

# **Downers Grove Public Library**

## **Policy Manual**

**Downers Grove Public Library**  
**Bylaws and Policies**

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# **1 Bylaws of the Board of Library Trustees of the Village of Downers Grove**

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# **1 Bylaws of the Board of Library Trustees of the Downers Grove IL Public Library**

## **Article I: Name**

The name of this organization is the Board of Trustees of the Village of Downers Grove IL Public Library. (Referred to hereinafter as the Board or the Trustee/s, and the Library.)

## **Article II: Purpose**

The purpose is to ensure general oversight of, adequate funding for, and advocacy on behalf of the Downers Grove Public Library for the benefit and access of all community members and patrons, and to promote the purposes, values and services of the Library.

## **Article III: Governance**

The Board operates under legal authority of the State Of Illinois, including but not limited to: the United States and Illinois Constitutions; Illinois Library Act; Open Meetings Act; Freedom of Information Act; Illinois Governmental Ethics Act; State Gift Ban Act; Illinois Records Act; and other such regulations as may be promulgated by the Secretary of State. The American and Illinois Library Associations Standards and the American Library Association Bill of Rights also provide guidance to the Board and are adopted when required by law.

## **Article IV: Trustees**

### **Section 1. Membership**

- A. The Board shall consist of six people appointed by the Village Council for six-year terms, without monetary compensation. Terms are staggered so that no more than two terms expire simultaneously. Trustees serve until their successors are appointed and qualified.
- B. New members shall be sworn in at the first meeting they attend, and should complete any current certification, orientation and training requirements, preferably prior to their first meeting, but in any case within 60 days of appointment.
- C. Vacancies occur when a Trustee resigns or is removed by the Village Council. In the event of a vacancy before a term ends, the new appointment is for the duration of the unexpired term.

### **Section 2. Responsibilities**

- A. Trustees are expected to act in the best interest of the library, including but not limited to:
  - (1) Keep up to date on and comply with legal and ethical requirements, and complete required training and certification as soon as possible.

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- (2) Prepare for and attend meetings and events as required, unless the President or Library Director has been notified prior to the meeting.
  - (3) Represent the Library in the community as needed.
  - (4) Participate in planning sessions and project and committee work, as the Board requires.
- B. Hire and provide guidance to and oversight of the sole employee of the Board itself, the Library Director, who reports to the Board and is responsible for the day-to-day operational management of the library, its staff, service to patrons, and is its spokesperson.
- C. Trustees are expected to act in accordance with their positions as public officials and community leaders: to avoid conflicts of interest and make disclosures as necessary; to avoid the appearance of impropriety; and to distinguish personal opinions from statements made on behalf of the Board or Library.
- D. Develop policies and procedures for the conduct of board business as necessary.
- E.
- F. Failure to fulfill responsibilities: the Board may recommend removal of Trustee to the Village Council by roll call vote for failure to fulfill the duties of the office.

## **Article V: Officers**

Section 1. Election. The Board shall elect a President and a Secretary at the first meeting after board appointments of an even-numbered year to serve for two years. Vacancies are to be filled by a special election for the remainder of the term.

Section 2. President. The President shall preside at meetings, coordinate committee and project work by Trustees, and act as official liaison to the Library Director. The President shall also arrange new Trustee training and orientation in coordination with Library Director.

Section 3. Secretary. The Secretary shall certify documents on behalf of the Board, shall see that any documents required for transparency of board business, such as meeting notices and minutes, are made public in a timely manner, and preside at meetings in the absence of the President.

Section 4. Treasurer. The Treasurer of the Village of Downers Grove is the official Treasurer for the Board and coordinates financial services on behalf of the Board.

Section 5. Removal of an Officer. Officers, except for the Treasurer, may be removed by vote of the Board for failure to fulfill responsibilities.

## **Article VI. Meetings**

### **Section 1. Regular Meetings:**

- A. Monthly meetings are generally held on the 4<sup>th</sup> Wednesday of every month unless the Board votes otherwise to reschedule or skip a meeting or add a special meeting.
- B. All board meetings are open to the public and shall include a period of Public Comment. The Board shall have authority to issue rules and regulations to govern format, length and code of conduct and decorum for public participation.
- C. Four trustees shall constitute a quorum.
- D. Remote participation. Meetings are in-person unless public safety, public health or other public emergency concerns make remote meetings necessary as determined by the President in consultation with the Library Director and other appropriate officials. Individual trustees may participate remotely at any meeting if approved by the President, provided that a quorum is present in person.

Section 2. Procedures: Meetings shall be conducted under the most recent edition of Robert's Rules of Order. Voice votes may be used for routine matters such as report approvals but roll call shall be used for substantive matters such as resolutions, expenditures, and changes in bylaws, policies, procedures, rules, other matters of governance, or whenever a situation requires a detailed record of each vote.

Section 3. Committees: Committee of the Whole or Ad-Hoc or Sub-committee methods may be employed for particular business. Such committees shall not have authority to enact policy unless granted by the Board.

Section 4. Executive Sessions: While transparency is the goal and norm for any public body, Executive Sessions shall be held when necessary under Exceptions to the Open Meetings Act.

## **Article VII. Review of Bylaws.**

Section 1. Review. The Board shall review the bylaws at least biennially.

Section 2. Amendments. The Board may make changes to the bylaws by 2/3 vote provided an initial draft has been presented and discussed at a regular meeting, and the final text of any changes is part of the Agenda for the subsequent meeting before final vote. Technical changes and corrections may be voted on at any meeting if included on the meeting agenda.

## **Article VIII. Indemnification.**

Trustees acting in good faith and legally for the benefit of the Library shall be insured and indemnified from legal action for their work on behalf of the Library as are other volunteers and employees.

Approved August 23, 2023

## **Addendum:**

References cited.

## **References**

American Library Association. [Library bill of rights](#). Adopted by Council of American library association at Atlantic City on. Atlantic City, 1938.

[Freedom of Information Act](#) [5 ILCS 140/]

[Illinois Governmental Ethics Act](#) [5 ILCS 420/]

[Illinois Local Library Act](#) [75 ILCS 5/]

[Local Records Act](#) [50 ILCS 205/1 et seq.]

[State Library Act](#) [15 ILCS 320/]

[Open Meetings Act](#) [5 ILCS 120/]

## **2        General Policy**

- 2.1      Mission, Vision, and Values
- 2.2      Standards of Library Service
- 2.3      Strategic Planning
- 2.4      Hours of Operation
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- 2.15     Downers Grove Public Library Foundation
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## **2 General Policy**

The General Policy addresses general operations and use of the building and grounds of the Downers Grove Public Library.

### **2.1 Mission, Vision, and Values Mission**

Welcoming all to discover, grow, play, and learn

#### **Vision**

The heart of a diverse community providing inspiring ideas, community connections, and empowering opportunities

#### **Values**

- Inclusive and Welcoming Environment: We celebrate our individual uniqueness and create spaces where everyone is valued, represented, and included.
- Community Engagement: We listen and respond to the changing needs of our community.
- Equitable Access: We remove barriers and enable access for all.
- Intellectual Freedom: We provide a variety of programs, services, and materials so community members can customize their own library experience.
- Lifelong Learning: We are always learning and encourage our community to be curious and continue to learn throughout all stages of life.
- Integrity: We advocate for and uphold ethical library practices and responsible financial stewardship.

### **2.2 Standards of Library Service**

The current standards of public library service, as adopted by the Illinois Library Association, are the criteria the Downers Grove Public Library (library) will strive to meet in providing service. The library provides service following the American Library Association's Library Bill of Rights and Statements and Policies on Access.

### **2.3 Strategic Planning**

The Board of Library Trustees of the Village of Downers Grove (Board) approves a Strategic Plan, developed with input from the Library Director, staff, and community, to establish the course library services should take in the next three to five years. No less than annually, the Board reviews staff reports on progress toward Plan goals.

### **2.4 Hours of Operation**

The Downers Grove Public Library maintains consistent, posted hours of service, during which all services of the Downers Grove Public Library are available. Those hours are:

Monday	9:00 a.m. – 9:00 p.m.
Tuesday	9:00 a.m. – 9:00 p.m.
Wednesday	9:00 a.m. – 9:00 p.m.
Thursday	9:00 a.m. – 9:00 p.m.
Friday	9:00 a.m. – 9:00 p.m.
Saturday	9:00 a.m. – 5:00 p.m.
Sunday	1:00 p.m. – 5:00 p.m.

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The library closes for holidays and staff training as approved annually by the Board. It also may close or modify its hours of operation and services for special circumstances or due to an emergency. Temporary changes in hours are posted on the library's website and announced through its digital marketing platforms.

Select services are also available electronically 24/7.

## **2.5 Emergency Closings**

When a general emergency situation exists or is impending (e.g., snowstorm, flood, adverse temperature conditions, electrical failure, improper air ventilation, etc.) that jeopardizes the safety, health, and welfare of patrons and staff, an emergency closing of the library may be authorized. The Library Director or Manager on Duty (MOD) will assess the situation and determine if an emergency closing is necessary. The Library Director or MOD will notify the Board of an emergency closing as soon as possible and practical following the decision to close.

## **2.6 Freedom of Information Act (FOIA)**

The Downers Grove Public Library conforms to the Freedom of Information Act (5 ILCS 140/). Procedures are available on the library's website.

## **2.7 Records Retention**

The Downers Grove Public Library retains records under directives from the Local Records Unit, Records Management Section of the Illinois State Archives.

## **2.8 Confidentiality of Library Records**

The registration and circulation records of a library are confidential. The Illinois Records Confidentiality Act 75 ILCS 70/1-2 ("the Act") provides that confidential library records (records of an individual patron's use of library materials or resources and registration) may not be made available in any format to a federal agent, state or local law enforcement officer, or other person without a court order. At the same time library staff must cooperate with federal, state, and local law enforcement agencies when acting within the scope of a lawfully issued court order.

### **2.8.1 Exceptions**

75 ILCS 70/1-2 allows an exception to the Library Records Confidentiality Act. Sworn law enforcement officers may request information in emergency situations regarding the identity of suspects, witnesses, or victims where the officer believes that there is imminent danger of physical harm, provided:

1. A sworn law enforcement officer represents to the library that it is impractical to get a court order as a result of an emergency; and
2. The officer has probable cause to believe there is imminent danger of physical harm; and
3. The information requested is limited to identifying a suspect, witness, or victim of a crime; and
4. The information requested without a court order may not include records reflecting materials borrowed, resources reviewed, or services used at the library.

Under this exception, only information identifying a suspect, witness, or victim of a crime may be disclosed to an officer without a court order; all other information remains confidential without a court order. If requested to do so by the library, the requesting law enforcement officer must sign a form acknowledging the receipt of the information. Following compliance with the law under this exception, the library may seek subsequent judicial review to assess compliance with this Act. Libraries are protected from patron claims that disclosure under the law constitutes a breach of confidentiality. A patron retains the right to challenge the disclosure.

### **2.8.2 Court Orders**

A court order may take the form of either a subpoena or a search warrant. A subpoena allows a set time in which to respond to or contest the court's order. A search warrant can be executed immediately by law enforcement officials.

### **2.8.3 Designated Contact Person**

The Library Director is the Designated Contact Person and will handle all requests to search library records requested by court order. In the absence of the Director, the Assistant Director will act in place of the Director. In the absence of both the Director and Assistant Director, the staff member designated as MOD will handle the request.

### **2.8.4 Responsibilities of Designated Contact Person**

The Designated Contact Person is responsible for following established library procedures for responding to requests for confidential library records. If the Library Director is not present, the Assistant Director or MOD is responsible for notifying them as soon as possible that a request for confidential library records was made.

### **2.8.5 Disclosure of a Court Order**

A search warrant may contain a "gag order." This means that no person or institution served with the warrant can disclose that the warrant has been served or that records have been produced in response to the warrant. No staff member will disclose the receipt of the warrant or any information about the records sought to anyone, including the patron whose records are the subject of the search, except the Library Director and/or the library's attorney.

## **2.9 Code of Conduct**

The Board seeks to provide and ensure a welcoming environment that is conducive to the appropriate use of the facilities and services.

The Downers Grove Public Library expects patrons to treat all people and property with respect. This includes, but is not limited to:

- Engaging in conversations and behaviors that do not:
  - disturb, offend, or harass others
  - threaten the safety of others
  - damage property
  - threaten to damage property
- Using library items, furnishings, equipment, and facilities only for their intended function without interfering with others' use and without damaging property or threatening to damage property;

- Attending to personal belongings, as the library is not responsible for loss of or damage to unattended personal belongings; and/or
- Wearing proper clothing, including shoes and shirts, at all times.

### **2.9.1 Disruptive, Illegal, and Prohibited Activity**

The library does not allow any activity prohibited by federal, state, or local law or by library policy. Disruptive, illegal, or prohibited activities include, but are not limited to:

- Assaulting, fighting, or threatening another person;
- Carrying firearms or other dangerous weapons;
- Possessing, using, distributing, or being under the influence of alcohol, illegal drugs, or other controlled substances;
- Smoking and vaping, including smokeless tobacco, herbal products, and e-cigarettes, anywhere in the library or within 15 feet of the library;
- Eating meals or drinking beverages from containers without lids, except in areas designated for this use;
- Sleeping that is loud or obstructive;
- Talking loudly or using loud audio devices;
- Using sports equipment in the library;
- Disrupting others' use of library facilities or services due to personal hygiene or excessive body odor that prompts complaints, damages furniture, or threatens public health;
- Blocking walkways or obstructing others' use of library materials, furnishings, equipment, and/or facilities;
- Littering or improper disposal of trash or unwanted items;
- Stealing, damaging, or destroying library property or the property of another person;
- Harassing another person, including using profane, obscene, or abusive language and/or racial, ethnic, or sexual epithets;
- Viewing of sexually explicit material on a library computer, personal computer, or other device;
- Entering the library building or remaining on library property during a period when the person is banned from the library;
- Panhandling, leafleting, soliciting funds, proselytizing, or circulating petitions;
- Failing to supervise children, including leaving a child under the age of eight years unattended; and/or
- Performing any other activity that disturbs other members of the public or interferes with staff performance.

### **2.9.2 Unattended Children**

The library strives to maintain the safest environment possible for staff and patrons. The library is a public place, however, and children's safety cannot be guaranteed. The conduct, safety, and supervision of children while on library premises are the responsibility of parents, legal guardians, and/or caregivers. Parents, legal guardians, and/or caregivers are responsible for their children while their children are in the library, regardless of whether the parent, legal guardian, and/or caregiver is in the library. A child is considered mature enough to use the library unattended if:

- the parent, legal guardian, and/or caregiver determines that the child is mature enough;
- the child is at least eight years old;
- the child is able to communicate to staff their full name, their parent, legal guardian, and/or caregiver's name and phone number upon request; and
- the child follows the Code of Conduct.

Children who do not meet all four criteria must be supervised when in the library by a responsible caregiver who meets all the criteria and has the ability to supervise the behavior of the child. When the safety of a child is in doubt, staff may contact local law enforcement and/or other authorities to ensure the safety and well-being of the child. Children under the age of 14 left unattended at closing time may be deemed at-risk. If a parent, legal guardian, and/or caregiver cannot be contacted or located within 15 minutes of closing, the Downers Grove Police Department will be contacted.

### **2.9.3 Enforcement**

No policy can address all potential circumstances. The library reserves the right to address issues on a case-by-case basis and require anyone violating the Code of Conduct to leave library property. Serious or repeated misconduct may lead to further suspension from the library, legal action, and/or criminal prosecution. The library reserves the right to inspect all backpacks, bags, briefcases, and purses when staff believe someone is in possession of stolen library property or weapons.

Those wishing to appeal suspensions may do so in writing to the Library Director. If unsatisfied with the response, the individual may appeal in writing to the Board.

The decision of the Board is final.

Before returning to the library after a suspension of one month or more, the individual may be required to meet with the Building Operations Director or other administrative staff to review the Code of Conduct and behavioral expectations.

## **2.10 Building and Grounds**

The Downers Grove Public Library building and grounds are designed to ensure library users have a variety of safe and welcoming spaces to discover, grow, play, and learn and staff have the space necessary to complete their work. The Library Director is

authorized by the Board to administer the use of the library building and grounds.

See Library Services Policy subsections for specific policies regarding space use in Meeting Rooms, Conference Rooms, Study Rooms, Exhibits and Displays, and Bulletin Boards.

#### **2.10.1 Designation of Space for Special Uses**

The library designates space within the building for special uses, including quiet study, programs, and use by specific groups or individuals. Such designations may be temporary, as in the case of programs in the STEM Room, or permanent, as in the case of the Quiet Study Room. Regardless of whether such special uses are posted, patrons are expected to comply with staff requests regarding the designation of space.

##### **Quiet Study Room**

In addition to the library's Code of Conduct, talking, making noise of any kind, and/or use of any equipment that makes noise is not permitted in the Quiet Study Room.

##### **STEM Room**

The STEM Room is regularly used for registered and drop-in programs. Some materials and equipment housed in the STEM Room may be unavailable during these times.

##### **Teen Central**

Teen Central is reserved for use by teens. Teen Central is regularly used for registered and drop-in programs.

#### **2.10.2 Designation of Building and Grounds Use for Special Events**

The library may participate in special events conducted by community partners or organizations. The Library Director may authorize participation in special events and designate temporary use of the library's building and grounds according to the parameters set by the community partners or organizations. Special events include community-wide or downtown area events such as Downers Grove Downtown Management Corporation's Ice Fest, Holiday Window Decorating, and Spring Scavenger Hunt.

#### **2.10.3 Unattended Items**

Personal belongings may not be left unattended on library premises. The library is not responsible for any loss or damage to personal belongings, through theft or otherwise. Unattended personal belongings will be removed from the library and disposed of.

#### **2.10.4 Unattended Animals**

Unattended animals are prohibited. Animals on library grounds must be under the direct physical control and supervision of the owner/caretaker at all times.

### **2.11 Illinois Concealed Carry Act Prohibited Area**

Under the Illinois Concealed Carry Act's section on Prohibited Areas (430 ILCS 66/65), the carrying of any weapon, concealed or partially concealed, in the library building or on library property is prohibited. Signs designating the library as a "prohibited area" for concealed carry are displayed at entrances as required by law.

### **2.12 Smoke Free Illinois Act**

Under the Smoke Free Illinois Act (410 ILCS 82/15), smoking, including the use of electronic cigarettes and other vaping devices, is prohibited in public places, as well as within 15 feet of any entrances, exits, windows that open, or ventilation intakes of any building.

### **2.13 Security Cameras**

The library uses security cameras for the safety and security of patrons, staff, and property. The security camera system consists of dedicated cameras that provide real-time surveillance through a video management system. The primary purpose of security cameras is to discourage inappropriate and illegal behavior and activities and, when necessary, to assist law enforcement in the apprehension and prosecution of offenders, under applicable federal, state, and local law regarding the confidentiality of library records.

#### **2.13.1 Public Notice**

The library posts and maintains signs giving notice of the use of security cameras for monitoring and recording activity in public areas on library property.

#### **2.13.2 Camera Locations**

Cameras are positioned to monitor public areas of the library such as service areas, entrances, and areas prone to theft, vandalism, or other activities that may violate library policy or criminal law. Under no circumstances are cameras located in areas where patrons and/or staff have a reasonable expectation of privacy, such as restrooms.

#### **2.13.3 Access to Digital Images**

Video data is recorded and stored digitally. Recorded data is considered confidential and secure. Access to live feeds of images and recorded video data is limited to the Library Director, Assistant Director, Building Operations Director, IT Manager, and designated staff. Recordings or images may also be shared with library insurance representatives when relevant to an insurance claim investigation.

#### **2.13.4 Retention of Digital Images**

Recordings are kept for approximately 30 days except for still shots or selected portions of the recorded data relating to specific incidents. These are retained as a part of the incident report on a secure system, according to library policy. In situations involving suspended or banned patrons, stored still images or selected portions of the recorded data relating to specific incidents may be shared with staff library-wide. As new images are recorded, the oldest images will be automatically

deleted. Exclusions to this include any records retained as part of a criminal investigation or court proceeding (criminal or civil), or other use as approved by the Library Director or Assistant Director and in accordance with applicable law.

#### **2.13.5 Access by Law Enforcement and Confidentiality**

Video surveillance records are not to be used directly or indirectly to identify the activities of individual library patrons except as viewed concerning a specific event or suspected criminal activity, suspected violation of library policy, or incidents where there is a reasonable basis to believe a claim may be made against the library for civil liability. Authorized staff may use a still shot or selected portions of recorded data to request law enforcement review to assess a specific individual's security risk or investigate a crime on library property.

Video data will be made available to law enforcement officials or agencies upon written request. The library shall retain a copy of the request. Recorded data will be accorded the same level of confidentiality and protection provided to patrons by Illinois state law and the library's policies. Such recordings or images will be released, or disclosure will be declined, in accordance with applicable laws, including the Illinois Library Records Confidentiality Act, including emergency situations or in response to a search warrant or court order.

