

*****ATTACHMENTS*****

Minutes
Mead Public Library
Board of Trustees
January 28, 2016

A meeting of the Mead Public Library (MPL) Board of Trustees was held on Thursday, January 28th in The Loft. Present Board of Trustee members were Maeve Quinn, presiding, Chris Campe, Dave Hoffman, Dolcye Johnson, Henry Nelson, Kathie Norman, Kevin Anderson, Dirk Zylman, and Nancy Mannchen. Staff members present: Debbie DeAmico, Garrett Erickson, Diane Kallas, Lauren Richmond, and Melissa Prentice.

1. Opening of Meeting

- 1.1 Quinn called the meeting to order at 3:38 p.m. She determined there was a quorum present.
- 1.2 Quinn led the Pledge of Allegiance.
- 1.3 Quinn welcomed Kevin Anderson to the Board. Kevin was appointed in December 2015 and will be filling Martha Wortche's tenure. He will also be sitting on the HR committee.
- 1.4 Nelson **moved** to approve the minutes from December 17, 2015; Hoffman **seconded** the motion. Johnson brings up concerns about the accuracy of the minutes. Quinn will work with the office on making changes to correct and will bring them to the February meeting. Hoffman **moved** to table the approval of the December 17, 2015 minutes until the February meeting. Norman **seconded**. The motion **passed**.
- 1.5 Erickson reports that at a recent city staff meeting that the space needs assessment (requested by the building use committee) determined that the city hall needs a minimum of 24k square feet. Also, one of the properties still being discussed for relocating City Hall is the parking lot on west side of library, across the street from Trinity Church. The board discussed the potential for increased parking issues unless a parking structure were added to the plan.

2. Committee Reports

- 2.1 Finance Committee – Dirk Zylman, Chair. Report of 1/28/16 meeting
Zylman reported the Finance Committee discussed the following:

Friends of Mead Library donated a \$27,200 gift for new café furniture and programming. Deb Voss received a \$10,802 NEH grant for local history preservation and scanning opportunities for the community. Zylman **moved** to accept both gifts. Nelson **seconded**. The motion **passed**.

Committee also looked at the 850 account. Full year performance down .83%. The mid-year investment can account for the under-performance. Long-term belief is to out-perform previous years. Capital improvements will continue to be discussed and finalized.

- 2.2 Review and approve payment of expenditures (including payroll) and special revenues (including grants); receive monthly 2016 budget status report to date; report of gifts received

Zylman **moved** to approve payment of expenditures including payroll and recurring expenses. Nelson **seconded** the motion. The motion **carried**.

- 2.3 Human Resources-Henry Nelson, Chair. Report of 1/20/16 meeting
Committee discussed the 2016 holiday schedule as well as created an evaluation report for library director

3. Items for discussion and possible action

- 3.1 Approve 2016 Holiday Schedule

Erickson reports that the HR Committee agreed that a 3 day closure was more acceptable than a 4 day. The Monday following the holiday will work best with customer traffic flows that time of year. Melissa Prentice will work with staff on scheduling. Next month we will approve the city language into our policy.

Norman **moved** to approve proposed 2016 Holiday Schedule. Nelson **seconded**. The motion **carried**.

- 3.2 Motion to convene in closed session for the purpose of evaluating the performance of the library director under the exception set forth in Wisconsin State Statutes 19385 (1)(c) for considering employment, promotion, compensation, or performance evaluation data of any public employee over which the governmental body has jurisdiction or exercises responsibility
Nelson **moved** to convene in closed session. Mannchen **seconded**.

- 3.3 Roll call vote to go into closed session
None opposed. The motion **passed**.

- 3.4 Closed Session

- 3.5 Reconvene in open session
Hoffman **moved** to reconvene in open session. Mannchen **seconded**. The motion **passed**.

- 3.6 Possible action on library director performance appraisal
Quinn reports that in conclusion entire board is impressed with how the library director continues to perform exceptionally and has really brought forward

momentum and insight into the library. Nelson **moved** on behalf of entire board of trustees to gratify the evaluation of Garrett Erickson put forth January 2016. Norman **seconded**. The motion passed.

Zylman **moved** to increase compensation (to a set amount) based on staff surveys, plus an additional week of vacation. Johnson **seconded**. The motion **passed**.

4. Director's Report – Garrett Erickson

- 4.1 Update on website redesign
Working on not only updating library website but creating a separate foundation website as well. Only a few weeks away from completion.
- 4.2 Update on programming
Prentice reports that the Cheeseheads documentary will be Sunday, January 31st and has been heavily promoted. The cribbage tournament had a large turnout—50 participants. 3-D printing is gaining momentum. Looking ahead—Sheboygan Connects April 16th and summer library programming being finalized soon.
- 4.3 December statistics
Year-end will be turned into DPI. Total adult circulation is down. Suggestions to increase traffic is a good strategy planning opportunity.

5. Liaison Reports

- 5.1 Eastern Shores Library System (ESLS) – Henry Nelson
New board members Karen Dredge and Tom Doane from Ozaukee County and Jane Dederling and Tom Bigler from Sheboygan County. Jim Huges from Sheboygan County is the new President, Nancy Szatkowski from Ozaukee County is the new vice-president and Wendy Schobert from Sheboygan County is the new Treasurer.
The 2015 Annual report was presented and approved.
On Tuesday, January 25 the Mid-Wisconsin Federated Library System Board met and voted unanimously to work with ESLS towards a merger. The merger must be complete by June 30th.
Paula announced her retirement will be on June 6th.
- 5.2 Mead Public Library Foundation – Kathie Norman/Maeve Quinn
No December meeting but met in January. Yuletide Reception was a success. Looked at 2016 wish list for staff priorities. In the process of nominating new trustees.
- 5.3 Friends of Mead Public Library – Lauren Richmond
-Annual Meeting date set for Saturday, April 23rd at 1:30pm in the Loft. Garrett will be presenting "What's New at Mead".

6. Upcoming Meetings

6.1 Library Board - Finance Committee (2/25/16 @TBD)

6.2 Board of Trustees (2/25/16 @3:45)

7. Adjourn

7.1 Norman **moved** to adjourn the meeting; Hoffman **seconded** the motion. The motion **passed**. Quinn concluded the meeting at 6:12 p.m.

Minutes
Mead Public Library
Board of Trustees
December 17, 2015

A meeting of the Mead Public Library (MPL) Board of Trustees was held on Thursday, December 17th in The Loft. Present Board of Trustee members were Maeve Quinn, presiding, Chris Campe, Dave Hoffman, Dolcye Johnson, Henry Nelson, Kathie Norman and Dirk Zylman. Unable to attend was Nancy Mannchen. Staff members present: Debbie DeAmico, Garrett Erickson, Diane Kallas, Lauren Richmond, Chase Devrou and Melissa Prentice. Mayor Vandersteen was also in attendance.

1. Opening of Meeting

- 1.1 Quinn called the meeting for order at 3:47 p.m. She determined there was a quorum present.
- 1.2 Quinn led the Pledge of Allegiance.
- 1.3 There were no public comments at this meeting.
- 1.4 Zylman **moved** to approve the minutes from November 19, 2015; Johnson **seconded** the motion. The motion **passed.**
- 1.5 Correspondence, Announcements, and Common Council Reports
 - Mayor Vandenstein gave updates to numerous development projects that will continue to bring life and economy to the city including a new housing property on 8th street, a new processing plant for Old Wisconsin Sausage and a newly proposed site to house art objects.
 - Quinn reports that the next Building Use Committee meeting has not been set.
- 1.6 Introduction of new staff
 - Erickson welcomes Lauren Richmond as the new Administrative Assistant and Volunteer Coordinator and Chase Devrou as the new IT Specialist
- 1.7 Adopt Resolution in honor of the service of Darryl Carlson as a Mead Public Library Trustee and library liaison to the Sheboygan Common Council. Nelson **moved** to approve the resolution. Gorman **seconded** the motion. The motion is **passed.**

2. Committee Reports

- 2.1 Finance Committee – Dirk Zylman, Chair. Report of 12/17/15 meeting
 - Zylman reported the Finance Committee discussed the following:
 - Ending the year in solid shape, net revenues expected.

- Peer comparison will be looked into. The data will be helpful in making future decisions.
- Committee will be bring to the Board in January/February recommendations for future priorities.

- 2.2 Review and approve payment of expenditures (including payroll) and special revenues (including grants); receive monthly 2015 budget status report to date; report of gifts received
Zylman **moved** to approve payment of expenditures including payroll and recurring expenses. Johnson **seconded** the motion. The motion **carried**.

3. Items for discussion and possible action

- 3.1 Discussion and possible action to give direction to library director when discussing possible merger between Eastern Shores Library System and Mid-Wisconsin Library System
-Erickson reports that there are concerns with the possible merger in the form of loss of governance share, increased payment and less protection of library collection. There is no gain in the merge but definite loss. Mead would remain the largest library in the system, with the highest amount of net lending. Mead would lose votes but remain at a high payment structure. Discussion amongst full board is the consensus that unless there is a clear gain from this merger, future discussion about leaving the system will need to take place. The following motion is made:
Johnson **moved** to direct Library Director Garrett Erickson and Board of Trustee ESLS Liaison Henry Nelson to share that the Mead Public Library is not in favor of the Mid-Wisconsin proposal due to concerns of governance, payment structure, and concerns regarding the circulation of our collection. Hoffman **seconded**.
Quinn **moved** a friendly amendment to add "at this time"(the Mead Public Library is not in favor of the Mid-Wisconsin proposal *at this time* due to concerns of governance, payment structure, and concerns regarding the circulation of our collection). Zylman **seconded** the friendly amendment. The friendly amendment passed 6-1. After further discussion the original motion with the friendly amendment addition **passed** 6-1.
- 3.2 Discussion of library director evaluation process
-Policy in place to evaluate January or February. Evaluation form will be sent out via email and will need to be submitted to Henry by January 15th at which time he will gather data and present to the HR Committee.
- 3.3 Approve 2016 Holiday Schedule
-We are currently following City schedule, but every seven years this will result in giving staff 4 consecutive days off. Gorman and Zylman agree that we are a service organization and that four days is too many to be closed. DeAmico says

there are alternatives but will take some internal work to organize. Tabled for January with a new suggested calendar to be discussed.

4. Director's Report – Garrett Erickson

- 4.1 Update on library security
 - Have been experiencing some problems in staff areas. Public stairwell and elevator access to basement now locked. Looking into keyfobs for a more permanent solution moving forward. Increase in teen area problems as well, new procedures and tougher penalties needed. Outside hostility is being addressed as well. PIT Crew looking into solutions.
- 4.2 Update on first and second floor modifications
 - Second floor magazines and newspapers have been moved to the center to make room for the maker-space, new outlets being installed for new equipment. Stoplight signs up to designate noise levels in the hopes of eliminating those issues.
- 4.3 Update on website redesign
 - Link to the beta-page now available. Site is 90% finished.
- 4.4 Update on programming
 - Prentice reports that after school programming has had record attendance. 3-D printing is getting popular as well. Cheesehead documentary screening being held January 31st.
- 4.5 November statistics
 - No comments.

5. Liaison Reports

- 5.1 Eastern Shores Library System (ESLS) – Henry Nelson
 - Four trustees were honored for their service. Seven points identified as a set of negotiating parameters that would make a merger feasible. \$5-12,000 to be captured from the sale at the existing bookmobile.
- 5.2 Mead Public Library Foundation – Kathie Norman/Maeve Quinn
 - No December meeting. Yuletide Reception a large success with the help of the Friends. Makerspace highlighted at the event was also a nice addition to the event.
- 5.3 Friends of Mead Public Library – Lauren Richmond
 - New furniture for the Cafe to be ordered as soon as final design is approved. Friends have decided to move book sales to June and October to help with staffing and conflicts.

6. Upcoming Meetings

- 6.1 Library Board - Finance Committee (1/28/16 @TBD)
- 6.2 Board of Trustees (1/28/16 @3:45)

7. Adjourn

- 7.1 Nelson **moved** to adjourn the meeting; Hoffman **seconded** the motion. The motion **passed**. Quinn concluded the meeting at 5:34 p.m.

Language from updated City Handbook

(Rev. 1/1/16) pp. 17

SECTION III: HOLIDAYS, AND LEAVE OF ABSENCE

21. Holidays

The City recognizes the following paid holidays for its employees:

New Year's Day	Thanksgiving Day
Good Friday (Friday before Easter)	Day after Thanksgiving
Memorial Day	Christmas Eve Day
Independence Day	Christmas Day
Labor Day	New Years Eve Day

For those on a Monday – Friday work schedule, when a scheduled holiday that falls on Saturday it will generally be observed on the previous Friday, if the department is closed on the holiday. A holiday that falls on Sunday will generally be observed the following Monday. The City retains the right to schedule holiday observance which best suits its operations schedule.

Title: Library Holidays

Chapter: Personnel

Approved By: Library Board of Trustees

Document Type: Policy

Document Number: 15.28

Original Effective Date:

Date of Last Revision: 12/18/2014

Library Holidays

- a) The Board approves the following paid holidays as part of Paid Time Off (PTO):
- New Year's Day
 - Friday before Easter
 - Memorial Day
 - Independence Day
 - Labor Day
 - Thanksgiving Day
 - Day after Thanksgiving
 - Christmas Eve Day
 - Christmas Day
 - New Year's Eve Day
- b) Eligibility: Full-time and some part-time employees are eligible for paid holiday time. Part-time employees whose full-time equivalency is at least 0.5 are eligible for holiday pay. Temporary employees are not eligible for paid holiday time.
- c) Full-time Employees: Full day holidays shall be considered as 8 hours time.
- d) Part-time Employees: Full day holidays shall be considered as 8 hours time multiplied by the employee's full time equivalent.
- e) New Hires: New full-time and part-time employees are eligible for paid holidays as prescribed above occurring after their hire date.
- f) Employees shall receive their regular compensation on holidays. Employees eligible for overtime who are required to work on holidays shall receive overtime compensation at 2.0 times the hourly rate of pay.
- g) When any holiday falls on Sunday, the following Monday will usually be observed as the holiday. However the Library Board retains the right to schedule holiday observance at a time which best suits public service considerations.
- h) Employees of non-Christian faiths shall be granted time off to observe their holy days. Such time may be charged to Paid Time Off (PTO) or made up as mutually agreed by the employee and the supervisor.

- i) Employees forfeit holiday pay if they incur unexcused absences on their regular workday either preceding or following such holiday.

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STAFF HANDBOOK

To be reviewed on or before December 31, 2014

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Revisions/Additions

Date:

February 28, 2011

Section(s):

7.3 Problem Resolution/Grievance Procedure

Mead Public Library

Staff Handbook

(Addendum to City of Sheboygan Employee Handbook)

The Mead Public Library staff are employed by the City of Sheboygan and must follow the same employment rules and guidelines as any other City employee. The City of Sheboygan's division of the Mead Public Library due to the nature of its business has additional guidelines for City employees who are employed under the Mead Public Library. Following is the additional employment guidelines, and rules for the Mead Public Library.

1. INTRODUCTION

The Mead Public Library Staff Handbook (also referred to as the Handbook) is intended for your guidance in the performance of your work. It supplements the Bylaws and Policy Statements of the Mead Public Library Board (also referred to as the Policy Statements or policies). This document is not intended to have the force of policy. Should discrepancies occur between the two documents the Policy Statements prevail. Suggestions for additional topics to be covered in the Handbook, or for the elaboration of those that may not be covered adequately, may be made to the Library Director.

This document replaces the ~~06/01~~ 12/31/2014 edition of the Mead Public Library Staff Handbook. It may be revised from time to time via distribution or online posting of replacement or supplementary pages. It is offered for the convenience of staff members and should in no way be considered or applied as a contractual agreement.

1.1 THE LIBRARY'S MISSION, VISION AND ROLES

1.1.1 The mission and vision of the Library as adopted by the Board is as follows:

~~The Mead Public Library provides collections and services designed to meet the educational and recreational needs of City of Sheboygan residents regardless of their age or formal schooling.~~ Mission: The Mead Public Library provides quality services, resources and lifelong learning opportunities to meet the needs and interest of our diverse community

Vision: Enrich, Educate, connect, Create, Inspire

The Library is a community information and cultural center. It provides the means through which City of Sheboygan residents may have free access to the thinking on all sides of all ideas. It provides access in a range of formats to fine works of literature, other works in the arts and sciences, and works reflective of the popular culture.

Could this be a new employee Orientation item?

1.1.2 Library Board Planning System

The roles of the Library as selected by the Board in concert with its mission are:

Primary roles –

- Popular Materials Center
- Reference Library

Secondary roles –

- Community Activities Center
- Formal Education Support Center.

The Library Board uses a planning system that includes Strategic Directions established for a period of 5 years and Annual Initiatives that guide staff efforts and activities.

1.1.3 "Library Bill of Rights" and "The Freedom to Read" –

The Library Board has included both the "Library Bill of Rights" and "The Freedom to Read" in its Bylaws and Policy Statements. These documents, which are endorsed by the American Library Association, address issues of intellectual freedom which are considered to be fundamental to the provision of effective public library service. The "Open Shelf Statement" in the Policy Statements also discusses the Library's approach to materials and resources which some members of the community (or of the staff) may consider controversial.

In the course of your employment at the Library while fulfilling the duties of your position, it is of paramount importance that you recognize the Library's responsibility to both maintain and present its collection and services in a manner supportive of intellectual freedom and open access to information.

The "Library Bill of Rights" and the "Freedom to Read Statement" are reproduced in full in the Appendix of the Bylaws and Policy Statements of the Mead Public Library Board.

1.2 GOVERNANCE OF THE LIBRARY

1.2.1 Department of the City – The Library is a department of the City of Sheboygan governed by a semi-autonomous Library Board per Wisconsin statutes and City ordinances. The Mayor and Common Council review and approve the annual appropriation to the Library Fund and establish the related tax levy. The Mayor appoints and the Council confirms Library Board members. The Council approves new buildings or building additions, and authorizes the Library's participation in a library system (Eastern Shores Library System).

1.2.2 Library Board – The Library Board is responsible for establishing and maintaining Library policies, and hiring a Library Director (**Director**) to carry out these policies. (For a complete review of Library policy see the Bylaws and Policy Statements of the Mead Public Library Board.) All of these policies must comply with Wisconsin State Statutes (in particular Chapter 43) and all applicable City of Sheboygan ordinances. The Board has complete control over all funds and property received for Library purposes, regardless of the source. It consists of ten members including a representative of the Sheboygan Area School District, of the Common Council and of the Sheboygan County Board. It annually elects a president and vice-president; the roles of executive officer and secretary are filled by the Library Director. The President may annually appoint a finance officer. The Board meets regularly on the fourth Thursday of each month. In addition, it may hold special meetings at other times.

1.2.3 Library Management – The Library Board hires and authorizes a Director to carry out its policies and to provide for the administration of the entire Library operation. The Library ~~Service~~ Managers and **Administrative Services staff** reports to the Director and are responsible for the daily operations of assigned service areas; other staff members are responsible to the Library ~~Service~~ Managers or supervisor(s).

1.3 BRIEF HISTORY OF THE LIBRARY – The "Sheboygan Public Library" was established by the Sheboygan Common Council on February 15, 1897. It formally opened on November 4, 1897, in the Foeste building on 8th Street (now 522 South 8th Street). A bequest of \$20,000 to the city from James H. Mead (who died in 1891) provided impetus to establish the Library, but the funds were not used at that time. On January 30, 1904, the Library moved into a new building located at 7th Street and New York Avenue, funded by \$35,000 from the Andrew Carnegie Foundation and \$4,500 from the city for operations. (This was one of 1,679 public libraries built in this country with

Carnegie funds – a donation of over \$40 million, spanning 1889 to the mid 1920's.)

In 1939, Mead's original bequest, now totaling over \$100,000, was finally released to the Library after a long court case, and a \$64,000 addition was put on the building. The name was changed at that time to the "Mead Public Library." The Library moved to its present facility in November 1974. The building was renovated and enlarged in 1997, the Library's Centennial year, with funding provided by the City of Sheboygan and private contributions raised by the Mead Public Library Foundation.

1.4 RELATED ORGANIZATIONS

1.4.1 Friends of Mead Public Library – The Friends of Mead Public Library is a non-profit, tax-exempt membership organization open to all which was founded in 1972. It provides funding and volunteer support for needed materials, equipment, and services as a supplement to City of Sheboygan appropriations to the Library Fund. A Mead Public Library staff member serves as liaison to the Friends Board of Directors. The Library Director is an ex officio, non-voting member of the Board. The annual meeting and election of officers is held each year in April.

1.4.2 Mead Public Library Foundation, Inc. – The Library Foundation was incorporated in 1989 to continue the strong history of private support which the Mead Library has received since its founding in 1897. The Foundation is a 501 (c) (3) organization established to benefit the community by raising, managing and distributing funds to enhance the services, facilities, and collections of the Library and to increase public awareness of Library needs and services. The Foundation conducts its business via monthly meetings held at Mead Library. The Library Director is a Foundation director. At least one but no more than two Mead Board members also serve as Foundation directors. One member of the Friends of Mead Public Library Board serves as a Foundation director. The Foundation elects its officers and directors at its annual meeting in January.

1.4.3 Eastern Shores Library System (ESLS) – The Eastern Shores Library System is one of the seventeen library systems in Wisconsin created to provide library service to all residents of the state. The ESLS consists of the thirteen public libraries in Ozaukee and Sheboygan counties, with Mead Public Library serving as its resource library. The other libraries in Sheboygan County are Cedar Grove, Elkhart Lake, Kohler, Oostburg, Plymouth, Lakeview Community (Random Lake), and Sheboygan Falls Memorial. Those in

Ozaukee County are Cedarburg, Oscar Grady (Saukville), U.S.S. Liberty Memorial (Grafton), W.J. Niederkorn (Port Washington), and F.L. Weyenberg (Mequon-Thiensville). ESLS offers Bookmobile Service in portions of Sheboygan and Ozaukee counties via contract with those counties.

ESLS establishes programs that support resident access to the resources of all its member libraries. Reciprocal borrowing agreements between ESLS and other library systems also provide ESLS residents with access to most of the other public libraries in the state.

The ESLS is governed by a fifteen member Board of Trustees appointed by the two County Board chairmen. By Wisconsin statutes, one member is appointed from the board of the resource library (Mead Public Library). The System Board hires a Director to carry out its policies.

2. PUBLIC SERVICE

Could this become part of the Employee Orientation packet vs. Employee Handbook and just use the City of Sheboygan Handbook Page 5, 1. Probation/At-Will Employment letter c).

2.1 CUSTOMER SERVICE ORIENTATION – Every person who uses the Library deserves respectful, courteous, and above all, friendly treatment. If you are friendly and polite – whether answering a reference question, checking out books, locating materials, or hearing a complaint – you will be well along the road to providing good service, doing your job well, and eliminating many future problems. To perform your work satisfactorily, you must be completely familiar with the nature of the Library. The Mead Public Library is a service institution. The only reason it exists, and the only reason people are employed by the Library, is to provide service to the people of Sheboygan. These residents pay tax revenues directly or indirectly for access to high quality library service which they are entitled to receive in a friendly and effective manner. The service the Library provides is described, in general terms, in its mission and role statements. It is further detailed in this Handbook, staff procedural documents, and public information publications.

In order to provide service of superior quality, the Library must have staff members who perform in a superior manner the work assigned to them, and who have a desire to increase their proficiency and capability in performing their work.

2.1.1 Greeting the Customer – Greet each person promptly with a friendly smile and one of the phrases developed for successful customer service interactions. If you are busy with another customer, either in person or on the phone, acknowledge the new customer with a smile and, if possible, promise your attention as soon as you are free. Consider referring the customer to another staff member who can provide immediate assistance.

2.1.2 Handling Requests – Show interest in customer requests and treat every request as important. Show that you want people to receive a complete and satisfactory response. Give them your complete attention while listening to their requests. This indicates that you are making your best effort to serve them. Use eye contact, your tone of voice and your body language to show openness, interest, and responsiveness to customer needs. When answering a request over the phone, a smile on your face will show in your voice.

2.1.3 Service Objectives – In all cases you want to serve the public graciously. Service to customers takes precedence

over all other Library tasks. Focus your attention on the person you are serving. This service is not something you fit into the spare minutes that come in between book ordering, materials processing, and other clerical matters – it is the reason we are here. There are no non-emergency duties that cannot be interrupted to provide service to a customer.

1. Our first objective is to provide the requested service in such a way that people leave the Library with the information or materials asked for, satisfied and content with the service they have received.
2. If we cannot achieve the first objective, our second is that if customers leave the Library with less than they ask for, they leave content with the knowledge that everything possible is being done to complete the service for them and that we have a deep interest in doing so.
3. If we cannot achieve either the first or the second objective, our final objective is that if people leave the Library without having their requests filled in any way, they are satisfied that there is a good reason why their requests have not been filled.

2.1.4 No Discrimination – You should treat all customers with equal respect – whether young or old, male or female, well-dressed or bizarrely-outfitted. There is no room for discrimination in customer service. Each person deserves respect and attention as staff members use their discretion in providing the most appropriate service available for each individual request.

2.1.5 Dissatisfied Customers – You should deal with a dissatisfied customer as discreetly as possible while remaining in a public service area. Always remember that a lack of civility on the part of a customer is never an excuse for less civility on your part. However, you are not required to submit yourself or others to profanity, harassment, or inappropriate physical contact. Your responses to customers should be prompt, friendly, interested, and fair (as outlined in this and the previous section). Remember to alert customers to the availability of Customer Survey Forms. These are available at each public service desk and, when submitted, are reviewed by the Director. (Also see below for "Request for Reevaluation" form.) If appropriate, refer the customer to your supervisor immediately.

