rules and regulations regarding the use of cellular telephones or mobile electronic devices while operating a motor vehicle.
 4. Accidents which occur while an employee is operating a motor vehicle, including personal vehicles, in pursuit of company business, must be reported immediately to the administrative services librarian.

IV. EMPLOYEE CONDUCT

A. To ensure orderly operations and provide the best possible work environment, URRLS expects employees to follow rules of conduct that will protect the interests and safety of all employees and the organization. All employees are required to present themselves in a professional manner, regardless of position.

B. Dress Code

1. Employees' dress and grooming should be appropriate for a business environment and in keeping with his/her work assignment.
2. Clothing and accessories must be neat and clean and should not draw inappropriate or disruptive attention to the individual. Staff members working with the public must dress in business-casual attire.
3. Volunteers and community service workers must dress in a neat manner but may wear clean sneakers and dress jeans.
4. Shorts, halter tops and bare feet are never permitted. T-shirts or other attire that promote political or religious causes, campaigns or issues may not be worn. Obscenities, euphemisms, slang words for foul languages and foreign phrases that could be interpreted inappropriately are also prohibited. Body art must be covered by clothing while the employee is in the workplace.

C. Employee Duty to Maintain Confidentiality

1. Library patron records that contain the identity of library users are confidential under the law. Employees have a duty to assure that this information is not disclosed to non-library personnel.
2. In the event that an employee is presented with a court order or subpoena for patron records, the Director should be notified, and the determination of the propriety of the disclosure will be made by the Director.

D. Staff Use of Library Materials and Equipment

1. Employees must exercise extreme caution in the access and use of materials and equipment placed in their trust. Employees are prohibited from using URRLS facilities, equipment, supplies and other resources for personal use, except to the extent that those resources are available to the public.
2. Library materials and equipment taken for personal use must be checked out if they are to be removed from the premises or if the item(s) will be kept away from their normal location for more than four hours. Large quantities of materials should not be held out of the collection for extended periods for staff use.
3. Staff will not be charged for overdue fines but will be subject to disciplinary action if materials are not returned and discharged before the system generates a second overdue notice.

E. Selling and Soliciting in the Library

1. It is recognized that URRLS employees may engage in the sale of goods or services outside of their employment with URRLS. However, it is never appropriate to solicit business from staff or patrons during work time.
2. Soliciting business from patrons during off-work time while on URRLS property is not permitted.
3. Information regarding personal business may be distributed to other employees by posting information in the staff lounge, and by leaving catalogs or brochures in the staff lounge.

4. Oral and written invitations to product parties or distribution of information may not be made through interoffice mail. Display of items for sale is not permitted on URRLS property.

F. Political Activity

1. Employees may engage in political activities on their own time. However, an employees right to express their political opinions during work hours or as a representative of URRLS are limited.
2. Employees should refrain from wearing campaign or political buttons, distributing campaign or political literature and expressing political opinions while on work time. T-shirts or other attire that promote a particular political issue, person or cause are not appropriate. Bumper stickers may not be applied to URRLS property or vehicles unless specifically approved by the Director

G. Staff Relations and Celebrations

1. URRLS encourage a reasonable amount of socializing and staff celebrations, so long as these events do not interfere with the normal flow of work.
2. Staff celebrations of holidays will be scheduled at times with minimal effect on service, and all service desks must be covered during parties. Every staff member is welcome to attend any party held during work hours on URRLS property.
3. Gifts between individual staff members are not prohibited. However, supervisors may not accept gifts except for token, inexpensive items such as coffee mugs, pens and candy, from the people they directly supervise.

H. Non-Fraternization

1. While URRLS does not wish to interfere with the off-duty and personal conduct of its employees, certain types of off-duty conduct and relationships may interfere with URRLS legitimate business interests.
2. To prevent unwarranted sexual harassment claims, confidentiality lapses, uncomfortable working relationships, morale problems among other employees and the appearance of impropriety, managers and supervisors of URRLS are strictly prohibited from engaging in consensual romantic or sexual relationships with any managers, supervisors or other employees of URRLS.

I. Visitors

1. Employees may not bring children to work during scheduled work times. An exception may be allowed in the case of an emergency (with supervisory approval).
2. Employees should limit their personal conversations with family members or acquaintances who visit URRLS. Visits are permissible, but should be infrequent and brief in order to maintain a productive work environment

J. Social Media Policy

1. URRLS defines "social media" broadly to include online platforms that facilitate activities such as professional or social networking, posting commentary or opinions, and sharing pictures, audio, video, or other content. "Social media" includes websites, blogs, wikis, message boards, chat rooms, electronic newsletters, online forums, social networking sites, and other similar sites and services.
2. Except as otherwise authorized by the Library Manager, no employee, while on the clock, may utilize Uncle Remus Regional Library computers or equipment for purposes of engaging in social media activity.
3. The Library Manager is responsible to monitor any employee engaging in social media activity on behalf of their Member Library.
4. Employees engaging in social media activity on behalf of their Member Library are to respectfully and professional represent URRLS and adhere to the terms and conditions of any third-party sites.
5. Employees engaging in social media activity on behalf of their Member Library should not post content on social media that violates URRLS's anti-discrimination and anti-harassment policies, or that is threatening, obscene, or disparaging. Violation of this policy is grounds for disciplinary action, up to and including termination.
6. The sharing of any information that is considered confidential or privileged, including patron records or copyrighted information is grounds for immediate termination.
7. In personal social media usage, employees should not represent that URRLS has given authorization to speak on its behalf or that the Member Library has approved the message, unless prior written authorization to do so is given by the Library Director.