Security camera footage may be considered public materials and are therefore accessible through a specific incident FOIA request unless the request violates federal or state law. Confidentiality and privacy issues may limit the general public from viewing security camera footage that contains personally identifying information about library users. All requests for disclosure of recorded images, except as stated above for law enforcement, should be made according to the Freedom of Information Act.

#### **2.13.6 Damages and Liability**

Any individual using the library shall be held responsible for willful or accidental damage to the library's building and collections caused by the individual.

#### **2.13.7 Disclaimer of Liability**

The library disclaims any liability for the use of video data under the terms of this policy, given that the library is a public facility and the security cameras are limited to those areas where patrons and/or staff have no reasonable expectation of privacy.

### **2.14 Photography and Recording in Library and During Virtual Library Programs**

#### **2.14.1 By Community Members**

Photographs and/or audio or video recordings may be taken in the public areas of the library to the extent that doing so does not disturb others' use of the library or violates patron confidentiality. Neither people nor equipment may block walkways or create a hazard. Taking photos and/or audio or video recordings of specific, copyrighted (or otherwise protected) materials for redistribution is prohibited. The Library Director is authorized to limit photography or filming by individuals whose



activities interfere with library environment or operations, adversely affect public safety, or cause public disturbances.

The library makes no guarantee of library virtual program participants' privacy and cannot control other participants recording or taking screenshots of the program, which may include information on the screen. Virtual program participants are responsible for using an alias for log-in and/or disabling their camera and/or microphone to protect their own privacy.

#### **2.14.2 By Library Staff and Its Affiliates and Partners**

Downers Grove Public Library staff regularly take photographs or videos of patrons and staff at library programs, workshops, classes, and in other library spaces. Many of these photos/videos will be used in print and electronic marketing materials. Others will be posted on the library's website and on the library's social media accounts. Attendance at library programs, events, or library spaces constitutes consent to be photographed or filmed for use in print and/or electronic publicity of the library. Photos, images, and videos submitted by users may also be used by the library for promotional purposes. The library makes no guarantee of library virtual program participants' privacy, including name, personally identifying information, and likeness, due to personal settings and program host requirements. Except in virtual programs, names or personal identifying information will not be used without permission of the subject, parent, legal guardian, or caregiver.

Participants may opt out by informing the library staff coordinating the program or event. This policy extends to photographing and filming by library staff at the Downers Grove Public Library Foundation events and at any of the library's outreach efforts in the community, including at public events.

### **2.15 Downers Grove Public Library Foundation**

#### **2.15.1 Independent Organization**

The Downers Grove Public Library Foundation (Foundation) is an independent organization, with its own board, goals, and purpose. Neither the Foundation as an organization nor any member or participant may assume any liability, take action, or authorize any act on behalf of the Downers Grove Public Library.

#### **2.15.2 Liaison**

The Foundation is composed of volunteers. The Library Director serves on the Foundation Board of Directors in an ex-officio role, as provided for in the Foundation's bylaws, to facilitate communication and coordination of activities between the Foundation and the library.

#### **2.15.3 Monetary Gifts**

Monetary gifts from the Foundation become sole funds of the library. Such funds are expended for the purpose specified by the Foundation when the monetary gift was made.

#### **2.15.4 Donation of Works of Art**

The Board may accept donations of works of art from the Foundation. The Library Director determines, in consultation with the Board, the suitability of the proposed donation. Works of art donated to the library become the sole property of the library and are subject to its policies and guidelines for deaccession and disposal. The Board reserves the right to refuse the donation of any work of art.

#### **2.15.5 Solicitation of Money, Sale of Products, and Hosting Events**

The Foundation may host events, solicit money, and/or sell products on library premises. This may include use of the library premises outside of hours of operation, with prior approval by the Board. The Board reserves the right not to participate in the activities or events of the Foundation.

### **2.16 Americans with Disabilities Act**

The Downers Grove Public Library complies with the Americans with Disabilities Act (ADA) and offers alternative reasonable compliance to meet its requirements. The library provides equal access to persons with disabilities, including those individuals who use service animals.

#### **2.16.1 Service Animals**

Service animals are permitted in any area of the library where patrons are permitted. Trainers are also permitted to accompany service animals in training in the library. Staff may only ask an individual who accesses the library with a service animal the following two questions: (1) whether the animal is a service animal and (2) what work or task the service animal has been trained to perform.

#### **2.16.2 Accommodations**

Any person needing accommodation for a disability to access the library's services, programs, or activities under the ADA should contact the Assistant Director or any member of the library staff. Any person needing an accommodation for a disability to attend a meeting at the library should contact the Assistant Director by telephone at (630) 960-1200 ext. 4299, by email at [adacompliance@dglibrary.org](mailto:adacompliance@dglibrary.org), or in writing, no less than five working days prior to the meeting.

#### **2.16.3 Grievances**

Any person who believes that the library has discriminated against that person because of the person's disability may file a written complaint with the Assistant Director, the library's ADA Compliance Officer, within 60 days of the alleged occurrence of discrimination.. The complaint should provide a detailed account including the date, location, persons involved, and other particulars, as well as the name, address, and telephone number of the person filing the claim and their proposed resolution to the matter. Upon request, the library will provide alternate means for filing a complaint, such as a personal interview or tape or digital recording, to a person with a disability. Grievances will be reviewed and responded to within ten working days. If unsatisfied with the response, concerns can be

presented to the Board. The decision of the Board is final and it will conclude the library's grievance procedure.

Individuals may also file an administrative complaint with the U.S. Equal Employment Opportunity Commission (EEOC) within 180 days of the alleged discrimination, or may file a lawsuit for injunctive relief and damages.

Any or all of these methods may be pursued at the same time.

Individuals are protected from retaliation or coercion when pursuing their rights or responsibilities under the ADA.

### **3 Personnel**

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- 3.41 Progressive Discipline and Termination
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- 3.46 Benefits Disclaimer
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- 3.57 Compassionate Leave
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- 3.62 Victims' Economic Security and Safety Act (VESSA)
- 3.63 Tuition Reimbursement
- 3.64 Resignations and Terminations
- 3.65 Continuation of Benefits
- 3.66 Retirement

### **3 Personnel**

The Personnel Policy addresses the employment practices of the library.

#### **3.1 At-Will Employment**

The Personnel Policy does not create a contract of employment. It is intended to generally describe the library's policies and employee benefits. Unless an employee has an employment agreement signed by the Board of Library Trustees, employment is at-will and may be terminated, with or without cause and with or without notice, at any time at the option of either the employee or the library.

#### **3.2 Amendments**

The Board of Library Trustees reserves the right to amend the Personnel Policy at any time and to change, limit, restrict, remove, revoke, or eliminate any right or benefit given to any employee hereunder, with or without prior notice.

#### **3.3 Administration**

Legal responsibility is vested in the Board of Library Trustees, which is the policy-forming body of the library. The responsibilities of the Board of Library Trustees includes selection of a Library Director, who is the administrative officer of the library. The Library Director is responsible for the implementation of the policies and decisions of the Board of Library Trustees as they affect employees. The Library Director is in overall charge of library personnel and is responsible for the hiring and termination of all employees, the assignment of duties, establishing standards of service, and staff development. In the absence of the Library Director, the Assistant Director serves as the administrative officer of the library.

#### **3.4 Equal Opportunity Employment**

The Downers Grove Public Library affords equal employment opportunities as required by applicable law. This policy of equal employment applies to all aspects of the employment relationship, including, but not limited to, initial consideration for employment; job placement and assignment of responsibilities; performance evaluation; promotion and advancement; compensation and fringe benefits; training and professional development opportunities; formulation and application of human resource policies and rules; facility and service accessibility; and discipline and termination. The library does not discriminate on the basis of race, color, gender, gender identity, age, disability, religion, ancestry, national origin, marital status, sexual orientation, military or veteran status, or any other characteristic that is protected by applicable law.

#### **3.5 Appointments**

The Board of Library Trustees appoints the Library Director. The Library Director is responsible for the hiring and appointment of all other library employees. For all positions, notice of employment is made in writing and states the position to which the applicant is appointed, wages, and benefits. Acceptance of employment carries with it

an obligation to abide by the terms specified in the offer letter and by the policies, procedures, rules, and regulations of the library.

Immediate family members will not be appointed under the direct supervision of each other, subject to any applicable legal provisions. The appointment of immediate family members of Library Trustees, Library Director, or Assistant Director is prohibited. The term “immediate family member” includes the following for the purposes of this policy:

Grandparent, grandparent-in-law, brother, sister, brother-in-law, sister-in-law, daughter-in-law, son-in-law, father, father-in-law, mother, mother-in-law, spouse, domestic partner, child, stepchild, foster child, grandchild, ward, stepmother, stepfather, stepbrother, stepsister, legal guardian, or other person who stands in place of a parent, as well as any relative residing at the employee's address and requiring the care and attention of the employee.

### **3.6 Recruitment and Hiring**

The Downers Grove Public Library provides equal employment opportunity to all applicants on the basis of demonstrated ability, experience, and potential. All recruitment shall be conducted in an equitable, ethical, professional, and nondiscriminatory manner. Notice of position openings may be posted internally, as well as externally, as deemed appropriate by Administration. The library reserves the right not to post a particular opening. The Library Director may reassign staff without posting a vacancy if it is deemed to be in the best interest of the library. The Library Director may also reassign staff or eliminate positions due to financial considerations, changes in library services, or the adoption of new methods.

Individuals whose education and/or experience do not meet the minimum requirements as outlined in the job description will not be considered.

The library abides by state and federal laws regulating the hiring of minors (persons under 18 years of age). Minors, aged 14 or 15 may work at the library outside of school hours and during school vacations based on a valid work permit.

The library complies with all applicable state and federal laws in its hiring practices, including, but not limited to, Equal Employment Opportunity, Nondiscrimination and Anti-Harassment, Americans with Disabilities Act, and the Immigration Reform and Control Act.

### **3.7 Pre-Employment Testing and Criminal Background Checks**

All new hires are conditional and subject to pre-employment testing at the library's expense. Employment is dependent upon satisfactory completion of the pre-employment testing, including a criminal background check. The criminal background check will be in accordance with state and federal laws. Refusal to submit to and/or failure of a criminal background check will remove the employment candidate from consideration for hire with the library. A background check shall not be required for



transfers or promotions of current employees. Having a criminal history will not automatically preclude employment. The nature of the offense and its relevance to the particular work assignment will be considered on a case-by-case basis.

### **3.8 Reference Checks**

To ensure that individuals who join the Downers Grove Public Library are well-qualified and have a strong potential to be productive and successful, the Downers Grove Public Library will check references and verify application information before extending an employment offer.

### **3.9 Employment Eligibility Verification**

The Downers Grove Public Library is committed to employing only people who are authorized to work in the United States. The library does not discriminate on the basis of citizenship or national origin. In compliance with the Immigration Reform and Control Act of 1986, each new employee must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Re-hires must complete the form if their previous I-9 is not retained or valid or if three years have passed. Employees with work authorizations that expire must provide updated work authorization documentation prior to the expiration date. Failure to provide renewed authorization may result in immediate suspension without pay or termination.

### **3.10 Introductory Period**

During the initial 60-day period of employment, the employee is not entitled to use vacation, sick leave, or personal days. Vacation, sick, and personal time will be recorded and will accrue during this period. Exceptions for use of leave during the introductory period may be made with the approval of the Library Director and/or the Business Office Manager. If termination occurs before the end of the 60-day period, the employee will be paid for all vacation time that has been accrued. Sick or personal time accrued will not be paid.

### **3.11 Employee Classifications**

Full-time employees work a standard 7.5-hour workday and a weekly average of 37.5 hours.

Part-time employees work a weekly average of less than 37.5 hours.

Temporary employees work over a designated, predetermined period of time, usually not to exceed six months.

Substitute employees fill in for staff as necessary (maternity leaves, other types of leaves, illnesses, etc.). Generally, substitute employees have resigned/retired from their library jobs but may, at the discretion of the Library Director and Department Manager, be hired from outside the library.

Exempt employees are classified as exempt under the Fair Labor Standards Act and are not entitled to overtime pay.

Non-exempt employees are classified as non-exempt under the Fair Labor Standards Act. Non-exempt employees who work in excess of 40 hours per week receive compensation at a rate of one and one-half times the regular rate of pay for all hours over 40. Only hours actually worked are counted toward getting to 40 hours. Paid time off, such as vacation, sick, and holiday time, is not counted.

### **3.12 Employee Handbook**

The Employee Handbook provides procedures to apply the Personnel Policy to the day-to-day library work environment. Procedures contained in the Employee Handbook, not directly impacted by library policy, may be changed or updated at the discretion of the Library Director. Departmental manuals may be changed or updated at the discretion of the Department Manager. Upon receipt and review of the Employee Handbook, the Employee Acknowledgement Form contained therein must be signed by all new employees. Thereafter, all employees are required to review the Employee Handbook and sign the Employee Acknowledgment Form annually.

### **3.13 Employee Code of Conduct**

Employees of the library shall adhere to the policies and procedures contained in the current Employee Handbook, Policy Manual, and departmental manuals. This includes, but is not limited to:

- **Customer Service**

Employees and volunteers are to adhere to the customer service expectations contained in the Employee Handbook for all interactions in the workplace and when representing the library. Employees shall give the same standard of service to all co-workers and patrons regardless of race, color, gender, gender identity, age, disability, religion, ancestry, national origin, marital status, sexual orientation, military or veteran status, or any other characteristic that is protected by applicable law and handle all contact with the public in a friendly, professional, and courteous manner.

- **Patron Confidentiality and Professional Ethics**

The library abides by the Illinois Library Records Confidentiality Act (P.A. 83-179). All employees shall honor the provisions of this Act when dealing with patrons and their registration, circulation, and other confidential information. Employees of the library shall comply with the American Library Association's *Library Bill of Rights and Code of Ethics* and the library's ethics policies.

- **Personal Appearance**

Employees and volunteers are expected to dress in neat and clean clothes that are appropriate for the position and wear a nametag while working. Inappropriate dress may cause the immediate supervisor to send the employee home to change. Continued inappropriate dress may result in disciplinary action,

up to and including termination.

- **Trustee/Employee Relations**

Trustees are not to be contacted by employees with any library issues. Doing so will result in disciplinary action. Employees should discuss any problems or concerns with their supervisor and/or follow the chain of command.

Exceptions to this policy may be made in the following situations:

- If the Library Director is not available in the event of an emergency;
- To contact the Board President in accordance with the Internal Complaint or Reporting Harassment sections of this policy;
- For joint Trustee/employee committee work; or
- To speak as a member of the public at an open meeting of the Board of Library Trustees.

Newly hired employees receive an orientation that includes a review of library and department policies and procedures, including those contained in handbooks and manuals; library operations and building tours; and safety and security procedures.

### **3.14 Reasonable Accommodations**

The Downers Grove Public Library supports the Illinois Human Rights Act, Illinois Pregnancy Accommodation Act, and the Americans with Disabilities Act. The library provides reasonable accommodations for pregnant employees and qualified employees with disabilities in the workplace unless such accommodations would present an undue hardship for the library. Reasonable accommodations apply to all covered employees and include, but are not limited to, hiring practices, job placement, training, pay practices, promotion and demotion policies, and layoff and termination procedures. The employee should contact their supervisor or the Business Office Manager for further clarification regarding the library's policy on reasonable accommodations or to request a reasonable accommodation in the workplace.

### **3.15 Employee Privacy**

The library conducts its business in such a way that the rights and privacy of all employees are respected in accordance with applicable law. Administrative employees will request, use, and retain only that personal information about employees which is required for business or legal reasons and shall protect and preserve the confidentiality of all personal information in its records and files to the extent allowed by law. Personal information will not be released to outside sources without the employee's written approval, except as required by law. Exceptions are limited to simple employment verification and fulfillment of legal requirements, which includes the publishing of salaries and compensation. The library also recognizes its duty to protect the privacy of sources of information contained in an employee's personnel file.

The library requires each employee to follow library standards concerning the

confidentiality of any personal information about other employees. Violation of this principle is cause for termination.

The library reserves the right to search any employee's office, desk, computer, file, locker, or any other area or article on the premises. Desks, cabinets, and other storage devices, as well as office space and office equipment including, without limitation, computer hardware and software and all communication servers and systems, remain the property of the library and are issued for the use of employees only during their employment. The Library Director or a specified agent may conduct an inspection of these areas or any articles found within them at any time with or without prior notice and with or without cause. Employees should have no expectation of privacy in any of these areas.

### **3.16 Compensation**

This section provides a framework for pay decisions, delineates responsibilities for the administration and maintenance of the compensation program, and outlines the process of salary recommendations and changes.

#### **3.16.1 Compensation Philosophy**

The library recognizes the essential role staff has in furthering the purpose and values of the library and in achieving the library's strategic goals. The Board of Library Trustees and Administration are committed to maintaining an internally equitable and externally competitive compensation structure that will enable the library to recruit and retain a diverse staff of highly proficient and qualified employees and reward high- performing employees at all levels.

The library establishes and maintains pay ranges based upon internal equity and externally competitive guidelines with a base pay minimum and maximum for all pay ranges. Internal equity refers to the constant effort on the part of the Board of Library Trustees and Administration to ensure that pay is managed fairly across all employee pay ranges. Employees will be paid within the pay range for the pay grade of their position. In determining an employee's rate of compensation within their assigned pay range, the library may consider the employee's performance, seniority, education, experience, and the requirements for the position.

The library seeks to provide competitive salaries across all jobs – defined as sufficiently above the median of the local library competitor market – to continue to attract and retain superior staff. Annually, the library will collect, analyze, and consider pay ranges for benchmark positions in the competitor market and will make adjustments to pay ranges as needed.

The library compensation structure includes competitive benefits, such as flexible scheduling, paid time off, and training and continuing education for all jobs. Individual employees' eligibility for benefits is dependent on hours worked, length of service, and

other factors. Not all employees qualify for all benefits offered.

The Board of Library Trustees and Administration seek to ensure that benefits are offered and managed fairly across all jobs, defined as sufficiently above the average of the local library competitor market to continue to attract and retain superior staff.

The library encourages all employees to develop and maintain competitive skill levels through training initiatives and learning opportunities. The library endeavors to allow time and financial support for staff to attend approved training.

### **3.16.2 Objectives**

The objectives of the Downers Grove Public Library's compensation program include:

- Attracting and retaining superior staff;
- Establishing and maintaining competitive pay ranges consistent with the economic requirements of the Downers Grove Public Library, commensurate with the local library competitor market and its compensation philosophy;
- Relating salaries paid to the duties and responsibilities of positions to provide a stimulus for employee self-improvement and advancement to greater responsibilities;
- Maintaining a program of performance evaluation that identifies opportunities for employee development and places compensation rewards on an objective basis; and
- Providing an effective management control system, which will permit delegation of responsibility within a framework of policy and procedures.

### **3.16.3 Job Descriptions**

A job description that defines the essential job requirements, duties, responsibilities, and skills required to perform a specific role will be maintained for every position.

### **3.16.4 Salary Schedule**

The library maintains a competitive salary schedule that consists of pay grades and ranges. All job descriptions will be evaluated and classified in the order of their relative value, utilizing approved evaluation techniques.

#### **Pay Grades**

All positions will be classified by pay grade, which indicates the range of their minimum and maximum salary value.

#### **Pay Ranges**

Pay ranges are the means by which the relative value of positions is expressed in dollar terms and will be broad enough to provide salary growth potential for competent personnel. Pay ranges specifically establish the lowest dollar amount generally paid for minimum qualifications/performance and the highest dollar amount

generally paid for the highest level of performance/experience, relative to position market value and other positions in the library.

### **Maintenance**

The Salary Schedule, including pay grades and ranges, is reviewed annually by Administration and appropriate changes are recommended to the Board of Library Trustees for approval during the annual budget process.

### **3.17 Service Awards**

All employees will receive a service award after five consecutive years of service and at each additional five consecutive years of service thereafter. The service award includes:

- One prorated personal day to be used within four months of the anniversary date;
- An honor book chosen by the employee; and
- Recognition of the milestone anniversary at the next In-Service Day.

### **3.18 Payment of Wages**

Employee wages are determined from the appropriate pay grade on the Salary Schedule. Wages are paid to all employees every other week. Overtime payment, which is included with the non-exempt employee's base wage payment, is also paid every other week with such payment covering hours worked in the prior every other week period. The employee's first payroll will be paid by check and thereafter through direct deposit of funds to a savings and/or checking account at their bank of choice. Payments other than on authorized paydays and advances in pay are not permitted. Employees separating from the library receive their final paycheck on the first regularly scheduled payday following the date of termination. The final paycheck will be mailed to the employee. Any accrued, unused vacation leave will be paid by check in the pay period following the final paycheck. Any vacation, personal, or sick time used prior to accrual will be deducted from the final paycheck.

### **3.19 Deductions from Pay**

The library will not take any improper pay deductions that would be in violation of the Fair Labor Standards Act, its regulations [specifically Section 541.602(a)], or any relevant state law or local ordinance. Any employee whose pay is improperly deducted shall be reimbursed no later than the next pay period after the improper deduction is communicated to Administration.