If you feel that a customer's complaint is unwarranted, your best course of action is to stay calm and make a complete written record of what happened. Report the incident to your

supervisor, who may in turn report it to the Administrative Office.

2.1.6 Requests for Reevaluation of Library Materials –

Opinions may differ concerning the usefulness and merit of items selected for inclusion in the Library's collection or provided in other ways for public use. Therefore the Bylaws and Policy Statements of the Mead Public Library Board provides that customers may request the reevaluation of items by completing and submitting a "Request for Reevaluation" form. These forms are available only from Library Service Managers and members of the administrative staff. It is important for you to keep in mind that the Board has included both the "Library Bill of Rights" and "The Freedom to Read" in its policies. (See also Section 1.1.3.)

You should also bear in mind that not everyone who comments negatively regarding an item in the Library's collection intends to request its reevaluation. Most often people simply want to share their opinion (positive or negative) regarding Library items which they have used. If you think a person's concerns go beyond this level it is usually best to suggest that they submit a Customer Survey Form describing their concerns.

2.1.7 Americans with Disabilities Act (ADA) Compliance – It is the Library's intent to provide the full range of its services to all customers, including those with disabilities who may require special accommodation. We encourage people wishing to use the Library and its services to let staff members know if they require special assistance. If you are not able to meet the needs of a member of the public, please refer them to a Library Service Manager who can discuss their special needs with them.

Members of the public who have a disability and who are dissatisfied with the Library's ability to provide them with service should be referred to a Library Service Manager or to the Director.

2.2 CONFIDENTIALITY OF PUBLIC LIBRARY RECORDS –

State statute 43.30 provides that information contained in Library records concerning an individual's use of materials or services shall not be disclosed to anyone other than that individual, to persons authorized by that individual, to the parent/guardian of a child under 16 years old, or to those library personnel who have a need for that information in performance of library duties, except by order of a court of law or by National Security Letter. In addition, public libraries are authorized to share recorded video images with

law enforcement officials in order to obtain assistance regarding illegal activities occurring on library property. The one exception to the Policy Statements is that library staff may cooperate with police by providing security images or other records if a life is in imminent danger.

All other information about customers also should be held in strict confidentiality. It is unethical to discuss our official customer contacts unless necessary for the provision of library service to that person, or for conducting legitimate Library business.

The library is obligated to dispose of records that contain personal information about library customers in a manner that reasonably assures the maintenance of confidentiality.

2.3 PUBLIC SERVICE RULES – Rules, if they are applied evenly and judiciously and with common sense, ensure that all customers are treated fairly. The Library has many rules and practices (both written and unwritten) that have been put in place to ensure uniform service and a fair and reasonable response to customer requests. It is your responsibility to learn what rules and practices are in use in your service area(s) and to apply these judiciously in your contacts with Library customers.

2.3.1 Where to Find Rules – Many of the rules and guidelines that govern our everyday work can be found in procedure manuals available in your service area. Others may not be written down anywhere, but are a matter of common practice. You should keep up-to-date in reading procedure manuals and use observation and common sense in learning and applying the unwritten rules. If you are unfamiliar with a rule governing a specific situation check the appropriate manual, consult another staff member, or ask your supervisor.

2.3.2 Rules Can Be Flexible – Sometimes rules will impose an undue hardship on a particular individual; for example, a person may be temporarily disabled and unable to return materials on time. In such cases judicious restraint should be used in applying Library rules. But we must avoid allowing an individual to take advantage of us and other people who use the Library by continually pleading hardship or special privilege whenever using the Library.

2.3.3 Rules Can Be Changed – Rules and procedures can, and should, be changed if they cease to serve their ultimate purpose. If you feel that any rule or procedure does not promote the fairest use of the Library by the most people, you should discuss it with your supervisor or Library Service Manager or submit a Staff Comment form (these forms

are available in the hallway as you come in the employee entrance ~~outside the door to the Staff Room~~). If warranted, your supervisor will make the appropriate changes or discuss the matter with the Director.

2.4. THE ATMOSPHERE OF THE LIBRARY

2.4.1 Staff – We strive to maintain an atmosphere in the Library that is conducive to selecting, reading, and studying books and other resources. This includes keeping any noisy or disruptive Library tasks out of the public service areas whenever practical. For example, all conversations and activities in public areas should be carried on in a subdued manner. This includes conversations between staff members, between staff and customers, and telephone conversations. Conversations between staff members in public areas should be limited to Library business and should be kept short and to-the-point. Confidential Library matters should not be discussed in public areas.

2.4.2 Public Code of Conduct – While in the Library, customers should conduct themselves in a manner conducive to the effective provision of library service to themselves and others. To this end the Library Board has adopted a Code of Conduct which it may revise from time to time. (See Bylaws and Policy Statements of the Mead Public Library Board.) Members of the public who fail to abide by the Code should be apprised of its content and required to leave the building if they then fail to comply.

It is up to you to enforce this code (with the assistance of Sheboygan Police Department officers if necessary). The code is on signs and flyers in the public areas. The flyers can be presented to any member of the public needing a reminder of appropriate Library conduct.

3. MONEY MATTERS

City handbook Section II – Policies item #4) & #16), #9) – the rest could be the new employee orientation items.

3.1 PAY PERIOD – The pay period is every two weeks beginning on a Sunday and ending on a Saturday, with payday on the Friday preceding the end of the pay period. (See “Method of Payment” below on how to receive your pay.)

3.2 PAYROLL – You are paid on a two-week “hold out” basis.

3.2.1 Hold Out – The two-week hold out method is used for all staff members. Staff are paid for the time recorded on their time cards two weeks after the end of the pay period.

3.3 METHOD OF PAYMENT – You receive your salary or wage by direct deposit to a designated financial institution. (Forms for direct deposit authorization are available in the Administrative Office. It may take two pay cycles for direct deposit to become effective.) Pick up your pay check or direct deposit receipt on payday in the department where you work. If you can’t pick it up that day, your pay check or direct deposit receipt may be mailed to you. It may be picked up by a family member if previously arranged with your supervisor or the Administrative Office staff. The amount of pay and the various deductions are recorded on the pay check stub or direct deposit receipt. Always verify the accuracy of your pay information and report any discrepancy to Administrative Office personnel as soon as possible.

3.3.1 Credit Union Payroll Deductions – The Sheboygan Area Credit Union (SACU) is the only credit union authorized by City Council to receive direct payroll deductions. You make arrangements through the SACU for these automatic deductions. Other financial service institutions may provide account management services for you following receipt of your direct deposit from the City. Please consult a representative of your financial service institution regarding available services, e.g. automatic transfer from checking account to savings account, etc.

3.4 TAX AND EMPLOYMENT FORMS – You are required by law to complete a Federal Withholding Tax form (W-4), a State of Wisconsin Withholding Tax form (WT-4), and a Federal Employee Eligibility Verification Form (I-9) when you are hired. Any changes in your marital status, claimed dependents, or amount of withholding tax are made by completing a new form.

Staff members under the age of 18 are required to obtain work permits per Wisconsin law. Contact Administrative

Office staff for information regarding work permit procedures and forms. The Library cannot issue wage/salary payment to you until all the employment information and forms you are required to submit are complete.

The W-2 form, which is necessary to file your annual state and federal income tax reports, is issued to you by the Library in January of the subsequent tax year.

3.5 DEFERRED COMPENSATION – You have the option of making payroll-deducted tax deferred payments toward a personal retirement fund. Information about plans currently available through the City as a payroll deduction is available in the Administrative Office. Related forms, along with brochures sources for more information, are also available in the Administrative Office.

3.6 OTHER FORMS – Depending on the terms of employment, you also may need to complete health insurance, life insurance, flexible spending account, and Wisconsin Retirement System forms. Eligible employees are informed of participation procedures but please feel free to check with your supervisor for information regarding eligibility criteria. The Bylaws and Policy Statements of the Mead Public Library Board may also include information that will address your questions regarding eligibility. All employees who use their personal vehicles for the conduct of Library business must provide current copies of their driver's license and automobile insurance coverage to the Administrative Office whether or not they plan to request mileage reimbursement.

3.7 EXPENSE REIMBURSEMENT – You can receive reimbursement as well as advance funding for some Library-related expenses. These include attending meetings or workshops or use of your own vehicle for Library purposes. All funding and reimbursements must be approved by your supervisor, the Business Manager, or the Director. Mileage reimbursement is available only to those staff members who have submitted documentation of current personal automobile insurance coverage and driver's license to the Administrative Office prior to using their vehicle for the purpose for which they are requesting mileage reimbursement.

Fill out a travel expense form which is available in the Administrative Office. Advance funding is available and should be requested at least five weeks prior to your need. Reimbursement is made on the next bill paying date following receipt of the form. Submit all advance and reimbursement request forms to the Business Manager, who administers the Library's continuing education/staff training programs.

3.8 PERSONAL CHECKS – You may cash personal checks in the Circulation Department or in the Administrative Office if adequate cash is on hand. You also may pay for staff purchases by personal check. If you should have a check bounce, you permanently lose these privileges.

4. WORK PERFORMANCE & HOURS

4.1 Could be an employee orientation item and/or a handout.

4.1 PUBLIC SERVICE HOURS – The hours that the Library is open to the public are determined by the Board. (See Bylaws and Policy Statements of the Mead Public Library Board.) In addition to these hours, the Library's Rocca Meeting Room and Lobby may be opened for special Library programs on evenings or days when the rest of the building remains closed.

Winter Hours (Labor Day to Memorial Day)

Monday through Thursday – 9:00 a.m. to 8:00 p.m.

Friday and Saturday – 9:00 a.m. to 5:00 p.m.

Summer Hours (Memorial Day to Labor Day)

Monday and Wednesday – 9:00 a.m. to 8:00 p.m.

Tuesday, Thursday, and Friday – 9:00 a.m. to 5:00 p.m.

Saturday – 9:00 a.m. to 1:00 p.m.

Sunday Hours (October through April)

1:00 to 5:00 p.m.

These hours are posted just outside the Library's public entrance and information about the Library's hours is available via the Library's automated attendant telephone system and website.

City of Sheboygan - Section I Item #4) page 5 item e – Conditions of Employment (some of the below could be an orientation item)

4.2 YOUR SCHEDULE AND PERFORMANCE – You are assigned to a specific service area with specific groups of tasks and hours. These are subject to change based on the needs of the Library.

Your work performance is formally evaluated at specified intervals in order to provide a scheduled opportunity for discussion and consultation between you and your supervisor. Satisfactory performance as determined through this performance appraisal process is a condition of continued employment at the Library. Performance appraisals are also used to determine merit pay increases, promotions for eligible employees, and other employment actions.

Your schedule of working hours is determined by your supervisor and depends on the needs of your service area. The standard full-time workday shifts are 8 a.m. to 5 p.m., and 11 a.m. to 8 p.m., with exceptions in some service areas due to the nature of their functions (e.g., Building Services, Technical Services, and Administrative Services). Supervisors of public service areas may require some staff members to stay after closing time

to ensure that customers are served and that all members of the public have left the building.

More information related to the items discussed below is available in the *Bylaws and Policy Statements of the Mead Public Library Board*.

City of Sheboygan handbook – Section I – Conditions of Employment #7 – page 6 item #h)

4.2.1 Promptness – You are expected to be in your service area, ready to begin work at the time you have been scheduled to start.

City of Sheboygan handbook – Section I – Conditions of Employment #5 – (pg. 5 item f)

4.2.2 Flextime – The hour between 8 a.m. and 9 a.m. has been designated as a flexible starting time. If you are scheduled to start work at 8 a.m., you may come in anytime within that hour if you have your supervisor's approval. The difference in time is made up during your lunch hour or at the end of your schedule that same day; the make-up time is scheduled with and reported to your supervisor.

Other non-standard work schedules may also be discussed with your supervisor for consideration. Approval is contingent on the needs of your service area. This can be kept as an addendum, if this option is still available, right now I think it is very flexible on the employee's decision to come in between 8:00 – 9:00 am.

Hourly staff members are required to punch in/out on the time clock for lunch and dinner hours for record keeping and reporting purposes. There is no longer a time clock, is this an option in Munis employee payroll self-serve and should be worded as such?

4.2.3 Split Shifts – You may be scheduled to work a split shift on a regular basis or emergency basis, according to the needs of your service area.

City of Sheboygan handbook Section 1 – Condition of Employment #5 & #6 – (pg. 6 item #g – pg 5 item f)

4.2.4 Compensatory Time and Overtime – Hourly staff members who work more than their usually scheduled workday may receive compensatory time off at straight-time in lieu of pay for the extra hours. "Comp" time authorized in relation to extra hours worked for a total of less than 40 hours or exactly 40 hours per work-week should be taken as soon as possible, preferably during that same work-week. "Comp" time authorized in relation to hours worked which would result in a total of more than 40 hours worked per week must be taken prior to the end of that work-

week. When "comp" time is taken depends on the scheduling needs of your service area, and must be approved by your supervisor. All schedule adjustments must be pre-authorized by your supervisor.

Hourly staff members whose positions are non-exempt from the Fair Labor Standards Act (FLSA) overtime compensation requirement are compensated at 1 1/2 times the standard wage rate for hours worked over the standard 40 per work week. Alternatively, they may receive time off at 1 1/2 times congruent with the needs of their service group as determined by the supervisor. Overtime hours (hours over 40 per work week) must be pre-authorized by your supervisor.

Salaried/exempt employees are expected to work as needed in order to accomplish their duties in a timely manner. This is generally 40 hours/week. Salaried employees are considered to be exempt from the Fair Labor Standards Act (FLSA) overtime compensation requirement. Thus there is no comp time or overtime for salaried employees – hours worked over 40/week are neither recorded nor compensated.

Salaried/exempt employees who work more than 40 hours/week may vary their work schedules with the agreement of their supervisors in order to take some time off. This time off is best taken in partial days rather than full days. The Library maintains no records of hours worked by salaried/exempt employees above 40 hours/week or of time off taken in recognition of "extra" hours worked.

City of Sheboygan Handbook - Section II-Policies Item #2 - pages 8-10.

4.2.5 PTO Vacation Requests – ~~Some~~ Staff members who are eligible for paid vacations ~~should~~. ~~Vacations are~~ scheduled around the needs of your service area as determined by your supervisor. Vacation requests are made by ~~filling out a "Request for Time Off" form and submitting it to your supervisor for consideration.~~ Entering a request in the City of Sheboygan Munis self service system to your supervisor/manager. Your supervisor/manager will approve or deny the request via the Munis system. ~~and, ordinarily, no later than the last week of the month preceding the vacation dates. Some service areas may have additional requirements based on their needs. Check with your supervisor on this.~~ ~~entering your vacation request in the Munis self-service module for your Supervisor to approve or denied. Once your Supervisor has approved your request you will receive an email with the approval or a denied message from your Supervisor via the Munis self-service module.~~ Vacation may be taken in increments of one (1) hour.

4.2.6 PTO Discretionary Time Off (~~DTO~~ **PTO to match City's terminology**) - ~~Replaces sick leave, personal days and floating holidays.~~ It should be scheduled in the same manner as vacation requests, through the Munis Self Service system. ~~using the appropriate request form.~~ **PTO Discretionary** must be used during the year received, it does not carry over. ~~DTO~~ **PTO** may be taken in increments of one (1) hour. (See also section 10.5.3 on the use of ~~DTO~~ for weather and other operational emergencies.)

I don't know if we really need to include this. The Cities handbook doesn't address this. I would think this would be handled on an individual basis.

4.2.7 Non-Christian Holy Days - Non-Christian staff members may make up the time off for Christmas and the day before Christmas to use these paid holidays for observance of non-Christian Holy Days. Any additional hours needed for the observance of Holy Days may be made up as needed, with scheduling worked out with your supervisor.

Replaced by 4.2.6 - This doesn't need to be here any longer it is covered under the above PTO Discretionary.

~~**4.2.8 Sick Leave** - Sick Leave was replaced by Discretionary Time Off on December 31, 2011. Eligible employees hired prior to that date had their earned hours converted into a sick leave account. If an employee uses up all their ~~DTO~~ **PTO** due to illness or injury they may be able tap into the sick leave account to continue to receive pay in increments of eight (8) hours.~~

4.2.9 Sunday Hours - Both salaried and hourly staff members may be scheduled to work on Sundays as part of their work week. Sunday work is generally scheduled by rotation among appropriate service area staff members.

4.2.10 Breaks - You may be given a paid 15-minute break for every four hours you work. This is to be taken as service area schedules or workloads allow as determined by your supervisor. Unused break time may not be accumulated for later use. You may be required to take your break in the Library building if service area staffing needs warrant. You receive an unpaid 1-hour lunch or dinner break when you work an 8 hour day or more; this is scheduled with your supervisor's approval to fit service area needs. You may opt to take shorter unpaid lunch or dinner breaks with the approval of your supervisors, but these breaks must be at least 1/2 hour long.

4.2.11 Request for Change in Hours - At times there may be a definite need for you to request time off or a change in hours. Each such request is considered on its own merits by your supervisor or the appropriate Library Service Manager.

4.3 ATTENDANCE AND ABSENCE NOTIFICATION – How to report unforeseen absences.

~~You are expected to be at~~

~~work during the hours you are scheduled. If you know ahead of time that you will be unable to come to work on a certain day, notify your supervisor as soon as possible. (This is for scheduling purposes.) The employment of staff members whose attendance cannot be relied upon may be terminated per procedures presented in the Bylaws and Policy Statements of the Mead Public Library Board.~~

4.3.1 How to Report Unforeseen Absences – ~~If, because of any unforeseeable reason, including but not limited to your illness, you are unable to report to work as scheduled you must make at least two telephone calls:~~

1) Call the "Attendance Voice Mailbox" number at 459-3400 ext. 5435 in order to report your absence.

2) Call your supervisor to report your unforeseen absence or to leave a voice mail message to that effect.

If you are unable to report to work for more than one day, you must follow the above procedure for each day of absence. Your pay and continued employment may be affected if you do not follow these procedures.

4.3.2 Leaving the Building – If for any reason you must leave the building during your work period (other than during breaks and lunch/dinner) you must notify your supervisor or other appropriate staff member prior to leaving and immediately upon your return. Leaving the building in such circumstances is not routine and is authorized only in unusual situations or emergencies.

4.3.3 Affect on Pay – Your absence from work may affect your pay. Consult your supervisor for specific information about each case. All absences which are not addressed through a work schedule adjustment must be documented and approved through completion and submission of a "Request for Leave" and/or "Application for Family/Medical Leave of Absence" form. These are available from your supervisor or at the Administrative Services Office. All absences must be approved by your supervisor.

City of Sheboygan Handbook Section III- Holidays, Vacation, Leaves Page 18 (I think we should just use the Cities handbook for this, because this is an item that could be changed by governmental rulings and they will keep it updated as changes are made. - duplication of information and policy)

~~4.3.4 Family Medical Leave Act (FMLA) – Some staff members are eligible for the Family and Medical Leave Act under state and federal law. If eligible, an employee may opt or may be required to substitute paid leave depending on the circumstances. Family and Medical Leave and Discretionary Time Off are addressed in the Bylaws and Policy Statements of the Mead Public Library Board. If you have questions or need additional information, talk with your supervisor or a member of the Administrative Services staff.~~

4.4 RECORDING HOURS WORKED TIME-CARDS If you are an hourly staff member, you punch in and

~~out at the time clock. Beside punching in and out at the beginning and end of your shift you should also punch in and out for lunch hours or while working split shifts. The time clock is located on the first floor adjacent to the west stairway, near the staff entrance/exit. You also must total your hours and sign your time card each pay period. You cannot be paid if your card is not signed. If you do not punch in or out for some reason, take your time card to your supervisor as soon as possible.~~ enter your hours DAILY in the Munis self-service payroll module. It is the RESPONSIBILITY of the EMPLOYEE to enter the hours worked on a daily basis, and by the set deadlines for time approvals. If you have any questions about how to enter your hours worked the totals or hours on your card, see your supervisor. Only supervisors and the Director can make adjustments to time cards. Hours worked and not entered into the City of Sheboygan Munis employee self-serve payroll module by the deadline for your Supervisor to review and approve your hours worked will not be paid to the employee on the current scheduled payroll period, however your hours will be paid on the next scheduled payroll period after hours have been entered into the Munis self-service payroll module, and approved by the employees Supervisor.

If you are salaried, you are not required ~~to punch in and out at the time clock.~~ to enter your hours in the Munis self-serve payroll module. Salaried staff members are exempt from the overtime pay requirements of the Fair Labor Standards Act. They are expected to work the amount of time necessary to complete their responsibilities in an acceptable manner, which is generally 40 hours a week for full time employees.

4.4.1 Punching Time Cards (Note: This no longer applies with being on the Munis online payroll record keeping system. The only way this could happen is if somebody gave out their login ID and Password). 4.4.1 Entering hours worked. Each employee has a City of Sheboygan login and password, employees should never give out their login or password to another employee to enter in their hours worked. If an employee gives out their login and password to another non-authorized employee for this purpose it

could result in a warning, reprimand, and/or termination of the individual employee's employment. ~~Never punch in or out for anyone else or have anyone else punch in or out for you. This could lead to your losing your job.~~ Only exception to this would be if the Mead Public Library or the City of Sheboygan technical support staff member would need you to provide it to fix or correct a problem within your login.

4.4.2 Supervisors Check Cards payroll hour's approvals – ~~Supervisors check the cards each pay period to see that they are signed, and that the hours and totals are correct.~~ Supervisors will review and approve hours worked through the Munis payroll system before the scheduled deadline date assigned by the City of Sheboygan's Human Resource department personnel. The approving Supervisor will go over any discrepancies in hours work with the employee before approving their payroll hours worked.

4.5 WORKING AFTER BUILDING IS CLOSED TO PUBLIC – There may be times when you work in the building after hours.

4.5.1 Supervisor's Permission – You must always get your supervisor's permission to work in the building after your regularly scheduled hours have ended or after the building is closed to the public.

4.5.2 Notify the Building Maintenance Staff – You also must notify the building services personnel on duty that you are in the building after hours, and notify them when you leave. This applies to all staff members.

4.5.3 Leaving the Building after Closing – When the building is closed and secured, exit by the staff exit door on the west side of the building. Check to make sure the doors close and lock behind you. Do not use the emergency exits. They are all alarmed.

4.6 STAFF PHOTO ID BADGES – Each Library staff member must wear a photo ID badge while working at the Library. (Off-duty staff members must wear ID badges when in any non-public area of the Library.) This is a matter of customer courtesy and staff-to-staff courtesy. Two badges are issued free-of-charge to new staff members, but there is a charge for replacements. Your badge must be readily and fully visible to members of the public and other staff members. The badges are the property of Mead Library and you are the only person authorized to wear the badge issued to you.

I think this section could be an employee orientation items to be gone over when a new employee starts. Section 5.3 Telephones are addressed in the City Handbook.

5. BUILDING AND FACILITIES

5.1 ORGANIZATION OF THE BUILDING

5.1.1 Entrances – The public entrance is situated on the north side of the building. Before and after Library hours, you must use the staff entrance on the west side of the building to enter and leave the building. You will need a personal access code to open the door leading from the staff entrance foyer to the interior of the building. You may choose your own 4-6 digit code and it will be programmed for you by Administrative Office personnel. The emergency exits are alarmed and must not be used except in emergencies.

5.1.2 Basement – The basement is home to the Technical Services Workroom, the Administrative Services Offices, the Building Services Workroom, the Public Relations Office, the Information Technology Office, some parts of the local history collection, and the moveable-shelf storage area. A staff area provides facilities for lunch or dinner and breaks, plus lockers, restrooms, and a sick room. Mail shelves for each work group are located near the staff elevator. In addition, the City Historian and Friends of Mead Public Library have office and work areas in the Basement.

5.1.3 First Floor – Circulation Services is located on the first floor with its two adjacent workrooms and customer service desk. Circulation Services includes library card registration, check-in, checkout, and hold (reserve) pick-up services. The first floor collection includes new adult books, adult fiction, DVDs, books on CD, music CDs, foreign language books & AV materials, large print books and three self-check stations. The Josephine A. Rocca Meeting Room is also located here, with the entrance off the lobby. It is named for a long-time Mead Library staff member, now deceased.

5.1.4 Second Floor – Located on the second floor is Adult Services which includes the Help and Research Desks, adult and young adult non-fiction and biographies, also reference materials, microfilm, current and back-issues of newspapers and magazines, Internet access for adults, oversized books, genealogy materials and the Sheboygan and Wisconsin collections. Also located here are the Quiet Study Room, Public Conference Room, and staff workroom. The Fela and Ansel Warschau Room, which houses the Jewish Holocaust collection is accessed via the staff workroom. The Myrtle

and Hazel Hansen Teen Library Center is located on this floor. It houses young adult fiction, magazines, popular materials, and computers for teens.

5.1.5 Third Floor – On the third floor is the Henrietta A. Landwehr Children's Library Center, named in memory of a former children's library staff member. Located here are all Mead's materials for children: books, magazines, CD-ROMs, videos, audiotapes, public use computers, Internet access for children, reference materials, and the Story Garden, as well as a staff workroom. This floor is also where the Dr. Jerome M. Maas Teen Learning Center is located. It connects with the second-floor Hansen Teen Library Center via a spiral stairway.

5.2 ELEVATORS – There are three elevators in the building – one on the west side of the building for staff use, and two on the east side for public use. Staff members should use the staff elevator whenever possible during public service hours.