8. All employees have an ongoing duty to report any violations of this policy by any other employee. URRLS considers this duty to report to be a critical component of its efforts to enforce this policy, and thereby ensures the safety, well-being, morale, and efficiency of its employees, preserve its reputation and goodwill in the community, and avoid or minimize unnecessary disruptions to or interference with its operations and service to the public.
9. Nothing in this policy is intended to interfere with an employee's rights under federal and state laws, including the National Labor Relations Act.

K. Miscellaneous

1. Food, drinks and gum chewing are not allowed in the circulation area or other public areas of the Member Libraries.
2. All personal electronic devices, including but not limited to cell phones, tablets, and laptops should be left in the break room during work hours. Personal telephone calls, texting, browsing, e-mailing, and other use of such devices, is to be strictly limited to five minutes for emergency calls.
3. An attempt is made when scheduling to provide a lunch break for all full-time employees. Library personnel are not paid for their lunch hour (if applicable). If no other library personnel are available to maintain the circulation desk during lunch, that employee will still be responsible for providing service to the public (with pay).

V. EMPLOYMENT PRACTICES

A. Recruiting and Hiring

1. No person employed or seeking employment will be discriminated against because of race, color, religion, sex, national origin, age or disability.
2. Appointments to positions with URRLS shall be made on the basis of educational, technical and personal qualifications, ability to perform the job and experience.
3. All employees are required to provide URRLS with a background check from their local police department. URRLS will reimburse employees for the cost of background checks.

4. Manner of Appointment

- a. The Director shall be appointed by the Regional Board.
- b. Appointments of regional employees shall be made by the Director.
- c. Library Managers shall be hired with the approval of the appropriate Local Board or an appointed committee of such Local Board.
- d. Library Associates and custodial staff are hired by Library Managers.

B. Promotions

1. URRLS will select the most qualified applicant for any available position. Existing staff will be considered for promotion based on performance; length of service is not a determining factor.

C. Employee Immigration Status

1. URRLS is committed to full compliance with federal and state immigration laws and will hire only individuals with the legal right to work in the United States.
2. Pursuant to Section 2 of the Georgia Security and Immigration Compliance Act, all employees must complete Form I-9 and provide legal documentation of citizenship and/or work status as set forth on the form.
3. URRLS participates in the E-Verify program and Georgia New Hire.

D. Conflicts of Interest

1. Employees or potential employees of URRLS should not have interests in outside businesses, agencies, government entities or funding agencies which conflict or appear to conflict with their ability to make independent decisions in the best interest of URRLS.
2. URRLS permits the employment of qualified relatives of employees as long as they do not directly work together. .
3. The Director, shall determine if a conflict of interest exists. If such a conflict cannot be resolved, the employee will be effectively terminated.

4. Employees and potential employees should notify the Administrative Services Librarian or the Director of any potential conflict of interest. Failure to notify may result in immediate termination.

E. Salary

1. The salary of Certified Librarians shall be based on the State Salary Scale for public librarians based on certification and experience. A local supplement may be included after seven years of continuous employment.
2. The salary of Regional Office employees shall be determined by the Director within the limitations of the budget, which is approved annually by the Regional Board.
3. The salary of Member Library Employees shall be determined by the Director within the limitations of the budget, which is approved annually by the appropriate Local Board.
4. Pay increases are not automatic and depend on a variety of factors. Any type of pay increase will be dependent on funding.

F. 13th Check

1. Full-time employees, part-time employees and cleaning staff who are hired on or before October 1st, and work through December 15th, will be entitled to a 13th check for that year.

G. Pay Administration

1. Before the first check of any employee can be released, all the forms in the New Hire packet must be filed with the Administrative Services Librarian at the Regional Office.
2. The pay period for Member Library employees is from the 11th to the 10th. All staff members will be paid via direct deposit. When an employee resigns, payment in full shall be granted for the total number of hours worked during that pay period.
3. Library Managers, and non-exempt Regional Staff are required to provide a master copy of their schedule to the Administrative Services Librarian. Library Managers and non-exempt Regional Staff will provide a "Master Schedule and Deviation from Master Schedule" form in lieu of a time sheet. It is the responsibility of the Library Manager and non-exempt Regional Staff member to see that his/her Deviation

Sheet is accurate and submitted to the Regional Office by the 11th of the month, or the following business day.

4. All employees are required to keep record of their hours on a time sheet or to record time worked on the appropriate electronic device. Time records must be received at the Regional Office by the 11th of the month, or the following business day, if the 11th falls on a Saturday, Sunday, or holiday. It is the responsibility of each employee to see that his/her time sheet is submitted to their Library Manager to be certified and sent to the Regional Office on time.

H. Benefits

1. This section of the Manual contains a very general description of the benefits to which you may be entitled as an employee of URRLS. Please understand that this general explanation is not intended to, and does not, provide you with all of the details of these benefits.
2. Health Insurance
 - a. URRLS offers full-time employees, as defined by the State Health Benefit Plan, coverage through the State Health Benefit Plan.
 - b. This provision does not apply to Teachers' Retirement System retirees or those who have waived TRS, SHBP, and/or Flexible Benefits.
3. Flexible Benefits Program
 - a. The State of Georgia's Flexible Benefits Program is available for all full-time employees, as defined by the State of Georgia Flexible Benefits Program.
 - b. Eligible employees will decide which benefits are best for them. Certain benefits are also available for the employee's spouse and/or dependents.
 - c. The employee is responsible for the monthly fee for coverage after URRLS has made the employer's required contribution.
 - d. This provision does not apply to Teachers' Retirement System retirees or those who have waived TRS, SHBP, and/or Flexible Benefits.