### **3.20 Work Day, Work Week, and Work Year**

Full-time employees are normally scheduled to work an average of 37.5 hours per week, normally consisting of five 7.5-hour work days. For the purpose of determining pay and number of hours worked, the work week runs from Sunday through Saturday. The library's fiscal year ("work year") begins January 1 and ends December 31.

### **3.21 Scheduling and Attendance**

Employees are expected at work on all scheduled work days and during all scheduled work hours. Work schedules will include evening hours and work on Saturdays and

Sundays as needed by each department. Employees are expected to report to work on time.

The library requires supporting documentation, such as a doctor's note, to be furnished in connection with any absence of more than three consecutive work shifts, or in any other situation where it is determined that supporting documentation is required. Failure to comply with these expectations according to established procedures will result in disciplinary action up to and including termination. Unreported or excessive absences, tardiness, or abuse of sick leave will lead to disciplinary action, up to and including termination.

Employees who are absent without the use of paid time off will be considered as having an unexcused absence unless they provide supporting documentation for their absence or arrange to make up their scheduled hours with their manager. The library will consider employees who have three unexcused absences in a calendar year to have voluntarily separated from the library.

More than three consecutive work shifts of absence without notice to the library constitutes job abandonment. The library will consider employees who are absent for three work shifts without notice to have voluntarily separated from the library.

### **3.22 Time Records**

The attendance of all employees is recorded. Attendance records are library records and subject to applicable laws governing such records. No employee may maintain another employee's time record. At the start of an employee's scheduled shift, work is to commence immediately. Failure to do so is considered falsification of time records and may result in discipline, up to and including termination.

### **3.23 Overtime**

Non-exempt employees must have supervisory authorization prior to working overtime. Working unauthorized overtime is prohibited and will result in disciplinary action, up to and including termination. Overtime is paid only after a non-exempt employee has worked more than 40 hours during the work week. Holiday, vacation, personal, and sick time do not count as hours worked for purposes of overtime. All overtime is paid at one and one-half times the employee's regular hourly rate. Exempt employees are not entitled to overtime pay or compensatory time. However, the library recognizes there may be situations where a department experiences extraordinary increases in work demand and/or where an exempt employee must commit exceptional time and effort beyond the employee's usual work schedule. In such situations, managers may extend the opportunity for scheduling flexibility at other times that are mutually agreeable between the employee and the manager and which do not negatively impact the operation of the library. Scheduling flexibility is just that— flexibility—and has no specific time or hour implications, entitlements, or tracking.

### **3.24 Compensation for Work on Sunday**

Part-time, non-exempt employees receive monetary compensation for work on Sunday equal to one and one-half times their normal pay.

Full-time staff will receive time off for their Sunday hours at a rate of 1.5 times, which must be used in the current or following pay period.

### **3.25 Meal Period and Rest Breaks**

The normal work day for full-time employees is 7.5 hours with a 30-minute, unpaid meal period. If an employee works between 5 and 7.5 hours in a day, they may take a 30-minute, unpaid meal period. If an employee works in excess of 7.5 hours in a day, they must take a 20-minute, unpaid meal period at minimum [820 ILCS 140/3]. Meal period times are set at the discretion of the immediate supervisor.

Rest breaks are not mandated by law. Lost time may not be made up by skipping meal periods or rest breaks. Staff members may request one 15-minute paid rest break for each continuous four hours worked. Break time is considered work time and employees are considered "on call" during breaks. Breaks should never be taken at the expense of service to the public. Rest breaks shall not be taken in conjunction with or instead of regular meal periods or at the beginning or end of a work shift without prior authorization by their supervisor. A 15-minute rest break is a privilege and not a guaranteed right. Employees will be expected to forgo the rest break if, due to personnel shortages or other unusual conditions, patron service will be affected.

### **3.26 Use of Library Equipment**

It is the policy of the library to provide or contract for the communication services and equipment necessary to efficiently conduct business. All equipment, electronic and telephone communications systems, and all communications and stored information transmitted, received, or contained in the library's information systems are library property and are to be used primarily for job-related purposes during working time. To ensure the proper use of communications systems and business equipment, the library may monitor the use of these systems and equipment from time to time.

When using the library's equipment, employees should note the following:

- Electronic systems are owned/leased and maintained by the library and electronic communications are the sole property of the library. Excessive personal use of electronic systems or distribution of personal messages by employees during working time is prohibited. Personal software or messages shall not be installed or stored on library equipment unless prior approval is obtained. In general, employees may use library equipment, such as portable tablet devices, for personal as well as library business, with the understanding that such use advances employee skills and knowledge. No expectation of employee privacy applies to this use.
- The use of personal passwords, assigned to the employee, is not grounds for an employee to claim privacy rights in the electronic or communications systems. The library reserves the right to override personal passwords. Employees may



be required to disclose passwords or codes to the library in order to allow access to the systems.

- In order to maintain network and information security, the sharing or misuse of passwords is prohibited. Employees are responsible for protecting the confidentiality of their passwords. Passwords should not be written down or left in places where they are accessible to others.
- Employees accessing library communications and/or systems must do so in compliance with library policy, Section 3.39 Telecommuting.
- The library reserves the right to monitor the use of its electronic systems without limitation, including email and social media accounts, and to review or inspect all material stored within those systems. No communications are guaranteed to be private or confidential.
- The library's prohibition against sexual, racial, and other forms of harassment is extended to include the use of electronic and telecommunications systems. Harassing, vulgar, obscene, or threatening communications and sexually oriented messages or images are strictly prohibited. Employees who receive email or other communications that they believe violate this policy should immediately report this activity to their supervisor, Business Office Manager, Assistant Director, or Library Director.
- Professional discretion should be used in the exchange of privileged or confidential material, such as, but not limited to, trade secrets or attorney-client communications and should not be exchanged haphazardly by email or other means of communication.
- The library requires all staff to respect all laws governing copyright, fair use of copyrighted material owned by others, trademarks, and other intellectual property, including the proprietary copyrights, trademarks, and brands.
- Electronic messages are subject to disclosure under the Illinois Freedom of Information Act. Members of the public may request and obtain copies of employee work-related emails and other electronic forms of communication.
- Employees should exercise care so that no personal correspondence appears to be an official communication of the library. Employees may not utilize library stationary or postage for personal mail.

### **3.26.1      Telephones and Texting**

While at work, employees are to exercise the same discretion in using personal cellular phones as they do for library phones. Employees are expected to make personal calls on non-work time when possible and to ensure that friends and family members are aware of the library's policy.

The library requires cellular phone safety when operating a motor vehicle for library

business. If the employee finds that it is absolutely necessary to utilize a cellular phone while driving, the following must be observed:

- Employees may only use a cellular phone while driving if they are utilizing a hands-free device (such as a headset) or are using the phone in a voice-activated mode.
- Employees must not compose, send, or read electronic messages while operating a motor vehicle.

### **3.26.2 Social Media**

Social media refers to the means of interactions among people in which they create, share, and/or exchange information and ideas in virtual communities and networks.

#### **General Rules and Guidelines**

The following rules apply to the use of social media, whether such use is for the library during working time, outside the library, or during working time while using library-owned equipment.

- Employees are prohibited from discussing confidential library matters through the use of social media, including patron account information and personnel matters. Employees should be careful to protect the library brand as well as themselves.
- Employees may not use social media to harass, threaten, bully, or discriminate against anyone. The library's anti-harassment and EEO policies apply to the use of social media in the workplace.
- This policy is not intended, nor shall it be applied, to restrict employees from discussing their wages, hours, and/or working conditions with co-workers.
- The Downers Grove Public Library is not responsible or liable for content posted by any person in any form.
- Employees who want to post comments in response to content must identify themselves as employees.
- Employees may not speak on behalf of the library on personal accounts. Posts that discuss library business or can be perceived as an official post should have a disclaimer stating that the employee is speaking as an individual, not a library representative, for the duration of the post, and comments. Photos submitted to the library's social media accounts may be used by the library for publicity, advertising, or web content.

#### **Library-Sponsored Social Media**

Library-sponsored social media is used to convey information about the library's facilities and services, advise the public about upcoming events, obtain patron feedback, exchange ideas or trade insights about industry trends, reach out to potential new markets, issue or respond to breaking news, respond to negative publicity, and brainstorm with employees and patrons.

All library-related social media is subject to the following rules, in addition to the rules

set forth above:

- Only employees designated and authorized by the library may prepare content for or delete, edit, or otherwise modify content on library-sponsored social media.
- Employees must identify themselves as library staff when posting on an account with a handle that utilizes a name.
- Employees must respect copyright, trademark, and similar laws and use such protected information in compliance with applicable legal standards.
- A disclaimer should be posted on each of the library's accounts notifying patrons that library staff manage the page and all users are expected to follow library policies.
- Comments, posts, and messages will be monitored and reviewed for content, relevance, and appropriateness. Activity on library-sponsored social media accounts must adhere to the library's Code of Conduct, rules, policies, and procedures. Designated employees are authorized to remove content or block users immediately and without advance warning due to content that violates the library's policies, such as:
  - Obscene, sexist, hateful or racist content
  - Personal attacks, insults or threatening language
  - Content that violates local, state, or federal law or which encourages illegal activity
  - Potentially libelous statements
  - Plagiarized material
  - Private or personal information submitted without consent
  - Comments or links unrelated to the content of the discussion
  - Commercial promotions or spam
  - Content that advocates a candidate, referendum, or campaign
  - Any messages deemed to be in violation of copyright, trademark right or other intellectual property right of any third party

### **3.26.3 Staff Bulletin Boards**

Library bulletin boards in staff areas are used to communicate official government information on EEO, wage and hour, health and safety, and other issues. They are also used to communicate information regarding library policy and its business and announcements, including, but not limited to, job postings, safety rules, health items, benefit programs, and notices regarding special events. Employees may not remove official postings from bulletin boards. Employees who wish to post personal notices (e.g. sale of a car, rental of an apartment) on the library bulletin board in the staff lounge may do so as space and time permit. The employee posting the material is responsible for its timely removal. Administration staff are responsible for keeping the bulletin boards up-to-date and may remove postings as necessary.

### **3.26.4 Violations and Disciplinary Action**

The library will investigate and respond to all reports of violations of library policies, procedures, rules, and regulations. Employees are urged to report any violations of

this policy to their supervisor or manager. A violation of this policy may result in discipline up to and including termination of employment.

### **3.27 Library Information and Property**

No library-related information or property may be removed from the library's premises except in the ordinary course of performing duties on behalf of the library. This includes, without limitation, documents, files, records, computer files, equipment, office supplies, or similar materials. Violation of this policy is a serious offense and will result in appropriate disciplinary action, up to and including termination.

In addition, when an employee leaves the employ of the library, the employee must return to the library all library-related information and property that they have in their possession, including, without limitation, building keys or key cards, parking passes, documents, files, records, manuals, information stored on a personal computer or on any external storage device, supplies, and equipment or office supplies.

### **3.28 Driver's License and Proof of Insurance**

When using a private vehicle for library business, the employee assumes liability for the vehicle. All employees who use their personal vehicles for library business must have a current driver's license and vehicle liability insurance in the minimum amounts required by state law. Otherwise, the vehicle is not authorized for library use. All employees who drive a motor vehicle in the course of library business must present a valid, current driver's license and proof of personal automobile insurance to Administration on an annual basis. Employees who drive a motor vehicle in the course of library business must inform Administration immediately of any lapse in personal automobile insurance or lapse in the validity of their driver's license.

### **3.29 Meetings, Workshops, and Conferences**

The library will pay the full cost for employees, both full and part-time, to attend job-related meetings and workshops as assigned or approved by Administration. Budgetary constraints may limit attendance.

Employees who are required to travel for library-related business will be reimbursed for actual mileage incurred above the employee's regular commute to and from the library. In other words, mileage reimbursement will be given only when the distance to an alternate location is greater than the employee's normal work commute. Mileage reimbursement must be submitted to their supervisor within 90 days.

Within budgetary constraints and approved travel to library meetings and conferences, all employees and Trustees will be reimbursed reasonable airline or train fares, mileage, shuttles, parking, and tolls. Automobile mileage and lodging for overnight stays when required or advisable for employees or Trustees will be reimbursed based on the current rate allowed by the Internal Revenue Service. Meal reimbursement will be based on the current per diem rates allowed by the Internal Revenue Service.

Accompanying spouses or non-staff must pay additional expenses.

A library-issued credit card may be used to reserve and pay for hotel or travel expenses for approved meeting and conference attendance. It is the responsibility of the employee to keep all receipts for travel, hotel, and meals to be turned in to the Administration Office within 10 days of return from the trip. No reimbursement will be made without receipts to document the expense.

See Finance Policy Section 6.9 Travel Expenses for more information on travel expenses and reimbursement.

### **3.30 Membership in Professional Organizations**

Membership in the American Library Association (ALA) and Illinois Library Association (ILA) shall be paid in full by the library for the Library Director, members of the Board of Library Trustees who wish to participate, and full-time librarian and supervisory staff. Individual memberships in other professional organizations or for other employees may be paid at the discretion of the Library Director.

All professional membership dues are paid dependent on budgetary considerations and may not be renewed as financial constraints of the library warrant.

### **3.31 Emergency Closings**

In the event the library is closed due to an emergency such as heavy snow, power failure, etc., all staff will be paid for their regularly scheduled hours.

In the event of a closing that may be only temporary, staff who are being paid for closed times will be considered to be "on call" and are expected to return to the library for the remainder of their scheduled work day should conditions allow the library to reopen. If an employee chooses not to come to work or leaves early due to inclement weather when the library remains open or reopens, the employee may choose to use any remaining vacation or personal time or take the time off without pay.

### **3.32 Smoke-Free Illinois Act**

The Smoke-Free Illinois Act prohibits smoking in public libraries. Smoking is not permitted in any area of the building, or within 15 feet of any entrance, exit, window that opens, or ventilation intake. This policy also applies to the use of smokeless tobacco, herbal products, e-cigarettes, vaporizers, and other electronic smoking devices.

### **3.33 Employment Verification and Letters of Reference**

When contacted to verify employment, Administration will confirm that an employee works for the library, the position held, the dates of employment, and the rate of pay. No other reference will be provided concerning an employee unless a signed release form is provided by the employee. An employee may request in writing, on the Notice of Separation or other appropriate release form, that their supervisor write a reference

to be kept in their personnel file and released to those requesting a performance-related reference.

### **3.34 Contest and Program Prizes**

Staff are not eligible to win any prizes or awards that are designated for the public and promoted as such. Staff are eligible for prizes and awards for programs or contests that are specifically designated for staff, which may include library-wide events or contests meant to increase staff morale. Unclaimed tickets or expiring prizes may be given to staff on a first-come, first-served basis.

### **3.35 Solicitation and Fundraising for Outside Organizations**

Employees are encouraged to participate in community events, including fundraisers in support of worthy causes, support of local businesses, and recommend products and services to fellow employees. The library does not sponsor nor contribute to individual employees' fundraising efforts for organizations outside the library or endorse any local business.

### **3.36 Violence in the Workplace**

Acts or threats of violence will not be tolerated. Any instances of violence must be reported immediately. All complaints will be fully investigated. In order to maintain workplace safety, the library may suspend employees with or without pay pending an investigation. The library will promptly respond to any incident or suggestion of violence. Violation of this policy will result in disciplinary action, up to and including immediate termination and possible legal action.

Employees are expected to refrain from fighting or other conduct that may be dangerous to others. Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited on the library premises.

### **3.37 Performance Evaluations**

Performance evaluations are conducted at least annually, within a time frame set by the Library Director. A standard form for each position will be used when evaluating performance to ensure accuracy and consistency regarding factors to be appraised and performance level definitions. New employees and employees who have changed jobs are usually reviewed at or before the completion of six months of employment, at the completion of twelve months of employment, and then during the regular evaluation period.

Evaluations will be made by the immediate supervisor having firsthand knowledge of the employee being evaluated, the circumstances under which they work, and the nature of the work, in order to obtain the most satisfactory results. The performance evaluation process will include completion of the evaluation form, self-evaluation form, and a performance evaluation interview with the immediate supervisor to review the

employee's performance, determine progress, and identify any areas requiring improvement.

One of the functions of the evaluation process is to document employee performance and problems and provide a performance improvement plan for resolving such problems. Failure on the part of the employee to follow the performance improvement plan could result in further disciplinary action, including termination.

Completed performance evaluation forms are signed by the employee and the supervisor. The employee's signature indicates that the evaluation was discussed with the employee and does not necessarily indicate that the employee agrees with the evaluation. The employee has the opportunity to make comments on the performance evaluation form concerning the evaluation of their performance. Performance evaluations, along with the other contents of their personnel file, may be reviewed by the employee.

### **3.38 Personnel File Review**

Personnel files are the property of the library. Only Administration staff with a legitimate reason to review information in a file are allowed to do so. Employees in Illinois have a right to review and copy parts of their personnel records, as well as attach their own position statement regarding disputed personnel matters concerning themselves. All requests must be made in writing and inspections are permitted within seven working days of the request. Photocopying permitted portions of their personnel records is at a cost to the employee. The employee will inspect the personnel records in the Administration Office at a time mutually convenient to the library and employee. The employee may not remove any part of their record from the file and may not remove any part of the record from the Administration Office.

### **3.39 Telecommuting**

Telecommuting is a work arrangement that allows employees to work at home or at some other off-site location for some or all of their regularly scheduled work hours. Although not all jobs and/or job functions can be performed satisfactorily, or at all, from other locations, the Downers Grove Public Library recognizes that, in some cases, telecommuting arrangements can provide a mutually beneficial option for both the library and its employees. Telecommuting is not an entitlement and in no way changes the terms and conditions of employment.

Requests for telecommuting may be initiated by the library, the employee, or the employee's manager and are considered on a case-by-case basis by the employee's manager. Arrangements are made based on the situation and may include some or all of an employee's regularly scheduled hours. Exceptions to eligibility requirements may be made by the employee's manager, with final approval by the Library Director. Telecommuting privileges may be canceled or suspended at any time and for any reason.

### **3.39.1 Employee Eligibility**

To be eligible for consideration for a telecommuting arrangement, employees must:

- Have worked at Downers Grove Public Library for a minimum of 12 months;
- Have an excellent performance record with zero problems/disciplinary actions within the preceding year;
- Have met or exceeded performance requirements and standards on the most recent performance evaluation, in accordance with the library's employee evaluation process;
- Possess good time management and organizational skills, be self-motivated, disciplined, and able to work independently, according to library standards; and
- Be responsible for work that has clearly defined tasks and objectives and quantifiable work output that can be easily monitored and does not require them to be on-site.

### **3.39.2 Employee Requirements and Expectations**

Consideration for telecommuting is directly related to the requirements and suitability of the job performed by the employee. Employees must be able to:

- Abide by all other library policies and guidelines;
- Ensure the protection of restricted or confidential information (e.g. proprietary library information and patron information) with the same security requirements off-site as used within the library (e.g. personnel files should be kept in a locked cabinet, passwords regularly maintained, etc.);
- Perform the same or assigned duties and other work obligations off-site as they do when working in the library;
- Provide updates on pending projects and/or assigned work;
- Work assigned hours as arranged in advance with their direct supervisor or manager and adhere to library timekeeping policies and procedures;
- Be reachable via phone and email during scheduled telecommuting hours;
- Respond to all emails and voicemails within 2-3 business days;
- Be available to attend scheduled, required meetings (remotely or in-person) and participate in other required work activities as needed;
- Maintain a safe and comfortable work environment conducive to completing assigned tasks; and
- Arrange for child/elder care during scheduled work hours or work suitable to flexible telecommuting.

### **3.39.3 Employee Expenses**

Telecommuting employees are responsible for providing, at their own expense, equipment and services necessary for telecommuting, including, but not limited to, phone and Internet access, home office furnishings, lighting, etc. Some equipment and/or software may be furnished by the library, such as iPads, laptops, software, etc. with approval from the Library Director.



### **3.40 Internal Complaints**

An employee having a complaint arising out of their employment by the library will have the right to appeal first to their manager. If an employee feels their concern has not received due consideration, they should submit their complaint, in writing or in person, to the Business Office Manager in a timely manner. The Business Office Manager will work with the employees involved to resolve the issue. If a resolution to the issue is not reached, the matter will be discussed with the Library Director and a written response will be given to the employee.

If the employee still feels the matter is not satisfactorily handled, the employee may then request, in writing, that the Library Director submit the matter to the Board of Library Trustees. The Board of Library Trustees shall investigate the situation. This investigation may include personally interviewing the employee concerned, their manager, and the Library Director. After completing the investigation, action may be taken by the Board of Library Trustees at the next regular meeting. Personnel matters may be discussed in closed session at the discretion of the Trustees, as provided in the Open Meetings Act [5 ILCS 120/2 (c) (1)]. The decision of the Board of Library Trustees is final.

If a complaint involves the Library Director or Library Trustee, the Board President will be the first contact to resolve the problem. If the complaint involves the Board President, the Board Secretary will be the first contact to resolve the problem. The Board Officers will investigate and submit a recommendation to the Board of Library Trustees for action. If one of the Board Officers is involved in the complaint, the longest-serving Library Trustee will investigate with the Board Officer not involved. The decision of the Board of Library Trustees is final.