City of Sheboygan Handbook – Section I – Item 9 – Page 6

5.3 TELEPHONES – The Library has many phones located throughout the building. These are business phones and should be used as such. Some phones are assigned to specific individuals and should be used or answered only with their permission.

5.3.1 Public Service Numbers – The Library's telephone number is (920) 459-3400. Calls to this number are answered by an automated telephone system. The automated attendant allows persons to dial an extension, to listen to staff/service directories, or to talk with an in-house operator. Phones in public service areas are generally answered by staff members only during those times that the Library is open to the public. Callers to those numbers hear an appropriate message at times the Library is closed or the staff is otherwise not able to answer their call.

The telephone system includes voice mail that allows you to receive messages from customers and colleagues when you are unavailable to answer the telephone. If you are assigned a voice mailbox number, you must regularly check it for recorded messages and respond to them appropriately. You are also responsible for recording/maintaining an appropriate message, recording your name, and entering a security code. (Although the telephone system does not require that you assign a security code, the Library requires that you do so.)

5.3.2 Public Use of Phones – Customers are not to use business phones except in cases of emergency or as otherwise authorized by a Library Service Manager or administrator.

There is a pay phone in the First-Floor lobby for public use.

5.3.3 Centrex System & Outside Calls – The Library's telephone system operates within the Centrex system under the aegis of the City of Sheboygan. This allows us to call any phone on that Centrex system by pressing "loop" for an outside line and dialing the four-digit Centrex number. Callers using Centrex phones outside the Library can dial "3400" in order to reach the Library's automated attendant.

In order to transfer a call to a Centrex phone outside the Library, press "Loop" and then dial the four-digit number.

To call local numbers outside the shared Centrex system, use an outside line (press loop) and then dial "9" followed by the complete telephone number.

5.3.4 Emergency "911" Calls – Use an outside line (press loop) and then dial "9" followed by "911" (9-911). Labels with this information are attached to the pullout trays of all Library telephones. These labels also include the Library's telephone number and address. Some telephones may also have "speed dial" keys programmed to dial "911." Such phones are labeled accordingly.

5.3.5 Long Distance Calls – To call long distance numbers for Library business, use an outside line (press loop) and then dial "9" followed "1" for long distance then the area code and telephone number. (See Section 8.2.1 for personal long distance calls.)

5.4 STAFF ROOM – The Staff Room, located in the basement, may be used by any staff members at break time, lunch/dinner time, or just prior to the start of the work day. Please do not use the dining table as a study area. When using the Staff Room, it is your responsibility, not that of the Building Services staff, to cleanup after yourself (wipe off the table, and wash any dishes or appliances you use, etc.).

5.4.1 Use of Refrigerator – You may keep food in the refrigerator with the understanding that weekly the Building Services staff will clean out and dispose of anything left in there. The freezer compartment is cleaned on a less frequent basis. (These schedules are posted on the refrigerator.) It is also important to remember that everything in the refrigerator and freezer belongs to someone – make sure you take only your own items and that you are careful with the other items stored there.

5.4.2 Cooking – The microwave and stove located in the Staff Room are intended for reheating already-prepared foods (not “from scratch” cooking) by staff members for consumption at breaks or lunch/dinner.

5.5 SICK ROOM – The Library has a “Sick Room” which is located at the south end of the staff locker area. You may use this when you feel ill and think a few moments of rest during break/lunch/dinner time may enable you to remain at work. It is not intended to be a reading, exercise, or dressing room. Please fold the blankets and leave the room neat and clean for the next person who may need to use it. Leave the door open when it is not in use.

5.6 PARKING – The Library does not provide a parking area for staff use. You can arrange for parking in nearby lots that offer long-term or contract parking, or park on the streets. The City parking lot behind the Library offers mostly short-term parking with longer-term meters on the west side of the lot and along N. 9th Street. As a customer courtesy, staff members are encouraged to park away from the main entrance. The loading dock area should be used only by delivery vehicles.

6. PERSONAL APPEARANCE

Among the Library staff you will find a "diversity of dress to serve a diversity of customers." Acceptable attire includes current as well as traditional fashions. You and your clothes must always be clean, free of stains and other obvious defects, and appropriate for your service area and duties. As a matter of safety, shoes must be worn at all times. Clothing, including shoes, must not compromise the safety of either the wearer, other staff members, or members of the public.

The Library must maintain an atmosphere conducive to open access to information. Highly visible apparel (e.g., T-shirts) or accessories (e.g., pin-back buttons) which express personal viewpoints on "high profile" issues (politically partisan or otherwise) do not contribute to the conduct of free inquiry and should not be worn while on duty.

Remember that other staff members and members of the public respond more positively to staff members who dress within the parameters of a well-groomed, generally accepted manner or fashion. First impressions are important in the Library because your contacts with people are often of short duration. The impression you first make on each person with whom you come into contact will likely influence the entire course of your interaction with them. An attentive smile also improves the quality of service provided (whether in person or over the telephone).

Consider wearing apparel appropriate for work purchased from the Lands' End corporate clothing service that can supply items monogrammed with the Mead Public Library logo.

Your supervisor will assist you with questions regarding apparel or self-presentation should the need arise. If there should be any difference of opinion that cannot be worked out between you and your supervisor, the matter can be brought to the attention of the Director.

7. STAFF RELATIONSHIPS

7.1 COOPERATIVE ATMOSPHERE — The efficient operation of the Library depends on all staff members working together to provide the highest quality of service. A cooperative atmosphere allows all staff members to call upon the knowledge, experience, and skills of others on the staff to help solve problems and deliver superior service.

7.1.1 Personal Relations — Relationships among staff members, if they cannot for some reason be friendly, should at least be courteous. Personal gossip can be hurtful and disruptive and should be avoided, along with lengthy or multiple discussions of private business while at work.

7.1.2 No Harassment — Sexual harassment or other forms of harassment are not tolerated. Staff members should report to their supervisor any harassment concerns, whether they involve members of the staff or the public.

7.1.3 Zero Tolerance for Violence in the Workplace — The Policy Statements include zero tolerance for violence in the workplace. Staff members should report to their supervisor any related concerns, whether they involve members of the staff or the public.

7.2 GOOD COMMUNICATIONS — The key to cooperation in the Library, as in any organization, is good communications. Numerous mechanisms are in place to encourage communication among staff, between administration and staff, within service areas, between service areas, etc.

7.2.1 Meetings — The Library offers various types of staff meetings and you are encouraged to attend the appropriate ones as determined by you and your supervisor. Information is exchanged at these meetings and you should feel free to share ideas for the improvement of library services. Attendance at some meetings is required. Your supervisor will let you know which meetings are mandatory.

1. The Director may schedule a general staff meeting as necessary.

2. Service area meetings are scheduled by Library Service Managers. You may be required to attend the meetings for the service area(s) to which you are assigned.

~~3. The Director meets monthly with the Library Service Managers.~~

~~The minutes/notes from some meetings are posted in the Staff Room. Keep in touch with what is happening throughout the Library and in various service areas by attending meetings and/or reading the minutes/notes. Be sure to read thoroughly the minutes/notes of any meeting you were unable to attend. Take your own written notes at meetings or from posted meeting minutes/notes of items that are of particular interest to you or of significance to your work group. If you would like additional information about an item, please consult your supervisor.~~

New employee orientation items. (these could be gone over when the employee receives a tour of the library).

7.2.2 Bulletin Boards – Official Library business is posted on the bulletin board near the time clock. You are expected to read this daily to keep up on current information.

The bulletin board in the staff locker area contains Library-related information, notices mandated by law, and job opportunities. The bulletin board opposite the beverage machine contains information from other libraries and area organizations as well as personal information for the staff (fund raising, menu-sharing, parties, things for sale, etc.). Staff may add information to this board. You are expected to read these boards weekly.

There are also work area bulletin boards and log books which you are expected to read daily.

Bulletin boards near the time clock and in the staff locker area are maintained by Administrative Office personnel who are the only staff members authorized to post or remove items.

7.2.3 Official Notices for Staff – Some state and federal laws require that the Library (employer) post specified notices for the information of staff members. The Library posts such notices on the bulletin board in the staff locker area.

7.2.4 Memos – Memos may be circulated in print or by e-mail to individual staff members, circulated or posted in service areas, or posted on the bulletin board near the time clock. These are an important source of information so please check for new information.

7.2.5 Footnotes – Footnotes is a bimonthly newsletter to inform the public of services, activities, and developments

here at Mead. It is e-mailed to people as well as being available here at the Library.

7.2.6 Telecommunications and Online Resources – Methods available for your use may include telephone, written telephone messages, voice mail, e-mail, the Mead website, and staff online resources, etc. You are expected to check your mailbox, voice mail, e-mail, or other communication media for messages at least once each day that you are at work.

City handbook Section IV – Item #28 – Page 20

7.3 PROBLEM RESOLUTION/GRIEVANCE PROCEDURE – If you should have a problem or grievance concerning working conditions, discuss it with your supervisor. You and your supervisor should work together to come to a solution agreeable to all parties involved. If this does not happen or if you feel that you have been unfairly treated by your immediate supervisor, you can then turn to the Director for help in resolving it. (See the *Bylaws and Policy Statements of the Mead Public Library Board* for formal grievance procedures related to specific aspects of library operations.)

7.4 SUGGESTIONS FOR IMPROVEMENT – If you have an idea to improve the service provided by the Library or to improve working conditions for staff, discuss it with your supervisor, bring it up at an appropriate library meeting, or submit a "Staff Comment" form. (Forms are available near the time clock.) Suggestions are always welcome, especially if they are designed to improve public service and staff performance.

City handbook Section V – Item #30 – Page 22

7.5 PRIVACY OF STAFF INFORMATION

7.5.1 Personal Information – All personal information about staff members should be considered confidential and should not be given to members of the public who may inquire. Individual staff members who want Library customers to know their name, address, phone number, marital status, etc., are the only ones who may disclose this information. This rule exists as a matter of individual personal security.

7.5.2 Public Information – Some employment-related information about staff members is confidential; but, by state law, some information about public staff members is public record. This includes, but is not limited to, salaries and wages earned. Direct these inquiries to the Administrative Office. The Library Board has designated the Director as the custodian of the Library's public records.

I think this is old school and employees shouldn't have to be reminded of this type of behaviors or actions.

7.6 SUNSHINE ACTIVITIES — An organization is always more effective if the staff members are friendly and can get along with each other. At the Library these congenial relationships are encouraged and reinforced through a variety of activities.

7.6.1 Private Collections — Private collections in recognition of major events in the lives of fellow staff members are strictly voluntary.

7.6.2 Birthday Treats — Birthday treats by the birthday person are a voluntary, but time-honored, tradition. The treats are set out in the Staff Room for all staff members to enjoy. (Remember to clean up afterwards.) All treats, no matter what the occasion, must be non-alcoholic.

7.6.3 Other Treats — Special occasion and no-special-occasion treats are sometimes available in various service areas or in the Staff Room. All treats are brought to you through the generosity and/or culinary creativity of individual staff members. (Again, those bringing the treat clean up afterwards.)

7.7 SMOKING, SNACKING, AND MUSIC — Smoking, snacking in departments, and playing the radio or music in work areas have always been challenging issues among the staff. Courtesy and concern for the needs of others pertaining to these matters can help to maintain harmony on the staff and keep a pleasant working atmosphere.

7.7.1 Smoking — Section 26-12 of the Sheboygan Municipal code reads "No person shall smoke in any city-owned or leased public building or within 25 feet of a main entrance thereof at any time, including ... Mead Public Library..." For the purpose of the ordinance, "smoking" means smoking or carrying a lighted pipe, cigar, cigarette or tobacco-related product in any form. Staff members who elect to smoke may do so on breaks or during lunch/dinner outside the building in the loading dock area. All cigarette butts, wrappers, etc., should be properly disposed of.

7.7.2 Snacks — You may drink soda, coffee, etc., and eat snacks in the workrooms, but not in public areas. Because most of our work areas are visible to the public, care should be used to avoid snacking where the public can readily see you.

7.7.3 Public Address System — The public address system is designed for communication with both staff and public. It is not generally used for playing the radio or other music. Notable exceptions are communication of radio reports in

emergency situations or sports events of widespread community interest. Volume control should be set so that announcements are always audible to staff members.

7.7.4 Radio and Music – The staff working in a non-public area should come to some consensus as to the desirability of playing a radio or other source of music in their area. Here again, concern for the work needs of individual staff members must be taken into consideration. You may wear and use a personal stereo only in non-public areas if approved by your supervisor. Your supervisor may approve it if it does not interfere with Library purposes or staff/public safety.

City of Sheboygan handbook Section VI – page 25

7.8 Use of Alcohol and Drugs Prohibited – The Policy Statements include zero tolerance for the use of alcohol and drugs, including some prescription medications, to the extent that behavior is adversely affected or work performance is impaired.

8. PERSONAL USE OF LIBRARY MATERIALS, EQUIPMENT, AND SERVICES

Personal use of Library collections or services, including the staff e-mail and Internet resources, during work periods should be carefully self-monitored. In general, if such use will take more than five minutes on any single day, do it before/after work or during break/lunch/dinner periods.

8.1 CIRCULATION PRIVILEGES – Circulation rules apply to all the staff. All materials that you use must be checked out at the Circulation Desk, even if you use them only in the building. It is imperative that you check items out as soon as possible after you select them to avoid having people waste time searching for them.

8.1.1 "Fine free" Privileges – Staff members may make a written request for "fine free" privileges in the Circulation Department. This means there are no late-return charges for overdue materials, but there will be charges for lost or damaged materials. If materials are long overdue, the staff member's immediate supervisor will be notified (but will not be informed about exactly what those materials are). Staff members who do not request this privilege must pay late fees like other library customers. Staff members may change their status at any time.

City of Sheboygan Section I – item #9 – Page 6 (1 paragraph policy) plus below

8.2 PERSONAL TELEPHONE CALLS – Staff members should use personal cell phones or phones in non-public areas for personal phone calls and limit those calls to a few minutes. You may make a personal call from the Staff Room phone, but keep it 2-3 minutes in length if possible. Many service areas have more than one phone, and it may be permissible to make or receive personal calls in your work area – check with your supervisor.

8.2.1 Long Distance Calls – To call long distance numbers for occasional personal business, use an outside line (press loop) and then dial "9" followed by "1" for long distance then the area code and telephone number. Then submit a completed "Personal Telephone Call Notice" to the Administrative Services office. When you receive the notice of the amount due, pay promptly in order to retain this privilege for your use. Staff members who use personal phone cards for personal long distance calls do not need to submit the "Personal Telephone Call Notice."

8.2.2 Personal Use of Fax Machine — You may use Library fax machines for personal matters on an occasional basis. There is no charge for a local outgoing fax or to receive a fax. If you send a personal long-distance fax, fill out the Library form for personal long-distance calls (referred to in the previous section).

8.3 PHOTOCOPIES — You may make personal copies on the public photocopiers or on the photocopier outside of the Administrative Office. All copies are five cents per page. Pay at the appropriate public service desk for copies made on the other public photocopiers or at the Administrative Office for copies made on that copier.

8.4 COMPUTERS AND OTHER EQUIPMENT — Occasional use of Library computing resources is allowed on your own time. Use of other equipment may be approved by the appropriate Library Service Manager, depending on availability.

8.4.1 Use — E-mail, Internet and other staff computing resources are provided for advancement of the Library's mission, roles and customer service objectives. Thus any personal use must cease immediately should a conflict arise. Downloading from the Internet to any fixed drive for personal use is only allowed with the approval of the appropriate Library Service Manager. Staff members may not use Library computing resources to pursue for-profit business purposes unrelated to the mission of the Library.

Staff members making personal use of Library computing resources must pay for all separable expendable materials, including but not limited to the paper supplies used in printing. The per-page charge and payment method for printing is the same five cents per page as that for personal photocopies made by staff members using the key function on photocopiers owned or leased by the Library.

Most of the software in use at Mead Library is licensed for its use under specific conditions. This may or may not include the ability of employees to copy software for use on home computers for work purposes. No staff member should make any copies of Library software (for other than back-up purposes) without first arranging permission to do so with the Library's Information Technology Specialist. The Information Technology Specialist maintains a list of all approved requests. The Library may monitor use of its licensed software and all other computing resources in order to assure that they are being used in a secure and effective manner.

8.4.2 Personal Use of E-Mail – Incidental and occasional personal use of the staff e-mail service is allowed, but such messages will be treated no differently than any other messages, which are archived for potential retrieval and review. Sending or receiving offensive or obscene communications is not allowed at any time. Messages sent on Library business or via Library equipment will be available for review by the Library Director or designee without prior notice.

8.4.3 Code of Conduct Applicable – The prohibition against intentional retrieval and display of images which are not appropriate for a public place as addressed in the Library's "Code of Conduct" applies to personal use of the Library's computing resources just as it does to Library-related use.

8.4.4 Copyright Compliance – All staff members must comply with copyright restrictions when using information obtained via the Internet and other resources whether for internal or public service purposes. The Library's Information Technology Specialist is the contact for claims of copyright infringement via the Library's online services.

8.5 STAFF PURCHASES – You may purchase selected library materials (books, DVDs, CDs, etc.), services, and supplies through Library suppliers at Library discounts. Submit your requests on the "Employee Purchase Request" form following the instructions printed on the form.

8.6 SOLICITATIONS AND SALES – You may post these on the bulletin board opposite the basement beverage machine or put them on the Staff Room table. Please note that by City ordinance, staff members may not circulate political petitions in the Library, and by Board policy this holds true for members of the public as well.

8.7 PERSONAL VISITORS – This is a business place and a service-oriented institution, so please keep visits to a minimum.

City of Sheboygan handbook – Section I – item # 13 page 7

8.8 POLITICAL ACTIVITIES – As a City (Library) employee, there are certain activities that you are prohibited from taking part in while at work or wearing a work uniform. At these times you are subject to the provisions of the Municipal Code of the City of Sheboygan Section 82-1 (Section 29-6 of the 1975 code).

Section V – Item #34 – Page 25

8.9 EMPLOYEE ASSISTANCE PROGRAM – Career series staff members are

eligible to participate in the Employee Assistance Program (EAP) offered by the Library via contract with Sheboygan Memorial Medical Center. The Center's Occupational Health Services division offers selected EAP services and coordinates the availability of services from other community providers. Some EAP group programs may be conducted at the Library and are provided as staff in-service opportunities for eligible employees. Individual services are available by appointment. Eligible employees receive EAP contact information as well as periodic updates about EAP services. Employees may initiate EAP service via self-referral. A supervisor may also recommend that a staff member consider initiation of an EAP consultation. Initial consultation is available without charge to the employee. Subsequent service may involve payment of a fee by the employee. Use of EAP services is confidential unless required for employment-related purposes.

9. STAFF DEVELOPMENT

Mead Library has a commitment to staff development and provides many opportunities for staff to improve their work performance and update their job skills. In addition, by pre-arrangement you may receive reimbursement for some course expenses if the course content is directly related to your work at the Library.

- 9.1 CERTIFICATION** — Some staff may have state certification which requires Continuing Education Points (C.E.P.'s) to be taken for re-certification. Because this certification is state-mandated, the ESLS Director has the responsibility to maintain the records. Check with the ESLS Director before taking courses and report back when the course, etc. is completed. Some in-service programs may qualify for C.E.P.'s.
- 9.2 CONFERENCES, WORKSHOPS, SEMINARS, CLASSES** — Throughout the year various conferences, workshops, seminars and/or classes are offered by institutions such as the Division for Libraries, Technology and Community Learning, Lakeshore Technical College, Sheboygan County Chamber of Commerce, University of Wisconsin School of Library and Information Science, and the University of Wisconsin-Sheboygan. If you are interested in attending an appropriate session, contact your supervisor to ascertain the availability of release time, reimbursement for registration, and other matters related to your participation. Your supervisor will then consult with the Business Manager in order to ascertain the availability of funding and to confirm the appropriateness of the request. There may be times when staff members are granted time to attend conferences, etc. at their own expense.
- 9.3 IN-SERVICE** — You may be required to attend some in-service programs; others are offered on a voluntary attendance basis. If you have any suggestions for in-service programs, please submit them on a Staff Comment form.
- 9.4 STAFF INSTITUTES** — Staff Institutes may be held once or twice each year. Attendance is mandatory and the Library is closed to enable every staff member to attend. Departmental meetings, information sessions, and presentations on topics of general interest may be included in the agenda.

10. EMERGENCY PROCEDURES

When an emergency has occurred, including a simulated emergency, all staff members need to stop their regularly assigned work in order to give their full attention to the prescribed response as outlined below. Staff and public safety is paramount so in actual emergencies staff members may modify a given procedure in order to respond to unanticipated aspects or effects of the emergency.

10.1 EMERGENCY REPORTING

10.1.1 Standard Fire Alarm Procedure — In case of fire, pull the fire alarm located nearest to you. Most fire alarms in public areas have clear plastic covers over them. When opened these emit a local alarm signal. This is not the fire alarm — It is necessary to pull the actual fire alarm encased in the plastic housing to activate the fire alarm that summons the Sheboygan Fire Department (SFD). Be prepared to report to the staff member in charge at the designated staff rendezvous (see section 10.3). Trained staff should use a fire extinguisher on a small fire like a waste paper basket or chair cushion to impede its spread before the arrival of the Sheboygan Fire Department. If some staff members begin to fight the fire others must protect the safety of the public, the staff and the library collection by pulling the fire alarm summoning the Fire Department and evacuating the building.

10.1.2 Alternate Fire Announcement Procedure — In case of fire coupled with failure of the fire alarm system, use the telephone system paging options to alert staff members and public to the emergency. Identify yourself and announce evacuation of the building, for example: "Listen carefully — This is an emergency evacuation. Go to the nearest emergency exit and leave the building immediately. Do not use the elevators. Do not stop at the Checkout Desk. Get out of and away from the building." Keep your voice calm and give concise, clear evacuation directions. Call emergency number 9-911 using an outside line (press loop), press 911 speed dial if available, or dial 911 from the pay telephone inside the Library building. Give the emergency communications center operator our location and report the fire. Be prepared to report to the staff member in charge at the designated staff rendezvous (see below).

10.1.3 Bomb Threat — Bomb threats are often telephoned. If this is the case, stay calm and listen to the caller — try

to find out where the bomb is supposed to be and what time it is supposed to go off. Do not hang up after you finish talking with the person making the telephoned bomb threat — it may be possible to trace the call even after the caller hangs up.

If the threat is immediate go to another telephone and use the telephone system paging options to alert staff members and public of the emergency. Tailor your message to the situation as you know it. Keep your voice calm and give concise, clear, and appropriate evacuation directions, for example: "Listen carefully — This is an emergency evacuation. Go to the nearest emergency exit and leave the building immediately. Do not use cell phones or pagers. Do not stop at the Checkout Desk. Get out of and away from the building." Call emergency number 9-911 using an outside line (press loop), press 911 speed dial if available, or dial 911 from the pay phone inside the Library building. Give the emergency communications center operator our location and report the threat. Be prepared to report to the staff member in charge at the designated staff rendezvous (see section 10.3).

If the threat is not deemed immediate (for example, if it is for a future time or date), report the incident to your supervisor, the staff member in charge of the building, and the Library Director, without delay.

10.1.4 Gas Leak — In case of a natural gas leak, do not turn off or turn on any electrical switches, do not pull any fire alarms, and do not use any elevators in the building. Use the telephone system only from an area of the building where you do not detect the odor of natural gas. Use telephone system paging options to alert staff members and public of the emergency. Keep your voice calm and give concise, clear evacuation directions, for example: "Listen carefully — This is an emergency evacuation. Go to the nearest emergency exit and leave the building immediately. Do not use the elevators. Do not stop at the Checkout Desk. Get out of and away from the building." If you cannot identify an area that is clear of the odor of natural gas, follow the "Alternate Announcement" method (section 10.2.2).

10.1.5 Environmental Hazard Threat — In case of an environmental hazard threat, stay calm and try to determine the nature and source of the threat — what and where it is supposed to be. If possible, isolate the affected person(s) and area(s). Then follow these basic steps as applicable:

1. Do not handle objects or enter areas suspected of contamination.

2. Notify your supervisor who will immediately contact public safety officials and determine the need to turn off the HVAC system or evacuate the building.
3. Make sure that contaminated objects or persons are isolated and the immediate area cordoned off.
4. Follow the initial treatment instructions of public safety personnel who report to the scene. For pervasive exposure, consider disrobing and dressing in the replacement clothing that you have on hand. **Do not treat exposure with soap and water unless advised to do so by a public safety official or health care provider.**
5. Place all items worn when in contact with the suspected object or contaminant in plastic bags and have them available for law enforcement agents. This includes latex or vinyl gloves.
6. List all persons who have come into contact with the suspected contaminant, including contact information for each one.
7. If advised to do so by a public safety official or health care provider at the scene, shower with soap/water and launder your clothing as soon as practical.
8. Immediately report any unusual physical sensations or symptoms to your health care provider(s).

10.1.6 Biological Hazard Threat — In case of a biological hazard threat, stay calm and try to determine the nature and source of the threat — what and where it is supposed to be. If possible, isolate the affected person(s) and area(s). Then follow these basic steps as applicable:

1. Do not handle objects or enter areas suspected of contamination.
2. Notify your supervisor who will immediately contact public safety officials and determine the need to turn off the HVAC system or evacuate the building.
3. Make sure that contaminated objects or persons are isolated and the immediate area cordoned off.
4. Ensure that everyone who has touched the suspicious or contaminated object washes his or her hands with soap and water at least two times. For more pervasive exposure, remove all clothing, wash with soap and water in the staff shower, and dress in the replacement clothing that you have on hand.