4. Retirement

- a. All full-time employees, as defined by the Teacher Retirement System of Georgia, are covered by the Teachers Retirement System of Georgia. Coverage is mandatory.
- b. Regular deductions are taken from the employee's pay with URRLS making a contribution for each member. The rates are set by the Georgia State Legislature.
- c. A full-time employee may elect to retire in accordance with the provisions of the Teachers Retirement System of Georgia.
- d. TRS pensions are based on the highest 24 months' salary. Therefore, an employee who will qualify for a Georgia TRS pension check may qualify for a salary increase greater than other employees upon submitting their Letter of Irrevocable Retirement twenty-four (24) months prior to their retirement date. This salary increase is at the Director's discretion and is contingent on available funds.

5. Social Security

- a. All employees are covered by Social Security. Each employee shall have the employee's tax or contribution of FICA deducted from his/her earnings each pay period. URRLS contributes the designated amount to the employee's account.
- b. The amount of the contributions and the benefits received are established by the Congress of the United States.

I. Attendance

1. All employees shall be at their post of duty in accordance with the time, rules, and/or regulations set forth by the Director or the Member Library Manager. Any employee who fails to report for work shall be required to arrange for another library employee to work for him/her.
2. Excessive absenteeism may be grounds for discipline up to and including termination of employment. Generally, any unpaid absence not protected by law will be considered excessive. Each situation of excessive absenteeism or tardiness will be evaluated on a case-by-case basis.

3. Any employee who fails to report to work without notification to his/her supervisor for a period of three days or more may be terminated, unless this absence is protected by law.
 4. It is the policy of URRLS that there shall be two employees working at the Member Library during the libraries operating hours. If one employee is left at the Member Library alone, they shall report the reason and length of time left alone immediately to the Administrative Services Librarian.
- J. Staff Training. All URRLS employees are required to attend staff training sessions on dates set by the Director.

K. Timekeeping

1. Accurately recording time worked is the responsibility of every nonexempt employee. Federal wage and hour laws require URRLS to keep an accurate record of time worked in order to calculate employee pay and benefits. Time worked is all the time actually spent on the job performing assigned duties.
2. Employees should accurately record the time they begin and end their work, as well as the beginning and ending time of each meal period. Employees should also record the beginning and ending time of any split shift or departure from work for personal reasons.
3. Employees are not allowed to work off the clock.
4. Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action.
5. It is the employee's responsibility to notify his/her manager of any discrepancies between their work time and the use of the timekeeping system. The Library Manager will review and make any appropriate changes to the time system report before submitting time records to the Administrative Services Librarian. Submission of time records shall constitute certification by the employee and manager of the records accuracy.
6. The electronic timeclock will employ a punch rounding method whereby clock in's and out's will be rounded to the nearest fifteen minute increments.

L. Overtime and Comp Time

1. URRLS expects that employees will be able to perform required work within a 40-hour workweek. However, when employees who are not

exempt from the provision of the Fair Labor Standards Act work overtime, compensatory time will be awarded at a rate of 1.5 comp hours for every hour worked beyond 40 in the course of a workweek. URRLS does not pay for overtime in the form of cash.

2. All overtime work must be approved in advance by the Director. Failure to receive preapproval can result in disciplinary action.
3. Employees arriving late to work or needing time off during the work day should make up missed time the same day or use annual leave, if applicable.

M. Membership in Professional Organizations

1. URRLS will pay for its Certificated Librarians to join appropriate professional organizations and attend meetings of such organizations. Organizations include, but are not limited to: American Library Association, Georgia Library Association, Public Library Association and the Georgia Bar Association.

N. Travel Rules and Procedures

1. Authorization for Travel

- a. Employees who are required to travel for their job and are eligible for travel reimbursement should receive authorization from the Director prior to performing the travel. (See Form "Prior Approval for Travel")
- b. Reimbursement for the following expenses associated with employee travel is authorized:
 - i. Meals;
 - ii. Lodging expenses;
 - iii. Mileage for use of a personal motor vehicle;
 - iv. Transportation expenses, including parking and toll fees.

2. Travel by Personal Vehicles

- a. Employees are not entitled to mileage reimbursement for travel between their place of residence and their job headquarters.
- b. Employees may be reimbursed for the mileage incurred from the point of departure to the travel destination and from the travel destination back to the point of departure.

- c. If an employee departs from his/her residence, mileage is calculated from the residence to the destination point, *with a reduction* for normal one-way commuting miles.
- d. If an employee returns to his/her residence, mileage is calculated based on the distance to the residence, *with a reduction* for normal one-way commuting miles.
- e. Employees will be reimbursed for incurred parking and toll expenses while on official travel for the library. These expenses are reimbursable for travel in both library-owned and personal vehicles.