### **3.41 Progressive Discipline and Termination**

The purpose of disciplinary action is to correct the problem, prevent reoccurrence, and prepare the employee for satisfactory performance. Violations of the law, policies, rules, regulations, and procedures of the library may result in disciplinary action. All employees of the library are employees-at-will who can be disciplined or discharged at any time, with or without cause, and with or without notice. Should an employee's performance, work habits, overall attitude, conduct, or demeanor become unsatisfactory in the judgment of the supervisor or Library Director, based on violations of any library policies, rules, regulations, or procedures, the employee will be subject to disciplinary action as follows:

- Step One - Oral Warning
- Step Two - Written Warning
- Step Three - Performance Improvement Plan or Administrative Leave
- Step Four - Discharge

The library is not required to go through the entire disciplinary action process. Discipline may begin at any step, including termination, dependent upon the severity of

the incident or infraction. The progressive disciplinary steps and the failure to follow the steps in every situation do not in any way create a contractual right to continued employment or to any particular disciplinary procedure.

The library reserves the right to investigate the infraction for which an employee may face discharge. In this case, the library may place the employee on administrative leave, with or without pay, pending the investigation. The objective of this administrative leave will be to determine if discharge is the proper decision. Following the investigation, if the library decides not to discharge the employee, the employee will be reinstated, with or without back pay, depending on the circumstances.

Any violation of the following may result in the immediate termination of the employee:

- Refusal to obey a direct, reasonable order that pertains to an employee's position as outlined in the position's job description;
- Deliberate destruction of or damage to library property;
- Falsification of any kind or type of library records, including time records, or the completion of time records for another employee;
- Violating the library's Drug and Alcohol Use Policy;
- Theft of library property or the property of a co-worker or patron;
- Unlawful activities on library premises, including gambling, the use of controlled substances, the possession and/or use of weapons, etc.;
- Fraudulent or indecent actions on library premises;
- Failure to return from an absence on the agreed upon date;
- Failure to protect confidential library or patron information;
- Stopping work before the specified end of the work day without the approval of their supervisor;
- Failure to accurately account for time worked and adhere to scheduled hours of work;
- Excessive absences or tardiness;
- Smoking in prohibited places;
- Posting or removing official notices on or from staff bulletin boards without prior approval of Administration;
- Obscene, abusive, inflammatory, or derogatory language, which includes the spreading of rumors and/or malicious gossip;
- Improper usage of any library-owned equipment or computer technology, including Internet, e-mail, or cell phones; Fighting or violence in the workplace;
- Threatening and/or coercing co-workers;
- Outside employment that conflicts with library interests or inhibits the employee's ability to function effectively;
- Negligent actions that resulted in injury to co-workers or damage to library property; and/or

- Failure to properly supervise or account for library property under the employee's control.

Other violations not listed here may also result in disciplinary action or immediate termination of an employee. Such violations include, but are not limited to, actions which directly endanger the health and/or safety of any person and which significantly disrupt the orderly performance of work.

The library strives to ensure fair treatment of all employees and make certain that disciplinary actions are prompt, uniform, and impartial.

All terminations must be authorized by the Library Director.

### **3.42 Anti-Discrimination and Anti-Harassment**

It is the policy of the Downers Grove Public Library to maintain a work environment free from all forms of discrimination and harassment. In keeping with this commitment, the library will not tolerate discrimination against or harassment of employees by anyone, including any supervisor, co-worker, vendor, contractor, Library Trustee, patron, or other member of the public. The library takes allegations of discrimination and harassment seriously and will respond promptly to complaints. Any employee found to be in violation of this policy will be subject to disciplinary action, up to and including termination.

#### **3.42.1 Definition of Discrimination**

Discrimination consists of employment actions taken against an individual based on a characteristic protected by law. In other words, discrimination occurs when an individual is treated differently, unequally, and usually negatively because the individual is a member of a protected group.

#### **3.42.2 Definition of Harassment**

Harassment consists of unwelcome conduct, whether verbal, physical, or visual, that is based on a characteristic protected by law, such as gender, gender identity, race, color, ancestry, national origin, citizenship status, religion, age, disability, marital status, sexual orientation, gender identity, pregnancy, military or veteran status, genetic information, order of protection status, or any other category protected by law. The library will not tolerate harassing conduct that affects employment conditions or job benefits, that interferes unreasonably with an individual's work performance, or that creates an intimidating, hostile, or offensive work environment. The conduct forbidden by this policy specifically includes, but is not limited to: (a) epithets, slurs, negative stereotypes, or intimidating acts that are based on a person's protected status; and (b) written or graphic material circulated within or posted within the workplace that shows hostility toward a person because of his or her protected status.

### **3.42.3 Definition of Sexual Harassment**

Sexual harassment consists of any unwelcome sexual advances, requests for sexual favors, or any verbal or physical conduct of a sexual nature when made to an employee where:

- Submission to such conduct is made explicitly or implicitly a term or condition of employment.
- Submission to or rejection of such conduct by an individual is used as the basis for any employment decision affecting such individual.
- Such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

Sexual harassment, as defined above, may include, but is not limited to:

- Uninvited sex-oriented verbal “kidding” or demeaning sexual innuendos, leers, gestures, teasing, sexually explicit or obscene jokes, or remarks or questions of a sexual nature;
- Graphic or suggestive comments about an individual’s dress or body;
- Displaying sexually explicit objects, photographs, writings, or drawings;
- Unwelcome touching, such as patting, pinching, or constant brushing against another’s body; and/or
- Suggesting or demanding sexual involvement of another employee whether or not such suggestion or demand is accompanied by implicit or explicit threats concerning one’s employment status or similar personal concerns.

Even if two or more individuals are engaging in consensual conduct, such conduct could constitute harassment of or discrimination against another employee who witnesses or overhears such conduct.

### **3.42.4 Reporting Harassment**

All individuals are responsible to help ensure that harassment does not occur and is not tolerated. Any employee who believes that they have been subjected to sexual or other types of harassment, or who has witnessed harassment, should immediately submit a complaint to their supervisor, any other manager or supervisor, or the Business Office Manager. In the event the Business Office Manager is the alleged

harasser, the complaint may be submitted directly to the Library Director, Assistant Director, or any supervisor. In the event the Library Director is the alleged harasser, the complaint may be submitted to the President of the Board of Library Trustees. If a manager or supervisor receives a complaint of harassment or discrimination directly from an employee, or becomes aware of such conduct, the complaint shall be immediately reported to the Business Office Manager.

Complaints by an elected/appointed official against another elected/appointed official shall be submitted to the Library Director. The Library Director shall, in consultation with legal counsel for the library, ensure that an independent review is conducted with respect to such allegations.

The Business Office Manager shall promptly investigate all complaints and make all reasonable efforts to resolve the matter informally. These efforts may include, but are not limited to, convening conferences with the complainant and/or the accused harasser/discriminator to discuss the complaint and the results of the investigation. If the complainant or the accused is not satisfied with the disposition of the investigation, they may submit in writing an appeal to the Library Director or the Library Director's designee, who will review the investigation report and make a final decision. At the Library Director's option, the Library Director's designee may conduct further investigation, if necessary.

#### **3.42.5 Discipline**

If the complaint is found to be valid, appropriate disciplinary action will be taken against the perpetrator. Such disciplinary action could include termination of employment, as listed in Section 3.41 Progressive Discipline and Termination.

#### **3.42.6 Retaliation**

Reporting harassment, assisting in making a complaint, cooperating in an investigation of harassment, or otherwise engaging in conduct protected by the Illinois Whistleblower Act will not reflect adversely upon an individual's status or affect future employment. Any employee who retaliates against another for exercising their rights under this policy shall be subject to discipline, up to and including termination. The rights to confidentiality, both of the complainant and of the accused, will be respected consistent with the library's legal obligations and with the necessity to investigate allegations of misconduct and to take corrective action when this conduct has occurred.

It is hoped that most harassment complaints and incidents can be resolved within the library. However, an employee has the right to contact the Illinois Department of Human Rights at 800-662-3942, the Illinois Human Rights Commission at 312-814-6269, or the Equal Employment Opportunity Commission at 800-669-4000 about filing a formal complaint.

The filing of a complaint under the procedures described herein shall not limit, extend, replace, or delay the right of any person to file a similar complaint or charge with any appropriate local, state, or federal agency or court.

#### **3.42.7 False Reporting**

Given the nature of this type of discrimination, the library recognizes that false accusations of sexual harassment can have serious effects on innocent individuals.

Employees found to file a knowingly false report will be subject to appropriate disciplinary action. Such disciplinary action could include termination of employment, as listed in Section 3.41 Progressive Discipline and Termination.

### **3.43 Alcohol and Drug-Free Workplace**

Alcohol and drugs in the workplace pose a threat to the health and safety of employees and to the security of equipment and facilities. The library is committed to the elimination of drug and/or alcohol use and abuse in the workplace.

#### **3.43.1 Prohibited Activity**

The possession, consumption, purchase, sale, transfer, or distribution of alcohol on library premises is prohibited, unless an exception is made by the library. The responsible possession, distribution, or consumption of alcoholic beverages by employees during library-hosted or related events where alcohol is being served is permitted, provided such consumption does not adversely affect an employee's behavior or judgment and, if the employee will drive a motor vehicle, does not adversely affect the employee's ability to safely and legally drive the vehicle. A violation of this moderate consumption rule will result in discipline up to and including termination of employment.

"Legal drugs" are: (1) drugs that are permitted under state or federal law, (2) obtained by an employee with a physician's prescription or over-the-counter, and (3) used for the purposes for which they were prescribed or sold. Employees using legal drugs, such as cannabis, must be aware of any potential effect such drugs may have on their judgment or ability to perform their duties. Employees may not possess, use, or be under the influence of cannabis while performing their duties, while on library property, or while operating vehicles or machinery for the library.

Employees are responsible for consulting with their doctors about any prescription medication's effect on their ability to work safely and promptly disclose any restrictions to their supervisor. In the event an employee fails to report such restrictions and creates a safety threat, neither a physician's prescription nor other medical reason will be an acceptable excuse for being in violation of this policy. Employees shall not be required to disclose underlying medical conditions unless the request to disclose the underlying medical condition is consistent with applicable law. A violation of legal drug use rules will result in discipline up to and including termination of employment.

"Illegal drugs" are drugs or controlled substances that are: (1) not legally obtainable under federal or state law, or (2) legally obtainable under federal and state law, but not obtained and/or used in a lawful manner. The use, purchase, sale, transfer, possession, being under the influence, or the presence in one's system of a detectable amount of an illegal drug by any employee is prohibited on library premises or where the employee is performing library business off library premises. A

violation of illegal drug use rules will result in discipline up to and including termination of employment.

### **3.43.2 Testing for Alcohol and Drugs**

The library will require a drug and alcohol test of any employee where there is a reasonable suspicion to believe that they may be using drugs or may be under the influence of drugs or alcohol while working on library premises or while operating a vehicle for the library. "Reasonable suspicion" will be based on objective factors such as the employee's appearance, speech, behavior, or other conduct or facts that indicate the employee is under the influence of legal or illegal drugs, cannabis, alcohol, or any or all of the above. Involvement in an injury or accident at work or while performing library business may also be grounds for testing if a member of management has a reasonable belief that drugs and/or alcohol may have contributed to the injury or accident. Employees will be required to sign a consent and release form prior to drug and alcohol testing. Test results will be kept confidential to the extent possible and consistent with applicable law.

Employees who refuse to cooperate in required tests; test positive for alcohol, cannabis, or illegal drugs by a reasonable suspicion drug and alcohol test; are found to be under the influence of alcohol, cannabis, or illegal drugs; or use, possess, buy, sell, manufacture or dispense alcohol, cannabis, or illegal drugs in violation of this policy as discussed above, will be terminated. In addition, if an employee fails to report immediately to the testing location upon request, does not comply with any testing procedures including attempting to substitute, dilute, or otherwise change specimens to be tested, and/or fails to provide specimens unless medically incapable, they will be considered as refusing to test and subject to discipline, up to and including termination.

Employees may not return to work until test results are received by the library following a reasonable suspicion drug and alcohol test. Any employee with a negative test result will be paid for scheduled work missed while waiting for test results.

The laboratory conducting the tests shall transmit positive drug tests results to a Medical Review Officer (MRO), who shall offer persons with positive results a reasonable opportunity to establish that their results are caused by lawful prescribed medicines or other lawful substances. A medical cannabis prescription or a claim that cannabis was used "off duty" is not a defense to a reasonable suspicion test. Employees with positive test results may also ask the MRO to have their split specimen sent to another federally certified lab, to be tested at the employee's own expense. Such requests must be made within three working days of notice of test results. If the second lab fails to find any evidence of drug use in the split specimen, the employee will be treated as passing the test.

### **3.43.3 Notification of Alcohol or Drug Conviction**

Employees must notify the library of any criminal alcohol or drug conviction no later than five days after such conviction. For the purpose of this notice requirement, a conviction includes a finding of guilt, a no contest plea, and/or an imposition of sentence by any judicial body for any violation of a criminal statute involving the unlawful manufacture, distribution, sale, dispensation, possession, or use of alcohol or any legal or illegal drug. Failure to notify Administration may subject the employee to disciplinary action, up to and including termination of employment.

### **3.43.4 Employee Assistance**

The library will assist and support employees who voluntarily seek help for alcohol or drug problems *before* they become subject to disciplinary action under this or other library policies. Employees who seek such assistance will be allowed to use accrued paid time off, placed on leaves of absence where available, referred to treatment providers, or otherwise accommodated as required by law. Such employees may be required to document that they are successfully following prescribed treatment and required to take and pass follow-up tests.

## **3.44 State Officials and Employees Ethics Act**

The Downers Grove Public Library officers and employees are prohibited from offering or accepting gifts and engaging in political activities as prohibited by the Illinois State Officials and Employees Ethics Act (5 ILCS 430/1-1 et seq).

## **3.45 Bloodborne Pathogens**

The Downers Grove Public Library complies with Illinois Department of Labor regulations and therefore the federal Occupational Safety and Health Administration regulations relating to occupational exposures to bloodborne pathogens, Hepatitis B (HBV), HIV (human immunodeficiency virus), and other bloodborne pathogens found in human blood and other bodily fluids that cause life-threatening diseases. In emergency or other such circumstances, when contact with blood or other potentially infectious materials may result, the library's approach to infection control requires all human blood or bodily fluids to be treated as if known to be infectious for bloodborne pathogens.

### **3.45.1 Control Measures**

While normal library operations are not likely to involve circumstances exposing employees or patrons to bloodborne pathogens, there is a possibility of a patron or employee being injured at the library and blood being present. It is recommended that, in the presence of blood, employees provide first aid materials and that the paramedics are called in all but minor injuries involving blood.

All control measures must be taken into account by the library and its employees to eliminate or minimize employee exposure. If at any time blood or other potentially infectious materials are present, employees shall notify the Building Operations Monitor and Manager On Duty. The contaminated area shall be immediately



cordoned off. If advisable, a professional hazardous/contaminated cleanup firm shall be contacted and retained for complete cleanup and decontamination. The area shall remain cordoned off until cleanup and disposal are complete.

The library will provide employees with personal protective equipment (PPE) to use in an incident. Handwashing facilities are available and employees are to wash their hands and any other potentially contaminated skin area with water and soap immediately after an incident. Immediately following an incident involving blood, bodily fluid, or an injured or ill patron or staff member, the assisting staff member must fill out an incident report and give it to Administration where the circumstances of the incident will be reviewed by the Library Director and the report will be kept on file.

### **3.45.2 Training and Immunizations**

The library shall provide routine training for staff on precautions related to bloodborne pathogen exposure. Any employee who has an occupational exposure to bloodborne pathogens shall be offered, at no charge, the Hepatitis B vaccine series and an HIV test, in accordance with regulations. Following the report of an exposure incident, the library will immediately offer the exposed employee or employees a confidential medical evaluation. If the employee refuses the vaccine or blood test, the employee must sign a waiver stating that they were offered the vaccine and medical evaluation and refused it.

### **3.45.3 Other Exposures**

Employees may also be exposed to other types of bodily fluids, such as vomit, saliva, and urine while on duty. In the interest of sanitation and good health, employees shall take all necessary precautions when dealing with bodily fluids. Personal protective equipment (PPE), such as gloves, garment protection, and facemasks, shall be provided and used in the cleanup and safe disposal of contaminated waste.

## **3.46 Benefits Disclaimer**

Eligible employees of the library are provided with a wide range of benefits. A number of the programs (such as Social Security, workers' compensation, and unemployment insurance) cover all employees in the manner prescribed by law. Eligibility for other benefits is dependent upon a variety of factors, including employee classification. A Summary Plan Description (SPD), which explains coverage of many of the benefits in greater detail, is available. The actual plan documents are the final authority in all matters relating to benefits described in this policy or in the SPD and will govern in the event of any conflict.

Nothing contained in the benefit plans described herein shall be held or construed to create a promise of employment or future benefits, or a binding contract between the library and its employees, retirees, or dependents, for benefits or for any other purpose.

Approved January 24, 2024

All employees shall remain subject to termination or discipline to the same extent as if these plans had not been put into effect. The library reserves the right, in its sole and absolute discretion, to amend, modify, or terminate, in whole or in part, any or all of the provisions of the benefit plans described herein.

### **3.47 Insurance Benefits**

Medical, dental, and vision insurance are available to all library employees who work 30 or more hours per week, as well as their spouses and dependent children. The library participates in the Village of Downers Grove group insurance program. Costs of the medical, dental, and vision insurance premiums are shared between the library and the employee. The amount of each party's share depends on the specific insurance plan and coverage level selected by the employee. The Village of Downers Grove group insurance program also includes a life insurance policy.

All coverage and conditions of insurance are determined by the group policy managed by the Village of Downers Grove. Explanation and coordination of benefits is handled by the Business Office Manager.

### **3.48 Flexible Spending Account**

The library participates in a Flexible Spending Account program for employees who work 30 hours or more per week for dependent and medical expenses. This program is managed by the Village of Downers Grove. Annually, each employee must elect to participate and how much, if any, to contribute. Contributions are made through an automatic payroll deduction. Explanation and coordination of benefits is handled by the Business Office Manager.

### **3.49 Illinois Municipal Retirement Fund (IMRF)**

The library participates in the Illinois Municipal Retirement Fund (IMRF), which serves as the library's supplier of tax-deferred pensions, retirement, long-term disability, and death benefits. Employees hired prior to January 18, 1982 at any IMRF employer and working 600 hours or more per year and employees hired on or after January 19, 1982 working 1,000 hours or more per year are qualified to be members of IMRF and required to contribute at the rate prescribed by law. Employees' required IMRF contributions are automatically deducted from each paycheck and credited to their account with IMRF. The IMRF employer contribution rate is also prescribed by law. Payment of the IMRF employer contribution is made monthly, as required. The Downers Grove Public Library has no administrative or fiduciary responsibility for IMRF.

Additional voluntary retirement options are available.

### **3.50 Workers' Compensation**

All employees are covered by workers' compensation insurance for work-related injuries. Employees must notify their supervisor and Business Office Manager immediately when an injury occurs. The employee is required to obtain clearance to

work after an injury occurs. Failure to immediately report an accident may result in disciplinary action, up to and including termination.

### **3.51 Parking Permits**

Downtown Business Employee parking permits are provided for all full-time employees and all part-time employees who work weekday daytime hours. Upon leaving the library's employ, employees are required to return their parking permits to Administration. Employees will be charged for lost parking permits.

### **3.52 Vacation**

Vacation time begins accruing on an employee's first day at the rates set forth below. However, employees may only begin to use their vacation after 60 days of employment. If a part-time employee becomes a full-time employee, the number of consecutive years worked as a part-time employee will be counted towards the years of service used to determine the rate at which the employee will accrue vacation time. For example, if a 10-hour per week part-time employee works for ten years, then moves into a full-time position, vacation accrual will be at the full-time rate at the 10-year level and increase from there. An authorized leave of absence does not qualify as a break in service.

Vacation leave for executive positions (Library Director, Assistant Director) is individually negotiated in conjunction with the setting of the executive's compensation. Managers and full-time employees shall have the following vacation leave schedule:

YEARS OF SERVICE	WEEKS OF VACATION WITH PAY
1 through 10	four (4)
Over 10 through 20	five (5)
Over 20	six (6)

Part-time employees accrue a prorated amount of vacation time based on the average number of hours worked per week the previous calendar year. In their first calendar year of employment, part-time employees accrue a prorated amount of vacation time based on the average number of hours they are authorized to work that year.

YEARS OF SERVICE	WEEKS OF VACATION WITH PAY
1 through 3	two (2)
Over 3 through 5	three (3)
Over 5	four (4)

Vacation leave may be claimed in 15-minute increments, but vacation leave payments shall not exceed the normal scheduled work day or work week. The equivalent of one week's vacation hours may be carried from one year to the next. All other earned but unused vacation time will be lost at the end of the calendar year.

Leave balances will be settled at the conclusion of each year or upon separation from

employment. Upon separation, if the employee has used more of the advanced leave than they were entitled to use, the employee must reimburse the library for this time. If the employee has accrued, unused vacation leave remaining upon separation, the library will pay out the leave hours as detailed in Section 3.18 Payment of Wages.