5. Place all items worn when in contact with the suspected object or contaminant in plastic bags and have them available for law enforcement agents. This includes latex or vinyl gloves.

6. List all persons who have touched the suspicious or contaminated object/area, including contact information for each one.

7. As soon as practical, shower with soap/water and launder your clothing.

8. Immediately report any unusual physical sensations or symptoms to your health care provider(s).

10.1.7 Armed or Violent Intruder/Escape or Hide — In case of an armed intruder, stay calm but act quickly. Immediately use the telephone system paging options (Recommend: "Page All") to alert staff members and public of the danger. Announce: **"An armed (or violent) intruder is in the building leave the building by the nearest emergency exit if you can."** Do not use the public stairs or elevators, get out and away from the building. If you can't escape find a sheltered place and hide. Members of each service section have developed a list of hiding places in their vicinity. Read and remember the posted list(s). Be prepared to help other staff members and members of the public hide. If you are unable to make the announcement and the situation is beyond your control try to activate one of the silent 911 alarms in your work area. Cooperate and wait for rescue by the SPD.

Once outside get away from the building. Be wary of its exits and windows. Do not gather at the Clock Tower. That is where the Police are most likely to set up a control point and start to enter the building. [from below] All staff members should follow the directions of SPD or other emergency service officers who will help the staff and public evacuate the building and guide them to a safe location.

If forced to hide try to lock the door and turn off the lights in the hiding place. If possible, call emergency number 9-911 using an outside line (press loop), press 911 speed dial if available, or dial 911 from a cell phone inside or outside of the building. Report the emergency in as much detail as possible and follow any instructions the emergency communications center operator gives you. Do not be concerned about duplicate 911 calls — call if you can.

The SPD now recommends evacuation in the case of an armed or violent intruder. [incorporated above] All staff members

should follow the directions of SPD or other emergency service officers who will help members of the staff and public evacuate the building.

10.1.8 Security Alert — At times the Library may receive a threat that does not require evacuation or closure of the building but may warrant notification of members of the public wishing to visit the Library. In these cases, the Library Director (or designee) issues a "Security Alert." This consists of notifying all staff members present at the workplace of the situation and posting "Security Alert" notices in public areas of the Library building. Notices should be as specific as possible regarding the nature of the threat without revealing details that may help officials apprehend the perpetrator(s). The Library will not open to the public during a "Security Alert" unless a security or SPD officer is present.

During a "Security Alert," the Library Director (or designee) announces the cancellation of all group programs scheduled to be held at the Library. The Library Director (or designee) may contact local media about the "Security Alert" and related cancellations.

10.1.9 Code Word — If you ever find yourself in an emergency situation where you need to alert other staff members of an emergency in a covert manner, use the code word "Carnegie" (as in Andrew Carnegie). Use of the name Carnegie should alert other staff members to call emergency number 9-911 using an outside line (press loop) or 911 speed dial if available. [Examples: Mrs. Carnegie, please take over for me. I need to talk with this person in private; Mr. Carnegie, please report to the Administrative Services office; Miss Carnegie, I have to leave the building for a few minutes.]

10.2 EMERGENCY EVACUATION PROCEDURE

10.2.1 Standard Announcement — Use the telephone system paging option "Public Address" to announce the appropriate message as suggested under each type of emergency to staff and public.

10.2.2 Alternate Announcement — In case of a pervasive natural gas leak or "Public Address" failure, try the telephone system paging options "Page All," "Page Public," and "Page Staff" to alert building occupants of the emergency and the need to evacuate the building. If these paging options are not available, staff members should start the evacuation by announcing the appropriate message as suggested under each type of emergency in person to the public.

10.2.3 Staff Duties — Staff members assist customers in leaving the building, check restrooms, and make sure everyone is out of their service areas. During a fire evacuation close all doors if possible. The staff member in charge of the building is the last to leave the immediate vicinity of the building.

Once you have left the building, immediately report to the Staff Rendezvous (see below). Stay outside at the Staff Rendezvous until the "all clear" is given to return inside or until other instructions are communicated to you by an appropriate Library or emergency service official.

10.3 STAFF RENDEZVOUS (MEETING PLACE) — If it is safe to do so, ie, during a practice fire drill, all staff members meet at the Weill Charitable Fund Clocktower to the north of the Main Entrance of the Library. This is so staff can re-enter the building before customers do once the drill has ended. **The alternate meeting place for actual emergencies is by the flagpole next to the Sheboygan Fire Department station on New York Ave.**

Gather in work groups in order to determine if anyone is missing or to report any members of the staff/public who were unable to evacuate the building. Report all missing or un-evacuated persons to the Sheboygan Fire Department (SFD) officer in charge. (Tip: The SFD officer in charge usually wears a white fire helmet for ready identification.) Be prepared to give as much detail as possible related to the location and condition of un-evacuated persons. Then report to the Library staff member in charge at the rendezvous.

Anyone with other special knowledge of the emergency situation (e.g. the staff member first reporting the emergency) reports to the Library staff member in charge at the rendezvous. It may also be necessary to report to the SFD or SPD officer in charge.

10.4 TORNADO: ACTUAL OR SIMULATED — When weather conditions warrant, the Circulation Services staff monitors a weather radio or local radio station (for example, WHBL) for any alerts or announcements, and keeps the public and the staff member in charge of the building advised. In addition, the Library participates in scheduled tornado simulations, or drills, announced by the proper civic authorities.

10.4.1 Tornado Watch — When a "Tornado Watch" is announced staff members take the following actions:

1. The staff member in charge of Circulation Services announces over the P.A. system, repeating the message as appropriate.

"We have received notice that a tornado watch has been declared for the Sheboygan area. This means that although no tornado has been reported in the immediate area, weather conditions are such that a tornado could develop here. If a tornado is reported, a tornado warning will be declared."

During a tornado warning we must evacuate members of the staff and public to the basement using the stairways. We cannot use the elevators once a tornado warning has been announced. Members of the public who would have difficulty using the stairways to evacuate or would not want to go to the basement are advised to leave the Library now. This is only a tornado watch."

2. Circulation Services staff posts signs with the above wording at each public entrance.

3. All staff members who are aware of the presence of persons with hearing impairments make sure that these persons understand that a tornado watch has been declared. Staff members also make sure that people whose mobility may be limited understand that elevators are not available during a tornado warning.

4. The staff member in charge of Circulation Services monitors weather radio/local radio station/siren signals for follow-up announcements and reads the Library's "watch" message over the PA system as needed during the official watch period.

5. Building Services staff members check the back-up generator.

6. All staff members check battery-operated radio(s) and flashlight(s) in their work areas. If possible, repair any items that are not in working condition. Immediately report non-operative equipment to the staff member in charge of the building.

10.4.2 Tornado Warning — When a "Tornado Warning" is announced staff members take the following actions if personal safety allows:

1. The staff member in charge of Circulation Services announces over the P.A. system, repeating the message as appropriate:

~~"We are under a tornado warning. We have received notice that a tornado may be headed in our direction. For your safety we must immediately evacuate all members of the public to the basement using the stairways. Do not use the elevators. Follow the directions of staff members. No one may remain in any area of the upper floors. Evacuate to the basement immediately."~~

~~2. Building Services staff members report to the staff member in charge of Circulation Services. If it is safe to do so, Building Services staff members lock the entrance doors. They also post the tornado warning signs over the tornado watch signs.~~

~~3. Lock all cash drawers/cash registers and take keys with you.~~

~~4. The staff member in charge of Circulation Services should take the battery-operated radio and flashlight(s) from Circulation Services to the basement.~~

~~5. Check restrooms to make sure everyone has left the first, second and third floors of the building.~~

~~6. Remain calm. Give instructions clearly. Take flashlights with you. Consider using emergency exit stairwells in addition to the main public stairwell if warranted. Senior staff members should be the last to leave service areas during evacuation. Members of the public who refuse to evacuate to the basement should be directed to leave the building.~~

~~7. Members of the public who are evacuated to the basement should first be directed to the central basement area. Because of security and the large areas of glass, no members of the public should enter the staff room or office areas of the Library unless directed to do so by senior Library staff members. Members of the public also should not be directed into the Technical Services area.~~

~~8. Staff members report to the central basement area unless they have been specifically assigned responsibility for monitoring the building during a simulation. The staff member in charge of Circulation Services and the staff member in charge of the building rendezvous in the central basement.~~

~~**10.4.3 All Clear** — When the "all clear" message has been announced by weather radio/local radio station/siren signals:~~

1. The staff member in charge of Circulation Services announces this to the staff member in charge of the building and then to the public either in person or via the Library's P.A. system. Members of the public and staff may then return to the first, second and third floors of the building.
2. Building Services staff members remove tornado watch/warning signs and continue to monitor lobby areas until we have returned to "business as usual." They then return signs to Circulation Services and resume regular duties.
3. Staff members report any problems or concerns related to the evacuation to their supervisor or to the staff member in charge of the building as soon as possible.

10.4.4 Tornado Simulation (Drill) — The Library participates in Tornado Simulations, or drills, arranged by the appropriate civic authority. Such events are tests of our ability to act quickly in case of an actual tornado. So it is important that we follow the announcement and evacuation procedures set forth above for tornado watch and tornado warning as appropriate. Report any problems or concerns related to the drill to your supervisor or to the staff member in charge of the building as soon as possible.

10.5 WEATHER EMERGENCIES — The Director decides if the Library will close and the staff not work because of a weather emergency. The timing of such decisions depends on various factors including the timing of events related to weather conditions, availability of information regarding future conditions, facility conditions, staff availability, etc. The primary concern in any operational emergency is the safety of staff members and the general public. Ordinarily, if city buses are running, the Library will be open.

10.5.1 Notification of Library Closing — A "calling tree" system is used to notify the staff if the Library is closed. With this system, you are notified via telephone (if you are available by telephone) of any change in the Library's schedule of operation which may affect your work schedule. One or more Sheboygan area radio stations also are notified, and the Library's automated attendant telephone system will be changed to reflect emergency closings.

10.5.2 Notification by Staff — If the library remains open but you are not able to make it in, or you will be late coming in, or you must leave early because of a weather emergency, notify your supervisor or the Administrative

~~Office using the "attendance voice mailbox" number listed in the current Mead Public Library Directory.~~

~~If the Library is open during adverse weather conditions the Administrative Services Office staff will place a notice at the staff entrance alerting employees to contact that Office upon their arrival. This helps administrative personnel ascertain staff availability for the provision of library services.~~

~~**10.5.3 Covering Time Missed** — If the Library is closed, or if you have to leave work or cannot make it in to the Library because of a weather emergency, eligible staff members use time from their Discretionary Time Off (DTO) to cover this. If your DTO is used up, use vacation to cover the time missed.~~

Include the Staff portion, Customer portion could go in the above crossed out and highlighted.

10.6 CUSTOMER/STAFF INJURY OR ILLNESS — For serious injury, illness, or loss of consciousness, call emergency number 9-911 using an outside line (press loop) or press 911 speed dial if available. Give the operator our location and telephone number and explain the type of help needed. **FOLLOW THEIR INSTRUCTIONS.** Notify the staff member in charge of the service area, as well as the staff member in charge of the building. A staff member should go to the first floor public entrance to escort emergency personnel to the site of the emergency. Another staff member should stay with the person until help arrives. If first aid is warranted use only Library-provided supplies and follow posted procedures. You may **NOT** dispense medications of any type. Be familiar with first aid kit locations throughout the building. A list of their locations is posted on the bulletin board in the staff locker area of the basement. A blanket is available in the "Sick Room" located in the basement.

10.6.1 Accident and Injury Report — Make out a report as soon as possible; forms are available in each service area. One copy goes to the Administrative Office, one copy to your supervisor, and one to the staff member in charge of the building.

Include in the above highlighted.

10.7 DISRUPTIVE PERSON(S)

~~**10.7.1 Threatening and Armed or Violent** — See section 10.1.7 for Escape or Hide procedures.~~

~~**10.7.2 Threatening but Not Armed or Violent** — Immediately call emergency telephone number 9-911 using an outside line (press loop) or press 911 speed dial if available. Report~~

the emergency and stay on the line to provide any other information or to receive instructions. Be prepared to provide a description of the person and his or her location at the Library. When Sheboygan Police Department (SPD) officers arrive, be prepared to answer their questions and follow their instructions.

If you are unable to make the phone call because it might provoke the individual and endanger the staff or public try if you can safely do it to locate and press the silent 911 alarm in your work area.

Alert your supervisor as well as other appropriate staff members, including the staff member in charge of the building. If needed, they will arrange to have a staff member meet the police at the door in order to direct them to the location of the problem. Do nothing that might endanger you, other staff members, or the Library's customers.

11. SAFETY AND SECURITY

11.1 SAFETY — Routine practices, such as closing drawers, wiping up spills on floors, opening doors cautiously, and using prudent speeds when pushing bookcarts, will prevent many accidents. The City of Sheboygan's Safe Work Standards should be applied at all times. You should familiarize yourself with its contents; a copy is kept in the Staff Room.

11.2 HAZARDOUS MATERIALS — Your supervisor will inform you of any hazardous materials in your work areas and maintain a file of Materials Safety Data Sheets (MSDS).

11.3 EQUIPMENT USAGE — Your supervisor or designee will train you to operate safely the equipment necessary for the performance of your assigned duties. You must familiarize yourself with the contents of the City of Sheboygan's Safe Work Standards; a copy is in the Staff Room.

11.4 HAZARDOUS SITUATIONS OR CONDITIONS IN THE BUILDING — If you do not have time or the ability to correct a hazardous condition yourself, please report it to the appropriate staff member for attention. If you cannot determine who that is, report it to the Administrative Office.

11.5 USE OF THE BOOKLIFT — The booklift is used to move only materials from one floor to another. Under no circumstances may people ride on it.

11.6 RUNNING, CLIMBING, AND HORSEPLAY — For the safety of all staff members and customers, this kind of behavior cannot be allowed.

11.7 BUILDING SECURITY — The Library has a building security system that is armed when the building is closed to the staff. At those times entry to the building requires a **key key fob** which disarms and **to** unlocks the Staff/Delivery Entrance. **and a code to disarm the unauthorized entry alarm.** Authorized personnel are assigned an individual code to use for this purpose. Entry times and code numbers are recorded and reported for security purposes.

At times when the Library is open to the staff, entry via the Staff/Delivery Entrance requires a code to open the door that leads from the delivery area into the Library building. All staff members are assigned an individual **code key fob** to use in order to gain entry beyond the delivery area. If your code does not work, follow the procedures posted for

visitors/delivery personnel in order to gain entry and then report the problem to your supervisor or Administrative Office personnel. The Staff/Delivery Entrance may be locked at times when the building is open to the staff/public. During these times, staff members should enter the building through the Library's main (public) entrance.

11.8 COLLECTION SECURITY — The Library has installed a collection security system as a deterrent to theft (unauthorized removal) of items in its collection by members of the public. The security system is located at the public entrance and is monitored by staff members assigned to Circulation Services. Information about procedures related to collection security and attempted theft is available in the Circulation Services procedures manual.

11.9 GENERAL SECURITY — In standard operating conditions, it is advisable to reduce the likelihood of unauthorized persons entering staff areas by keeping the doors of staff work areas closed and window blinds tilted to limit the lines of sight into these area. Staff members should refrain from bringing personal valuables to the workplace and remember to secure those they do bring, such as purses or wallets, in desks or lockers. The Sheboygan Police Department recommends that staff members lock their cars when parked in the vicinity of the Library building during the workday.

12. FOR OTHER LIBRARY POLICIES:

- 12.1 RECIPROCAL BORROWING AGREEMENTS** – copy in Circulation and Technical Services
- 12.2 ROCCA MEETING ROOM POLICY** – copies in Administrative Office, Circulation and in B&PS*
- 12.3 POLICY ON GIFTS TO THE LIBRARY** – see appropriate Library Service Manager
- 12.4 PUBLIC CONFERENCE ROOM POLICY** – copy in Adult Services
- 12.5 CIRCULATION REGULATIONS** – copy in Circulation and Technical Services
- 12.6 "LIBRARY BILL OF RIGHTS" & "FREEDOM TO READ STATEMENT"** – see B&PS* appendix
- 12.7 REQUESTS FOR "REEVALUATION OF LIBRARY MATERIALS"** – see B&PS* "Book complaints" for policy; see appropriate Library Service Manager for forms
- 12.8 CODE OF CONDUCT** – Copies available for distribution at service desks and/or literature distribution points
- 12.9 INTERNET ACCEPTABLE USE POLICY** – Copies for distribution available at service desks and/or literature distribution points
- 12.10 INTERNET SAFETY POLICY** – Copies for distribution available at service desks and/or distribution points

**Bylaws and Policy Statement of Mead Public Library Board*

ACKNOWLEDGEMENT OF RECEIPT FOR EMPLOYEE HANDBOOK

I acknowledge having received a copy of the City of Sheboygan, Wisconsin's Employee Handbook and a copy of the Mead Public Library Handbook addendum and I agree to read and become familiar with its' contents. I understand that neither this handbook or addendum, nor any other City or Mead Public Library policy, practice or procedure, is intended to provide any contractual obligations relating to continued employment, compensation or employment in a particular position, and should in no way be construed as creating any sort of employment contract.

I further understand and accept that my employment with the City of Sheboygan (Mead Public Library) is at-will. I have the right to resign at any time with or without cause, just as the City (Mead Public Library) may terminate my employment at any time with or without cause or notice, subject to applicable laws.

I also understand that all of the policies, rules and regulations in this handbook may be changed at any time at the sole discretion of the City or the Mead Public Library Board of Trustees with or without prior notice to employees. Employees are encourage to direct any questions regarding the City's or Mead Public Library policies, practices and/or procedures to their immediate supervisor.

Employee's Signature

Date

Employee's Name (Printed)

OFFICE OF THE CITY CLERK
Sheboygan, Wisconsin
CITY HALL

I hereby certify that this is a true copy of a
document from the Common Council
proceedings of the City of Sheboygan.

Susan Richards
City Clerk

Res. No. 133 - 15 - 16. By Alderperson Donohue. January 18, 2016.

A RESOLUTION adopting the City of Sheboygan 2016 Employee Handbook.

RESOLVED: That the Common Council hereby adopts the City of Sheboygan 2016 Employee Handbook, a copy of which is attached hereto and incorporated herein.

*Copy filed
approved
with recorded
and indexed*

Lynne Donohue

I HEREBY CERTIFY that the foregoing Resolution was duly passed by the
Common Council of the City of Sheboygan, Wisconsin, on the 1st day of
February, 2016.

Dated February 3 2016. Susan Richards, City Clerk

Approved February 3 2016. Michael Stender, Mayor

Proceedings Published February 6, 2016.

Resolutions Published February 6, 2016.

Certified February 4, 2016 to - All Department Heads



Employee Handbook



2016

Revised: January, 2016

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WELCOME

Welcome to the City of Sheboygan. Congratulations on becoming a City of Sheboygan employee. Your role as one of our employees is important because you have now become a “Public Servant”. As a public servant, your role is to serve the public while performing services necessary to our City. Whether this is picking up garbage, putting out fires, solving crimes or driving buses, each job meets a need that our citizens have. The taxes paid by the citizens of Sheboygan pay the wages we earn. Therefore, in a very real sense, these citizens are our “employers” and we must remember that it is the citizens of Sheboygan that we need to satisfy.

As an employee you are in a unique position to serve our citizens. The way you treat them, the quality and quantity of the work you do and the attitude that governs your behavior all are a reflection of Sheboygan. Sheboygan is a city filled with citizens who have a tradition of hard work, strong ethics and a love for life and others. As you begin your career as an employee of the City, allow yourself to embrace these traditions as you unselfishly serve our citizens.

This Handbook has been designed to provide you an overview of the policies, procedures and plans that affect your employment. You will find policies and practices that govern the work that you do, a grievances and appeals procedure and an explanation of the benefits you are entitled to. Should questions/concerns arise, contact your immediate supervisor or the Human Resources Department.

Once again, welcome to the City of Sheboygan. We look forward to working with you.

ABOUT YOUR JOB

Municipal employment in the City of Sheboygan is conducted under the regulations of the Sheboygan Civil Service Commission, the Board of Police & Fire Commissions, the Sheboygan Transit Commission, and the Mead Library Board. (Each group has their own, unique regulations providing for the appointment, advancement, and retention of employees.) In recent years, there has been an ever-increasing demand for public services. This is requiring the City workforce to become more efficient and productive so as to provide the increased services without objectionable tax increases. All of us are responsible to give the taxpayer a fair return for the taxes they pay.

Often when you hear the need for improved productivity, you may think “they want me to work harder;” however, we can also improve productivity by adopting a “work smarter” philosophy. Each of you will know your job well enough to improve your efficiency and suggest changes. Put another way, here is what you as an employee can do to increase productivity:

1. Do the job you’re being paid to do. Learn your job and put forth an honest effort to do it well.
2. Be receptive to new ideas and ways of doing things even though, at first, they may not coincide with your perception of what your job is supposed to be.
3. Think on the job. Perhaps there are better ways to do it. Don’t be afraid to offer suggestions. Remember, it is possible to work smarter—not harder.
4. Recognize that your individual effort counts. It is you plus every other employee putting forth your best effort that creates the reputation of our city.
5. When vacancies occur, they are normally posted and filled by promotion of eligible, qualified employees. In the event that all candidates are equal in terms of qualifications and solid work performance, the most senior applicant will be offered the position.

- 6. The manner in which you apply yourself to your duties, your ability to get along with others, your capacity for greater responsibility and the extent to which you have prepared yourself for a better job are all important considerations.**
- 7. Performance evaluation reports are considered in promotions as well as in other aspects of your employment. Your supervisor will complete the performance evaluation form and discuss it with you to suggest improvement and provide feedback. You may make comments on your performance evaluation form in the section provided.**

SECTION I - CONDITIONS OF EMPLOYMENT

1. At-Will Employment

a) At Will

Employment with the City of Sheboygan is “at will” which means the City of Sheboygan retains the right to terminate an employee at any time with or without cause, except as prohibited by law. Just the same, an employee has the right to resign employment at any time, subject to giving notice to the City of Sheboygan as required.

Except as otherwise provided by law or applicable collective bargaining agreement, any other understandings or agreements between the City of Sheboygan and the employee must be in writing and signed by the proper City representative (typically a department head, the mayor, or the City Administrator). The Employee Handbook does not constitute an employment contract and may be changed at the City’s discretion at any time with or without notice. If at any time there is a difference between the Handbook and source material such as City policies or plan documents, the source material that is current at that time will take precedence.

If an employee seeks more detailed information on anything in the handbook, they should contact the Human Resources Department.

b) Public Contact

There are many advantages to working for the City of Sheboygan. There are also responsibilities. Your major responsibility is to serve the public. The citizens of Sheboygan are considered your employers and are entitled to courtesy and prompt service. Always keep in mind that every time one of us has a business contact with the public, we register some kind of impression. All of these impressions, when combined, create the reputation of Sheboygan. Your interaction with the public will be a variable that is considered with your performance evaluations.

c) Work Schedule

Your work schedule will be designated by the department to which you are assigned. Each department has different hours for their employees due to the special nature of their operations. Working hours, lunch periods, and work breaks will be explained by your supervisor or the Human Resources Department. Work breaks are a privilege and not a right; if abused, breaks may be suspended.

d) Flex Time (Comp-Time)

The normal work schedule for full-time, non-exempt employees is five (5) - eight (8) hour periods, forty (40) hours per week. This schedule may be revised as necessary depending on customer and/or city requirements, as determined by each department or area supervisor. Each employee needs to work with their supervisor to define the expected hours of work. Employees may need to flex their schedule to maintain a forty (40) hour work week. The time flexed must be approved in advance by management and be contained within the week that it is earned. If an employee flexes their schedule during the 40 hour work week, time worked in excess of 8 hours a day can only be taken in an hour-for-hour basis. In other words, if an employee works 10 hours on Monday, the additional two (2) hours worked on Monday may be taken off later in the week at straight-time hours (not time-and-one-half). Employees may not save (bank) additional time off for use in another pay period.