3. Travel by Commercial or Public Transportation

- a. When commercial transportation is necessary, employees may be reimbursed for the actual expenses incurred.
- b. Employees must take the appropriate steps to obtain the lowest possible fare or cost.
- c. Travel by commercial or public transportation must be approved by the Director prior to the date of travel.
- d. The use of out-of-state car rentals will be left to the discretion of the Director. Employees will be reimbursed for gasoline purchases associated with the business use of such vehicle, provided appropriate receipts are included.
- e. Employees officially on travel status may be reimbursed for necessary costs of transportation by bus, taxi, or airport vans for the following situations:
 - i. Between the individual's departure point and the common carrier's departure point;
 - ii. Between the common carrier's arrival point and the individual's lodging or meeting place; and
 - iii. Between the lodging and meeting places if at different locations.

4. Per Diem Allowance for Meals

- a. Employees traveling overnight in Georgia may receive up to the per diem amount outlined in the State of Georgia Travel Regulations.
- b. Employees traveling in metropolitan areas, as defined by the State of Georgia Travel Regulations, may receive up to the per

diem amount outlined in the State of Georgia Travel Regulations.

- c. Employees traveling outside of Georgia may receive meal per diem amounts up to the federal per diem rates, at the discretion of the Director.
- d. Employees on library business who travel more than 30 miles from home or headquarters and are away for eight (8) hours or more may receive per diem for lunch, even when there is no overnight lodging.
- e. This provision does not apply to meetings held at the Regional Office or Member Libraries.

5. Lodging Expenses

- a. Employees may be reimbursed for lodging expenses associated with approved overnight travel. Such expenses will be reimbursed based upon the actual lodging expenses.
- b. Lodging expenses for hotels/motels outside Georgia must have prior approval by the Director.
- c. Taxes Associated with Lodging Expenses
 - i. Employees should review hotel/motel receipts to ensure that taxes have been applied correctly to their lodging expenses in accordance with the state tax laws and regulations.
 - ii. The hotel/motel should not collect any taxes for lodging paid directly by the state or local government (direct-bill, state credit card, or government check).
 - iii. When an employee pays for lodging directly, the employee should submit an "Local Hotel/Motel Excise Tax" Form to the hotel/motel in order to avoid the county or municipal excise tax. Employees are required to pay any state/local sales and use taxes. This exemption does not apply to employee staying at an out-of-state hotel/motel.
 - iv. Employees should attempt to resolve any problems with the billing prior to checkout.

6. Travel Advances

- a. The purpose of travel advances is to minimize the financial burden on employees while traveling on behalf of the library:

- i. For employees who generally do not travel and are making a onetime trip; or
 - ii. For special exceptions approved by the Director.
- b. Written authorization for a cash advance should be requested on "Prior Approval for Travel" form.
- c. Each employee receiving a cash advance shall sign and date the "Travel Cash Advance Authorization Form" acknowledging receipt of the funds. All employees are fully responsible for funds advanced to them and shall account for the funds in accordance with Accounting Procedures. Employees are liable for any advanced funds that are lost or stolen.
- d. When the actual travel expenditures reported on the Travel Expense Report exceed the amount of the cash advance, the employee shall be reimbursed for the additional travel costs incurred.
- e. Cash advances for specific trips shall be recovered under the following three circumstances:
 - i. When the actual travel expenditures reported on the Travel Expense Report are less than the amount of the cash advance;
 - ii. In the event of cancellation or indefinite postponement of authorized travel; and
 - iii. Outstanding travel advances should be recovered from terminating employees.

7. Reimbursement Procedures

- a. Employees requesting reimbursement for travel expenses are required to submit their claim on the "Travel Expense Report."
- b. Requests for reimbursement should include the following information:
 - i. Itemized expenses for authorized meals, lodging, mileage, transportation, and miscellaneous expenses,
 - ii. Explanation of any expenses which exceed the established limits and of any unusual expenses;
 - iii. Explanation of the purpose for the trip; and
 - iv. Description of the type(s) of transportation used.
- c. Employees are also required to submit receipts for the following expenses:

- i. Meals purchased in lieu of those provided at conference/training
 - ii. Lodging,
 - iii. Airline or Railroad Fares,
 - iv. Rental of Motor Vehicles,
 - v. Gasoline purchased for Rental Vehicles,
 - vi. Supplies,
 - vii. Registration Fees, and
 - viii. Visa/Passport Fees.
- d. Receipts for parking, toll way, mass transit/taxi/airport vans, and communications expenses are recommended. However, if receipts are not available, employees are required to include an explanation of the expense on the Travel Expense Report.
- e. The Director is responsible for examining and approving claims for reimbursement under these travel regulations.

O. Performance Evaluations

1. URRLS does not conduct formal performance evaluations. All issues should be addressed between the employee and supervisor as issues arise.
2. If an employee has a complaint regarding their supervisor, they should follow the grievance procedure, as outlined in Section V P below.
3. If a supervisor has a complaint regarding an employee, they should follow the procedures outlined in Section V Q regarding the dismissal, suspension and termination of employment.