Holidays falling within a vacation period shall not be charged against an employee's vacation allowance.

When an employee changes status from full-time to part-time or part-time to full-time, the employee may carry over accrued, unused vacation leave. When an employee separates from the library and then returns, previous years of service are not utilized in calculating weeks of vacation with pay.

### **3.52.1 Substitutes and Interns**

Employees in substitute and Intern positions are eligible for paid time off through the Paid Leave for All Workers Act.

Substitute positions are defined as those that do not have a regular schedule or set number of hours worked per week and are designated "Substitute" in their job title.

Intern positions are defined as those participating in a social work internship at the Library, in partnership with Aurora University.

Substitutes and Interns earn one hour of paid time off for every 40 hours worked. Paid time off must be used in minimum one-hour increments. Substitutes and Interns must give seven days' notice to their supervisor, either verbally or in writing, to use paid time off.

Accrual of paid time off begins on the first day of work. Paid time off may be carried over from year to year and unused time will be paid out upon separation from employment.

### **3.53 Personal Time**

Employees with the exception of substitutes and interns are granted three prorated personal days on January 1 of each work year. With the advance permission of the department manager, these hours may be taken any time during the year. Personal hours are lost if not used by the end of the last pay period starting in the last week of the calendar year.

### **3.54 Holidays**

The library is closed and employees, with the exception of substitutes and interns, are paid for the following holidays each year:

- New Year's Day
- Memorial Day (Monday observance) Independence Day
- Labor Day

- Thanksgiving
- Christmas Eve Day
- Christmas Day

Employees, with the exception of substitutes and interns, receive holiday pay for the hours they would have been regularly scheduled to work on the paid holidays listed above.

When a paid holiday falls on a regularly scheduled day off, full-time employees may take an alternative day off, with approval from their immediate supervisor. When a paid holiday falls on a weekend, full-time employees will be granted a paid day off to be arranged with their supervisor that must be used in the current or following pay period.

The library is also closed, but employees are not paid for:

- Easter Sunday
- Sunday before Memorial Day
- After 5:00 p.m. on Thursday and Friday of Rotary Grove Fest
- After 1:00 p.m. on Saturday of Rotary Grove Fest
- Sunday of Rotary Grove Fest
- Sunday before Labor Day
- After 5:00 p.m. on New Year's Eve

Part-time employees may make up or substitute vacation or personal time for regularly scheduled hours lost due to the closings.

### **3.55 Sick Leave**

Sick leave with pay is granted at a rate of 7.5 hours per month for full-time employees up to a maximum of 90 hours per year. Unused sick days are accumulated up to a maximum of 1,800 hours (240 days).

Part-time employees are granted sick leave at the same rate as full-time employees, prorated on the average number of hours worked per week the previous year. For the first year of employment, sick leave is prorated on the number of hours authorized for the position. Unused sick leave is accumulated up to a maximum of 1,800 hours. All new employees may begin using sick leave after 60 days of employment.

Sick leave accrues on a monthly basis. However, for recordkeeping purposes, on January 1 of each year, employees will be granted the amount of sick leave they would earn if they stay employed by the library for the entire upcoming calendar year. Leave balances will be settled at the conclusion of each year or upon separation from employment. Upon separation, if the employee has used more of the advanced leave than they were entitled to use, the employee must reimburse the library for this time.

Sick leave may be used only on those days an employee is scheduled to work. Sick leave may be claimed in 15-minute increments, but sick leave payments shall not exceed the usual number of hours in the employee's scheduled work day or work week. An employee may not be paid for more sick leave than has been earned.

Sick leave shall be granted to an employee only on approval of the supervisor and for the following reasons:

- Illness (including conditions related to pregnancy or childbirth) or injury of the employee;
- Illness or injury of a member of the employee's immediate family who requires the care and attendance of the employee (See Section 3.5 Appointments for definition of immediate family); or
- Medical, dental, or optical examinations for treatment of the employee or a member of the employee's immediate family who requires the care and attendance of the employee.

Appropriate medical documentation of the need for sick leave, or for an employee's fitness to perform their job functions, may be required at any time as determined necessary by the library, and will be required for absence from more than three consecutive shifts.

Unused sick leave is not paid at the time of termination or retirement, but may be used for IMRF service credit as allowed by IMRF and in accordance with the terms and conditions set by IMRF.

### **3.56 Parental Leave**

Parents of newborns, newly adopted children, and children newly placed into foster care placement may be eligible for paid leave of up to eight weeks. For both adopted children and children newly placed into foster care placement, the child(ren) must be age 17 or younger. At the time of this event, the use of parental leave and the accrual of additional parental leave adheres to rules specified below for a twelve-month period. The adoption of a child by a new spouse is excluded from this policy.

Parental leave must be taken within the first twelve months of birth, adoption or foster placement. The amount of paid parental leave does not increase with multiple births, adopted children, or foster children (e.g., the birth of twins or adoption of siblings). An employee will not receive more than eight weeks of paid parental leave in a forward-rolling 12-month period.

For those employees who are eligible for Family Medical Leave Act (FMLA) leave, this paid parental leave will run concurrently with FMLA leave and cannot be used to extend FMLA leave time. FMLA allows employees up to 12 work weeks of unpaid leave annually. The balance of FMLA leave beyond the paid parental leave is unpaid unless the employee chooses to use accrued time (sick/vacation/personal/holiday).

### **3.56.1 Eligibility**

Full-time and part-time IMRF-qualified employees who have worked for the library for at least 12 consecutive months and worked a minimum of 1,000 hours in the previous 12 months, are eligible for paid parental leave at 100 percent of the

employee's current regular rate of pay based on their regularly scheduled weekly hours.

The leave may begin no earlier than the birth or placement of the child(ren) and must end within twelve months immediately following. Unused paid parental leave may not be carried over and will be forfeited at the end of the twelve-month period. There is no payment of unused parental leave upon separation of employment.

When both parents are eligible employees, paid parental leave may be taken concurrently, consecutively, or intermittently within twelve months of the birth or placement of the child(ren). Each eligible parent is entitled to their individual qualifying parental leave benefit.

### **3.56.2 Benefits**

Health insurance, IMRF contributions, and other benefits will continue during paid leave. The employer and employee must continue to pay their respective portion of insurance premiums.

Paid holidays falling within a parental leave period shall not be charged against an eligible employee's parental leave benefit if they would have received holiday pay according to their regular schedule.

### **3.56.3 Requesting Parental Leave**

If the need for leave is foreseeable, the employee must submit a written leave request to their manager and the Business Office Manager at least 30 days prior to the start of the leave. This should include an estimated start date, return date, and request for concurrent, consecutive, and intermittent leave usage. This should occur at the same time as the request for FMLA. Where the need for the leave is not foreseeable, the employee must submit a leave request as soon as practicable.

### **3.56.4 Returning to Work**

Employees should confirm with their manager and the Business Office Manager at least three business days in advance of return.

### **3.57 Compassionate Leave**

Compassionate leave will be granted in the case of:

- the death of a member of an employee's immediate family (See Section 3.5 Appointments for definition of immediate family);
- a stillbirth;
- a miscarriage;
- an unsuccessful reproductive procedure;
- a failed adoption match or adoption that is not finalized because it is contested;
- a failed surrogacy agreement; or
- a diagnosis that negatively impacts pregnancy or fertility.

Five days of paid leave and five days of unpaid leave will be granted. Employees will be paid for hours scheduled during the paid portion of the leave and may use vacation or personal time to receive pay for hours scheduled during the unpaid portion of the leave. In the event of multiple qualifying events in a 12-month period, employees will be eligible for up to six weeks' leave as provided for in the Family Bereavement Leave Act (Public Act 102-1050). Proof of the need for the leave may be required. In special cases where services are postponed or held at a later time, the Library Director may opt to allow the use of compassionate leave to be split up and used as needed to accommodate said arrangements.

Leave for a catastrophic personal emergency involving an employee or a member of their immediate family may also be granted at the discretion of the Library Director. In all such cases, the Library Director is to be notified at the earliest possible opportunity.

#### **3.57.1 Child Extended Bereavement Leave**

Full-time employees that have worked at the library for at least two weeks are able to take unpaid leave from work to grieve the loss of a child who dies by suicide or homicide. Employees are eligible for up to six weeks of unpaid leave as provided for in the Child Extended Bereavement Leave Act. Employees may take leave in one continuous period or intermittently in increments of no less than four hours. Leave must be taken within one year after the employee notifies the employer of the loss. If an employee takes unpaid leave under this Act, they cannot also seek additional unpaid leave under the Illinois Family Bereavement Leave Act relating to the same death.

Employees may be required to provide reasonable advance notice of the intention to take leave and reasonable documentation substantiating the reason for leave.

Reasonable documentation would include:

- A death certificate;
- A published obituary; or
- Written verification of death, burial, or memorial services from a mortuary,



funeral home, burial society, crematorium, religious institution, or government agency. When returning from bereavement leave, employees are entitled to return to the same position or to an equivalent position with equal pay, benefits, and other terms and conditions of employment.

### **3.58 Jury or Other Civic Duty**

If an employee is required to serve as a juror or under subpoena as a witness in a court proceeding, the library will pay the regular salary or hourly wage of the individual upon documentation of the service provided and surrender of jury pay. During periods of such service, the employee is expected to report for work when not actually engaged in court proceedings, as practicable.

### **3.59 Family or Medical Leave of Absence (FMLA)**

Employees may be eligible to take up to 12 weeks of unpaid family/medical leave within a 12-month period and be restored to the same or an equivalent position upon return, provided that the employee has worked for the library for at least 12 months, worked at least 1,250 hours in the last 12 months, and if at least 50 employees are employed by the library within 75 miles. The “12-month period” is measured as a forward-rolling 12-month period.

#### **3.59.1 Reasons for Leave**

If an employee is eligible, the employee may take family/medical leave for any of the following reasons:

- the birth of a child and in order to care for such child;
- the placement of a child with the employee for adoption or foster care;
- to care for a spouse, child, or parent (“covered family member”) with a serious health condition; or
- because of the employee’s own serious health condition which renders the employee unable to perform the functions of the employee’s position.

Leave because of reasons one and two above must be completed within the 12-month period beginning on the date of birth or placement. In addition, spouses employed by the library who request leave because of reasons one or two or to care for an ill parent may only take a combined aggregate total of 12 weeks leave for such purposes during any 12-month period.

#### **3.59.2 Military Family Leave Entitlement**

If an employee is eligible, the employee may use the 12-week FMLA entitlement to take military family leave. This leave may be used to address certain qualifying exigencies related to the covered active duty or call to covered active duty of a spouse, child, or parent. Qualifying exigencies may include:

- attending certain military events;
- arranging for alternative childcare;

- addressing certain financial and legal arrangements;
- attending certain counseling sessions;
- addressing issues related to short-notice deployment;
- spending time with a covered family member who is resting and recuperating;
- attending post-deployment briefings; and
- for certain activities relating to the care of the military member's parent who is incapable of self-care where those activities arise from the military member's covered active duty.

An employee may also be eligible for up to 26 weeks of leave to care for a covered servicemember during a single 12-month period. This single 12-month period begins with the first day the employee takes the leave. A covered servicemember includes:

- a current member of the Armed Forces, including a member of the National Guard or Reserves, who has a serious injury or illness incurred in the line of duty on active duty that may render the servicemember medically unfit to perform their duties for which the servicemember is undergoing medical treatment, recuperation, therapy, or is in outpatient status;
- a servicemember on the temporary disability retired list; and
- a covered veteran, meaning one who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness and: "(a) was a member of the Armed Forces (including a member of the National Guard or Reserves); (b) was discharged or released under conditions other than dishonorable; and (c) was discharged within the five-year period before the eligible employee first takes FMLA military caregiver leave to care for the veteran."

Employees may not be granted an FMLA leave to gain employment or work elsewhere, including self-employment. If an employee misrepresents facts in order to be granted an FMLA leave, the employee may be subject to immediate termination.

### **3.59.3 Notice of Leave**

If the FMLA is foreseeable, the employee must give the library at least 30 days' notice in accordance with the usual procedure for requesting a leave of absence. Failure to provide such notice may be grounds for delay of the leave. Where the need for leave is not foreseeable, the employee is expected to notify the library as soon as practicable and, absent unusual circumstances, in accordance with the library's normal leave procedures.

#### **3.59.4 Medical Certification – Leave for Employee’s Own or a Covered Family Member’s Serious Health Condition**

If the employee is requesting leave because of the employee’s own or a family member’s serious health condition, the employee and the relevant health care provider must supply appropriate medical certification. The medical certification must be provided within 15 days after it is requested or as soon as reasonably possible under the circumstances. Failure to provide requested medical certification in a timely manner may result in denial of leave until it is provided. The library, at its expense, may require an examination by a second health care provider designated by the library, if it reasonably doubts the medical certification initially provided. If the second health care provider’s opinion conflicts with the original medical certification, the library, at its expense, may require a third, mutually agreeable health care provider to conduct an examination and provide a final and binding opinion. The library may also require medical recertification periodically during the leave. An employee may be required to present a fitness for duty verification upon their return to work following a

leave for the employee’s own illness specifying that the employee is fit to perform the essential functions of the job.

#### **3.59.5 Certification for a Qualifying Exigency**

If the employee is requesting leave because of a qualifying exigency arising out of a covered family member’s active duty or call to active duty, the employee must supply a copy of the covered military family member’s active duty orders or other documentation issued by the military indicating that the covered military member is on active duty or call to active duty (including the dates of the active duty service). The library may also request additional information pertaining to the leave.

#### **3.59.6 Certification for Servicemember Family Leave**

If an employee is requesting leave because of the need to care for a covered servicemember with a serious injury or illness, the library may require the employee to supply certification completed by an authorized health care provider of the covered servicemember. In addition, the library may also request additional information pertaining to the leave.

#### **3.59.7 Certification for Serious Injury or Illness of a Veteran for Military Caregiver Leave**

If an employee is requesting leave because of the need to care for a covered veteran with a serious injury or illness, the library may require the employee to supply certification completed by an authorized health care provider of the covered veteran. In addition, the library may request additional information pertaining to the leave.

#### **3.59.8 Substitution of Paid Leave**

FMLA is unpaid leave. If an employee requests leave for any FMLA-covered reason, the employee may be required to exhaust any remaining applicable paid leave time. The exhaustion of this paid leave does not extend the leave period. In addition, if the employee is eligible for any additional paid leaves, such as short term/long term disability or workers' compensation, these leaves will also run concurrently with FMLA (where appropriate) and will not extend the leave period. When using paid leave in conjunction with FMLA, employees must comply with the requirements of the applicable paid leave policy.

### **3.59.9 Benefits During Leave**

During an approved FMLA leave, the library will maintain the employee's insurance benefits as if the employee continued to remain actively employed. Sick leave, vacation leave, personal days, and IMRF credits are not earned while an employee is on a leave of absence without pay.

### **3.59.10 Intermittent Leave**

Leave because of a serious health condition, to care for a servicemember with a serious injury or illness, or because of a qualifying exigency may be taken intermittently (in separate blocks of time due to a single covered health condition) or on a reduced leave schedule (reducing the usual number of hours an employee works per workweek or workday) if necessary. If leave is unpaid, the library will reduce the employee's salary based on the amount of time actually worked. In addition, while the employee is on an intermittent or reduced-schedule leave, the library may temporarily transfer the employee to an available alternate position that better accommodates the recurring leave and that has equivalent pay and benefits. A fitness for duty certification may be required to return from an intermittent absence if reasonable safety concerns exist concerning the employee's ability to perform job duties.

### **3.59.11 Job Restoration**

If the employee wishes to return to work at the expiration of the leave, the employee is entitled to return to the same position or to an equivalent position with equal pay, benefits, and other terms and conditions of employment. If the employee takes leave because of the employee's own serious health condition, they may be required to provide medical certification that they are fit to perform the essential functions of the job. Employees failing to provide the certification will not be permitted to resume work until it is provided.

## **3.60 General Leave of Absence**

Employees who do not qualify for leave under the Family Medical Leave Act (FMLA) may request a leave of absence without pay for up to 12 weeks. If an employee requests leave for any medical reason, they may be required to exhaust any remaining applicable paid leave. The exhaustion of this paid leave does not extend the leave

period. Employees must be employed for at least six months prior to the requested leave. General Leave of Absence is granted at the discretion of the Library Director.

No guarantee is made that the employee returning from a leave of absence without pay will be returned to active employment.

A doctor's note must be provided during the period of medical leave of absence. Failure to provide certification will result in termination of the leave of absence. An employee returning to work following a medical leave of absence must present a doctor's statement stating they are able to resume activities on a regular basis prior to returning to work.

Sick leave, vacation leave, personal days, and IMRF credit are not earned while an employee is on a leave of absence without pay. While on leave of absence without pay, the employee is responsible for the continuation of insurance and other benefits.

Failure to return from a leave of absence at the time agreed upon will be regarded as a voluntary resignation, unless otherwise agreed to in writing by the Library Director.

### **3.61 Military Leave**

Employees will be granted a military leave of absence for the period of military service in accordance with applicable federal and state laws. Employees who are reservists or members of the National Guard are granted time off for required military training. Their eligibility for reinstatement after the completion of their military duty and training benefit continuation/eligibility issues are determined in accordance with applicable federal and state laws. Employees may elect, but are not required, to use any vacation time for the absence. Training leaves will not normally exceed two weeks per year, plus reasonable travel time. Employees called to active military duty or to reserve or National Guard training, or volunteering for the same, should submit copies of their military orders to their supervisor as soon as is practicable.

### **3.62 Victims' Economic Security and Safety Act (VESSA)**

Eligible employees may use unpaid Victims' Economic Security and Safety Act (VESSA) leave for up to 12 weeks in a 12-month period for any one or more of the following reasons:

- Seeking medical attention for, or recovering from, physical or psychological injuries caused by domestic, sexual, gender, or any other crime of violence to the employee or the employee's family or household member;
- Obtaining services from a victim services organization for the employee or the employee's family or household member;
- Obtaining psychological or other counseling for the employee or the employee's family or household member;
- Participating in safety planning, temporarily or permanently relocating,

or taking other actions to increase the safety of the employee or the employee's family or household member from future domestic, sexual, gender, or any other crime of violence or ensuring economic security; or

- Seeking legal assistance or remedies to ensure the health and safety of the employee or the employee's family or household member, including preparing for or participating in any civil or criminal legal proceeding related to or derived from domestic, sexual, gender, or any other crime of violence.

Eligible employees may use up to two workweeks (10 days) of unpaid VESSA leave for any one or more of the following reasons:

- Attending the funeral or alternative to funeral or wake of a family or household member who is killed in a crime of violence;
- Making arrangements necessitated by the death of a family or household member who is killed in a crime of violence; or
- Grieving the death of a family or household member who is killed in a crime of violence.

Leave for these reasons must be completed within 60 days after the employee receives notice of the death of the victim.

### **3.62.1 Definitions**

"12-Month Period" means a rolling 12-month period measured forward from the date leave is taken and continuous with each additional leave day taken.

"Domestic, Sexual, Gender, or Other Crimes of Violence" means domestic violence, sexual assault, stalking, harassment and obscene communication, armed violence, and other crimes.

"Family or Household Member" means a spouse or party to a civil union, parent, grandparent, child, grandchild, sibling, or any other person related by blood or by present or prior marriage or civil union, other person who shares a relationship through a child, or any other individual whose close association with the employee is the equivalent of a family relationship as determined by the employee, and persons jointly residing in the same household.

"Child" means a biological, adopted, or foster child, a stepchild, a legal ward, or a child of a person standing in loco parentis, who is under 18 years of age, or is 18 years of age or older and incapable of self-care because of a mental or physical disability.

### **3.62.2 Coverage and Eligibility**

Both full and part-time employees are eligible to apply for this leave.

### **3.62.3 Intermittent or Reduced Leave**

An employee may take leave intermittently (a few days or a few hours at a time) or on a reduced leave schedule.

### **3.62.4 Substitution of Paid Leave**

An employee may elect to substitute accrued paid vacation, sick time, personal time, or any other applicable paid time off for any part of victims' economic security and safety leave. Such substitution will not extend the employee's total allotment of time off under this policy.

When the employee's need for the leave also qualifies as family/medical leave pursuant to the Family and Medical Leave Act (FMLA), short-term or long-term disability, or Family Bereavement Leave Act, these leaves will run concurrently with leave taken pursuant to this policy, such that the total amount of unpaid leave for which an employee will be eligible in one year is 12 weeks.

### **3.62.5 Notice Requirement**

An employee is required to give 48 hours' notice to the library in the event of a foreseeable leave. In unexpected or unforeseeable situations, an employee should provide as much notice as is practicable, usually verbal notice within one or two business days of when the need for leave becomes known.

### **3.62.6 Certification**

For leaves taken pursuant to this policy, the employee may be required to submit a certification demonstrating the need for the leave. The employee, in most cases, must provide the certification within 15 days after it is requested.