Exempt employees are full-time employees who work a minimum of forty (40) hours per week. Due to the professional nature of these positions, however, exempt employees are paid a defined salary for their position rather than an hourly rate. Therefore, if the position requires additional hours (over 40) during the work-week, those who hold exempt positions are expected to perform the additional duties as part of their work-week. The additional time worked is considered part of the position expectations and is exempt from overtime pay.

g) Overtime

Non-exempt employees will be paid time and one-half of their hourly pay rate for hours worked in excess of 40 hours per week (a week is defined as Sunday at 12:00 a.m. – Saturday at 11:59 p.m.). Paid time off (vacation, discretionary or holiday hours) does not count towards overtime calculation. Advance notice will be provided for those expected to work overtime as soon as practicable. In emergency situations, advance notification provisions may not apply. All overtime must be authorized by your supervisor before the time is worked.

h) Punctuality and Attendance

The citizens of Sheboygan need your service. Your supervisor and co-workers depend on your work to do their own. It is necessary that you report to work regularly and on time. If you are ill, delayed, or cannot report for a specific reason, contact your supervisor before the start of your shift as soon as practicable, the more advanced the better.

i) Safety

The City regards your safety on the job as a vital responsibility. Always be alert to unsafe conditions, faulty equipment or other on-the-job hazards. Don't neglect to use safety equipment in your work if required. You are responsible for reporting unsafe conditions or accidents to your supervisor immediately, complying with any laws or safety regulations, and maintaining concern for the safety of your co-workers and yourself. Failure to follow safety requirements is a serious offense, subject to corrective action and/or further discipline, including termination of employment, for even the first offense (depending on the degree of the violation).

j) Telephone Use and Courtesy

City phones, whether LAN lines or mobile phones, should not be used for personal calls. In addition, all employees are asked to inform their friends and family not to call during working hours except in cases of emergency.

k) Bulletin Boards / Employee e-notifications

It is the responsibility of each employee to check bulletin boards and/or intranet notifications for schedules of meetings, notices, new policies and job announcements.

l) Complaints

If you have a job-related problem or complaint, discuss the matter with your supervisor and/or department head. Complaining to a fellow employee might make you feel better for the moment, but that will not get the problem to the attention of those who can resolve it. If the complaint is about your supervisor, you may contact the Human Resources Director who will work to see if the problem can be resolved.

m) Employee Records

It is important that you keep your department and the Human Resources Department informed of any changes such as address and telephone number and keep the Human Resources Department

informed of any changes in personal data such as marital status, number of dependents, etc. This will insure that your personnel, payroll, and benefit records are up-to-date, a matter both important to you and your family. If you desire to view the contents of your personnel file, a written request should be submitted to the Human Resources Department. Arrangements will be made for you to view the file in the presence of a Human Resources Department representative. A personnel file may be viewed twice per calendar year. Additional requests need the approval of the Human Resources Department Head and/or the City Administrator.

n) **Political Activity**

For the purposes of this section, political activity shall mean activity calculated to improve or favor the chances of any political party or any person seeking or attempting to hold political office; such definition of political activities shall include but not be limited to campaigning for candidates or political parties, circulating nomination papers, registering voters, collecting contributions or selling fund-raising tickets, distributing campaign material, and organizing political rallies or meetings.

We urge you to vote regularly. Nothing in City policy shall affect the right of a City employee to hold membership in and support a political party, to vote as he or she chooses, to express privately his or her opinions on all political subjects and candidates, to maintain political neutrality and to attend political meetings. However, no employee shall engage in political activities during regular work hours, nor shall any employee wear his or her uniform, badge, or other form of employer identifier during personal participation in political activities.

No employee shall erect, construct, or post political posters on City property or buildings. Political posters shall not be displayed or posted on the private automobiles of employees when parked on City premises furnished to the employee by the City for the parking of such vehicle during regular work hours, except bumper strips on personal vehicles.

No person shall directly or indirectly solicit or receive subscriptions, assessments, contributions, or services for any partisan or nonpartisan political purpose from any employee in City service or use his or her influence to coerce the political action of any employee while such employee is on City premises during any regular working hours.

Any employee who is guilty of a violation of this policy shall be subject to disciplinary action up to and including dismissal.

SECTION II: POLICIES

1. Attendance Policy

The City expects prompt and regular attendance from all of its employees. This means that you must be at your appointed work station, on time, fully prepared and able to work at your starting time. Proper attendance and punctuality are essential to maintain a good record of performance. If for some reason, you are not able to come to work on time, it is your responsibility to notify your supervisor as early as possible before the start of your workday. If an emergency situation arises and contacting your supervisor is not possible, you must notify your supervisor as soon as practical.

Tardiness and/or absenteeism disrupt City operations and create additional work for your fellow employees. Absenteeism includes not only absence from work, but late reporting for your scheduled

start time, unauthorized extension of a lunch period, leaving work early without your supervisor's approval or improper use of other City-paid time. Your attendance record is reviewed regularly. If a problem arises, your supervisor will be discussing it with you. Tardiness or failure to come to work will result in discipline, up to and including termination of your employment with the City.

2. **Paid Time Off (PTO)**

PTO allows employees the flexibility to handle planned and unplanned absences. There are several types of PTO: vacation, discretionary and holiday. Vacation PTO is earned the previous year and is available to use during the current year. Discretionary and Holiday PTO is earned during the current year.

PTO Holiday: Holiday PTO is available to all regular, full-time and part-time employees from the day the employee starts in the regular position. (Holiday pay is not available for seasonal or part-time temporary employees, or employees on a leave of absence before and after the holiday.) Holiday pay for full-time employees must be used in 8-hour increments on the City designated holiday; part-time employees receive the applicable prorated time for their holiday.

PTO Vacation: This benefit is generally earned through productive work time. A value (in hours) of the benefit is determined as of January 1 each year, prorated for new employees. Employees with greater than one year of continuous employment as of January 1 are eligible to use their vacation beginning on the first calendar day of the year in which a milestone anniversary occurs and must be used in half or full-day increments. (For example, an employee who has 4 years of service on January 1 but will reach their 5th year of service during the year will be eligible for 120 days of vacation as of that January 1.) Those with less than one year of employment may be eligible for a prorated amount of vacation as of January 1 of the calendar year following their date of hire. See schedule below for the prorated amount of vacation.

Vacation PTO – New Employee

New full-time employees hired before January 1st of any given year are eligible for the following pro-rated vacation time as of January 1:

<u>Hired the previous</u>	<u>Eligible on the following January 1</u>
January 1 – March 31	40 Vacation Hours
April 1 – June 30	28 Vacation Hours
July 1 – Sept 30	16 Vacation Hours
October 1 – December 31	0 Vacation Hours

PTO Discretionary: This benefit is available to use in hourly increments (whole hours only) 1 to 8 hours in length. New full-time employees will be eligible for a prorated amount of Discretionary Paid Time Off (DPTO), available to take after 90 days. New employees pro-rated discretionary time schedule:

Discretionary PTO – New Employee

New full-time employees are eligible for DPTO, pro-rated as of January 1:

<u>Hired</u>	<u>Eligible after 3 months</u>	<u>Eligible the following January 1</u>
Jan 1 – March 31:	32 Discretionary Hours	40 Discretionary Hours
April 1 – June 30:	16 Discretionary Hours	40 Discretionary Hours
July 1 – Sep 30:	8 Discretionary Hours	40 Discretionary Hours
Oct 1 – Dec 31:	See note below	0* Discretionary Hours

** 40 Discretionary Hours eligible after 3 months of employment (issued on day 91 of employment, not on January 1 following date of hire)*

Thereafter following the schedule listed below. Full-time employees will be issued 80 hours of discretionary time during the month of January. Although the benefit is available to use in January, it is not “earned” as of January. The benefit is earned throughout the year, 1/10 eligible hours per month. Regardless of an employee’s tenure with the City, those who leave mid-year will not be paid out their unused discretionary PTO and may be required to repay the unearned amount.

PTO for permanent part-time employees is a pro-rated amount based upon the previous year’s total hours worked.

When requesting PTO, employees must schedule their absences in advance whenever possible to ensure the City’s smooth operation. Vacation time is always expected to be scheduled in advance and must be approved by the employee’s supervisor. Approval will depend upon the workload in the affected operational area.

Listed below is the PTO schedule effective January 1 of each given calendar year:

	Total PTO	Vacation	Holiday	Discretionary
< 1 Year	Prorated	See Schedule	80 hours	See Schedule
Years 1 – 4	240 hours	80 hours	80 hours	80 hours
Years 5 – 12	280 hours	120 hours	80 hours	80 hours
Years 13 – 20	320 hours	160 hours	80 hours	80 hours
Years 21 +	360 hours	200 hours	80 hours	80 hours

Discretionary PTO must be used during the calendar year. Hours not used will be forfeited.

Vacation must also be used during the calendar year. However, in the event that you are not able to use all of your vacation PTO, you may request a carryover of up to 40 hours of vacation to your supervisor. The head of each department and the Director of Human Resources must approve the carryover hours preferably by December 15th for the following year.

Sick Account Balance: Employees hired before January 2012 may have a Sick Account Balance. This benefit discontinued as of December 31, 2011. However, those with a balance were able to keep the balance and may be eligible for a post retirement benefit. This account is available to use for an employee's own serious health condition prior to retirement. However, generally speaking, all discretionary PTO and all but 80 hours of vacation PTO must be used prior to utilizing sick day balance. Exception to this practice exist for some qualifying Family Medical Leave conditions, in which an employee may qualify to use up to two weeks of pay from the sick bank account. Contact Human Resources for additional details.

3. Performance Reviews

Performance reviews will be completed by an employee's supervisor yearly. In most cases, the anniversary date of employment will be the review date, with any changes to pay effective the payroll following the anniversary date. In the cases of promotion or demotion that increase or decrease pay, the date the change in position becomes effective is the employee's new review date.

4. Pay Checks

Payroll checks (direct deposit only) are issued every other Friday. The recognized work week is Sunday through Saturday.

5. Voluntary Termination

An employee who plans to resign or retire should provide written notice to his/her supervisor at least two full weeks prior to leaving. The employee will be paid at his/her current rate for all unused accrued vacation time. Deductions will be made for any liabilities to the City such as tool purchases, uniforms, etc. Failure to provide two weeks notice may result in the loss of any accrued vacation. An employee is not entitled to use discretionary PTO during their two week notice.

6. Layoff

The City makes every attempt to provide regular, consistent employment. At times, city funding or budget constraints, customer demands or other factors affect work availability. If a lay-off should become necessary, factors such as overall work performance, skill and ability, productivity and attendance will be used in deciding which employees will be laid off. Length of service will be considered a factor in deciding which employees will be laid off when other factors are equal.

7. Use of City Property

Unauthorized possession or use of any City property, equipment, or materials, or removal of City property from the premises is prohibited. The employee's supervisor must approve any equipment transfer or movement.

8. Shift Premium

Shift premium for non-represented City employees (excluding Transit or Library employees) will be issued for hours worked outside of traditional office hours. Shift premiums apply as follow:

- 6:00 a.m. – 5:59 p.m. - No shift premium
- 6:00 p.m. – 11:59 p.m. - \$0.35/hour
- 12:00 a.m. – 5:59 a.m. - \$0.45/hour

9. Mileage Reimbursement

Employees may be required to use their own personal vehicle for travel while conducting city business (other than di minimis travel within the City of Sheboygan. When this occurs, the employee will be reimbursed at the current IRS rate for each mile driven.

10. Parking

In most City facilities, parking is provided for employees at no cost. Employees working in City Hall or the Library will be assigned parking in the municipal lot or given an off-street parking pass and the cost of parking will be covered by either the City or the Library.

11. Dress Code

Employees represent the City of Sheboygan when they are at work. Each person is expected to dress appropriately for their respective job. In an office setting, shorts, t-shirts or immodest apparel are not considered appropriate attire. The City reserves the right to send an employee home if he/she is inappropriately dressed. Time missed for this purpose would be unpaid (non-exempt / hourly employees).

12. Concealed Carry

Although the State of Wisconsin allows concealed carry of handguns, no employee is permitted to carry a handgun while on duty unless the employee is granted express authorization by the City of Sheboygan.

13. Workers Compensation

Employees who are involved in a work related injury resulting in full days off ("lost time injury") will be paid following the state approved schedule (the first 3 days off are non-compensable). The pay rate issued will be in accordance with state requirement.

14. Special Clothing/Accessory Allowance

Employees who are required to wear special clothing or use special equipment for their work will receive an allowance (paid no earlier than the 2nd payroll in January) of the following:

- a) Uniform Allowance: \$100 / paid at the beginning of the calendar year
- b) Safety Boot / Shoe / Equipment: \$100 / paid at the beginning of the calendar year
- c) Glasses with safety lens w/frames: \$50 / reimbursed every two years with purchase

15. Position Classification

Every City position is covered by an official job description. This description only lists the typical duties of the position. Employees may be assigned other duties by their supervisor / department head.

A salary range exists for every position, which includes a minimum and a maximum rate of pay. New employees with limited experience are normally hired at the minimum rate of pay and advance within the pay-range based on merit. New employees hired with proven skills and experience may be offered a starting salary based on their previous experience.

At least once per year each employee will receive a performance evaluation which will review their past performance and establish goals and objectives for the next 12 months. The performance evaluation results determine whether an employee receives a salary adjustment and the amount of that adjustment. Since the evaluation is discretionary, the supervisor also has discretion in the amount, if any, of a pay increase. Although an increase schedule will guide the supervisor, the supervisor remains eligible to veer from the schedule as he/she deems appropriate.

16. Pay Days / Direct Deposit

Employees are paid on a bi-weekly basis on alternate Fridays. Timecards must accurately reflect the hours you have worked each week and all time off. Your payroll check will show both your gross pay and your net pay which is your pay after deductions. Various deductions, both mandatory by law and voluntary, will be itemized on each pay check. Payroll checks will be directly deposited into a financial institution of the employee's choice.

17. Use of City Telephone / Personal Cell Phones

The use of personal cell phones is prohibited in the workplace except during break and lunch times. In order to keep City telephone lines open for necessary business calls, employees need to discourage incoming and outgoing personal calls except for emergency. Personal long distance calls on city phones are not to be made.

18. Use of Internet and E-mail

Internet and e-mail communication systems are to be used primarily for business purposes, meaning that use of such equipment and systems must be job related. Limited, occasional or incidental use of these systems for personal use is acceptable, if done in a professional manner that does not interfere with business use.

In addition to the system hardware and software, all electronic messages are the property of the City, whether composed, received or sent by the employee. The City reserves the right to retrieve, monitor, or review any message in the City computer system, and may disclose such messages for any purpose without notice to the employee and without seeking permission of the employee. In addition, as an employee of the City, all correspondence are subject to the open records statute. Citizens have a right to request access to information contained on City property.

The City does not permit Internet use or e-mail messages that contain foul, inappropriate, or offensive language. Those containing racial or ethnic slurs, or sexual innuendo, are prohibited. Employees who violate this policy will be subject to disciplinary action up to and including termination.

19. Safety

Safety regulations exist for an employee's protection and to avoid conditions that may result in accidents, disabling injuries, and lost time and money. All employees are required to comply with safety regulations. Each department supervisor or department head will inform employees of any specific safety regulations pertinent to their department. An employee is required to know and use the safety precautions for their particular type of work, machines, and equipment.

Horseplay, failure to use designated safety devices and/or procedures, any act or threat of physical violence toward another employee and any behavior which could result in personal injury is strictly prohibited at all times while on City property and will result in disciplinary action up to and including termination of employment. This includes time before and after the scheduled work hours and applies to all City property, indoors or out.

Because of the potential for serious and permanent injury, failure to comply with any of the above stated procedures or those procedures explained to an employee by their supervisor will result in disciplinary action up to and including termination. Employees working in or supporting a work area and certain other designated areas must familiarize themselves with the general safety procedures of that area. Employees must immediately report any work related injury to their supervisor and complete a First Report of Injury Form as soon as possible.

20. PROHIBITED HARASSMENT & SEXUAL HARASSMENT

It is City of Sheboygan policy that all employees enjoy a work environment free from all forms of harassment. Employees who engage in harassment not only hurt others, but also expose themselves and the City to potential legal liability. Harassment violates both State and Federal laws. Harassment infringes upon equal respect in work relationships and causes serious harm to the productivity, efficiency and stability in the work environment. Every person is entitled to be treated with common courtesy, dignity and respect. The City of Sheboygan specifically prohibits discrimination, intimidation and harassment.

I. COVERED INDIVIDUALS

1. Individuals covered under this policy include employees, applicants for employment, volunteers, elected officials, appointed boards and commissions, (hereafter referred to as "employees") and members of the public.
2. Conduct or inappropriate behavior described in this document will not be tolerated. Any employee who violates this policy will be subject to appropriate discipline, up to and including termination of employment. Any elected official or member of the public found to have violated this policy shall be subject to appropriate disciplinary action up to and including sanctions.

II. GENERAL POLICY

1. All employees are responsible for assuring that the work place is free from any unlawful form of harassment. This includes harassment based upon sexual orientation, race, color, religion, gender, national origin, age, disability, or any other basis prohibited by law. All employees and elected officials shall be familiar with and comply with the City policy, which prohibits harassment.
2. City policy prohibits any employee, elected official, or member of the public, male or female, from harassing another employee or other person while on or off the job, or from creating a hostile work environment, even if the harassment is not targeted at a specific person.
3. Harassment by an employee, supervisor, manager, elected official or any other person shall not be tolerated. All supervisors and administrators are responsible for preventing and eliminating harassment in their respective work areas, departments, or divisions.

III. SEXUAL HARASSMENT, LEGAL DEFINITION

Sexual harassment is unwelcome sexual advances, unwelcome requests for sexual favors, unwelcome physical contact of a sexual nature or unwelcome verbal or physical conduct of a sexual nature. "Sexual harassment" includes conduct directed by a person at another person of the same or opposite gender. "Unwelcome verbal or physical conduct of a sexual nature" includes but is not limited to the deliberate, repeated making of unsolicited gestures or comments of a sexual nature; the deliberate, repeated display of offensive sexually graphic materials which is not necessary for business purposes; or deliberate verbal or physical conduct of a sexual nature, whether or not repeated, that is sufficiently severe to interfere substantially with an employee's work performance or to create an intimidating, hostile or offensive work environment.

Prohibited Conduct:

1. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; or
2. Submission to or rejection of such conduct is used as a basis for an employment decision affecting the employee; or
3. Such conduct has the purpose or effect of unreasonably interfering with the employee's work performance or creating a work environment, which is intimidating, hostile, or offensive to the employee; or
4. All forms of unwanted physical sexual contact whether they are unwelcome sexual advances; unwanted hugs, touches, pinching, brushing against another's private body areas or kisses are assault. If assault is determined, the police or law enforcement will be involved and formal charges may be filed; or
5. Suggestive or lewd remarks; sexually oriented teasing or joking; displays of sexually explicit pictures, cartoons or other materials, requests for sexual favors; or any other unwelcome sexual behavior or attention.

IV. OTHER UNLAWFUL FORMS OF HARASSMENT

In accordance with the Equal Employment Opportunity Commission guidelines, this policy prohibits harassment on the basis of race, color, religion, gender, national origin, age, disability, or any other basis prohibited by law. Prohibited harassment includes, but is not limited to, behavior which:

1. Has the purpose or effect of creating an intimidating, hostile or offensive work environment; or
2. Has the purpose or effect of unreasonably interfering with an individual's work performance; or
3. Otherwise adversely affects an individual's employment opportunity.
4. Any act of harassment involving messages of hatred, physical threat, or violence requires immediate corrective action. Report any incident of this nature immediately to a supervisor. The police or law enforcement may become involved.

V. HARASSMENT COMPLAINT PROCEDURES

Employees are encouraged but not required to inform the person that his or her actions are unwelcomes and offensive. Politely but firmly confront the harasser and tell the individual to stop harassing you immediately. Do not respond in an inappropriate, rude or vulgar manner.

1. **If you are unable to confront the harasser** or if the harassment continues, talk to a supervisor you trust, a Department Head, Human Resources Director or City Attorney and report the harassment. The employee may go to any other person in authority with a complaint. It is not necessary for the victim to put the complaint in writing. It is recommended that the employee document all incidents of harassment in order to provide the fullest basis for investigation.
2. Any employee who believes he or she has been the subject of, or witness to harassment shall promptly report the matter.

VI. IF AN EMPLOYEE IS BEING HARASSED BY THE PUBLIC

Laws protect employees from harassment by outsiders. Employees may be harassed by customers, contractors, loiterers, service providers or the public who come into the workplace or into fieldwork areas. If you are harassed in this manner:

1. Politely but firmly confront the harasser and tell the individual to stop harassing you immediately. Tell the harasser that their language or behavior is inappropriate and in violation of the law. Do not respond in an inappropriate, rude or vulgar manner.
2. If you are unable to confront the harasser or if after speaking to the harasser, the harassment continues, contact a supervisor.
3. If the harassment continues after the supervisor arrives, call the police.

VII. INVESTIGATION OF HARASSMENT COMPLAINTS

- I. If an uninvolved third party provides management with information of harassment, then there is sufficient knowledge for management to investigate. Employees who become aware of possible harassment, even if they themselves are not victims, shall bring the matter to the attention of the appropriate supervisor.
- II. Supervisors are responsible for preventing harassment and other prohibited activities. Each supervisor shall:
 1. Monitor the work environment for signs that harassment may be occurring.
 2. Train and counsel employees on what constitutes harassment and sexual harassment, the City Policy and procedures for reporting and resolving complaints of harassment.
 3. Stop any action that may be considered harassment and take appropriate steps to intervene, whether or not the involved parties are within his or her line of supervision.
 4. Take immediate action to prevent retaliation towards a complaining party or witnesses.
 5. Eliminate the hostile work environment where there has been a complaint of harassment.
 6. Transfer or re-assignment of any party involved should be voluntary if possible. If compulsory, the transfer should be temporary, pending the outcome of the investigation.
- III. Supervisors shall not discourage employees from making complaints. Once made aware of an alleged harassment issue, the supervisor has a legal obligation to ensure that the complaint

is investigated. Any complaint of harassment shall receive the immediate attention of the supervisor to whom it is made. The supervisor shall contact and consult with their Department Head and Human Resources Director as soon as practical.

IV. Under the direction of the Human Resources Director, an investigation shall ensure that all facts reviewed and documented, and that appropriate disciplinary action is taken, if warranted.

1. After appropriate investigation, any employee found to have violated this policy will be subject to appropriate disciplinary action, up to and including termination of employment.
2. After appropriate investigation, any elected official or member of the public found to have violated this policy will be subject to appropriate disciplinary action up to, and including sanctions.
3. Corrective action must be taken if and/or when:
 - a) Upon completion, the investigation (if warranted) shall notify the Police Chief, City Attorney and the City Administrator if the complaint contains evidence of criminal activity, such as battery, assault or rape.
 - b) The investigation shall include a determination as to whether other City employees are affected by the harassment and whether City employees participated in or encouraged the harassment.
 - c) Files of harassment and discrimination complaints shall be maintained in a secure, central location.

E. The City also recognizes that false accusations of harassment can have serious adverse effects. All employees shall act honestly and responsibly in complying with and enforcing this policy. Anyone who knowingly makes false accusations of harassment will be subject to appropriate disciplinary action up to an including discharge.

F. The confidentiality and privacy of employees involved in an investigation will be respected, but cannot be guaranteed. Information shall be released on a need to know basis, by legal process, open records or subpoena.

V. AFTER AN INVESTIGATION

A. The City of Sheboygan forbids retaliation against anyone who in good faith, reports or assists in the investigation of an alleged harassment complaint. Anyone who retaliates against a person who reports harassment or who assists in the investigation of a harassment complaint will be subject to appropriate disciplinary action up to and including discharge.

An employee must use the City's internal reporting procedures first. However, if after utilizing this procedure the complainant does not feel the complaint has been adequately addressed, the employee may file a complaint as described below.

B. Discrimination may also be reported to the Equal Employment Opportunities Commission (1-800-669-4000), or State of Wisconsin Equal Rights Division, Milwaukee office, or

1. State of Wisconsin Equal Rights Agency
819 N 6th Street, Room 723
Milwaukee, WI 53203
Phone: (414) 227-4384
2. Equal Employment Opportunity Commission
310 West Wisconsin Avenue
Suite 500
Milwaukee, WI 53203-2292
Phone: (800) 669-4000

If an employee makes a report to any of the above agencies, that employee shall provide a copy of that report to the Sheboygan City Attorney's Office within forty-eight (48) hours of making the complaint.

SECTION III: HOLIDAYS, AND LEAVE OF ABSENCE

1. Holidays

The City recognizes the following paid holidays for its employees:

New Year's Day	Thanksgiving Day
Good Friday (Friday before Easter)	Day after Thanksgiving
Memorial Day	Christmas Eve Day
Independence Day	Christmas Day
Labor Day	New Years Eve Day

For those on a Monday – Friday work schedule, when a scheduled holiday that falls on Saturday it will generally be observed on the previous Friday, if the department is closed on the holiday. A holiday that falls on Sunday will generally be observed the following Monday. The City retains the right to schedule holiday observance which best suits its operations schedule.

2. Family and Medical Leave Act (FMLA)

FML is a state and federally supported program created to allow employees time off for eligible reasons dealing with either the employee's own personal medical condition, or the employee's family member. If an employee feels he or she may qualify for FML, the employee should contact their supervisor or Human Resources. For more details, employees should refer to the official FML policy and/or the required posting throughout all locations.

- 1) If the leave is a qualified Wisconsin Family Medical Leave, the employee has the option to use any available PTO, including a sick bank, during the first two weeks of leave. After that, the City will issue all remaining PTO (Discretionary or Vacation) up to a balance of two weeks of vacation, at which time the employee may elect to use the remaining vacation, take the remaining leave unpaid, or request PTO from other employees. (Employees with a sick bank balance can only use that bank after the first two week for the employee's qualified medical condition.)

- 2) Employees who elect Voluntary Short Term Disability may apply for benefits in accordance with the plan document. FML will run concurrent with applicable STD. STD applies only after the employee exhausts any available sick bank balance.
- 3) An employee's health and dental benefits will be continued through a qualified FMLA, with the employee continuing to pay the employee portion of the monthly premium payment. Arrangements for premium payment should be made at the time leave is requested. Other insurance will be reinstated upon timely return from leave.
- 4) Leave may be utilized on an intermittent basis (such as reduced work hours due to physical restrictions).
- 5) Upon return from FMLA leave, the employee will be reinstated to his/her original position or a similar position of equivalent pay, benefits, and terms.