P. Grievance Procedure

1. It is the policy of URRLS to resolve employee grievances informally, if at all possible. Both supervisors and employees are expected to make every effort to resolve conflicts as they arise. While consideration, cooperation and common sense can solve most situations, a few require further attention.
2. A grievance is a written complaint made by an URRLS employee alleging:
 - a. That his/her employment or productivity has been adversely affected by unfair treatment;
 - b. Unsafe or unhealthy working conditions;

- c. Erroneous or capricious application of URRLS policies and procedures; or
 - d. Unlawful discrimination based on race, color, religion, sex, national origin, age or disability.
3. An employee may file a written grievance with their immediate supervisor within five (5) working days after the occurrence of the incident which he/she is grieving about. A copy of such written complaint should be forwarded to the Administrative Services Librarian. (See "Employee Complaint Form")
 4. The immediate supervisor shall meet with the employee to discuss the specific grievance and the relief desired by the employee. After hearing all relevant information provided by the employee, the immediate supervisor will communicate a decision in writing to the employee in a timely manner. A copy of such communication should be forwarded to the Administrative Services Librarian.
 5. If the grievance is not resolved with the immediate supervisor, the employee may submit the grievance, and any supporting documentation, in writing to the Administrative Services Librarian within five (5) work days after receipt of the supervisor's decision.
 6. After consideration of the employee's grievance and upon review of all submitted documentation and relevant information provided by the employee, the Administrative Services Librarian will communicate a decision in writing to the employee in a timely manner.
 7. If the grievance is not resolved with the Administrative Services Librarian, the employee may submit the grievance and any supporting documentation in writing to the Director within five (5) work days after receipt of the Administrative Services Librarian's decision.
 8. After consideration of the employee's grievance and upon review of all submitted documentation and relevant information provided by the employee, the Director will communicate a decision in writing to the employee in a timely manner.
 9. If the grievance is not resolved through the procedure outlined above or if the grievance concerns the Director, any staff member may address the Regional Board or Local Board pursuant to URRLS' Open and Public Meetings Policy. (See Policy Manual)
 10. The employee may skip any individual whom the grievance directly concerns and proceed to the next person in the chain of command.

Q. Disciplinary Action and Termination of Employment

1. A Progressive Discipline Process may be used by supervisors as a tool to record incidents or problematic behavior. However, it is recognized that there are occasions when immediate dismissal is required.
 - a. Verbal Warning
 - i. An employee may be given a verbal warning when he or she engages in problematic behavior.
 - ii. A verbal warning is meant to alert the employee that a problem may exist or that one has been identified.
 - iii. Verbal warnings for Member Library employees will be maintained by the Library Manager. Copies should be forwarded to the Administrative Services Librarian.
 - iv. Verbal warnings for Regional employees will be maintained by the Administrative Services Librarian.
 - v. See "Employee Warning Notice."
 - b. Written Reprimand
 - i. A written warning may be given when an employee continues to engage in problematic behavior.
 - ii. Written reprimands are maintained in the employee's personnel file at the Regional Office
 - iii. See "Employee Warning Notice."
2. Termination
 - a. The Regional Board has the power to terminate the Director.
 - b. The Director has the power to terminate any employee. Termination of Library Manager's should be made after consultation with the appropriate Local Board.
 - c. The Library Manager should consult with the Administrative Services Librarian prior to termination of an employee under their supervision.
 - d. The Administrative Services Librarian should consult with the Director prior to any employee termination.
3. Causes for disciplinary action or termination include, but are not limited to:

- a. Failure to fulfill the duties and responsibilities of his/her position, or inefficiency, negligence, or incompetence in the performance of duties,
 - b. Failure to fulfill work hour obligations and assignments, including but not limited to excessive tardiness, no call no show, or being absent without leave outside of FMLA leave,
 - c. Discourteous treatment of the public or other employees,
 - d. Careless, negligent, improper use, or misuse of library supplies, equipment, or funds,
 - e. Refusal to accept a reasonable and proper assignment from an authorized supervisor,
 - f. Being convicted of a misdemeanor involving moral turpitude, or conviction of a felony,
 - g. Guilty of gross misconduct that would bring contempt, ridicule, or public derision to URRLS,
 - h. Publication (oral or written) of legally protected information from official records,
 - i. Giving false statements to supervisors, officials, or the public, including falsifying job information to secure a position,
 - j. Damage or destruction of property while on the job,
 - k. Acts that would endanger the lives and property of others,
 - l. Possession of firearms or other potentially lethal weapons on the job, or
 - m. Reporting to work under the influence of alcohol or drugs, or partaking of such on the job.
4. All URRLS property, keys, and fobs must be returned before issuance of the final paycheck.

R. Resignation

1. In resigning employment, all employees shall give written notice to their direct supervisor.

2. Regional employees and Member Library staff shall provide at least two (2) weeks notice to their direct supervisor.
3. Certificated Librarians and Library Managers shall provide at least one month's notice to the Director.
4. The Director shall submit his/her letter of resignation to the Regional Board.

S. Volunteers and Storytellers

1. URRLS welcomes and encourages members of the community to volunteer their time and talents to enrich and expand library services.
2. Volunteers and storytellers are expected to conform to all policies of URRLS.
3. All volunteers and storytellers must complete a "Library Volunteer and Storyteller Application," a "Volunteer Release and Waiver of Liability Form," and provide a background check, when appropriate, prior to work commencement. URRLS will reimburse Trustees for the cost of the background check.
4. Volunteers may be used for special events, projects, activities, or to assist staff. Services provided by volunteers will supplement, but not replace, regular services, and volunteers will not be used in place of hiring full or part-time staff.
5. Volunteers may apply for paid positions under the same conditions as other outside applicants.
6. In accordance with labor laws, paid staff may not volunteer their services to URRLS when those services are within the staff member's job description.