The certification requirement may be satisfied by the submission of a sworn statement from the employee and one of the following:

- Documentation from a victim services organization, attorney, clergy, or medical or other professional from whom the employee or the family/household member has sought assistance in addressing domestic or sexual violence and/or its effects;
- A police or court record;
- A death certificate, published obituary, or written verification of death, burial, or memorial services from a mortuary, funeral home, burial society, crematorium, religious institution, or government agency documenting that a victim was killed in a crime of violence; or
- Other corroborating evidence

The employee may choose the type of documentation from the above list to submit. All documentation related to the employee's need for the leave pursuant to this policy will be held in strict confidence and will only be disclosed as required/permitted by law.

### **3.62.7 Effect on Benefits**

During an approved VESSA leave, the library will maintain the employee's insurance benefits as if they continued to be actively employed. If paid leave is substituted for unpaid VESSA leave, the library will deduct the employee's portion of the insurance premium as a regular payroll deduction. If the employee's leave is unpaid, they must pay their portion of the premium during the leave. The employee's group insurance coverage may cease if their premium payment is more than 30 days late. If the employee does not return to work at the end of the leave period, they may be required to reimburse the library for the cost of the premiums paid by the library for maintaining coverage during the employee's unpaid leave, unless they cannot return to work because of the continuation, recurrence, or onset of domestic, sexual, gender, or any other crime of violence or other circumstances beyond their control.

### **3.62.8 Job Protection**

If the employee wishes to return to work at the expiration of their leave, the employee is entitled to return to their same position or to an equivalent position with equal pay, benefits, and other terms and conditions of employment. If the employee takes leave because of their own medical condition, the employee is required to provide medical certification that they are fit to resume work.

Employees failing to provide medical certification that they are fit to return to work will not be permitted to resume work until it is provided.

### **3.62.9 Reasonable Accommodations**

The library supports VESSA and will attempt to provide reasonable accommodations for employees who are entitled to protection under this Act in a timely fashion, unless such accommodations would present an undue hardship for the library.

Reasonable accommodation applies to applicants and employees and may include adjustment to a job structure, workplace facility, or work requirement; transfer, reassignment, or modified schedule; leave; a changed telephone number or seating assignment; installation of a lock; implementation of a safety procedure; or assistance in documenting domestic, sexual, gender, or any other crime of violence that occurs at the workplace or in work-related settings, in response to actual or threatened domestic, sexual, gender, or any other crimes of violence.

A qualified individual is an individual who, but for being a victim of domestic, sexual, gender, or any other crime of violence or with a family or household member who is a victim of domestic, sexual, gender, or any other crime of violence, can perform the essential functions of the employment position that such individual holds or desires.

Should an employee wish to request a reasonable accommodation pursuant to this policy, they should contact the Business Office Manager.

Approved January 24, 2024



### **3.63 Tuition Reimbursement**

The library supports and encourages employee education to enhance job satisfaction and library services. Tuition reimbursement helps employees further their knowledge, skills, and job effectiveness through higher education.

#### **3.63.1 Eligibility**

To be eligible for tuition reimbursement, an employee must:

- be continuously employed with regularly scheduled hours and have worked for the library for at least 12 consecutive months;
- request approval from their manager and the Library Director to have the course considered for tuition reimbursement;
- be enrolled in an approved degree program. Approved degree programs and coursework are defined as: Certificate, Associates, Bachelors, and Master's degree programs related to the duties of their current position or that may lead to promotion within the library.

Substitutes and Interns are not eligible for tuition reimbursement.

Books, class materials, and travel costs are not eligible for tuition reimbursement. Each course will be considered independently. Approval of one course does not guarantee approval of additional courses in the same program.

Employees eligible for reimbursement from any other source (e.g., a government-sponsored program or a scholarship) may seek assistance under our educational assistance program but are reimbursed only for the difference between the amount received from the other funding source and the actual course cost. Total aid from the Library and other sources may not exceed 100% of the costs and fees.

#### **3.63.2 Reimbursement Requirements**

To receive reimbursement, an employee must:

1. notify the Business Office Manager of their intent to apply for tuition reimbursement before August 1 of the year previous to the reimbursement year to allow for budget consideration;
2. complete the Tuition Reimbursement form after registering for class or classes, and submit it to the Business Office Manager. The Business Office Manager will notify the employee if the request has been approved and provide information regarding reimbursement procedures. If the request has been denied, the Business Office Manager will provide the reason;
3. earn a grade of A, B or pass (for pass/fail classes only); and
4. submit grade(s) and paid tuition receipt within 45 days of

receiving grade(s).

### **3.63.3 Reimbursement Amount**

Upon presentation of evidence of completion of an approved course, tuition reimbursement will be authorized as follows:

- fifty percent (50%) of class cost for an A or B grade or "Pass" for a pass/fail class;
- twenty-five percent (25%) of class cost for a C grade; or
- no reimbursement for a D or "Fail" grade.

### **3.63.4 Availability of Funds**

The Board of Library Trustees determines the total amount, if any, available for tuition reimbursement each year in the budget process. The library reserves the right to reject requests for any reason, including budgetary constraints.

The maximum tuition reimbursement, per employee per calendar year, is \$5,000. The maximum lifetime benefit for tuition reimbursement per employee is \$10,000.

### **3.63.5 Additional Requirements**

All class meetings and preparation will be undertaken on the employee's own time. The schedule must consider departmental needs and be approved by the department manager.

No promotion or increase in salary is guaranteed to an employee who undertakes such study.

Tax consequences (if any) as a result of reimbursement under this benefit are the sole responsibility of the employee. Taxable earnings (if applicable) may be added to overall earnings and reflected on an employee's W-2.

Employees who voluntarily separate from the library prior to the completion of a class will not be eligible for reimbursement.

Employees who receive a tuition reimbursement shall be committed to work one year after the reimbursement is paid. Employees who separate from the library within one year of receipt of a tuition reimbursement will pay back a prorated amount of the reimbursement. The Library Director may waive this requirement, in whole or in part, for extenuating circumstances.

## **3.64 Resignations and Terminations**

All resignations are to be submitted in writing stating the date of resignation.

Employees are requested to give at least two weeks' notice of resignation or equivalent

to the employee's annual vacation leave, whichever is greater.

Upon resignation, the employee will be paid for accrued, unused vacation leave.

Accumulated sick and personal days will not be paid upon resignation. Any employee who resigns and later returns to the employ of the library shall be considered a newly hired employee for all purposes.

Every library employee has the status of "employee-at-will," meaning that no one has a contractual right, expressed or implied, to remain in the library's employ. The library may terminate an employee's employment or an employee may terminate their employment, with or without cause and with or without notice, at any time for any reason. No supervisor or other representative of the library (except the Board of Library Trustees, in writing) has the authority to enter into any agreement for employment for any specified period of time or to make any agreement contrary to the above.

Terminated employees shall be paid for accrued, unused vacation leave.

The employee leaving the library is requested to return building and office keys, credit card, parking permit, and any other library property or equipment before leaving.

Employees who separate from employment with outstanding debts for equipment loss or unauthorized charges will be considered to have left employment on unsatisfactory terms and may be subject to legal action for recovery of the loss.

### **3.65 Continuation of Benefits**

The Comprehensive Omnibus Budget Reconciliation Act (COBRA) offers employees and eligible dependents the opportunity for temporary extension of medical and life coverage in certain instances where coverage under the library's plan would otherwise end. In compliance with the Municipal Employees Continuance Privilege law, 215 ILCS 5/367j, the library offers the continuation of its group medical coverage to:

- any employee who retires from employment and is 55 years of age or older and has sufficient years of service credit with IMRF or a reciprocating entity necessary to qualify for retirement; and
- to employees on the first day of a disability period as long as the employee is removed from the library's payroll.

Conditions for continuation of coverage and the length of coverage are determined by the group policy managed by the Village of Downers Grove.

### **3.66 Retirement**

Retirement is defined as leaving the employment of the library and receiving a pension under the provisions of the Illinois Municipal Retirement Fund (IMRF). Employees retiring from the library who are eligible for an IMRF pension may convert unused sick days up to 240 days for additional IMRF service credit. Continuation of medical, dental, and vision insurance may be available to qualifying retirees under the Village of Downers Grove group insurance program

- 4.1 Purpose
- 4.2 Responsibility
- 4.3 Scope
- 4.4 Selection of Materials
- 4.5 Collection Maintenance
- 4.6 Donations
- 4.7 Request for Review of Library Materials

## **4 Collection Management**

The Collection Management Policy addresses the selection, deselection, maintenance, and reconsideration of items for collections as well as gifts and donations to the library.

### **4.1 Purpose**

The library embodies the democratic ideal of freedom to read and access information and is committed to the principles expressed in the American Library Association's Library Bill of Rights and Statements and Policies on Access. To this end, the library has the responsibility to provide materials representing a wide range of ideas and opinions, including controversial, unpopular, and unorthodox viewpoints and expressions. The library protects the right of the individual to access information, even when the content may be unpopular, controversial, or unacceptable to others. Inclusion of a title in the collection does not imply endorsement of the ideas presented in the material, nor does the absence of a title from the collection imply disapproval.

Privacy and confidentiality are key tenets of freedom to read and access information. While patrons are free to reject titles of which they do not approve for themselves and their own children, they cannot restrict the freedom of others to choose what to read, hear, or view. Parents, legal guardians, and/or caregivers who are concerned about the content of library materials must assume individual responsibility to restrict or deny access to particular materials or subjects for their children only.

The library is committed to resource sharing at local, state, and national levels as demonstrated by membership and participation in Reaching Across Illinois Library System (RAILS), Suburban Wide Area Network (SWAN), Illinois Library and Information Network (ILLINET), and WorldShare Interlibrary Loan. Membership in resource-sharing consortia demonstrates the library's commitment to providing access to materials beyond the scope of local collections for its patrons. The library recognizes and respects intellectual property rights and follows existing copyright laws.

### **4.2 Responsibility**

The Board of Library Trustees delegates the responsibility of selecting library materials to staff. Under the general supervision of the Library Director, staff in the public service departments select materials and maintain collections. Any library materials selected within the general guidelines or intent of this policy are held to be approved by the Board of Library Trustees.

### **4.3 Scope**

The library collects and provides access to a wide range of materials that meet the informational, educational, and recreational needs of community members, allowing the library to fulfill its purpose: The Downers Grove Public Library is a place for everyone to discover, grow, play, and learn. The library strives to provide materials in an array of formats, both current and emergent, which will be of interest and value to its patrons.

#### **4.4 Selection of Materials**

Staff selects materials to fulfill the library's Strategic Plan goal of cultivating dynamic and diverse collections. Selection criteria are informed by community interests and aspirations; national and international news and events; publishing and social trends; professional reviews and journals; and staff professional expertise. Community requests and recommendations are welcomed and are subject to the same evaluative criteria as any other material. The library does not collect textbooks, academic, or technical materials unless they are considered useful to a general audience.

##### **4.4.1 General Criteria**

Staff uses professional judgement and expertise to make selection decisions, including choosing titles, identifying quantities for purchase, and designating locations for materials. Priority is given to materials with the broadest appeal. Multiple criteria may be used to evaluate items for the collection. Selected items are not required to meet all criteria, which include:

- Authenticity of information
- Authority of author
- Currency of material
- Curriculum support
- Diversity of subjects, ideas, and opinions
- Literary quality
- Local interest
- Physical features and format
- Popularity
- Price and availability
- Readability and style
- Response to public interest

##### **4.4.2 Selection Criteria for Special Collections**

The library may use different selection criteria for special collections designated by format, age of intended audience, or area of interest. Examples of special collections include foreign language, literacy, parenting, periodicals, puzzles, kits, and video games.

#### **Art Work**

The library acquires works of art for installation in its building and on its grounds. These works enhance spaces and enrich the intellectual, cultural, and aesthetic experience of patrons. The Board of Library Trustees may commission an artist to create a work or purchase existing works of art. The Board may employ a qualified adviser such as an art critic, art professor, art dealer, museum professional, or practicing artist to assist with this process. The Board will base its decision-making on specific criteria such as professional training of the artist, exhibition history, gallery representation, publications, critical opinion, physical durability, and cost. Funding for purchase of art work may be included in the budget of a major capital project or

secured from the Downers Grove Public Library Foundation, Friends of the Downers Grove Public Library, or other donors. The library will provide appropriate installation of and maintenance for works displayed. The library will not guarantee the permanent retention or display of any work of art. The library may remove, sell, or otherwise dispose of any work for any reason.

### **Local History**

The library maintains a local history collection that includes materials in a variety of formats on the Village of Downers Grove and DuPage County history.

### **Local Government Documents**

The library maintains a collection of current documents provided by various Downers Grove and DuPage County governmental bodies, including departments of the Village of Downers Grove, the Downers Grove Park District, and the Downers Grove School Districts.

## **4.5 Collection Maintenance**

The library cannot be a permanent repository of all materials that have been acquired. Staff regularly reviews the collection for retention, repair, replacement, or withdrawal from the collection according to the same guidelines used for selection.

### **4.5.1 Deselection Criteria**

Factors that are considered when discarding materials include:

- Deteriorated appearance
- Inaccurate or dated information
- Lack of use
- Unneeded duplication of titles or subjects once in heavy demand
- Outdated or obsolete formats

### **4.5.2 Disposal of Materials Withdrawn from Collection**

Materials that are withdrawn from the collection may be used for library outreach programs, such as Rack at the Track, or given to other agencies that will use them for the public good. Downers Grove public school districts are given first priority and other public libraries are given second priority for requesting materials. Withdrawn materials may be offered for sale to the public on the library premises at a nominal cost, with proceeds benefiting the Friends of the Downers Grove Public Library. Withdrawn materials that are not repurposed or donated will be recycled or otherwise disposed of.

## **4.6 Donations**

The Downers Grove Public Library accepts donations of many kinds, including bequests, endowments, memorials, in-kind donations, and materials. Trustees, staff,

and/or volunteers will not make any promises to a donor, expect any favoritism from a donor, nor agree to any donor-directed changes in the values, policies, services, collections, or programs of the library as a result of a donation or contribution, nor should any vendor be chosen based on a stated or implied contribution to the library. Donors are responsible for contacting a professional advisor in questions of a gift valuation and deductibility. The library reserves the right to terminate an existing donation agreement should conditions arise during the life of the agreement that would result in it conflicting with the best interest of the library. All donated products, materials, and services must meet the standards used by the library in the purchase of similar materials. All donations are subject to the library selection and deselection criteria. The Downers Grove Public Library reserves the right to accept or reject any donation, in-kind donation, endowment, memorial, or bequest.

#### **4.6.1 Library Material Donations**

Donated books and audiovisual items become the sole property of the library and are accepted without obligation as to the final disposition. The library does not accept textbooks, encyclopedias, or magazines. Material that staff considers damaged or unsuitable for circulation or sale may be declined. Donors are responsible for transporting materials to the library and large donations of materials must be arranged in advance.

#### **4.6.2 Honor and Memorial Books**

Parties providing monetary donations for Honor and Memorial Books may recommend a subject area or format. Staff responsible for selecting the material will attempt to honor the donor's wishes if the recommendations are consistent with this Collection Management Policy.

#### **4.6.3 Monetary Donations**

Monetary donations are most useful to the library in unrestricted form. Any restrictions or conditions attached to such gifts must apply to the values and purpose of the library and be acceptable to the Board of Library Trustees. If a monetary donation is unrestricted, the funds may be expended by authorization of the Library Director or designee. If a donation of restricted funds is accepted, it must be expended according to the donor's conditions.

#### **4.6.4 Other Donations**

Personal property, works of art, displays or plaques, portraits, artifacts, antiques, museum-quality objects, and similar materials are considered for acceptance on a case-by-case basis by the Board of Library Trustees. The library will not accept any materials that are not outright gifts, nor will the library accept any materials that attach the condition of periodic or permanent display.



#### **4.6.5 Recognition of Donors**

Donors of library materials may request a receipt at the time of the donation. All monetary donations will be acknowledged with a letter of appreciation. A monetary gift toward materials will be recognized with a donor bookplate affixed to the item(s) purchased. In the case of a monetary gift given in memorial, tribute, bequest, or recognition of someone, a letter will be sent to the person, or to the family of the person being honored. Donation of personal property, equipment, works of art, etc. valued at \$500.00 or more will be recognized with a donor plaque, including the donor's name, to be placed on or near the item.

#### **4.7 Request for Review of Library Materials**

Patron concerns about material included in library collections will be referred to the appropriate manager who will review the material and communicate the resolution to the patron. If the initial response is not satisfactory to the patron, referral will be made to the Assistant Director and Library Director for review and response. Patrons not satisfied with the response from the Library Director may request, in writing, a review by the Board of Library Trustees. The written request will be given to the Board President, who will place the request on the agenda of the next regularly scheduled Board meeting and notify the requesting party of the meeting date. The Board will then review the request and respond to it. The decision of the Board of Library Trustees is final.

## **5 Library Services**

- 5.1 Access to Library Materials
- 5.2 Library Cards
- 5.3 Cardholder Responsibilities
- 5.4 Lending of Materials
- 5.5 Reciprocal Borrowing
- 5.6 Holds
- 5.7 Fines and Fees
- 5.8 Confidentiality of Circulation Records
- 5.9 Reference and Readers' Advisory
- 5.10 Interlibrary Loan (ILL)
- 5.11 Public Internet Access
- 5.12 Programming
- 5.13 Service to Special Populations, Schools, and Organizations
- 5.14 Notary
- 5.15 Meeting Rooms
- 5.16 Conference Rooms
- 5.17 Study Rooms
- 5.18 Exhibits and Displays
- 5.19 Bulletin Boards
- 5.20 Gaming Systems
- 5.21 Home Delivery Services

Appendix 1 Sample Passport/ID Authentication

## **5 Library Services**

The Library Services Policy addresses specific services provided by the Downers Grove Public Library.

### **5.1 Access to Library Materials**

All residents, regardless of age, race, national origins, gender, gender identity, sexual orientation, background, appearance, and/or social, housing, or economic status, receive free and equitable access to the collections of the Downers Grove Public Library. Staff facilitate access to the collection by responding to requests for information and assisting in locating library materials and information that meets the patrons' needs. The library affirms the right and responsibility of a parent or legal guardian to determine and monitor their own children's use of library materials and resources. The Board of Library Trustees and staff of the Downers Grove Public Library do not act "in loco parentis" (in the place of a parent) for any child.

### **5.2 Library Cards**

Library cards providing access to the materials and services of the Downers Grove Public Library will be issued to all borrowers eligible under the policies and guidelines set forth by the Board of Library Trustees, in accordance with Illinois law. Proof of residency is required at the time of application. Because some types of library cards do not expire, proof of residency is thereafter required periodically for verification purposes. Registration for cards for minor children require that a parent or legal guardian accept responsibility for monitoring the selection of items to be borrowed by their minor child and accept financial responsibility for all materials borrowed on their minor child's card.

#### **5.2.1 Resident Card**

A Resident Card will be issued without charge to any person who lives within the corporate boundaries of the Village of Downers Grove. A parent/guardian must sign the application for children 17 and under and provide proof of residency on the child's behalf. The Resident Card is valid as long as the person remains a resident within the corporate boundaries of the Village of Downers Grove. Resident Cards provide access to the full services of the Downers Grove Public Library and reciprocal borrowing privileges at other libraries.

#### **5.2.2 Temporary Resident Card**

A Temporary Resident Card will be issued without charge to residents who plan to live within the corporate boundaries of the Village of Downers Grove for less than one year. Residents who reside in hotels, motels, rooming houses, and other types of temporary housing and who do not have proof of long-term residency must show proof of short-term residency within the corporate boundaries of the Village of Downers Grove. Temporary Resident Cards provide access to the full services of the Downers Grove Public Library and reciprocal borrowing privileges at other libraries. The

Temporary Resident Card is valid for three months and may be renewed every three months upon proof of continued short-term residency.

Students living in student housing in schools located in Downers Grove will receive a Temporary Resident Card valid for the current school year. Proof of residency and enrollment are required.

### **5.2.3 Restricted Use Card**

A Restricted Use Card will be issued without charge to any person without a fixed address upon verification of temporary residence at a shelter within the corporate boundaries of the Village of Downers Grove. Additionally, a Restricted Use Card will be issued to teen users, ages 13-17, who reside within the corporate boundaries of the Village of Downers Grove who present a valid photo ID but do not have a parent or legal guardian present. Restricted Use Cards provide access to most services of the Downers Grove Public Library and a maximum checkout of two items at any time. Restricted Use Cards may not be used to check out equipment for at home use, may not be used to place holds, and do not have reciprocal borrowing privileges at other libraries. The Restricted Use Card is valid for one year and may be renewed upon verification of either continued temporary residence at a shelter within the corporate boundaries of the Village of Downers Grove or teen status.

### **5.2.4 Non-Resident Taxpayer Card**

Those who own property in the corporate boundaries of the Village of Downers Grove, but do not reside in Downers Grove, are eligible for a Non-Resident Taxpayer Card. The most recent property tax bill showing the owner's name and property address is required at the time of application. One Non-Resident Taxpayer Card will be issued per parcel of taxable land owned. Proof of home address is also required. Cards issued are valid for one year and may be renewed as long as eligibility continues. Non-Resident Taxpayer Cards provide access to the full services of the Downers Grove Public Library and reciprocal borrowing privileges at other libraries.