3. Sick / Medical / Personal Leave Of Absence

- a) If you are unable to come to work because you are sick, you must let your supervisor know before the beginning of the workday if possible so that proper arrangements can be made. If you are absent for more than three (3) consecutive days because of illness, you may be required to present a fitness for duty form, completed by a medical provider / doctor. With the exception of extreme situations, personal leave of absences require prior approval from the employee's supervisor.
- b) Failure to return from leave, or revocation of a leave by the City, shall be cause for separation from employment (employment termination) unless a justifiable reason is submitted within five (5) days after said expiration, disapproval, or revocation, which is acceptable by the City.

4. Jury Duty

Employees who are subpoenaed and serve on jury duty on any days which are considered their normal scheduled workdays shall receive pay continuation for the hours served, up to a maximum of 8 hours pay, or in the case of a part-time employee, up to the maximum hours they are normally scheduled to work, provided the following:

- a) The employee must present proof of jury duty service, stating the dates and hours per day served.
- b) The employee must turn in all compensation from the County for their jury service (excluding mileage).
- c) When the employee is excused from jury service, either temporarily or permanently, the employee shall report back to work within one hour to complete his/her shift.

5. Military and Other Leaves

- a) The City of Sheboygan follows USERRA rules regarding reinstatement of military members. For long-term military leave, any full-time, non-exempt employee who obtained a written leave of absence as a result of being inducted into the Armed Forces of the United States shall be reinstated according to the applicable laws governing such reinstatement insofar as they affect persons or positions included in the City Service. To be eligible for such reinstatement, the employee must be honorably discharged from required active service of not more than four years, plus one year extension of active duty if this is at the request of the government. All leaves of absence for military service shall be without pay and benefits. Upon return from the leave, the employee will retain his/her hire date for prospective calculations of paid

time off. However, only the actual hours worked on-the-job the previous year will be used in the calculation of a vacation benefits. For example, the employee who worked 6 months of the year and was called to duty the other six months will be credited with 50% of his/her vacation allotment for the following year.

- b) Exempt employees will receive pay continuation for short-term absences occasioned by jury duty, attendance as a witness or temporary military leave. However, the City will offset any amounts received by an employee as jury fees, witness fees or military pay for a particular week against the salary due for that particular week without loss of exemption.

SECTION IV:

1. Grievance and Appeals Procedure

A grievance is defined as a difference or misunderstanding which may arise between the City and one of its employees regarding discipline, discharge or workplace safety. (Library employees need to refer to the Mead Library Progressive Discipline and Grievance Procedure.) Workplace Safety is defined as “conditions of employment affecting an employees’ physical health or safety, the safe operation of workplace tools and/or equipment, safety of the physical work environment, personal protective equipment, workplace violence and training related to same”.

In the event that an employee does not agree with disciplinary action taken against him/her; disagrees with his/her termination; or has an issue with workplace safety which affects him/her, the following grievance procedure shall be used:

Step 1 – Written Grievance Filed with the Department

The employee must prepare and file a written grievance with his/her Department Head within five (5) days of when the employee knows, or should have known, of the events giving rise to the grievance. The Department Head or his/her designee will investigate the facts giving rise to the grievance and inform the employee of his/her decision, if possible within ten (10) days of receipt of the grievance. In the event the grievance involves the Department Head, the employee may initially file the grievance with the Human Resources Director, who shall conduct the Step 1 investigation.

Step 2 – Review by Human Resources Director [or City Administrator]

If the grievance is not settled at Step 1, the employee may appeal the grievance to the Human Resources Director [or City Administrator] within five (5) days of the receipt of the decision of the Department Head at Step 1. The Human Resources Director [or City Administrator] or his/her designee will review the matter and inform the employee of his/her decision, if possible within ten (10) days of receipt of the grievance.

Step 3 – Impartial Hearing Officer

If the grievance is not settled at Step 2, the employee may file, within five (5) days following receipt of the decision of the Human Resources Director [or City Administrator], a written appeal for review by an impartial hearing officer. The City shall select the impartial hearing officer, who shall not be a City employee. In all cases, the grievant shall have the burden of proof. The jurisdiction of the impartial hearing officer is limited to answering the following question: Based upon the preponderance of the evidence, has the Grievant proven that the action of the City was arbitrary and capricious?

This process does not involve a hearing before a court of law; thus, the rules of evidence will not be followed. Depending on the issue involved, the impartial hearing officer will determine whether a hearing is necessary, or whether the case may be decided based on a submission of written documents. If a hearing is conducted, the impartial hearing officer may admit all evidence that he/she deems relevant to the issues raised, and may exclude immaterial, irrelevant or repetitious testimony or evidence. After the Grievant and the City have presented all relevant witnesses and evidence, the impartial hearing officer shall close the hearing. The impartial hearing officer may ask for oral or written closing statements.

The impartial hearing officer shall prepare a written decision within ten (10) days of the close of the hearing. The impartial hearing officer shall have no authority to issue a remedy, but the impartial hearing officer may recommend a remedy. Remedial action and authority shall be subject to the determination and approval of the City Council, and shall be addressed in the event a grievance is sustained.

Step 4 – Review by the Governing Body

If the grievance is not resolved after Step 3, the Grievant or the City may request, within five (5) days of receipt of the written decision from the hearing officer, a written review by the Governing Body. In most instances, the appeal shall be heard by the City Council. For Library, Transit and Water Utility employees, the appeal shall be filed with the Library Board, Transit Commission, or Water Utility Board.

The Governing Body shall not take testimony or evidence; it may only determine whether the impartial hearing officer reached an arbitrary or incorrect result based on a review of the record before the impartial hearing officer. The matter will be scheduled for the Governing Body's next regular meeting. If it is impossible to comply with the deadlines due to meeting notice requirements or meeting preparation, the grievance will be reviewed at the next possible meeting date. The Governing Body shall not substitute its judgment for that of the impartial hearing officer. Findings of fact shall be upheld unless they are clearly erroneous. The Governing Body will inform the employee of its findings and decision in writing within ten (10) days of its meeting. The Governing Body shall decide the matter by simple majority vote and this decision shall be final and binding.

Employee Representation

An employee shall have the right to be represented by an attorney or other representative at Step 3 of the grievance procedure at the employee's expense. The representative may not be a material witness to the dispute. Employee discussion with his/her representative shall not take place during working hours.

Time Limits

The timelines provided in this policy must be strictly followed. If the Grievant fails to meet the timelines set forth above, the grievance shall be considered resolved. If the City fails to meet the timelines set forth above, the grievance shall advance to the next step of the process. The only exception to this policy is if the Grievant and the City mutually agree in writing to waive a timeline, but such waiver must occur in advance of the expiration of the timeline.

SECTION V: MISCELLANEOUS INFORMATION

1. Employee Fraternization Policy

The City of Sheboygan expects employees to work together as team members to efficiently provide for the needs of the City and its citizens. It is in the best interests of City employees to keep work relationships separate from personal relationships. All employees shall exercise good judgment and discretion in engaging in consensual social personal relationships.

Under no circumstances shall an employee in a management or supervisory position enter into a romantic relationship with a subordinate.

Provisions/Requirements

1. If employees choose to enter into a consensual social relationship, the relationship will not be allowed to disrupt City business.
2. If employees marry each other, they will not be allowed to report to the same immediate supervisor after they are married. One spouse will not be allowed to supervise the other.
3. If a manager/supervisor enters into a consensual social relationship with any City of Sheboygan employee, that changes into romantic involvement, the management level employee shall promptly and confidentially provide a written notice to his/her immediate supervisor and the Human Resources Manager. The supervisor and the Human Resources Manager will immediately review the duties and responsibilities between the employees to determine if their relationship may disrupt City business. Although the relationship is not prohibited (except as provided below), it will not be allowed to disrupt business.

The City expressly prohibits any consensual social relationship, including marriage, between a manager/supervisor and an employee in his/her line of authority.

4. If a consensual social relationship is either prohibited or disrupts City business, the City will take appropriate action to transfer one or both of these employees if possible and in the City's best interests. If transfer is not possible, termination of the employment of one or both employees may be necessary. Failure to promptly and voluntarily report a consensual social relationship as required above may result in immediate transfer or termination of one or both employees.

2. Employee Privacy

The City of Sheboygan is subject to the Wisconsin Public Open Records Law. Though an employee's personnel file is confidential, information relating to employment, such as an employee's pay and benefits, is considered an open record to the public and may be shared upon request. This includes electronic records such as e-mail messages and other electronic content on personal computers or cell phones (if used for work purposes).

3. Adverse Weather

In the event of severe weather, the City Administrator or Department Head or his/her designee may decide that the offices will not open. Managers will try to notify employees by telephone if they are not to report to work. A message will also be relayed to WHBL channel 1330 AM. Non-exempt (hourly) employees will not be paid for time missed unless they chose available discretionary or vacation PTO time.

4. Personnel Records

In order to maintain accurate personnel records, it is important that an employee notify the Human Resources Department of any changes such as name, address, phone number, dependent information, beneficiary changes, etc. While the City makes every effort to have correct records, the responsibility for making sure we have the most current information is the employees.

The City is periodically requested to verify dates of employment and salary information. Basic information (hire date, hourly salary, and full-time employment status) will be confirmed provided the requester verify the employee's social security number. Additional information will only be provided with a signed release from the employee.

5. Zero Tolerance Workplace Violence Policy

The City of Sheboygan maintains a zero tolerance policy towards violence in the workplace. Violence committed by employees or the public will not be tolerated. All violent behavior is inappropriate. The possession, use or threat of use of a weapon by employees is prohibited in the workplace. All employees shall notify their supervisor of any workplace violence they witness, experience, have knowledge of or have been notified about. Violations shall lead to disciplinary action, up to and including discharge. Violent acts or threats of violence may also result in arrest and criminal prosecution.

I. GENERAL

All employees have a responsibility to encourage and maintain a safe and secure workplace. When notified that an employee has been assaulted, threatened with bodily harm or has threatened to harm themselves or others, supervisors have the responsibility to respond in a timely manner. All employees are expected to adhere to specific security and safety procedures as prescribed by their department or division.

II. INCIDENT REPORTING AND INVESTIGATIONS

A. Employee Responsibilities:

1. Remove yourself from the threat as soon as possible.
2. Obtain emergency police intervention and/or medical response as required.
3. Immediately notify a supervisor and/or Department Head.
4. Assist management in the completion of all required incident reports.
5. Cooperate with all investigation efforts by management and/or the police.
6. If injured, complete all required medical reports as soon as practical.

B. Supervisor Responsibilities:

1. The Supervisor taking the complaint must ensure that the behavior is stopped.
2. Obtain police intervention and medical response as required.
 - a. If the workplace violence is a result of the actions of a non-employee, the supervisor or other available employee shall call 9-11 and request immediate police assistance.
 - b. Crime Scene Preservation:
Take no action to disturb the incident scene, which could jeopardize the outcome of an investigation. Do not move objects or allow clean up until police have given permission. Take steps to secure the incident area.
3. Notify/brief the Department Head & Human Resources as soon as possible.

4. Advise the Department Head of any corrective or preventive actions that can be implemented.
5. Expeditiously complete the Assault/Threat Report form.
6. Obtain copies of Police reports and/or written statements from witnesses and those persons involved within 24 hours, or as soon as possible.
 - a. Assist employees to complete medical, workers compensation, OSHA and other reports as required as soon as possible.
7. Forward copies of all reports to the Human Resources as soon as completed.
8. Conduct or assist in, and cooperate with all investigations.
9. Assist in the identification of risk factors and remedies to prevent reoccurrence.
10. Involve City Attorney to determine or initiate appropriate administrative or legal action.
11. Advise employees about the availability of assistance or counseling. Refer employees to the EAP services.
12. Obtain guidance from Department Head and/or Human Resources on disciplinary actions and procedures.
13. Ensure that proper corrective action is implemented.

III. INVESTIGATION

1. Human Resources, department/division management and police will receive, evaluate intervene and respond to reports of workplace violence, on a case-by-case basis.
2. Anonymity of employees reporting violence or threats of violence will be maintained during the investigation to the greatest extent possible.
3. Retaliation against any individual who reports an incident or threat of violence, or participates in an investigation will not be tolerated.

IV. FALSE REPORTS

Allegations or reports of workplace threats or violent acts will be taken seriously. Employees intentionally making false reports will be subject to discipline, up to and including discharge from employment.

V. ORDERS OF PROTECTION OR RESTRAINT

Employees shall notify their supervisor if they obtain a court/restraining order to protect themselves from an individual, if the order extends to the workplace. The employee shall provide a copy of any such order to their supervisor.

VI. COMMUNICATIONS

Copies of this policy shall be distributed to all current and future employees.

VII. CONFIDENTIALITY

Public information regarding any incident or alleged incident of workplace violence that involves an employee or occurs on City property shall be released only under recommendation by the City Attorney and consistent with open records laws.

VIII. DEFINITIONS

- A. **Employee:** All regular full time, part time, seasonal employees, temporary employees, volunteers, elected and appointed officials.

- B. Weapon:** Any type of firearm, switchblade, knife, (excluding eating utensils), jack knife with a blade longer than 3", metal knuckles, whips, clubs, explosives or any other object commonly known as a weapon. Only law enforcement employees who are required to carry a weapon as part of their official job duties are exempt.
- C. Workplace:** All City owned or leased property, parking lot or building, including vehicles and equipment, and any other property where work is being performed by City employees in any official capacity.
- D. Workplace Violence:** Any act of written, verbal or physical aggression that occurs in the workplace, intended to physically harm an individual or that could cause a reasonable person to be in fear of imminent physical harm. Violence also includes the intentional unauthorized destruction, sabotage or abuse of property or systems. Examples of workplace violence may include: harassment, unwanted physical contact, obscene phone calls, threats (direct or implied), hitting, pushing, throwing objects, stalking, unauthorized possession or inappropriate use of weapons, assault, battery, robbery, kidnapping, murder, bomb threats or arson. Workplace violence does not include the use of reasonable force in the defense of oneself or others.

6. Employee Assistance Program (EAP)

The City of Sheboygan recognizes that a wide range of medical-behavioral problems not directly associated with one's job functions can affect an employee's job performance. Illnesses and emotional problems rank as some of the most serious health problems in the country affecting job performance. In addition, family relationship issues such as elder or child care, or financial problems also affect one's ability to perform their job. The City, therefore, has established an assistance program whereby employees and their families can obtain confidential medical and professional treatment. The City of Sheboygan believes it is in the interest of the City, the employee, and the employee's family to provide an employee service, whether the services are requested by the employee him/herself or required by the City. For a complete description of the City's policy, please see Human Resources.

SECTION VI: ALCOHOL AND CONTROLLED SUBSTANCE POLICY

The City of Sheboygan recognizes that the use and/or abuse of alcohol or controlled substances by City employees may present a serious threat to their safety, health and that of the general public.

As required by the Drug Free Workplace Act, Public Law 100-690, Title V, Subtitle D, the City of Sheboygan has implemented a Zero Tolerance On Duty Policy for alcohol and controlled substances for all City employees and volunteers.

The City of Sheboygan Alcohol and Controlled Substance Policy incorporates by reference, the "City of Sheboygan Civil Service Rules", "City of Sheboygan Police Department Drug Free Workplace Policy", and the "City of Sheboygan Department of Public Works Alcohol and Controlled Substance Testing Policy & Corrective Action Guidelines". Employees are expected to report to work free from any illegal substances and legal substances that affect their ability to perform their job duties. Failure to comply with this policy will lead to disciplinary action up to and including discharge, consistent with related rules and policies incorporated by reference herein.

a) Purpose

The purpose of this policy is to help prevent accidents and injuries resulting from the misuse of alcohol or controlled substances by City employees. This policy is in compliance with testing rules and regulations contained in Federal Regulations Title 49 CFR and the Drug Free Workplace Act.

b) Reporting of Conviction

As required by the Drug Free Workplace Act, Public Law 100-690, Title V, Subtitle D, all City of Sheboygan employees are hereby notified that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance, drug paraphernalia or alcohol is strictly prohibited in the workplace. This law makes it a condition of employment that all City of Sheboygan employees adhere to this policy. Furthermore, employees must notify the City (Department Head/Supervisor or Human Resources Director), of any criminal drug statute conviction no later than 5 days after such conviction.

c) Prevention and Rehabilitation

The City of Sheboygan encourages employees who have alcohol or controlled substance problems to seek help from a qualified alcohol and/or substance abuse professional. The goals of this policy are prevention and rehabilitation whenever possible. Help is available through the City's Employee Assistance Program (EAP). For more details on the EAP program, contact the Human Resources Department, a supervisor, or call the EAP directly at (800) 236-3231. All calls are held in strictest confidence.

An employee shall be permitted to use Family Medical Leave time for the purpose of undergoing treatment in an approved program for alcohol or drug use. The leave must be requested prior to the commission of any act subject to disciplinary action, and will be provided only in accordance with the FML policy.

d) Prohibited Conduct for All City Employees

- 1.) Reporting for duty or remaining on duty while under the influence of alcohol and/or controlled substances or with any measurable amount of alcohol, intoxicants, illegal drugs or other controlled substances in their system.
- 2.) Providing false information in connection with a test or falsifying test results through tampering, contamination, adulteration or substitution.
- 3.) Reporting to work under the influence of a prescription drug, unless the employee's physician determines that the use of the prescription drug will not adversely affect the employee's ability to perform essential functions of their job.
- 4.) Obstruction of a test or refusal to submit to testing will be considered a positive test

e) Prescription Drugs

- 1.) Before performing work related duties, employees must notify their supervisor if they are taking any legally prescribed medication or any non prescription drug which contains any measurable amount of alcohol or which carries a warning label that indicates the employee's mental functioning, motor skills or judgment may be adversely affected by this medication.
- 2.) It is the employee's responsibility to inform their physician of the type of essential functions they must perform in order for the physician to determine if the prescription could interfere with the

employee's duties. Employees should provide their physician with a copy of their job description.

- 3.) If there is no alternate medication available, prior to starting their shift the employee is responsible to notify their supervisor of any prescription which may affect ability to perform essential job functions.

f) Required Drug and Alcohol Testing

- 1) **Pre-Employment:** Any individual applying for a position with the City of Sheboygan shall be required to undergo controlled substance testing after a conditional offer of employment has been made.
- 2) **Reasonable Suspicion:** Where a trained supervisor has reasonable suspicion to believe the employee is using or is under the influence of alcohol and/or controlled substances, said supervisor may require the employee to undergo a controlled substance and/or alcohol test.
 - a) Supervisor should confer with another supervisor, both supervisors shall observe the behavior/condition of the employee to confirm or deny the reasonable suspicion.
 - b) A supervisor or his/her designee shall transport the employee to the collection site for testing immediately, but no later than within 8 hours of having observed the behavior.
 - c) The supervisor is to wait at the testing site with the employee until the alcohol test has been completed and/or the urine sample has been taken. If the controlled substance or alcohol test is conducted more than 2 hours, but less than 8 hours after the supervisor determined there was a reasonable suspicion to believe the employee is under the influence of alcohol and/or controlled substances, the supervisor shall file a written report ("Delay/Failure to Administer Test Form") explaining the reason for the delay in conducting the alcohol and/or controlled substance test.
 1. During the hours of 7:30 a.m. - 3:30 p.m. the supervisor may call St. Nicholas Hospital, Occupational Health at (920) 459-5176 to request Reasonable Suspicion Testing for controlled substances and alcohol.
 2. Outside of these hours, the employee shall be driven to the emergency room at St. Nicholas for Reasonable Suspicion Testing.
 3. The supervisor shall bring proper identification and document that he/she is authorized to ensure the employee is tested ("Supervisor Authorization Form").
 4. In all cases of reasonable suspicion testing for controlled substances or if a positive, confirmed alcohol test result has been received (0.02 percent or greater), the employee shall be advised not to drive his/her vehicle home at that time. The employee shall make alternative transportation arrangements to leave the collection or employment site.
 - a.) In the case of reasonable suspicion for controlled substances, the employee shall be advised not to report to work until otherwise advised. If a urine test has been administered, the City of Sheboygan will contact the employee once the test

results are known (this normally takes 24-48 hours) and a decision has been made as to their employment status.

- b.) The results of drug and alcohol tests will be sent directly to Human Resources. When results are obtained, the employee's supervisor and department head will meet with the Human Resources Director to determine the appropriate course of action to be taken.
- c.) Once the test has been completed, the supervisor must submit a written report to their department head outlining the event and/or behavior observed that led the supervisor to believe the employee was under the influence of alcohol or controlled substance ("Supervisor's Report of Reasonable Suspicion"). The report must be completed within 24 hours of the test.

g. Confidentiality

The City of Sheboygan respects the confidentiality and privacy of its employees. The City will reveal the identity of the employee, test results, and/or participation in a treatment program, only as required by law. The City will not reveal individual test results to anyone, unless presented with a written authorization from the tested employee. The City will ensure that any laboratory or testing agency used to conduct testing under this policy will maintain the confidentiality of employee test records. The laboratory or testing agency will disclose information related to a positive controlled substance or alcohol test of an individual to: the individual being tested, the City, the decision maker in a lawsuit, grievance or other proceeding by or on the behalf of the individual arising from any action taken in response to test results; or as required by law, including court orders or subpoenas.

The Medical Review Officer (MRO) will not reveal individual test results to anyone except the City, unless the MRO has been presented with a written authorization from the tested employee. The MRO may reveal to the City, without an authorization, relevant information as to whether MRO opined the employee's fit for duty in the performance of the employees essential job functions and/or whether the employee has tested positive for controlled substances or alcohol.

SECTION VII: CONTINUATION OF COVERAGE

35. Continuation of Dental & Health Insurance Coverage (COBRA)

Exiting employees and their qualified beneficiaries have the opportunity to continue health, dental and life insurance under the City's health plan in the event that a "qualified event" results in the loss of eligibility. Qualifying events are as follows:

Reduction of work hours / layoff	An employee's divorce or legal separation
Resignation of an employee	Birth of a child
Death of an employee	Marriage
Personal leave of absence	Enrollment in Medicare
Termination of an employee for reasons (other than gross misconduct)	
A dependent child no longer meets eligibility requirements	

Under COBRA, the employee or beneficiary pays the full cost of coverage at the City's group rate plus an administration fee (2%). When the employee or spouse becomes eligible for coverage under the City's health and dental insurance plans, the City will provide each eligible employee with a written notice

describing their rights granted under the Cobra. The notice contains important information about the employee's rights and obligations. If you have any questions about COBRA, or if you have changed marital status, or you or your spouse have changed addresses, please notify the Human Resources Department.

36. Handbook Purpose

We hope this Employee Handbook will enable you to understand the general rules under which we operate. While the City of Sheboygan believes wholeheartedly in the policies and procedures outlined in this handbook, circumstances may arise whereby it becomes necessary to change these policies and procedures. We reserve the right to modify, revoke, suspend, terminate or change any or all such plans, policies, or procedures, in whole or in part, at any time, with or without notice. The language used in this handbook is not intended to create, nor is it to be construed to constitute, a contract between The City of Sheboygan and any one or all of its employees. An employee's initial or continued employment is solely at will and either you or the City may terminate the relationship at any time.

37. Statement of Understanding

After reading the handbook thoroughly, as a condition of employment, each employee must read and sign the statement of understanding which will be placed in the employee's personnel file.



2016 Employee Handbook

Acknowledgement of Receipt

For

2016 Employee Handbook

I acknowledge having received a copy of the City of Sheboygan, Wisconsin's *Employee Handbook*, and I understand the content. I understand that neither this handbook, nor any other City policy, practice or procedure, is intended to provide any contractual obligations relating to continued employment, compensation or employment in a particular position and should not be construed as creating any sort of employment contract.

I further understand and accept that my employment with the City of Sheboygan is at-will. I have the right to resign at any time with or without cause, just as the City may terminate my employment at any time with or without cause or notice, subject to applicable laws.

I also understand that all of the policies, rules and regulations in this handbook may be changed at any time at the sole discretion of the City with or without prior notice to employees. In addition, the policies listed may be governed by specific procedures which may take precedence over this handbook. Employees are encouraged to direct any questions regarding the City's policies, practices and/or procedures to their immediate supervisor and/or the Human Resources Department.

Employee's Signature

Date

Employee's Name (Printed)



*Addendum to the
City of Sheboygan Employee Handbook*

(Revised 2/16/2016)



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Mead Public Library

(Addendum to City of Sheboygan Employee Handbook)

Powers of the Library Board of Trustees

The Mead Public Library is governed by an autonomous board of trustees whose members are appointed by the Mayor of Sheboygan, the Sheboygan County Board Supervisors and the Sheboygan Area School District Superintendent (WI. Statute 43.54(1)(a)). It is the responsibility of the library board of trustees to approve personnel policy for the library staff that formally establishes compensation and benefit policies, rules and conditions of employment for library staff, etc. (WI. Statute 43.58(4)). While the Mead Public Library Board of Trustees strives to align library personnel policy with the City of Sheboygan personnel policy, there are sometimes variances. Several Mead Public Library personnel policies are listed below that vary from the City of Sheboygan personnel policies listed in the City of Sheboygan Employee Handbook. If you have questions about any of these policies, please contact staff in the library administration office.

The policies set forth are unique to library employees and supersede those set forth by the City of Sheboygan.

The following language replaces the **City Employee Handbook “Paid Time Off (PTO) Holidays”** (pg. 8 & 17). Language can also be found in the **Library “Library Holidays” Policy (15.28)**

- a) The Board approves the following paid holidays as part of Paid Time Off (PTO):
 - New Year’s Day
 - Friday before Easter
 - Memorial Day
 - Independence Day
 - Labor Day
 - Thanksgiving Day
 - Day after Thanksgiving
 - Christmas Eve Day
 - Christmas Day
 - New Year’s Eve Day

For those on a Monday – Friday work schedule, when a scheduled holiday that falls on Saturday it will generally be observed on the previous Friday, if the department is closed on the holiday. A holiday that falls on Sunday will generally be observed the following Monday. The City retains the right to schedule holiday observance which best suits its operations schedule.