T. Personnel Records

1. URRLS employees should be aware that Georgia law provides for public records to be available for inspection by any person, subject to certain exceptions.
2. The types of documents that will be maintained in employee personnel files at the Regional Office include the following:
 - a. Application for employment;

- b. Resume or curriculum vitae;
 - c. Policy and procedure acknowledgements;
 - d. Training acknowledgements;
 - e. Payroll authorization records, including direct deposit;
 - f. Vacation records;
 - g. Performance evaluations;
 - h. Corrective action records;
 - i. Termination notices (including DOL 800 for Georgia employees);
 - j. Internal complaints/grievances and additional documentation;
 - k. Appropriate insurance, retirement, and other benefits information and elections;
 - l. Diplomas, certificates, training records, and related personal accomplishment documentation; and
 - m. Tax forms (federal and state), compensation records, pay increases, overtime, employee loans/advances, garnishment notifications, etc.
3. Periodically, URRLS may receive requests from employees or others not employed by URRLS requesting information from an employee's personnel file.
- a. Personal information maintained about an employee shall be made available for inspection only at the employee's request, except for information requested through other lawful means such as the Georgia Open Records Act.
 - b. The Director shall decide when employee personnel records will be released in accordance with the Georgia Open Records Act.
 - c. The Open Records Act protects the following types of information that may be found in employee personnel files and that should be redacted:
 - i. Social Security number;
 - ii. Financial data or information;
 - iii. Mother's birth name;

- iv. Bank account information;
- v. Month and date of birth;
- vi. Credit card information;
- vii. Insurance and medical information;
- viii. Debit card information;
- ix. Home address and telephone number.
- x. Individual employee benefits selections and payroll deductions;
- xi. Birth certificates;
- xii. Military discharge forms;
- xiii. Financial records (i.e., bank account numbers);
- xiv. Health insurance records;
- xv. Medical records.

VI. ABSENCES AND LEAVES

- A. Hours taken for all types of leave will be in accordance with the URRLS Leave Calculator. (See “Leave Calculator” and “Absence Request Form”)
- B. Any and all comp time that has been accrued is required to be taken before the use of annual or sick leave.
- C. Outside of the FMLA provisions discussed below, once all annual and sick leave has been exhausted, the necessity for additional time off will result in an employee's release from employment. The employee may be eligible for re-hire when a position becomes available. The position may not be the same position held prior to release of employment.
- D. Annual Leave
 - 1. Employees who work 40 hours per week are entitled to fifteen days of annual leave per fiscal year, after the end of their first six-months of employment. At the end of the first six months of employment, this leave will be granted retroactively to the first day of employment.
 - 2. When a forty-hour employee reaches an accumulation of twenty years with any state and/or library retirement system, an additional five days of annual leave will be granted, for a total of twenty days of annual leave. The burden to show the time accrued with a retirement system rests with the employee requesting the fourth week of annual leave.
 - 3. Annual leave for employees that work between 30 and 39 hours per week are calculated pursuant to the leave calculator.

Annual leave does not apply to employees who work fewer than 30 hours per week.

4. Annual leave shall be rounded up to the next quarter hour.
5. Prior Approval of Annual Leave
 - a. Certificated Librarians, regional staff employees and Library Managers must receive approval of annual leave, in excess of ten consecutive business days, from the Director.
 - b. Member Library employees must receive approval of annual leave from their Library Manager.
6. All employees who leave URRLS' employ during an annual year will receive accrued annual prorated for that portion of the year they have been employed, provided they have been employed at least six months and have given adequate notice of resignation.
7. Annual leave may not be carried forward into the succeeding year; such time must be used in that year or forfeited, except as described in section VI F 11 below.
8. These provisions do not apply to Teachers' Retirement System retirees or those who have waived TRS, SHBP, or Flexible Benefits.

E. Sick Leave

1. All employees who are eligible for benefits under the Teacher's Retirement System are entitled to sick leave.
2. Sick Leave is provided for employees' illness, illness of family members and/or medical and dental appointments. It is highly recommended that sick leave be used for these reasons only.
3. Sick leave for employees that work fewer than 40 hours per week are calculated pursuant to the leave calculator.
4. An employee must work a full month before the benefits of sick leave begin.
5. No employee will be credited with more than fifteen days of sick leave during any year. However, sick leave may be accumulated and carried over from year to year.

6. Only sick leave can be accrued for retirement credit. However, an employee can buy back used sick leave, up to a maximum of 15 days per year, with their unused annual leave (Verified with Raymond Moss, TRS official, January 12, 2006).
7. When an employee goes on sick leave, he/she must speak directly to his/her supervisor immediately. Notification should be within thirty minutes, or as soon as possible given certain extenuating circumstances, after the beginning of the scheduled work day. Failure to do so may result in denial of such leave pay.
8. Sick leave shall be rounded up to the next quarter hour.
9. An employee may utilize Annual Leave once Sick Leave has been exhausted.
10. Upon retirement, an employee may take no more than two months of earned annual and/or sick leave not used for retirement credit.
 - a. URRLS policy does not allow for annual leave to be carried over from year to year (and as a consequence remain a financial liability on the part of URRLS to the employee).
 - b. However, the process with which URRLS records sick leave and annual leave allows for the “banking” of annual leave to restore used sick leave and by so doing an employee may accumulate leave time up to, or in excess of, two years, under the Teachers’ Retirement System.
 - c. This policy allows for a full or partial redemption of this accumulated leave time but only upon resignation. If this option is taken, all sick leave and annual leave is forfeited.
11. Employees who resign, retire, or are dismissed from URRLS employment shall not be paid for any accumulated sick leave.