### **5.2.5 Business, Government, and Organization Card**

Businesses, governmental entities, and non-profit organizations located in the corporate boundaries of the Village of Downers Grove are eligible without charge for a Business, Government, and Organization Library Card. By submitting a business card, letterhead, or other documentation indicating ownership or management and accepting financial responsibility for all materials borrowed on a Business Library Card, the owner or manager may request cards for up to five employees. Proof of address, such as a current utility bill or property tax bill, is required at the time of application. The owner or manager of the business is responsible for notifying the library if a cardholder is no longer eligible for card use. Business, Government, and Organization Library Cards are valid for one year.

### **5.2.6 Non-Resident Fee Card**

Individuals or families who do not live within the corporate boundaries of the Village of Downers Grove and who are not eligible for service from another public library may purchase a Downers Grove Public Library Card. According to Illinois State Library Laws and Rules, Section 3050.25 Applying for a Non-Resident Library Card: “A non-resident shall apply for a Non-Resident Library Card at the closest public library. The factor for determining the closest public library shall be the residence of the non-resident. Non-residents shall apply at the participating public library in the school district in which the non-resident has his or her principal residence unless, due to the commonality of community interests, library services at another library that is physically closer may better serve the needs of the non-resident.” The fee is determined annually by the Board of Library Trustees according to the formula mandated by the Illinois law. This fee provides cards for all immediate family members residing in the same household. Cards are valid for one year after payment is received. No refunds will be issued for non-use. Payment plans may be available.

The non-resident fee is waived for children under the age of 18 who do not live within the corporate boundaries of the Village of Downers Grove and who are not eligible for service from another public library. Cards are valid until the child turns 18 or becomes ineligible for a non-resident card.

### **5.2.7 Staff Cards**

A Staff Card may be issued to staff members of the Downers Grove Public Library who reside outside the corporate boundaries of the Village of Downers Grove. The Staff Card will be canceled when the staff member leaves the library’s employment.

### **5.2.8 Reciprocal Borrowers**

Any person holding a valid library card from a library participating in the “Illinois Reciprocal Borrowing Program” will be granted reciprocal borrowing privileges at the Downers Grove Public Library.

## **5.3 Cardholder Responsibilities**

Cardholders are responsible for all materials borrowed on their cards and are expected to return the materials on time and in good condition. Parents or legal guardians are responsible for monitoring the selection of items to be borrowed by their minor children and are financially responsible for materials checked out on their minor children's cards. Cardholders are also responsible for materials checked out on their cards by other individuals. In order to protect and ensure library privileges, cardholders should notify the library immediately if their card is lost or stolen. Materials checked out on a card up to the time the card is reported lost or stolen are the responsibility of the cardholder. Cardholders are required to report a change in address, phone number, or email address.

## **5.4 Lending of Materials**

The library circulates materials in a variety of formats. Most library materials circulate for  
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a three-week loan period and may be renewed for five additional loan periods unless another cardholder has requested the item or if their card is blocked. A vacation loan period of six weeks with no renewal may be available for materials that regularly check out for three weeks. Items with a two-week loan period include cameras, Anything Emporium, Hot Reads, wireless hotspots, Rokus, and some items designated as “New.” Some two-week loan items may not be eligible for renewal. Items that are in-library use only include Media Lab Equipment, Microfiche, Microfilm, and Reference.

Downers Grove cardholders may have up to 199 items checked out on their cards at any one time. Reciprocal borrowers are governed by any lower limits set at their home libraries or SWAN. All library card types are subject to the same loan periods and fees. Library users may check out materials by presenting a library card, library card number, or valid photo ID with address on file.

### **5.5 Reciprocal Borrowing**

The Downers Grove Public Library will provide reciprocal borrowing privileges to patrons presenting a valid library card that qualifies for reciprocal borrowing privileges from another library. Reciprocal borrowers are subject to the responsibilities listed in Section 5.3. Cardholder Responsibilities. Borrowers from libraries not participating in the SWAN cooperative catalog who are using the Downers Grove Public Library for the first time will be limited to a maximum of five items checked out on their library card until staff is able to verify that the borrowers are in good standing at their home library. Reciprocal borrowing privileges will not be provided to any patron whose card has been stopped for outstanding fines or other obligations at another library.

### **5.6 Holds**

Cardholders from any SWAN member library may request any hold-able item owned by any SWAN library by placing a hold through the SWAN cooperative catalog. The hold may be placed by the cardholder directly or by staff.

### **5.7 Fines and Fees**

The Downers Grove Public Library does not charge fines for overdue items. Patrons will be sent notices regarding overdue items. A patron’s card will be blocked if one or more items is 21 days overdue or more. After an item is 42 days overdue, it is considered lost and the patron will be billed for the replacement cost.

Downers Grove cardholder accounts with outstanding bills on Downers Grove materials of \$50.00 or more may be sent to a material recovery agency. Service charges may be added to the bill. Accounts of reciprocal borrowers, both cardholders of other libraries borrowing Downers Grove materials or Downers Grove cardholders borrowing materials owned by other libraries, may be handled by SWAN and are subject to additional system fees.

Some services, including printing, photocopying, 3D printing, faxing, and out-of-state

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interlibrary loans, are available subject to a fee.

#### **5.7.1 Lost or Damaged Materials**

Charges for lost or missing Downers Grove Public Library materials, other than equipment, will be the cost of the item as listed on the computer record minus the then applicable discount, if any, received from the library's vendor. Charges for lost or missing equipment will be the cost of the item as listed on the computer record. Charges for essential missing pieces in audiovisual materials will be the cost of the item minus the then applicable discount received from the library's vendor. Charges for a non-essential missing piece in audiovisual materials will be \$5.00. The library will not accept replacement copies in lieu of payment. The cost charged for a lost Downers Grove Public Library item will be refunded if the lost item is returned within 90 days. After 90 days, no refund is given.

#### **5.8 Confidentiality of Circulation Records**

As required by the Illinois Library Confidentiality Act, the registration and circulation records of individual library patrons are confidential. No patron's registration or circulation records, relating to borrowing of library materials or use of library services, will be released to any individual or agency, except pursuant to a court order. Information about the identity of a suspect, witness, or victim may be released if law enforcement officers state that they have probable cause to believe that there is an imminent danger of physical harm to an individual.

Because of their financial responsibility, parents and legal guardians may be informed of overdue material borrowed on their minor child's library card.

#### **5.9 Reference and Readers' Advisory**

Reference and readers' advisory services facilitate access to the library's collections and resources. Trained staff provide accurate information, materials, and answers to patrons' questions during all hours the library is open, within the limits imposed by available resources and the library's policies, practices, and guidelines. Reference and readers' advisory services provide answers to questions, regardless of their nature. No judgments are made about the nature of the question asked. All materials, across all formats, are available to all patrons, regardless of intended audience.

Inquiries are accepted in person, by telephone, by electronic means, and through the mail. Requests will generally be handled in the order in which they are received. Priority is given to in-person requests.

If the information needed is not available in the library, referral will be made to local or regional resources. Staff will verify that the needed information is available from the source referral.

Whenever possible, answers to questions will be provided during the patron's visit, chat session, or telephone call. Staff will attempt to answer a question within a patron's

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required deadline. If necessary, staff will inform the patron that a longer response time is needed or that assistance should be sought from another library or agency.

In the instance of legal, medical, investment, or tax reference questions, staff may only guide the patron to the material available on the topic of interest and may not evaluate or interpret the information provided, nor define the meaning of terms, offer investment advice, select income tax forms, or serve as a surrogate for a professional in any of the fields listed above. Patrons needing assistance beyond the materials and guidance provided will be advised to consult with a professional from the above listed fields for additional information or advice.

Another role of reference service is to educate patrons about the use of library resources. One-on-one instruction is offered, dependent upon staff availability and service desk time constraints. Classes on library resources may also be available.

Tutorial assistance (e.g., proofreading, editing, correcting, math computations, etc.) is outside the scope of reference service.

#### **5.9.1 Ethics and Standards**

Reference service shall be provided to all patrons on an equitable, nondiscriminatory, and nonjudgmental basis. All requests are treated confidentially, courteously, and without regard to age; race; national origins; gender; gender identity; sexual orientation; background; appearance; social, housing, or economic status; or personal view of the patron making the inquiry. Names of patrons and the transactions that occur between patrons and staff are confidential and except as may be required by law, not discussed outside a professional context.

The Downers Grove Public Library subscribes to the American Library Association's Code of Ethics and Core Values of Librarianship.

#### **5.9.2 Fees and Charges**

Most reference and readers' advisory questions can be answered without charge. Patrons will be charged the usual fees for printing from library computers when staff print from online resources on their behalf. Materials borrowed via interlibrary loan are subject to the fees listed in Section 5.10.5 Fees.

### **5.10 Interlibrary Loan (ILL)**

An interlibrary loan (ILL) is the process by which a library requests material from, or supplies material to, another library. The purpose of interlibrary loan is to obtain, upon request of a patron, material not available in the patron's local library. The interlibrary loan service of the Downers Grove Public Library obtains materials from other libraries for Downers Grove Public Library cardholders and provides other libraries with access to the collection of the Downers Grove Public Library.



### **5.10.1 Standards**

The Downers Grove Public Library complies with established ILL standards, including the Reaching Across Illinois Library System (RAILS) *Resource Sharing Policy*, *Illinois Library and Information Network (ILLINET) Interlibrary Loan Code*, *ILLINET Online Library Resource Sharing Code*, and the *National Interlibrary Loan Code for the United States*.

### **5.10.2 Eligibility**

Requests for SWAN library materials are accepted from any cardholder registered in SWAN. Requests for materials held by Non-SWAN libraries are accepted only from Downers Grove Public Library cardholders. The Downers Grove Public Library will supply materials to other libraries that have adopted the ILLINET Interlibrary Loan Code or a similar interlibrary loan code.

### **5.10.3 Requesting**

Requests for materials not available in the SWAN catalog may be initiated by cardholders in person, electronically, by mail, or by telephone. The library will accept up to 25 out-of-system interlibrary loan requests per month, per cardholder. As the requesting library, the Downers Grove Public Library honors the supplying library's conditions of loan, including special handling provisions. If an item is owned but not available for interlibrary loan from another library, staff will provide the name of the holding library to the patron. Staff cannot determine or guarantee when material will arrive in the library. The library does not request materials outside of North America. Copyright restrictions apply to the filling of all requests.

### **5.10.4 Supplying**

The Downers Grove Public Library accepts interlibrary loan requests from any library in North America. Requests will not be filled for new materials that have been in the collection for three months or less, video games, e-books, materials in special collections, microfilm, periodicals (other than photocopies of individual articles), and most reference books.

The library reserves the right to refuse to lend through interlibrary loan any material deemed new or in high demand. Some reference books may be loaned to other libraries for in-library use only. Copyright restrictions apply to the filling of all requests.

### **5.10.5 Fees**

Downers Grove cardholders will be charged a fee of \$5.00 for all interlibrary loan requests that are filled by out-of-state libraries within North America.

Out-of-state libraries that participate in LVIS (Libraries Very Interested in Sharing or libraries that do not charge for loans) will not be charged for interlibrary loans of materials from the Downers Grove Public Library's collection. Out-of-state libraries in

North America that do not participate in LVIS will be charged a fee of \$10.00 for the loan of library materials or for photocopies from the Downers Grove Public Library collection.

### **5.11 Public Internet Access**

The First Amendment of the United States Constitution, protecting the rights of citizens from governmental intrusion into what they see, hear, view, and read, applies to people accessing content on the Internet. The Downers Grove Public Board of Library Trustees has adopted the Library Bill of Rights and endorses an individual's right of access to information. With the exception of the public computers in the Kids Room, the library's public computers do not have filtering software.

The public computers in the Kids Room are filtered to limit access to known sexually explicit material. Even with filtering software in place, there can be no complete assurance about the appropriateness of Internet content for any particular age group.

Much of the library's computing equipment can be used to access the Internet. The library assumes responsibility only for the information contained on the websites of the Downers Grove Public Library.

The library reserves the right to suspend the use of its computers, equipment, and/or the library by anyone who uses library computing equipment, electronic devices, or network for an illegal purpose or for a purpose in violation of the standards outlined in the library's Code of Conduct, General Policy Section 2.9.

#### **5.11.1 Availability of Service**

Internet access is available on many of the computers located in the Adult & Teen Services Department and Kids Room. The Internet may be accessed on the public computers on a walk-up basis when they are not being used. The amount of computer time available to any patron may be limited by demand. Patrons can also access the Internet with their own computers through the library's wireless network. The public computers in the Kids Room have filters for adult content and social media. The library may adopt additional rules and/or operational guidelines for the use of the computers and/or public Internet access.

#### **5.11.2 Computer Help**

Staff will provide a limited amount of basic guidance to computer users; however, staff cannot provide in-depth instruction to patrons. One-on-one computer instruction is dependent upon staff availability and service desk time constraints. Classes may be available for patrons who have little or no experience using computers or who are interested in improving their computer skills.

### **5.12 Programming**

The Downers Grove Public Library offers programs for patrons of all ages that encourage attendees to discover, grow, play, and learn. Library programs support the organization's mission and Strategic Plan goals. Program development and scheduling is guided by relevance to community needs or interests, popular appeal, and suitability for a general audience. Presenters are chosen for their proven or unique expertise and public performance experience. Other factors influencing program offerings include availability of staff, budget, and space considerations.

Some programs may be restricted by age level, room capacity, minimum or maximum attendance requirements, or residency. The library's values of equal access for all and freedom to seek, receive, and share information extends to its programming by offering a broad spectrum of opinions, viewpoints, and ideas. However, presentation of a program or topic does not constitute an endorsement of that presenter, their policies, or their beliefs.

Presentations should be free of solicitations, sales pitches, or proselytizing. Booking a library meeting room does not constitute a library-sponsored program. Programs may be canceled for reasons such as severe weather, absence of the presenter, or low registration. Canceled programs are not automatically rescheduled.

### **5.13 Service to Special Populations, Schools, and Organizations**

Library tours, instruction, and special programs are available to groups of all ages. Priority for service is given to residents of the Village of Downers Grove, schools and organizations located in the Village of Downers Grove, and schools and organizations whose students or members are comprised of 60% or more Downers Grove residents. Within the constraints of public service responsibilities and available staff, library tours, instruction, and programs will be scheduled at the convenience of the organization.

### **5.14 Notary**

Notary service is available at no charge to patrons. The library cannot guarantee a Notary will be available, but patrons are encouraged to make an appointment. Notary services close 15 minutes before the library closes.

Patrons must present current, unexpired photo identification with a signature issued by a U.S. state or federal government. Examples include a Driver's License, State ID Card, or Passport. The document being notarized must be signed in front of the Notary and all people signing must be present.

If witnesses are required in addition to a Notary, patrons must provide their own witnesses. The library cannot provide witnesses and witnesses may not be solicited from other patrons using the library. In order to serve as a witness, the witness must personally know the person whose document is being notarized and must be in possession of valid photo identification.

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Library notaries are not permitted to communicate with a notary service patron through a translator.

Library staff who serve as a Notary will:

- follow the notary laws of the State of Illinois;
- not give professional advice on legal matters pertaining to notarizing documents; and
- reserve the right to refuse notary service if State requirements are not met.

Items Notary staff are unable to notarize:

- Real estate transactions, including mortgage-related documents
- Visa and immigration paperwork
- Documents from foreign governments
- Vital records, including birth, death, marriage, or divorce certificates and citizenship or naturalization certificates
- Military IDs
- Certified copies of identification
- I-9 Employment Eligibility Verification forms

Certified copies of vital records must be requested from the county clerk, local registrar, or state Department of Public Health/Vital Records.

While Notary staff cannot certify copies of identification, they can notarize a copy that has the information contained in Appendix 1 - Sample Passport/ID Authentication.

### **5.15 Meeting Rooms**

The Downers Grove Public Library meeting rooms support library functions, meetings, programs, and partnerships. When not being used for library functions, these rooms are available for use by community groups, organizations (both non-profit and ad-hoc), and businesses.

The meeting rooms are a limited public forum, in the legal and practical context. The library will not regulate the content of programs or meetings, but it may regulate activities in the limited public forum under the traditional rubrics of time, place, and manner. Presentation of a program or holding of a meeting does not constitute library endorsement of the views of the persons holding the meeting, program speakers, or other participants. Use of the meeting room and approval of individual meeting situations not described here will be determined by the Library Director or the Library Director's designee.

Individuals or groups presenting and attending meetings, programs, and events are subject to all library policies, rules, and regulations. The library reserves the right to suspend or revoke permission to use the meeting room for any violation of library policies, rules, or regulations. Inclusion of false information on the application form will result in automatic and immediate revocation of permission. Failure to comply with library policies, rules, and regulations (including this policy) will be grounds for suspension of meeting room privileges for up to one year.

#### **5.15.1 Reservations**

- I. Downers Grove Public Library cardholders over 18 years of age or groups that include Downers Grove Public Library cardholders over 18 years of age are eligible to reserve library meeting rooms.
- II. Reservations must be made at least three days in advance.
- III. Reservations are accepted on a first-come, first-served basis. The time of completion of the meeting room application and payment of applicable fees will determine priority among community users.
- IV. Reservations are restricted to two per month per group. This includes different subgroups of the same group. If the participants of a meeting are substantially the same as the participants of a subsequent meeting, this will count as the same group or subgroup.
- V. Reservations may be up to four hours long.
- VI. Reservations may be made up to six months in advance.
- VII. The maximum capacity of the meeting room is 100. When halved to make two separate rooms, each room's capacity is 50. Certain layouts of the room may reduce this number and maximum capacity is determined by the library in its sole discretion.
- VIII. A fee, based on the room reserved, is required.
- IX. Priority is given to the Friends of the Downers Grove Public Library and Downers Grove Public Library Foundation for use of meeting rooms.
- X. Library staff review each request for compliance with this policy after the reservation has been submitted online. The applicant will receive approval or denial of most requests within three business days.
- XI. Additional equipment may be available and must be requested at the time of reservation.
- XII. Reservations for musical programs or other noisy activities must book the full meeting room. Staff may define activities that are too noisy for a divided room booking.
- XIII. The library reserves the right to change, relocate, or cancel meeting room reservations.
- XIV. Meetings canceled by an individual or group at least seven days before the meeting will receive a full refund of any fees paid. No refund will be given for meetings canceled with less than seven days' notice. Notice must be given to the Administration Office.

### **5.15.2 Use**

- I. No admission charges, collections, tuition, sales, or other money-raising activities are permitted, except those sponsored by the library, Friends of the Downers Grove Public Library, or Downers Grove Public Library Foundation. All meetings must be open to the public.
- II. Permitted uses include educational, cultural, recreational, informational, religious, political, commercial, or other programs or meetings of interest to members of the community.
- III. Meeting rooms may not be used for private social gatherings, commercial purposes, sales, fundraising, marketing, or personal and/or financial gain, including presentations of products or services, or activities that disrupt the normal operations of the library or involve a threat to public safety.
- IV. Time limits are enforced. Meeting preparation and take down must be made within the approved reservation time period. Groups using the meeting rooms must end programs at least 15 minutes prior to the library's closing time, or at such other time as directed by staff.
- V. Room setup must be requested at the time of meeting room application. Several standard setups are available. Staff will not be made available to change the arrangement if a non-standard setup is required or if changes not on the application are requested. Groups are expected to rearrange the room to their own needs.
- VI. Refreshments that do not require on-site preparation or warming may be served, such as pizza, prepared sandwiches, and other similar refreshments. Refreshment supplies (cups, paper goods, coffee, tea, etc.) must be provided by the group. Alcoholic beverages are prohibited.
- VII. The library meeting room is physically accessible to people with disabilities. Users of meeting rooms are responsible for complying with the provisions of the Americans with Disabilities Act and all other Federal, State and local laws, ordinances, regulations, and directives.
- VIII. The booking cardholder is responsible for cleanup at the conclusion of a program or meeting. The library may charge an additional fee to a user who does not perform this responsibility.
- IX. Publicity for any event in the meeting rooms must include the disclaimer, "This event is not sponsored by the Downers Grove Public Library." The library's telephone number is not to be included in any news releases or flyers publicizing the event. The name, address, and phone number of the library may not be used as the address or headquarters for any group using the library for meeting purposes except the Friends of the Downers Grove Public Library and Downers Grove Public Library Foundation. No publicity will be done by the library for groups booking the meeting room.
- X. Non-library equipment, supplies, or personal effects cannot be stored or left in the meeting room before or after use.

- XI. The library may adopt additional rules and/or operational guidelines for the use of the meeting room.

### **5.15.3 Damages and Liability**

The library is not responsible for possessions left in a meeting room. Any individual, group, or organization using the meeting room shall be held responsible for damage to the meeting room, building, grounds, collections, or equipment caused by the group or organization, its members, or those attending its meeting. All individuals, groups, or organizations shall indemnify, defend, and hold harmless the library, its officers, agents, and employees from and against any and all claims, suits, actions of any kind relating to injuries or damage arising from any act or omission of the individual, group, or organization's use of the meeting room.