- b) Eligibility: Full-time and some part-time employees are eligible for paid holiday time. Part-time employees whose full-time equivalency is at least 0.5 are eligible for holiday pay. Temporary employees are not eligible for paid holiday time.

- c) Full-time Employees: Full day holidays shall be considered as 8 hours' time.
- d) Part-time Employees: Full day holidays shall be considered as 8 hours' time multiplied by the employee's full time equivalent.
- e) New Hires: New full-time and part-time employees are eligible for paid holidays as prescribed above occurring after their hire date.
- f) Employees shall receive their regular compensation on holidays. Employees eligible for overtime who are required to work on holidays shall receive overtime compensation at 2.0 times the hourly rate of pay.
- g) Employees of non-Christian faiths shall be granted time off to observe their holy days. Such time may be charged to Paid Time Off (PTO) or made up as mutually agreed by the employee and the supervisor.
- h) Employees forfeit holiday pay if they incur unexcused absences on their regular workday either preceding or following such holiday.

The following language replaces the **City Employee Handbook "Paid Time Off (PTO) Vacation"** (pg. 8). Language can also be found in the **Library "Vacation" Policy (15.30)**

- A. Eligibility: Full-time and part-time employees (at least .5 FTE) are eligible for vacation.
- B. New full-time employees are eligible for the following pro-rated vacation time as of January 1st (of the following year):

<u>Hired the previous</u>	<u>Eligible on the following January 1st</u>
January 1 – March 31	40 Vacation Hours
April 1 – June 30	28 Vacation Hours
July 1 – Sept 30	16 Vacation Hours
October 1 – December 31	0 Vacation Hours

- C. Employees earn vacation hours based on years of services as follows:

0 – 1 year of service	0
1 – 4 years	80
5 – 12 years	120
13 – 20 years	160
21+ years	200

- D. The library director may authorize vacation up to 200 hours in any calendar year.
- E. Vacation is prorated for part-time employees at a rate based on their full-time equivalency.
- F. Vacation time for any given year is earned during the previous calendar year. Vacation time shall be taken in the calendar year after it is earned unless the workload does not permit. In

the rare chance an employee is not able to use all of his/her vacation, the employee's supervisor may request a carryover of a maximum of forty (40) hours. The library director must approve the carryover hours no later than December 15th. Payment in lieu of vacation is not permissible.

- G. Vacation is earned in one year for use in the next. As a result, it is vested on the first day of each year. For example, if you were hired in June, you would be eligible for the one year benefit as of the following January 1 since you would celebrate your 1 year anniversary that year.
- H. Payment in lieu of vacation shall not be made except at termination of employment.
- I. If illness resulting in the physical incapacitation of employees takes place during a scheduled vacation, employees who have PTO or sick leave account hours may charge such time to either if approved by the Director, with PTO to be exhausted prior to use of the sick leave account.
- J. Supervisors shall determine and approve vacation schedules in a manner that will provide continuity of Library service. In unusual situations, supervisors may assign vacation hours to best suit the needs of the Library.
- K. Vacation must be used in half or full day increments I.E. 4 or 8 hour blocks for a full time employee. In the event the vacation balance is less than 4 hours, the remaining amount should be taken in one lump sum to deplete the account balance to zero hours.
- L. Vacation payout upon separation of employment:
 - Voluntary Separation, Retirement or Layoff – An employee who leaves employment in good faith (provides proper notice) shall receive payment for all unused accrued vacation.
 - Termination for Cause – Employees who are terminated for cause are not entitled to payment of their unused accrued vacation.
 - Death – In the event of death of a current employee, survivors shall receive payment for all unused accrued vacation.
 - Employees with less than one year of experience – If a new employee was offered additional (unearned) vacation upon hire and that employee ceases to be an employed during their first calendar year (for any reason other than death), any unused or unapproved vacation will not be paid out upon employment termination.
- M. The Director (or designee) shall resolve any conflicts in the use of vacation and PTO.

The following language replaces the **City Employee Handbook “Sick Day Account Balance”** (pg. 10). Language can also be found in the **Library “Sick Leave Account” Policy (15.32)**

1. Effective December 31, 2011 the paid sick leave benefit is eliminated and a sick leave account created for each eligible employee.
2. The value of each employee’s accrued sick leave hours will be calculated as of December 31, 2011, based on their base hourly wage rate. Once they have exhausted all PTO days in a given year, employees may use their sick leave account, or calculated value, for the purpose of receiving pay at times they are not able to report for work due to illness or injury.
3. Unaccrued Leave

An employee who exhausts their PTO may be eligible to use PTO hours donated from other employees providing the employee meets the following eligibility requirements.

- a) The employee must have satisfactorily completed the orientation period, be a regular full-time or part-time employee of the Library, and have a satisfactory attendance record exclusive of valid ~~sick~~ leave or other authorized absences.
- b) Employees in need of such assistance may request that the Human Resources Committee grant permission for other employees to donate PTO to them. Eligible employees may only request assistance after exhausting all PTO available to them and must demonstrate the nature and extent of the financial hardship created by their continued inability to report to work.

The following language replaces the **City Employee Handbook “Performance Reviews”** (pg. 10). Language can also be found in the **Library “Employee Performance Reviews” Policy (15.21)**

- I. The Board shall adopt and the Director (or designee) shall administer a system of periodic employee performance reviews *which will normally be completed at the beginning of each New Year.*
- II. The Board shall review the Director's work performance periodically in such a manner as adopted by the Board.
- III. Orientation Period: New full-time and part-time employees shall be reviewed periodically during the orientation period.
- IV. Trial Period: Promoted full-time and part-time employees shall be reviewed periodically during the trial period.
- V. Full-time and part-time employees: All such employees shall be reviewed periodically throughout the duration of their employment.

- VI. Continuation of employment is predicated on consistent achievement of satisfactory performance as evidenced via employee review(s). The Director is authorized to terminate the employment of employees whose performance is below the level expected and who are not able to improve their performance in the time period specified.

The following language replaces the **City Employee Handbook “Mileage Reimbursement”** (pg. 11). Language can also be found in the **Library “Expense Reimbursement” Policy (13.06)**

Employees may receive reimbursement as well as advance funding for some Library-related expenses. These include attending meetings or workshops or use of your own vehicle for Library purposes. All funding and reimbursements must be approved by your supervisor, the Business Manager, or the Director. Mileage reimbursement is available only to those staff members who have submitted documentation of current personal automobile insurance coverage and driver’s license to the Administrative Office prior to using their vehicle for the purpose for which they are requesting mileage reimbursement. Employees will be compensated at the IRS mileage reimbursement rate. The employee mileage reimbursement rate will be adjusted annually on the first day of January to reflect the current year’s IRS standard mileage reimbursement rate.

Fill out a travel expense form which is available in the Administrative Office. Advance funding is available and should be requested at least two weeks prior to your need. Reimbursement is made on the next bill paying date following receipt of the form. Submit all advance and reimbursement request forms to the Business Manager, who administers the Library’s continuing education/staff training programs.

The following language replaces the **City Employee Handbook “Grievance and Appeals Procedure”** (pg. 18). Language can also be found in the **Library “Progressive Employee Discipline, Discharge and Grievance Process” Policy (15.24)**

1. The Director is authorized to discipline, suspend or discharge employees. The normal sequence of disciplinary action for offenses other than those subject to immediate discharge or specified elsewhere is:
 - a. Oral reprimand
 - b. Written reprimand
 - c. Unpaid suspension
 - d. Termination
2. Notice of such discharge or suspension shall be in writing and shall include the reason(s) for the discharge or suspension.
3. Employees may submit a grievance and appeal discipline, discharge, and workplace safety decisions as follows:

- a. A grievance is defined as any difference or misunderstanding which may arise between the Library and one of its employees regarding discipline, discharge or workplace safety. Administration shall be responsible for developing and making available to all employees the Grievance Form which must be completed stating the issue involved, the date when the situation arose, and the relief that is sought to resolve the situation.
- b. In the event that an employee does not agree with disciplinary action taken against him/her; disagrees with his/her termination; or has an issue with workplace safety which affects him/her, the following grievance procedure shall be used.

Step 1

Except for employees subject to immediate discharge, who shall proceed directly to Step 3, the employee shall submit the completed grievance form to his/her supervisor for discussion. The grievance must be submitted within five (5) days of the occurrence. The supervisor shall provide the employee with a written response to the grievance within ten (10) days.

Step 2

In the event that no satisfactory resolution occurs in Step 1, the employee shall present the grievance to his/her Manager within five (5) days of the supervisor's response. The Manager will provide the employee with a written response to the grievance within fifteen (15) days.

Step 3

Should the matter still not be resolved, or if the matter is an immediate employee discharge, the employee will file the grievance with the Library Director for hearing before the Human Resources Committee of the Library Board. This appeal must be made within five (5) days of the receipt of the Manager's response under Step 2, or within five (5) days of the date of termination. The Human Resources Committee shall schedule a hearing on the appeal within thirty (30) days of receiving the appeal and will request the Library Director to furnish it with all pertinent information and documents on the matter. The Human Resources Committee shall conduct a hearing and the employee appearing shall have the full opportunity to be heard. Notice of the time and place of such hearing shall be delivered personally to the employee or sent to the employee appealing by certified mail to his last known address, and also given to the appointing authority who administered the discipline or in whose department the workplace safety issue is alleged.

At the hearing, the employee will have the right to present testimony and witnesses regarding the matter and will be subject to cross examination. Each member of the committee may subpoena witnesses, administer oaths, examine witnesses and compel the production of relevant documents, records and papers in connection with the conduct of the hearing and the Committee may examine each public record as it requires in relation to any investigation. All officers and other persons in the library service shall attend and testify when required to do so by the Committee.

The Committee may appoint an impartial third person for the sole purpose of serving as a member of an official hearing set forth under this section. The

Committee will render its decision on the appeal in writing to the employee within twenty (20) days of the hearing.

Step 4 – Final Appeal

The employee or appointing authority may choose to make a final appeal to the Mead Public Library Board. This appeal must be filed with the Library Board President within five (5) days of receipt of the decision of the Human Resources Committee.

The Library Board will review all the evidence produced during the Human Resources Committee hearing and may choose to ask the employee or other persons to testify if questions arise. The Library Board will render its decision within thirty (30) days of the review. The decision of the Library Board will be final and binding on all parties.



Acknowledgement of Receipt for Addendum to the City of Sheboygan Handbook

I acknowledge having received a copy of the City of Sheboygan, Wisconsin's Employee Handbook and a copy of the Mead Public Library Handbook addendum and I agree to read and become familiar with its' contents. I understand that neither this handbook or addendum, nor any other City or Mead Public Library policy, practice or procedure, is intended to provide any contractual obligations relating to continued employment, compensation or employment in a particular position, and should in no way be construed as creating any sort of employment contract.

All Mead Public Library employees are employed "At Will." This means that Mead Public Library is free to end the employment relationship at any time, for any reason, with or without cause and with or without notice. Nothing in the City's handbook or the Library's Addendum or in any other document or statement shall limit or modify the at-will employment status of Mead Public Library's employees.

I also understand that all of the policies, rules and regulations in this handbook may be changed at any time at the sole discretion of the City or the Mead Public Library Board of Trustees with or without prior notice to employees. Employees are encourage to direct any questions regarding the City's or Mead Public Library policies, practices and/or procedures to their immediate supervisor.

Employee's Signature

Date

Employee's Name (Printed)

Title: Overtime Work and Compensation Chapter: Personnel Approved By: Library Board of Trustees	Document Type: Policy Document Number: 15.27 Original Effective Date: Date of Last Revision:
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Overtime Work and Compensation

The Director (or designee) may prescribe periods of overtime work within the limitations of the Library's budget. Overtime is paid to Non-Exempt staff after 40 hours worked in a regular work week at 1.5 times the hourly rate of pay.

Employees shall be compensated for overtime work in accordance with provisions of the Fair Labor Standards Act and related Wisconsin requirements.

P. 6

Punctuality and Attendance

Title: Unexcused Absence Chapter: Personnel Approved By: Library Board of Trustees	Document Type: Policy Document Number: 15.36 Original Effective Date: Date of Last Revision:
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Unexcused Absence

Employees shall report all absences without leave to their supervisor within 15 minutes of their starting time unless circumstances prevent them from doing so. All unauthorized and unreported absences shall be considered unpaid absences and grounds for disciplinary action or discharge unless subject to FMLA leave.

Title: Paid Time Off (PTO) Chapter: Personnel Approved By: Library Board of Trustees	Document Type: Policy Document Number: 15.29 Original Effective Date: Date of Last Revision: 4/23/2015
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Paid Time Off (PTO)

Paid Time Off (PTO) is provided for employees to take care of personal business or tend to the unplanned issues that happen in life, including sicknesses, bereavement, etc. Existing full-time employees are eligible for up to 80 hours of discretionary time per year (pro-rated for part-time). New employees are eligible for this benefit after 3 months of employment.

PTO is not a vested benefit. It is issued in January but is "earned" through time worked in the current year. Every month an employee works, the employee earns 1/10th of their eligible PTO. (Vacation taken during the month does count towards the completion of that month for calculating eligible PTO.) If a fulltime employee works from January - October, without a leave, that employee will earn all 80 hours of PTO. However, if a person uses more PTO than they have earned, they would need to refund the amount of the overage, or the amount will be deducted from their final paycheck or the last payroll of the year.

Absences must be coordinated with Supervisor approval where possible/practical to allow for continued departmental operations. Time may be taken in a minimum of 1 hour increments. Time not used in the calendar year is forfeited. Unused, earned PTO is not paid out upon resignation.

Prorated PTO Schedule

<u>Hired</u>	<u>Eligible after 3 months</u>	<u>Eligible the following January 1</u>
January - March 31:	32 Discretionary Hours	40 Discretionary Hours
April 1 -June 30:	16 Discretionary Hours	40 Discretionary Hours
July 1 - Sep 30:	8 Discretionary Hours	40 Discretionary Hours
Oct 1 - Dec 31:	0 Discretionary Hours	40 hours upon reaching

p.11

Title: Proper Attire Chapter: Personnel Approved By: Library Board of Trustees	Document Type: Policy Document Number: 15.45 Original Effective Date: Date of Last Revision:
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Proper Attire

The Director shall establish what is proper attire for employees to wear during working hours.

P 11

Title: Workers Compensation Chapter: Personnel Approved By: Library Board of Trustees	Document Type: Policy Document Number: 15.40 Original Effective Date: Date of Last Revision:
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Workers Compensation

- a) The Library participates in the City's self-insurance program for workers compensation.
- b) Library employees, who sustain a compensable injury while performing within the scope of their employment, are subject to the rules and regulations governing the City's policy.
- c) Each case shall be handled on an individual basis.
- d) Unless circumstances prevent, all work related injuries must be reported to the Director, Manager, or Supervisor within 24 hours.
- e) The compensation rate is 66 2/3% of base pay.

Title: Family and Medical Leave Policy Chapter: Personnel Approved By: Library Board of Trustees	Document Type: Policy Document Number: 15.32 Original Effective Date: Date of Last Revision: 2/23/12
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Family and Medical Leave Policy

A leave of absence for birth, adoption, or foster care placement; employee medical/illness; or family medical/illness that is determined to be a serious health condition is available to employees as specified below or as may be provided under other sections of the *Bylaws and Policy Statements of the Mead Public Library Board*. The intent of this policy is to comply with both the Wisconsin and Federal Family and Medical Leave Acts. Should this policy conflict in any way with the applicable Federal and State statutes or regulations, the statutes or regulations shall control. In addition, the employer-provided leaves of absences will run concurrently, and are not to be taken in addition to, the statutory leaves provided for under the Wisconsin and Federal Acts.

a. General Requirements

- (1) **Eligibility:** Employees who have been employed by the Library for a minimum of one (1) year and who have worked one thousand (1000) hours during the preceding fifty-two (52) weeks are eligible upon request for birth, foster care placement, or adoption leave; family medical/illness leave; or employee medical/illness leave as provided under this policy.
- (2) **Length of Leave:** In a calendar year, no employee may take more than twelve (12) weeks for any one leave or combination of leaves for birth, foster care placement, or adoption leave; family medical/illness leave; or employee medical/illness leave unless adherence to leave allotments in Wisconsin law dictates otherwise.

If the leave qualifies as both a Library-provided leave, and Federal and/or State FMLA leave, the leaves will run concurrently. (For example, use of an employee's sick leave account value for a serious illness qualifies as employee medical/illness leave under State and Federal law and, as such, shall be deducted from an employee's leave entitlement under State and Federal laws.)

If an employee does not apply for FMLA and his or her leave usage appears to qualify for FMLA, the Library shall notify the employee in writing and run the benefits concurrently.

- (3) **Partial Absence or Intermittent Leave:** For employees using partial absence or intermittent leave, the specific amount taken will be deducted in increments of not less than one (1) hour for purposes of computing leave taken and leave remaining.

(4) Definitions:

- (a) Calendar year: "Calendar year" for FMLA shall be January 1 through December 31.
- (b) Health care provider: Acupuncturist, audiologist, Christian Science practitioner, chiropractor, D.O., D.D.S., D.P.M., health care provider in foreign country, hospice, inpatient care facility, M.D., marriage and family counselor or therapist, nurse-midwife, nurse, optometrist, O.T., P.T., psychologist, respiratory care practitioner, social worker, speech pathologist, Wisconsin-licensed CBRF, and any other whom employer or health benefits manager will accept.
- (c) In loco parentis: "In loco parentis" means have day-to-day responsibilities to care for a child with whom one has no biological or legal relationship.
- (d) Key employee: A "key" employee is a salaried employee among the highest-paid ten percent (10%) of all employees.
- (e) Serious Health Condition: Under this policy a "serious health condition" is considered to be a disabling physical or mental illness, injury, impairment, or condition involving any of the following:
 - i) Inpatient care in a hospital, nursing home, hospice, or residential medical facility; or
 - ii) Outpatient care that requires continuing treatment or supervision by a health care provider; or
 - iii) A period of incapacity (i.e., inability to work, attend school, or perform other regular daily activities due to the serious health condition, treatment therefor, or recovery therefrom) of more than three (3) consecutive calendar days, and any subsequent treatment or period of incapacity relating to the same condition.

b. Birth, Foster Care Placement, or Adoption Leave

- (1) Purpose: Unpaid birth, foster care placement, or adoption leave may be used within sixteen (16) weeks before, and must be completed within twelve (12) months following:
 - (a) The birth of the employee's natural child; or
 - (b) The placement of a child with the employee for adoption or as a precondition to adoption under Wisconsin Statutes; or

- (c) The placement of a child with the employee for 24-hour foster care that is made by or with agreement of a licensed child welfare agency or County Social Services/Human Services Department.
- (2) Length of Birth, Foster Care Placement, or Adoption Leave: In a calendar year, no employee may take more than twelve (12) weeks of birth, foster care placement, or adoption leave. If both the employee and his/her spouse are employed by the Library, they are entitled to a *combined total leave* not to exceed twelve (12) weeks.
- (3) Substitution: In lieu of unpaid leave, an employee may substitute a maximum of six (6) weeks of accrued vacation, discretionary time off (DTO), or sick leave account value for the first six (6) of the otherwise unpaid twelve (12) week leave period. After the first six (6) weeks, the Library requires that any accrued vacation, discretionary time off (DTO), or sick leave account value be substituted, in the order above, for all of the remaining leave period until leave terminates or paid benefits are exhausted.

Employees cannot substitute sick leave account value for foster care placement. The employee is required to utilize other available PTO, excluding holiday pay, for foster care placement.

- (4) Scheduling Birth, Foster Care Placement, or Adoption Leave: An employee must submit a written request for birth, foster care placement, or adoption leave not less than thirty (30) days before the leave is to commence and must schedule the leave after reasonably considering the needs of the Library. If the date of the birth, foster care placement, or adoption requires leave to begin sooner, the employee shall provide notice as soon as possible. The employee shall identify if and what type of paid accrued leave he or she intends to substitute as provided above.

An employee may take birth, foster care placement, or adoption leave as partial absence or intermittent leave from employment in increments of not less than one-(1) hour. An employee who uses partial absence or intermittent leave shall schedule the leave so it does not unduly disrupt the operations of the Library. To comply with this requirement, an employee must provide to the Library, in writing, his or her proposed schedule of partial absence or intermittent leave not less than two (2) weeks before the leave is to begin. The schedule must be of sufficient definiteness that the Library is able to schedule replacement employees, if necessary, to cover the absences. Partial absence or intermittent leave must begin within the sixteen (16) weeks prior to or the sixteen (16) weeks following the birth, foster care placement, or adoption of a child.

c. Family Medical/Illness Leave

- (1) Purpose: Unpaid family medical/illness leave may be used to care for an individual who has a serious health condition and is the employee's:

- (a) Spouse.
 - (b) Biological, adopted, or foster child (under 18 years of age, or 18 or older and incapable of self-care because of a mental or physical disability).
 - (c) Child for which employee stands "in loco parentis".
 - (d) Biological parent, adoptive parent, or person who stood "in loco parentis" to employee.
 - (e) Spouse's parent (2 weeks only).
- (2) Length of Family Medical/Illness Leave: In a calendar year, no employee may take more than twelve (12) weeks of family medical/illness leave for the employee's spouse, child, or parents with a serious health condition. If both the employee and his/her spouse are employed with the Library, each spouse is eligible for the full twelve (12) weeks within a calendar year to care for a son, daughter, or spouse with a serious health condition. A maximum of two (2) weeks of family medical/illness leave may be taken for a spouse's parent.
- (3) Substitution: In lieu of unpaid leave, an employee may substitute a maximum of two (2) weeks of accrued vacation, discretionary time off (DTO), or sick leave account value for the first two (2) weeks of the otherwise unpaid twelve (12) week leave period. After the first two (2) weeks, the Library requires that any accrued vacation, discretionary time off (DTO), or sick leave account value be substituted, in the order above, for all of the remaining leave period until the leave terminates or paid benefits are exhausted.
- (4) Scheduling Family Medical/Illness Leave: An employee must consider the needs of the Library when scheduling family medical/illness leave.
- (a) If an employee intends to use family medical/illness leave for *planned* medical treatment or supervision of a family member, as defined above, the employee must do the following:
 - i) Give the Library two (2) weeks of advance written notice of the intent to take such leave and the reason for the needed leave. The notice must identify the planned dates of the leave. In the case of an emergency, the written notice must be given as soon as practicable. At the same time, the employee shall identify if and what type of paid accrued leave he or she intends to substitute as provided above.
 - ii) Schedule the medical treatment or supervision so that it does not unduly disrupt the operations of the Library. Provide the Library with a proposed schedule for the leave with reasonable promptness after the employee

learns of the probable necessity of the leave. The schedule must be sufficient definiteness that the Library can schedule replacement employees, if necessary.

iii) Provide the required medical certification if requested by the Library.

(b) When medically necessary, an employee may take family medical/illness leave as partial absence or intermittent leave from employment in increments of not less than one (1) hour and so as to not unduly disrupt the operations of the Library. To comply with this requirement, an employee must provide to the Library, in writing, the employee's proposed schedule of partial absence or intermittent leave with reasonable promptness after the employee learns of the probable necessity of such leave. Only leave available during a calendar year will be allowed within that year.

d. Employee Medical/Illness Leave

- (1) Purpose: Unpaid medical leave may be used by an employee who has a serious health condition which makes the employee unable to perform his or her job duties.
- (2) Length of Medical/Illness Leave: No employee may take more than twelve (12) weeks of medical/illness leave in a calendar year.
- (3) Substitution: In lieu of unpaid leave, an employee may substitute a maximum of two (2) weeks of accrued vacation, discretionary time off (DTO), or sick leave account value for the first two (2) weeks of the otherwise unpaid twelve (12) week leave. After the first two (2) weeks, the Library requires that accrued vacation with the exception of a maximum of 80 hours, discretionary time off (DTO), or sick leave account value be substituted for the remaining leave period. The choice of the particular paid benefit to be used may be made by the employee except that all remaining vacation and DTO must be used prior to the use of available sick leave account value. As one paid benefit is exhausted another will be substituted until all paid benefits are exhausted or leave terminates, whichever is first.

Notwithstanding the order of paid leave substitution above, for employees who participate in the voluntary Short Term Disability (STD) insurance plan, that paid benefit will begin after the exhaustion of an employee's sick leave account value or on the 8th consecutive day of disability.

- (4) FMLA Under Worker's Compensation: A serious health condition may arise from a work-related injury and employee medical/illness leave will run concurrently with such worker's compensation absence. If the worker's compensation injury extends beyond the twelve (12) weeks entitlement for employee medical/illness leave, the employee shall be eligible for compensation provided under State Statutes or as applicable under the *Bylaws and Policy Statements of the Mead Public Library*

Board.

(5) **Scheduling Employee Medical/Illness Leave:** An employee may schedule medical/illness leave as medically necessary.

(a) If an employee intends to take medical/illness leave for a *planned* medical treatment or supervision, the employee must:

i) Give the Library two (2) weeks advance written notice of the intent to take such leave and the reason for the needed leave. The notice must identify the planned dates of the leave. (This requirement may be waived in emergency situations.) At the same time the employee shall identify if and what type of paid accrued leave the employee intends to substitute as provided under the law.

ii) Schedule the medical treatment or supervision so that it does not unduly disrupt the operations of the Library. Provide the Library with a proposed schedule for the leave with reasonable promptness after the employee learns of the probable necessity of the leave. The schedule must be of sufficient definiteness that the Library can schedule replacement employees, if necessary.

iii) Provide the required medical certification if requested by the Library.