F. Holidays

1. Employees of URRLS are entitled to twelve paid holidays per year based on the state holiday schedule. Employees who work fewer than 40 hours per week will be entitled to paid holiday hours, based upon a proration of their budgeted hours scheduled throughout the fiscal year. See “Part-Time Holiday Leave Calculator”
 - a. Such vacation pay will be added to the employee’s paycheck.

- b. Employees who are regularly scheduled to work on a holiday may work another day within the same week, to make up the difference in hours.
 - c. Substitutes and cleaning staff are not entitled to paid holidays.
2. The holiday schedule of the Regional Library and the Member Libraries may vary, based upon the operating schedule of each Member Library.
3. These provisions do not apply to Teachers' Retirement System retirees or those who have waived TRS, SHBP, Flexible Benefits.

G. Personal Days

1. In addition to annual leave, sick leave and holidays, after completing six months of employment, each employee working 30 hours per week or more are entitled to take three personal days and one day of leave for their birthday based on a proration of their budgeted hours scheduled throughout the fiscal year. At the end of the first six months of employment, this leave will be pro-rated to the first day of employment.
2. This provision does not apply to Teachers' Retirement System retirees or those who have waived TRS, SHBP, or Flexible Benefits.

H. Funeral Leave

1. Paid Funeral leave of up to three (3) working days will be granted to a regular full-time or regular part-time employee as a result of death in the immediate family (parents, step-parents, siblings, spouse, or children, including step-children living in the employee's household).
2. Funeral Leave for other than immediate family members must be taken from earned leave.
3. It is understood that time off is granted only when needed for funeral arrangements, memorial services, or activity related to the rituals of death. It is intended that the employee only use the time required, not that the employee will automatically receive three (3) full days.
4. If time off is requested and approved beyond the allowed Funeral Leave, it will be counted as annual leave days.

I. Jury Duty Policy

1. Any regular full-time employee who is required to serve on a jury or as a result of official library duties is required to appear before a court, legislative committee, or quasi-judicial body as a witness in response to a subpoena or other directive, shall be allowed authorized leave. Jury duty fees will not be deducted from the employees pay unless it creates an undue hardship on URRLS. Time away will not affect annual leave or sick leave accruals.
2. An employee who receives notice of jury duty or witness services must notify his/her supervisor immediately. URRLS may request that an employee who is called for jury service be excused if the absence would create a hardship on the operational effectiveness of URRLS.
3. Employees who appear in court as the plaintiff or the defendant in any action not related to their official duties shall not be paid for time away from work, unless the employee utilizes their annual leave, if applicable.
4. Employees are to return to work after jury duty, although no more than the regularly scheduled number of hours for both jury duty and work shall be required. If excused as a juror on any given day, the employee is expected to contact his/her supervisor and to report to work as instructed.
5. URRLS may require employees to supply documentation, not only of a subpoena for jury duty, but also a slip from the jury manager, verifying actual attendance at jury duty.

J. Family Medical Leave Act

1. Basic Leave Entitlement

- a. FMLA requires covered employers to provide up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons:
 - i. For incapacity due to pregnancy, prenatal medical care or child birth;
 - ii. To care for the employee's child after birth, or placement for adoption or foster care;
 - iii. To care for the employee's spouse, son or daughter, or parent, who has a serious health condition; or
 - iv. For a serious health condition that makes the employee unable to perform the employee's job.

- b. URRLS calculates FMLA leave based upon the Fiscal Year, rather than the Calendar Year.

2. Military Family Leave Entitlements

- a. Eligible employees whose spouse, son, daughter, or parent is on covered active duty status 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.
- b. FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered servicemember during a single 12-month period. A covered servicemember is
 - i. 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
 - ii. 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.
- c. The FMLA definitions of “serious injury or illness” for current servicemembers and veteran are distinct from the FMLA definition of “serious health condition.”

3. Benefits and Protections

- a. During FMLA leave, the employer must maintain the employee’s health coverage under any “group health plan” on the same terms as if the employee had continued to work. Upon return from FMLA leave, most employees must be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms.

- b. Use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an employee's leave.

4. Eligibility Requirements

- a. Employees are eligible if they have worked for a covered employer for at least 12 months, for 1,250 hours of service in the previous 12 months, and if at least 50 employees are employed by the employer within 75 miles.

5. Definition of Serious Health Condition

- a. 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.
- b. Subject to certain conditions, 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.

6. Use of Leave

- a. An employee does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced leave schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the employer's operations. Leave due to qualifying exigencies may also be taken on an intermittent basis.

7. Substitution of Paid Leave for Unpaid Leave

- a. URRLS requires employees to use accrued comp time and paid leave concurrent with FMLA leave after four weeks of consecutive leave time.

8. Employee Responsibilities

- a. Employees must 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 must provide notice as soon as practicable and generally must comply with an employer's normal call-in procedures.
- b. Employees must provide sufficient information for the employer to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions, the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Employees also must inform the employer if the requested leave is for a reason for which FMLA leave was previously taken or certified. Employees also may be required to provide a certification and periodic recertification supporting the need for leave.

9. Employer Responsibilities

- a. Covered employers must inform employees requesting leave whether they are eligible under FMLA. If they are, the notice must specify any additional information required as well as the employees' rights and responsibilities. If they are not eligible, the employer must provide a reason for the ineligibility.
- b. Covered employers must inform employees if leave will be designated as FMLA-protected and the amount of leave counted against the employee's leave entitlement. If the employer determines that the leave is not FMLA-protected, the employer must notify the employee.

10. Unlawful Acts by Employers

- a. FMLA makes it unlawful for any employer to:
 - i. Interfere with, restrain, or deny the exercise of any right provided under FMLA; and
 - ii. Discharge or discriminate against any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to FMLA.

11. Enforcement

- a. An employee may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against an employer.
- b. FMLA does not affect any Federal or State law prohibiting discrimination, or supersede any State or local law or collective bargaining agreement which provides greater family or medical leave rights.

VII. WORKERS' COMPENSATION BENEFITS

- A. An employee injured on the job has certain rights, benefits and responsibilities. URRLS, as an employer, also has obligations and responsibilities regarding all of its employees. It is the goal of URRLS to assist job-related injured workers in receiving immediate and quality medical care, to administer workers' compensation claims from the initial injury until the closing of the claim and to safely return lost-time employees to productive employment.
- B. All workplace injuries and accidents must be reported immediately to their direct supervisor.
- C. Except for emergencies (in which case the employee should seek immediate emergency treatment), if medical attention by a physician is needed, the employee must use one of the physicians specifically listed on the Workers' Compensation Notice posted by URRLS on the staff bulletin board.
- D. Any employee injured in an accident and intending to claim Workers Compensation must complete "Worker's Compensation Report of Injury."
- E. Failure to report an injury or to receive medical treatment from a physician on the posted panel may jeopardize payment of medical bills or other benefits under workers' compensation insurance.
- F. There will be no retaliation against an employee who files a Workers Compensation Claim in good faith.

VIII. MISCELLANEOUS EMPLOYEE POLICIES

- A. Mandatory Reporting of Child Abuse or Neglect
 1. Under Georgia law, any person employed by or volunteering at an organization, public or private, that provides care, treatment,

education, training, supervision, coaching, counseling, recreational programs, or shelter to children is a mandatory reporter of child neglect or abuse. O.C.G.A. § 19-7-5. Failure to do so could result in fines or imprisonment.

2. Because URRLS provides services to children, its employees are obligated under the mandatory reporting requirements of the law.
3. In the event that an employee suspects that a child is in immediate danger, the employee should notify local law enforcement.
4. In all other cases where abuse or neglect is suspected, the employee must complete the Mandated Reporter Incident Form, and immediately notify their Library Manager. The Library Manager is the designated reporter for their location and will report the incident to Child Protective Services.
5. If the employee is unable to reach their Library Manager, they are to immediately contact the Administrative Services Librarian. If both the Library Manager and the Administrative Services Librarian are unable to be contacted, the employee is to contact the Library Director.

B. References to Prospective Employers

1. It is URRLS policy to disclose, in response to a prospective employer's request for an employment reference, only the following information about current or former employees:
 - a. The dates of employment,
 - b. Description of the duties performed, and
 - c. Salary information.
2. It is the employees duty to notify, in writing, the Director, Administrative Services Librarian and the Library Manager (if applicable) that they object to URRLS releasing the information described above.
3. All requests for employment references shall be forwarded to the Director, the Administrative Services Librarian or the appropriate Library Manager.

C. Outside or Dual Employment

1. Employees are allowed to hold outside employment as long as it does not interfere with their job duties and responsibilities.

2. Employees are prohibited from engaging in outside employment activities while on the job or using URRLS time, supplies or equipment in the outside employment activities.
3. The Director may request employees to restrict outside employment if the quality of URRLS work diminishes.
4. Any employee who holds an interest in, or is employed by, any business doing business with URRLS must submit a written notice of these outside interests to the Director.

D. Forms

1. Forms referenced within this Manual shall be found within the Forms Manual and online at www.uncleremus.org.
2. Forms are subject to change pursuant to approval by the Director. Forms may be changed or altered without approval of the Regional Board.

URRLS PERSONNEL MANUAL

ACKNOWLEDGEMENT OF RECEIPT FORM

Please initial and sign the following in acknowledgment:

_____ I acknowledge that I have received a copy of the Uncle Remus Regional Library System Personnel Manual. I understand that it is my responsibility to read and comply with policies contained in the Manual as well as any revisions made to it. I also understand that if I need additional information, or if there is anything that I do not understand in the Manual, I should contact my immediate supervisor or the Administrative Services Librarian.

_____ I understand that this is an "At Will" employment agreement, which means employees enter into employment voluntarily and are free to resign at any time for any reason or no reason. Similarly, URRLS is free to terminate its relationship with any employee at any time for any reason or no reason. Nothing in URRLS' policies, actions, or this document shall be construed to create a contract of employment nor alter the "At Will" nature of the employee's status with URRLS.

_____ I understand that this Manual reflects policies, practices, and procedures in effect on the date of publication and that it supersedes any prior policy manual, handbook, work rules, benefits and practices of URRLS. I further understand that the rules, policies, benefits and practices referred to in the Manual are continually evaluated and may be modified, reduced or discontinued at any time by the Regional Board, in its judgment and discretion, with or without notice. I acknowledge that the Manual is available on the staff intranet and will be updated throughout the year and that it is my responsibility to be aware of and to adhere to the changes in policy as they occur.

Employee Signature _____ Date _____