(b) When medically necessary, an employee may take employee medical/illness leave as partial absence or intermittent leave from employment in increments of not less than one (1) hour and so as to not unduly disrupt the operations of the Library. To comply with this requirement, an employee must provide to the Library, in writing, the employee's proposed schedule of partial absence or intermittent leave with reasonable promptness after the employee learns of the probable necessity of such leave.

e. **Medical Certificate**

If an employee requests family medical/illness leave or employee medical/illness leave under this policy, the employee may be required by the Library to submit a Medical Certification Form. This form must be completed by the employee and the health care provider treating the family member or employee. An employee must provide the certification within the time frame requested (which must allow at least 15 calendar days following notification of this requirement), unless it is not practicable under the circumstances despite the employee's good faith efforts.

If requirements for certification are not completed, the Library may deny family medical/illness leave or employee medical/illness leave. The Library or designated agent of the Library may contact the health care provider for all information necessary to process this request. The Library or designated agent may request a second health care

provider opinion at the expense of the Library.

The Library or designated agent may request subsequent recertification on a reasonable basis.

f. Insurance and Benefits

While an employee is on birth, foster care placement, or adoption leave; family medical/illness leave; or employee medical/illness leave:

- (1) The Library will maintain group health and dental insurance coverage under the conditions that applied before the leave began. If, prior to the leave, the employee is required to participate in the premium payments, the employee will be required to continue with his/her share of the premiums.

The Library's obligation to maintain health and dental benefits will stop if and when an employee informs the Library of an intent not to return to work at the end of the leave period, if the employee fails to return to work when leave entitlement is used up, or if the employee fails to make any required payments while on leave.

If the employee does not return to work after the leave entitlement has been exhausted, the Library has the right to recover from him/her the health and dental insurance premiums the Library paid during the period of unpaid leave.

- (2) The employee will continue to accrue benefits if paid leave is substituted.

g. Return From Leave

- (1) An employee returning from employee medical/illness leave may be required to return the Fitness For Duty Certification before being allowed to return to work.
- (2) An employee returning from leave as provided under this policy can return to his or her position if vacant at the time the employee returns to work. If the position is no longer vacant, the employee shall be offered an equivalent position with equivalent benefits, pay, and other terms and conditions of employment.
- (3) An employee may return to work prior to the scheduled end of the leave. An employee shall be returned to his or her prior position or an equivalent position within a reasonable time after the request to return to work early is made.
- (4) Restoration to a key employee may be denied if restoration will cause substantial and grievous injury to the Library.

h. Forms

All FMLA forms must be obtained from Administrative Services.

Title: Jury Duty/Subpoenas Chapter: Personnel Approved By: Library Board of Trustees	Document Type: Policy Document Number: 15.33 Original Effective Date: Date of Last Revision:
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Jury Duty/Subpoenas

Full-time and part-time employees whose FTE is at least 0.5 receive leave with pay when called for jury duty or as a witness, or subpoenaed as a witness in a court or legal tribunal related to their work at the Library provided the payment received for such is turned over to the Library, not to exceed sixty calendar days per year.

Time for court/tribunal action instituted by or against an employee may be made up, taken as unpaid leave, or taken as paid leave as decided by the Director.

Title: Military Duty Chapter: Personnel Approved By: Library Board of Trustees	Document Type: Policy Document Number: 15.34 Original Effective Date: Date of Last Revision:
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Military Duty

Career-series employees who provide the Library with advance written or verbal notice of their military service shall be reinstated according to the applicable laws governing such reinstatement, notably the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA). The Director shall grant a leave of absence to members of reserve units which require annual training periods according to the applicable laws governing such leaves. All military leaves shall be without pay and without employer-paid benefits except as provided by law.

The Library posts the current version of the United States Department of Labor poster setting forth employee rights under USERRA in fulfillment of the requirement that it provide employees with specific notice of their rights, including election of continuation in the Library health plan for themselves and their dependents.

Title: Employee Assistance Program
Chapter: Personnel
Approved By: Library Board of Trustees

Document Type: Policy
Document Number: 15.43
Original Effective Date:
Date of Last Revision:

Employee Assistance Program

- A. In order to assist employees with resolution of personal problems which may affect their ability to reach their full potential in life, the Library offers an employee assistance program (EAP). This free and confidential counseling service is available to full-time and part-time employees and their immediate family members.
- B. Eligible employees may use individualized EAP services on a self-referral basis. In addition, an employee's supervisor may suggest that the employee use such EAP services if, for example, job performance or work attendance is impaired. However, there is no requirement that employees use individualized EAP services.
- C. The EAP is staffed by specialists who are qualified to provide counseling and referral services related to interpersonal, vocational, financial, emotional, physical, marital, family, drug, legal and other problems.
- D. Actions or recommendations of the EAP, its employees and its associates which contravene the authority of the Board as addressed herein shall be considered null and void.



Wisconsin Department of Public Instruction
PUBLIC LIBRARY ANNUAL REPORT
PI-2401 (Rev. 10-15)

S. 43.05(4) & 43.58(6)

FOR THE YEAR 2015

INSTRUCTIONS: Complete and return two (2) original signed copies of the form and attachments to your system headquarters.

Board-approved, signed annual reports for 2015 are due to the DPI Division for Libraries and Technology no later than February 29, 2016.

I. GENERAL INFORMATION					
1. Name of Library Mead Public Library		2. Public Library System Eastern Shores Library System			
3a. Head Librarian First Name Garrett	3b. Head Librarian Last Name Erickson	4a. Certification Grade Gr I	4b. Certification Type Regular		5. Certification Expiration Date 07/31/2018
6a. Street Address 710 N. 8th St.	6b. Mailing Address or PO Box 710 N. 8th St.	7. City / Village / Town Sheboygan	8a. ZIP 53081	8b. ZIP4 4563	9. County Sheboygan
10. Library Phone Number (920)459-3400	11. Fax Number (920)459-0204	12. Library E-mail Address of Director garrett.erickson@meadpl.org			
13. Library Website URL www.meadpubliclibrary.org		14. No. of Branches 0	15. No. of Bookmobiles Owned 0	16. No. of Other Public Service Outlets 0	
17. Does your library operate a books-by-mail program? No	18. Some public libraries are legally organized as joint libraries, with neighboring municipalities or a county and municipality joining to operate a library. Is your library such a joint library legally established under Wis. Stat. s. 43.53? No				
19a. Winter Hours Open per Week 64	19b. Number of Winter Weeks 38	19c. Summer Hours Open per Week 50	19d. Number of Summer Weeks 14		
20. Square Footage of Public Library 88,000	21. Did your library or a branch move to a new facility or expand an existing facility during the fiscal year? No		22. DUNS Number <i>Nine digits</i> 179196944		
II. LIBRARY COLLECTION					
		a. Number Owned / Leased		b. Number Added	
1. Books in Print <i>Non-periodical printed publications</i>		240,510		12,252	
2. Electronic Books <i>E-books</i>		138,223			
3. Audio Materials		15,521		1,158	
4. Electronic Audio Materials <i>Downloadable</i>		35,121			
5. Video Materials		23,156		3,474	
6. Electronic Video Materials <i>Downloadable</i>		1,059			
7. Other Materials Owned <i>Describe</i> 5		1,181			
8. Databases Locally Owned or Leased		1			
9. Total Databases <i>Local, regional, and state</i>		52			
10. Subscriptions <i>Include periodicals and newspapers, exclude those in electronic format</i>		437			

III. LIBRARY SERVICES

1. Circulation Transactions			2. Interlibrary Loans				
a. Total Circulation		b. Children's Materials	a. Items Loaned <i>Provided to</i>		b. Items Received <i>Received from</i>		
604,841		211,980	89,232		49,261		
3. Number of Registered Users			4. Reference Transactions		5. Library Visits		
a. Resident		b. Nonresident	c. TOTAL	a. Method	b. Annual Count	a. Method	b. Annual Count
34,151		10,261	44,412	Actual Count	26,527	Actual Count	316,162
6. Uses of Public Internet Computers		7. Uses of Public Wireless Internet		8a. Number of Licensed Database Sessions		8b. No. of Locally-Created, Non-commercial Database Sessions	
a. Method		b. Annual Count		a. Method		b. Annual Count	
Actual Count		64,801		Router Count		12,679	
				50,309		1	
9. Uses of Electronic Materials by Users of Your Library							
a. E-Books		b. E-Audio		c. E-Video		d. Total Uses of Electronic Materials	
34,793		13,532		305		48,630	
e. Uses of Children's Electronic Materials							
2,312							
10. Programs and Program Attendance Annual Count						11. Number of Public Use Computers	
		a. Children (0-11)	b. Young Adult (12-18)	c. Other (all ages)	d. TOTAL	a. Total	b. Internet Access
Number of Programs		470	62	240	772	84	80
Total Attendance		13,151	1,790	4,392	19,333		

IV. LIBRARY GOVERNANCE

Library Board Members. List all members of the library board as of the date of this report. List the president first. Indicate vacancies. Report changes to the Division for Libraries and Technology as they occur. When reporting such changes, indicate the departing board members.

First Name	Last Name	Street Address	City	ZIP+4	Email Address
PRESIDENT					
1. Maeve	Quinn	310 St. Clair Avenue	Sheboygan	53081	maeve.quinn@meadpubliclibrary.org
2. Dolcye	Johnson	1306 North 3rd Street	Sheboygan	53081	dolcyerod@earthlink.net
3. Vacant	Vacant	Vacant	Vacant	Vacant	Vacant
4. Henry	Nelson	1926 Settlement Trail	Sheboygan	53081	henry.nelson@meadpubliclibrary.org
5. Nancy	Mannchen	1708 Barrett Street	Sheboygan	53081	munchwink2@aol.com
6. David	Hoffman	504 Lincoln Avenue	Sheboygan	53081	bidmanager@harborcentre.com
7. Christine	Campe	714 Spring Avenue	Sheboygan	53083	ccampe@sheboygan.k12.wi.us
8. Vacant	Vacant	Vacant	Vacant	Vacant	Vacant
9. Dirk	Zylman	W910 Garton Rd	Sheboygan	53083	zylmandj@hotmail.com
10. Kathie	Norman	3217 North Sixth Street	Sheboygan	53083	knorman@charter.net
11.					
12.					

No. of Library Board Members
Include vacancies in this count

10

V. LIBRARY OPERATING REVENUE
Report operating revenue only. Do not report capital receipts here.

1. Local Municipal Appropriations for Library Service *Only Joint libraries report more than one municipality here*

Municipality Type	Name	Amount
City	Sheboygan	\$2,305,741
Subtotal 1		\$2,305,741

2. County

a. Home County Appropriation for Library Service

Subtotal 2a **\$538,888**

b. Other County Payments for Library Services

County Name	Amount	County Name	Amount
Ozaukee	\$9,230		
Manitowoc	\$40,729		
Calumet	\$514		
Fond du Lac	\$986		
Washington	\$55		
Subtotal 2b			\$51,514

3. State Funds

a. Public Library System State Funds

Description	Amount	Description	Amount
	\$0		
b. Funds Carried Forward from Previous Year		c. Other State Funded Program	
Subtotal 3			\$0

4. Federal Funds *Name of program—for LSTA grant awards, grant number and project title*

Program or Project		Amount
14-253	Sheboygan Early Literacy Initiative	\$5,865
15-128	Digital Creation Lab	\$10,600
Subtotal 4		\$16,465

5. Contract Income *From other governmental units, libraries, agencies, library systems, etc.*

Name	Amount	Name	Amount
Resource library	\$53,114		
Subtotal 5			\$53,114

6. Funds Carried Forward *Do not include state aid. Report state funds in 3b above.*

\$574,913

7. All Other Operating Income

\$311,009

8. Total Operating Income
Add 1 through 7

\$3,851,644

9. What is the 2016 annual appropriation provided by your governing body/bodies for your public library?

\$2,305,741

10. Was your library's municipality exempt from the county library tax for 2015? Wis. Stat. s. 43.64(2)

Yes

Report operating expenditures from all sources. Do not report capital expenditures here.

2. Employee Benefits Include maintenance, security, plant operations

\$489,357

e. Subtotal 3

\$17.160

\$446,162

Amount

\$3.131

\$35.989

\$595.154

\$3,102,556

\$16,465

Do not report any expenditures reported above. Provide a brief description of any expenditures.

Expenditure

e. Other

Total Expenditure

IX. TRUST FUNDS

1. Total Amount of Trust Funds Held by the Library Board at End of Year

\$988,857

X. STAFF

1. Personnel Listing. Libraries with 15 or fewer employees may report all staff under 1a. Libraries with more than 15 employees, list head librarian, chief assistants, branch librarians, division heads, and other supervisory personnel in 1a. and all other positions in 1b.

a. Employees Holding the Title of Librarian. Indicate advanced degrees in Type of Staff.

Position	Type of Staff	Annual Salary	Hours Worked per Week	Position	Type of Staff	Annual Salary	Hours Worked per Week
Director / Head Librarian	MLS (ALA)	\$87,000	40.00	Librarian	MLS (ALA)	\$310,384	340.00
Adult Service Manager	MLS (ALA)	\$66,706	40.00	Librarian	Libm. no-MLS	\$56,493	40.00
IT Specialist	Other	\$65,145	40.00				
Circ/TS Manager	Other	\$73,549	40.00				
PR Specialist	Other	\$60,008	40.00				
Business Manager	Other	\$55,484	40.00				
Page Supervisor	Other	\$58,074	40.00				
Maintenance Supervisor	Other	\$55,390	40.00				

b. Other Paid Staff See instructions

Position	Type of Staff	Total Annual Wages	Hours Worked per Week	Position	Type of Staff	Total Annual Wages	Hours Worked per Week
Librarian Assistant	MLS (ALA)	\$13,208	20.00				
Librarian Assistant	Other	\$421,153	140.00				
Pages	Other	\$141,610	348.00				
Administrative Assistant	Other	\$34,728	40.00				
Maintenance Technician	Other	\$36,962	40.00				

2. Library Staff Full-Time Equivalents (FTEs). Divide the total hours worked per week for each category by 40 to determine full-time equivalents.

a. Persons Holding the Title of Librarian

Master's Degree from an ALA Accredited Program (FTE)

8.00

Other Persons Holding the Title of Librarian (FTE)

1.00

Subtotal 2a

9.00

b. All Other Paid Staff (FTE)
Include maintenance, plant operations, and security

23.20

c. Total Library Staff (FTE)

32.20

XI. PUBLIC LIBRARY LOANS OF MATERIAL TO NONRESIDENTS

1. Of the total circulation reported for your library from Section III, item 1, what was the total circulation to nonresidents *See instructions for definition of nonresident*
163,079

Divide nonresident circulation among the following categories. The total of 2 through 6 below should not be greater than the number reported in item 1 above.	a. Those with a Library	b. Those without a Library	c. Subtotal
2. Circulation to Nonresidents Living in Your County	33,040	111,542	144,582
3. Circulation to Nonresidents Living in Another County in Your System	3,242	2,408	5,650
4. Circulation to Nonresidents Living in an Adjacent County Not in Your System	2,346	10,501	12,847
5. Circulation to All Other Wisconsin Residents 418	6. Circulation to Persons from Out of the State 834		

7. Are the answers to items 1 through 6 based on actual count or survey/sample? Actual	8a. Does your library deny access to any residents of adjacent public library systems on the basis of Wis. Stat. s. 43.17(11)(b)? No	8b. If yes, do you allow residents in adjacent systems to purchase library cards? No
---	---	---

9. Circulation to Nonresidents Living in an Adjacent County Who Do Not Have a Local Public Library

Name of County	Circulation	Name of County	Circulation
a. Calumet	273	f.	
b. Fond du Lac	456	g.	
c. Manitowoc	9,722	h.	
d. Washington	50	i.	
e.		j.	

XII. TECHNOLOGY

- | | | |
|--|--|---|
| <p>1. Does your library provide wireless Internet access for patrons' mobile devices?

Yes</p> | <p>2. What type of Internet connection do you have? <i>Mark all that apply</i></p> <p>☒ a. State TEACH line</p> <p>☒ b. Other broadband connection Local cable, telco, community network, etc.</p> | <p>3. Does your library use any type of Internet filtering software or service?</p> <p>☐ a. Yes, on all Internet workstations</p> <p>☒ b. Yes, on some Internet workstations</p> <p>☐ c. No filtering on any Internet workstation</p> |
|--|--|---|

XIII. YOUTH SERVICES

1. Literacy Offerings <i>Umbrella events that include programs and/or drop-in activities planned for a limited duration which specifically encourage individuals involved to read or build literacy skills in a focused way.</i>	a. Children (0-11)	b. Young Adult (12-18)	c. Other (all ages)	d. TOTAL
Number of Summer Literacy Offerings	98	33	39	170
Total Unduplicated Individuals Involved	1,428			1,428
Number of Other Literacy Offerings	372	29	201	602
Total Unduplicated Individuals Involved				
2. Drop-in Activities Planned, <i>independent activities available for a definite time period which introduce participants to any of the broad range of library services or activities that directly provide information to participants.</i>	a. Children (0-11)	b. Young Adult (12-18)	c. Other (all ages)	d. TOTAL
Number of Drop-in Activities	88	59		147
Total Drop-in Activity Participation	1,353	1,218		2,571

3. Name and email address of primary staff person who serves as the children, youth, or teen librarian. *Only the primary is displayed here.*

a. First Name
Melissa

b. Last Name
Prentice

c. Email Address
melissa.prentice@meadpl.org

XIV. PUBLIC LIBRARY ASSURANCE OF COMPLIANCE WITH SYSTEM MEMBERSHIP REQUIREMENTS

We assure the Public Library System of which this library is a member and the Division for Libraries and Technology, Department of Public Instruction that this public library is in compliance with the following requirements for public library system membership as listed in *Wis. Stats.*
A check (X) or a mark in the checkbox indicates compliance with the requirement.

- ☒ The library is established under s. 43.52 (municipalities), s. 43.53 (joint libraries), or s. 43.57 (consolidated county libraries and county library services) of the Wisconsin Statutes [s. 43.15(4)(c)1].
- ☒ The library is free for the use of the inhabitants of the municipality by which it is established and maintained [s. 43.52(2), 73 Op. Atty. Gen. 86(1984), and OAG 30-89].
- ☒ The library's board membership complies with statutory requirements regarding appointment, length of term, number of members and composition. [s. 43.54 (municipal and joint libraries), s. 43.57(4) & (5) (consolidated and county library services), and s. 43.60(3) (library extension and interchange)].
- ☒ The library board has exclusive control of the expenditure of all moneys collected, donated, or appropriated for the library fund [s. 43.58(1)].
- ☒ The library director is present in the library at least 10 hours a week while library is open to the public, less leave time [s. 43.15(4)(c)6]
- ☒ The library board supervises the administration of the library, appoints the librarian, who appoints such other assistants and employees as the library board deems necessary, and prescribes their duties and compensation [s. 43.58(4)].
- ☒ The library is authorized by the municipal governing board to participate in your public library system [s. 43.15(4)(c)3].
- ☒ The library has entered into a written agreement with the public library system board to participate in the system and its activities, to participate in interlibrary loan of materials with other system libraries, and to provide, to any resident of the system area, the same library services, on the same terms, that are provided to the residents of the municipality or county that established the member library. This shall not prohibit a municipal, county, or joint public library from giving preference to its residents in library group programs held for children or adults if the library limits the number of persons who may participate in the group program, or from providing remote access to a library's electronic database only to its residents. [s. 43.15(4)(c)4].
- ☒ The library's head librarian holds the appropriate grade level of public librarian certification from the Department of Public Instruction [s. 43.15(4)(c)6 and Administrative Code Rules PI 6.03].
- ☒ The library annually is open to the public an average of at least 20 hours each week except that for a library in existence on June 3, 2006, annually is open to the public an average of at least 20 hours or the number of hours each week that the library was open to the public in 2005, whichever is fewer [s. 43.15(4)(c)7].
- ☒ The library annually spends at least \$2,500 on library materials. [s. 43.15(4)(c)8].

XV. CERTIFICATION

I CERTIFY THAT, to the best of my knowledge, the information provided in this annual report and any attachments are true and accurate and the library board has reviewed and approved this report.

President, Library Board of Trustees Signature ➤	Name of President <i>Print or type</i>	Date Signed
Library Director / Head Librarian Signature ➤	Name of Director / Head Librarian <i>Print or type</i>	Date Signed

STATEMENT CONCERNING PUBLIC LIBRARY SYSTEM EFFECTIVENESS

As required by Wis. Stat. s. 43.58(6)(c), the following statement with the appropriate wording indicated (that the library system either did or did not provide effective leadership and adequately meet the needs of the library) must be approved by the library board. The decision about whether the library system did or did not provide effective leadership and adequately meet the needs of the library should be made in the context of the public library system's statutory responsibilities and the funding which it has available to meet those responsibilities.*

County

Sheboygan

The Mead Public Library Board of Trustees hereby states that in 2015, the Eastern Shores Library System
Name of Public Library *Name of Public Library System / Service*

Indicate with an X one of the following two statements.

- ☒ Did provide effective leadership and adequately meet the needs of the library.
☐ Did not provide effective leadership and adequately meet the needs of the library.

Explanation of library board's response. *Attach additional sheets if necessary.*

* The statement *may* be sent directly to Wisconsin Department of Public Instruction, ATTN: Jamie McCanless, Division for Libraries and Technology, P.O. Box 7841, Madison, WI 53707-7841. This page need not be forwarded to your library system.

CERTIFICATION

The preceding statement was approved by the Public Library Board of Trustees.

Division staff will compile the statements received for each library system and, as required by Wis. Stat. s. 43.05(14), conduct a review of a public library system if at least 30 percent of the libraries in participating municipalities that include at least 30 percent of the population of all participating municipalities report that the public library system did not adequately meet the needs of the library. This statement may be provided to your public library system.

President, Library Board of Trustees Signature

Name of President *Print or type*

Date Signed

➤

COMMENTS

SECTION_III**7a. Method for Counting Wireless Internet Uses**

The count was done by Eastern Shores Library System's IT Department and provided to Mead Public Library--2016-02-10

7b. Wireless Internet Uses

Please note that this total only represents January & February 2016. Once Paul left ESLS the data was gone and is being worked on to recreate or restart the process.--2016-02-10

SECTION_IV**Mr/Ms**

Board Member was not replaced before December 31, 2016 must be appointed by City of Sheboygan Mayor.--2016-02-10

First Name

Was not replaced by Mayor City Appointment by December 31, 2016. Member has been replaced in February 2016 --2016-02-10

SECTION_VI**b. Electronic Materials**

This figure has been combined in Page 4 - VI - #3 (a)--2016-02-10

c. Audiovisual Materials

This figure has been combined with Page 4 #3(a)--2016-02-10

Mead Public Library Statistics - January 2016

Circulation Transactions	January 2015	January 2016	Monthly % Change 2015 vs. 2016	Year-to-date 2015	Year-to-date 2016	YTD % Change 2015 vs. 2016
Adult Materials	39,007	35,337	-9%	39,007	35,337	-9%
Children's Materials	16,943	15,532	-8%	16,943	15,532	-8%
Total circulation Transactions	55,950	50,869	-9%	55,950	50,869	-9%
In House Use	6,957	5,975	-14%	6,957	5,975	-14%
Interlibrary Loans (Transits)						
Items provided to libraries	8,043	7,762	-3%	8,043	7762	-3%
Items received from Libraries	4,763	4,593	-4%	4,763	4593	-4%
Total Interlibrary Loans (Transits)	12,806	12,355	-4%	12806	12355	-4%
Uses of E-Content						
E-Books (Overdrive)	2,947	3,170	8%	2,947	3,170	0%
E-Audio (Overdrive) - Freegal	593	852	44%	593	852	44%
E-Video (Overdrive) - Hoopla	21	7	-67%	21	7	-67%
E-Magazines (Zinio)	124	139	12%	124	139	12%
Total Uses of E-Content	3,685	4,168	13%	3685	4168	13%
Library Visits						
Gate count	28,336	27,764	-2%	28,336	27,764	-2%
Reference Inquiries						
Reference Inquiries	2,518	2,059	-18%	2,518	2,059	-18%
Users of Public Internet PCs						
Library workstations	5,413	4,641	-14%	5,413	4,641	-14%
Wireless Sessions	6,849	0	#DIV/0!	0	0	#DIV/0!
Number of Registered Users						
Resident				31,551	28,794	-9%
Non-Resident				10,466	10,349	-1%
Total Number of Registered Users				42017	39143	-1%
Programs (Number of Programs, Attendance)						
Children (0-11) Number of Programs	39	38	-3%	39	38	-3%
Children (0-11) Attendance	889	857	-4%	889	857	-4%
Teen (12-18) Number of Programs	1	2	100%	1	2	100%
Teen (12-18) Attendance	38	40	5%	38	40	5%
Adult (18+) Number of Programs	23	14	-39%	23	14	-39%
Adult (18+) Attendance	253	505	100%	253	505	100%
Total number of Programs	63	54	-14%	63	54	-14%
Total number of Attendance	1,180	1,402	19%	1180	1402	19%
Conference Room Utilization						
Rocca Meeting Room	47%	32%	-15%	47%	49%	2%
Loft Meeting Room	18%	32%	14%	18%	24%	5%
2nd Floor Small Meeting Room	15%	31%	16%	15%	26%	11%