### **5.16 Conference Rooms**

The Downers Grove Public Library conference rooms support library functions, meetings, programs, and partnerships. When not being used for library functions, these rooms are available for use by individuals, community groups, organizations (both non-profit and ad-hoc), and businesses.

The conference rooms are not a public forum, in the legal and practical context. The presentation of a program or holding of a meeting does not constitute library endorsement of the views of the persons holding the meeting, program speakers, or other participants. Use of the conference rooms and approval of individual meeting situations not described here will be determined by the Library Director or the Library Director's designee.

Individuals or groups presenting and attending meetings, programs, and events are subject to all library policies, rules, and regulations. The library reserves the right to suspend or revoke permission to use a conference room for any violation of library policies, rules, or regulations. Inclusion of false information on the application form will result in automatic and immediate revocation of permission. Failure to comply with library policies, rules, and regulations (including this policy) will be grounds for suspension of conference room privileges for up to one year.

#### **5.16.1 Reservations**

- I. Downers Grove Public Library cardholders are eligible to reserve library conference rooms in advance.
- II. Reservations may be up to four hours long.
- III. Reservations are accepted on a first-come, first-served basis.
- IV. Reservations are restricted to two per month per user.
- V. Reservations may be made up to six months in advance.
- VI. The maximum capacity of Conference Room A is 16. The maximum capacity of Conference Room B is 10.

- VII. Priority is given to the Friends of the Downers Grove Public Library and Downers Grove Public Library Foundation for use of conference rooms.
- VIII. Library staff review each advance reservation for compliance with this policy after the reservation has been submitted online. The applicant will receive approval or denial of most requests within three business days.
- IX. The library reserves the right to change, relocate, or cancel conference room reservations.

#### **5.16.2 Use**

- I. No admission charges, collections, tuition, sales, or other money-raising activities are permitted, except those sponsored by the library, Friends of the Downers Grove Public Library, or Downers Grove Public Library Foundation.
- II. Permitted uses include educational, cultural, recreational, informational, religious, political, commercial, or other programs or meetings of interest to members of the community.
- III. Conference rooms may not be used for private social gatherings, commercial purposes, sales, fundraising, marketing, or personal and/or financial gain, including presentations of products or services, or activities that disrupt the normal operations of the library or involve a threat to public safety.
- IV. Time limits are enforced. Meeting preparation and take down must be made within the approved reservation time period. Groups using the conference rooms must end programs at least 15 minutes prior to the library's closing time, or at such other time as directed by staff.
- V. Each room is equipped with a table, chairs, and whiteboard.
- VI. Beverages in covered cups and limited refreshments, such as cookies or packaged snacks, are permitted. Alcoholic beverages are prohibited.
- VII. Conference rooms are not soundproof. Everyone is expected to show consideration for those using adjoining rooms. Loud or disruptive behavior will result in everyone being asked to leave the room and possibly the library.
- VIII. The conference rooms are physically accessible to people with disabilities. Users of conference rooms are responsible for complying with the provisions of the Americans with Disabilities Act and all other Federal, State and local laws, ordinances, regulations, and directives.
- IX. The booking cardholder is responsible for cleanup at the conclusion of a program or meeting. The library may charge an additional fee to a user who does not perform this responsibility.
- X. Publicity for any event in the conference rooms must include the disclaimer, "This event is not sponsored by the Downers Grove Public Library." The library's telephone number is not to be included in any news releases or flyers publicizing the event. The name, address, and phone number of the library may not be used as the address or headquarters for any group using the library for meeting purposes except the Friends of the Downers Grove



- Public Library and Downers Grove Public Library Foundation. No publicity will be done by the library for groups booking the conference rooms.
- XI. Non-library equipment, supplies, or personal effects cannot be stored or left in the library before or after use.
  - XII. The rooms are to be left as found. If there is damage to a room or equipment, the booking cardholder will be held responsible and will promptly compensate the library for repairs, cleaning, or loss.
  - XIII. The library may adopt additional rules and/or operational guidelines for the use of the conference rooms.

## **5.17 Study Rooms**

The Downers Grove Public Library provides study rooms for use by individuals or small groups. Study rooms cannot be used for public meetings. Use of study rooms may not be publicly advertised. The library does not post meetings taking place in a study room.

### **5.17.1 Reservations**

- I. Downers Grove Public Library cardholders are eligible to reserve study rooms in advance.
- II. Reservations may be up to two hours long.
- III. Reservations are accepted on a first-come, first-served basis.
- IV. Reservations are restricted to two per week per user.
- V. The maximum capacity of study rooms varies from two to six.
- VI. Priority is given to the Friends of the Downers Grove Public Library and Downers Grove Public Library Foundation for use of study rooms.
- VII. The library reserves the right to change, relocate, or cancel study room reservations.

### **5.17.2 Use**

- I. Time limits are enforced. Individuals or groups are expected to vacate the room within the approved reservation time period. Individuals or groups using the study rooms must end at least 15 minutes prior to the library's closing time, or at such other time as directed by staff.
- II. Each room is equipped with a table, chairs, and whiteboard.
- III. Beverages in covered cups and limited refreshments, such as cookies or packaged snacks, are permitted. Alcoholic beverages are prohibited.
- IV. Study rooms are not soundproof. Everyone is expected to show consideration for those using adjoining rooms. Loud or disruptive behavior will result in everyone being asked to leave the room and possibly the library.
- V. Non-library equipment, supplies, or personal effects cannot be stored or left in study rooms before or after use.
- VI. The rooms are to be left as found. If there is damage to a room or equipment, the booking cardholder will be held responsible and will promptly compensate the library for repairs, cleaning, or loss.

- VII. Use of study rooms does not constitute library endorsement of the views of the people using these rooms.
- VIII. Those who do not comply with this policy may lose their access to the rooms.
- IX. The library may adopt additional rules and/or operational guidelines for the use of the study rooms.

## **5.18 Exhibits and Displays**

The Downers Grove Public Library hosts exhibits and displays within the library building to help provide cultural enrichment to the community. Staff is responsible for management of all exhibits and displays.

### **5.18.1 Kids Room Display Cases**

The library provides small exhibit cases in the entrance to the Kids Room where children exhibit their personal collections of books, toys, or other items. Staff develop rules and procedures for use of Kids Room Display Cases.

### **5.18.2 Gallery Spaces and Lobby Display Cases**

The library provides gallery spaces and lobby display cases suitable for the display of works of art. Exhibits in these spaces may promote library collections and services or may feature the work of local artists and arts organizations.

- The library is responsible for the selection of artists, as well as the hanging, labeling, and removal of all exhibits.
- There is no special security for artwork exhibits. The library is not responsible for loss of or damage to artwork on display.
- Individuals who are interested in purchasing artwork must contact the artist directly. The library provides contact information and may provide price lists.
- The library reserves the right to refuse to display any piece of artwork, the work of any artist, or the use of exhibit and display space to anyone whose exhibit is disruptive of library functions.
- Exhibits do not necessarily reflect the views of the library or the Board of Library Trustees.

## **5.19 Bulletin Boards**

Bulletin boards, administered and maintained by staff, promote awareness of services and events of interest to community members. Organizations based in Downers Grove will be given priority. Space permitting, promotion of services and events offered by commercial entities will be posted if they are of an artistic, cultural, educational, civic, or historical nature. A public bulletin board provides space for flyers advertising the activities of local educational, cultural, civic, and government groups. Advertisements of for-profit organizations and partisan political activities are not posted on the public bulletin board. A bulletin board for job seekers provides space for job ads.

- Under no circumstances may facilities be used to advertise or sell personal or commercial items or services (automobiles, used furniture, day care, house cleaning, tutoring, etc.) or for personal or commercial solicitation, fundraising, or recruitment. Promotions of fundraising by Downers Grove area non-profit organizations will be permitted.
- Magazines or newspaper format publications with advertisements are not generally available as handouts in the library.
- Postings from outside organizations are subject to the availability of space. Materials will not be returned to any organization or individual.
- Material that advocates the election of or the defeat of a ballot issue, referendum, or candidate for public office will not be displayed.
- Questionable items are referred to the Library Director or the Library Director's designee. The library reserves the right to make exceptions based on existing policy and will make final decisions regarding the availability and use of the facilities. Unapproved postings will be removed from the facilities.
- Specific time periods for postings cannot be guaranteed.
- The library accepts up to 50 copies of flyers for public distribution, within the same limits as postings on the bulletin boards.
- The library may adopt additional rules and/or operational guidelines for the use of the bulletin boards.

#### **5.19.1 Disclaimers**

The library does not endorse or recommend any organization, business, or potential employer. The library explicitly makes no representations or guarantees about the accuracy of postings on bulletin boards. It is the responsibility of the patron to perform due diligence in researching and/or verifying information contained in any posting.

Employers and applicants are encouraged to perform their own due diligence when offering, applying for, or accepting private employment by requesting references or any other information needed to establish qualifications, credentials, and overall fit between employer and applicant.

Postings may contain links to third party sites. The library does not review materials or information posted on websites so linked, and therefore, the library disclaims any responsibility for the contents of such sites. Any such linking to a third party website should not be interpreted as a form of endorsement or recommendation.

#### **5.20 Gaming Systems**

Gaming systems are available in Teen Central and the STEM Room. Use of gaming consoles ends 15 minutes prior to closing. The library will establish rules of use for the gaming systems in the library. Programming taking place in these areas takes precedence over open gaming.

### **5.21 Home Delivery Services**

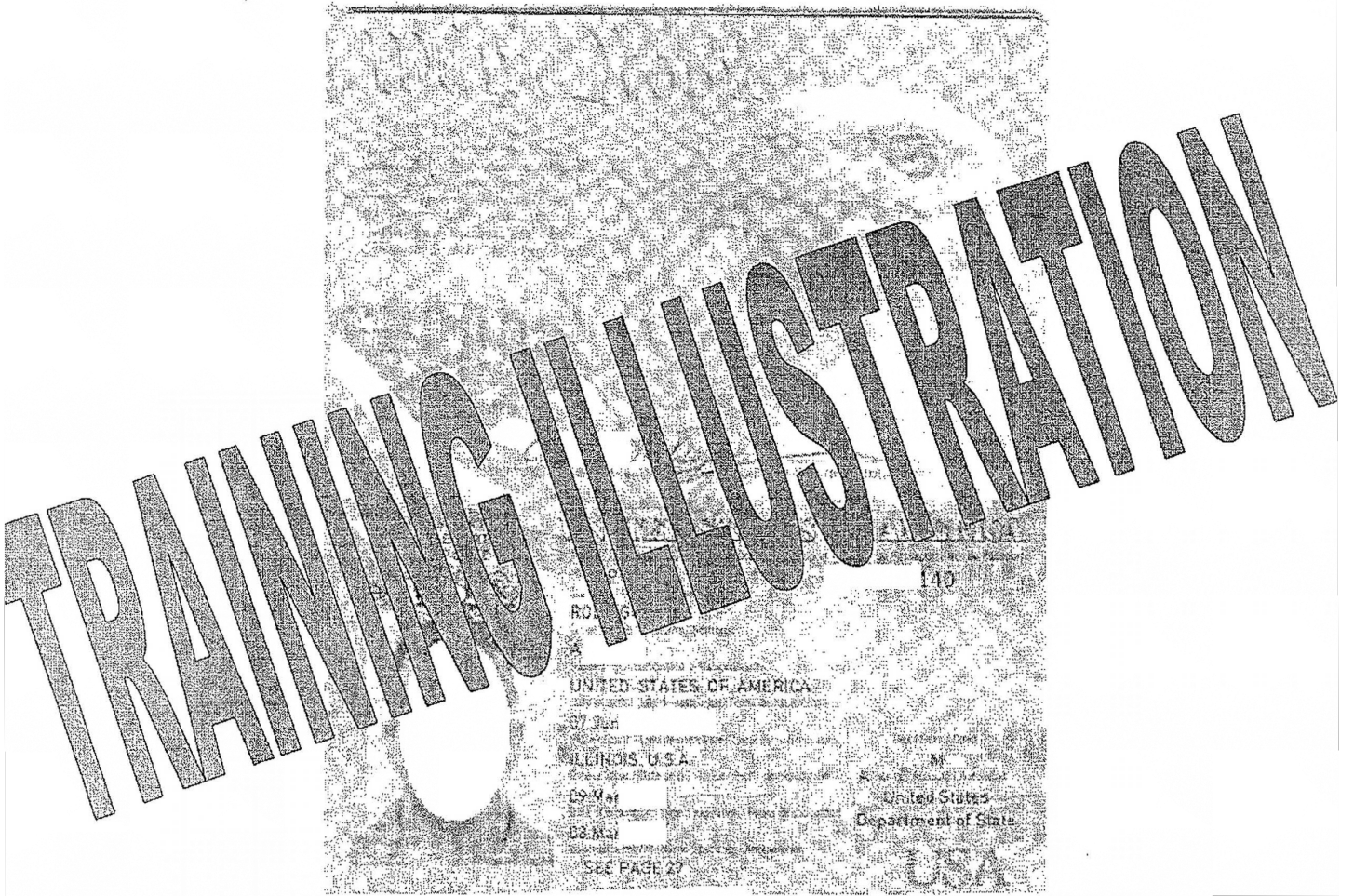
Downers Grove Public Library offers home delivery services to users residing in the Village of Downers Grove who are unable to visit the library. To qualify, the resident must be generally confined to one's residence either temporarily, due to illness or accident, or permanently, due to age, disability, or other mobility issues. The library is committed to ensuring that all patrons receiving home delivery services are treated with dignity, respect, and impartiality. In addition, the library is committed to ensuring that the staff and volunteers of the library are treated with dignity and respect and that they are safe while serving the public. Home delivery service users will not be charged overdue fines, but will be charged for borrowed items that are lost or damaged. The library may adopt additional rules and/or operational guidelines for home delivery services.

## Appendix 1 - Sample Passport/ID Authentication

I, John S. Doe, certify this to be a true and authentic copy of my \_\_\_\_\_

SIGNATURE: fl s. Z'cu

(name of document)



STAMP NOTARY LANGUAGE HERE - SIGNER MUST CHOOSE WHICH STAMP TO USE

## **6 Finance**

- 6.1 Planning and Budgeting
- 6.2 Property Taxes
- 6.3 Library Funds and Accounting
- 6.4 State Grants
- 6.5 Miscellaneous Revenues
- 6.6 Financial Reserves
- 6.7 Disposition of Surplus Property
- 6.8 Purchasing
- 6.9 Travel Expenses
- 6.10 Reimbursable Expenses

## **6 Finance**

The Finance Policy guides the Board of Library Trustees and staff in fulfilling the Strategic Plan Focus to “excel in delivering service and managing community resources” and demonstrating the Strategic Plan Value of responsibility.

### **6.1 Planning and Budgeting**

The Library Director and Management Team utilize the Board-approved goals and objectives of the library’s planning documents to develop a draft budget and levy. The annual budget process is normally completed in August of the year preceding the budget year, in order to include the library’s final budget and levy in the Village of Downers Grove budget documents, beginning with its preliminary draft.

### **6.2 Property Taxes**

Under Illinois law, ad valorem property taxes, assessed and collected upon all taxable property within the boundaries of the Village of Downers Grove, are the primary source of revenue for the Downers Grove Public Library. The Home Rule status of the Village of Downers Grove exempts the Downers Grove Public Library from formal compliance with the property tax limitations required under state statute.

### **6.3 Library Funds and Accounting**

As a component unit of the Village of Downers Grove and through intergovernmental agreement, the Village of Downers Grove provides accounting services to the Downers Grove Public Library. The Village accounts for library revenues and expenditures in a Library Fund for general operations and Library Capital Replacement Fund for capital expenses. The Village undergoes an annual audit conducted by an accounting firm experienced in working with units of local government.

### **6.4 State Grants**

The Downers Grove Public Library submits an annual application for the Illinois Public Library Per Capita Grant administered by the Illinois State Library and complies with the administrative requirements for its eligibility and expenditure. The library may also be eligible and apply for other State of Illinois grant programs.

### **6.5 Miscellaneous Revenues**

#### **6.5.1 Fees and Other Charges**

The library may impose such fees and other charges as may be necessary to replace lost or damaged materials or support special services or activities.

#### **6.5.2 Credit and Debit Cards**

The library accepts generally recognized credit and debit cards for payment of fees and other charges. The library absorbs the charges from banks and card processors as a convenience to its patrons and a cost of operation. The library may set minimum and maximum amounts for credit and debit card payments.

Approved August 29, 2018; Revised November 18, 2020

### **6.5.3 Debt Collection**

The library makes a reasonable effort to collect all amounts of money owed to it. For fees and other charges, the library sends notices, blocks further borrowing of library materials, withholds other services, and/or undertakes other appropriate measures to encourage both the return of library materials and the payment of amounts owed. The library may employ the services of a collection agency when the value of unreturned library materials or accumulated fees exceeds established minimum levels.

## **6.6 Financial Reserves**

The library maintains an Operating Reserve in its Library Fund and a Library Capital Replacement Fund to ensure the stability and continuity of the library's operations. The Library Capital Replacement Fund is a special reserve fund established under 75 ILCS 5/5-8. Short-term cash flow shortages caused by the difference between the normal expenditure cycle and the normal income cycle are covered by the Village of Downers Grove, as provided for by intergovernmental agreement.

### **6.6.1 Purposes**

Funds in the Operating Reserve are accumulated and may be expended to cover uninsured property and casualty losses and other unbudgeted expenses, such as unanticipated failure of major equipment or elements of the library building. Funds in the Library Capital Replacement Fund are accumulated and may be expended for emergency purposes and capital repair and replacement of building, systems, equipment, fixtures, and furnishings, as provided for in the library's Board-approved planning documents.

### **6.6.2 Funding Sources**

The Operating Reserve and the Library Capital Replacement Fund are funded by surplus unrestricted operating funds. The Board of Library Trustees may designate that a specific source of revenue be set aside for the Operating Reserve and the Library Capital Replacement Fund.

### **6.6.3 Accounting**

The Operating Reserve is accounted for as a portion of the Library Fund balance. As part of the library's annual budget process, the portion of the Library Fund balance constituting the Operating Reserve will be computed in accordance with the provisions of this policy and reported appropriately. The Library Capital Replacement Fund is accounted for as a separate fund.



#### **6.6.4 Funding Levels**

For uninsured losses and other equipment failure expenditures, the Operating Reserve amount will be set at 35% of the total amount needed to replace one boiler, one rooftop air conditioning unit, and the entire flat portion of the roof.

For planned capital expenses, the Library Capital Replacement Fund will be funded according to an annual budget allocation, as provided for in the library's Board-approved planning documents.

#### **6.6.5 Use of Financial Reserves**

When using Operating Reserves for the purposes of uninsured losses and other equipment failure expenditures, the Library Director will submit a request, including analysis of needs, determination of costs, and plans for completion of needed work, for the Board of Library Trustees' approval. Upon approval, the Library Director will coordinate any needed adjustments involving the payment and accounting practices of the Village of Downers Grove.

When using the Library Capital Replacement Fund for planned capital expenses, the revenue and expenditures will be included in the library's annual budget process.

#### **6.6.6 Replenishment of Financial Reserves**

Replenishment of the Operating Reserve available for uninsured losses and other equipment failure expenses will be made by annual allocation of operating surpluses. Replenishment of the Library Capital Replacement Fund will be made by annual allocation of an amount provided for in the library's Board-approved planning documents.

### **6.7 Disposition of Surplus Property**

Property that is no longer used or needed by the library to perform its service to the public will be disposed of by staff in the following manner:

- **Library Materials** - Surplus books and other library materials may be sold directly to the public, turned over to the Friends of the Downers Grove Public Library or other agents for sale to the public, or, especially in cases of damaged materials that have no further use, recycled or otherwise disposed of.
- **Computers and Electronic Equipment** - Surplus computers and other equipment may be offered for sale or recycled through a recognized electronics recycling program.
- **Furniture, Fixtures, and Other Equipment** - Surplus items that may have scrap value, such as steel shelving or other metal items, may be sold to an appropriate materials recycler. Other items will be offered for sale to the public, turned over to an agent for sale to the public, or removed as refuse.
- **Items with a Unit Value Exceeding \$1,000** - Surplus items that may have a unit value exceeding \$1,000 will be offered for sale to the public via an advertised public

auction. If such an auction is unsuccessful in disposing of the items, they may be handled in the same fashion as items of lesser value.

- **Proceeds** - All proceeds from the sale of surplus property will be treated as miscellaneous revenue and deposited in the library's Operating Fund.

## **6.8 Purchasing**

Purchases of the library are governed by State of Illinois statutes. In addition to any statutory requirements, the library uses the most responsible business practices in its purchases.

### **6.8.1 Board Responsibility**

Board of Library Trustees approval of the annual budget serves as authorization, subject to the other provisions set forth in the policy, for spending within the boundaries of the operational plan supported by the budget. After formal adoption, the budget may be modified only with Board approval. In addition, Board approval will be required for:

- all purchases and/or awarding of contracts conducted through formal competitive bidding; and
- any other purchase or contract award exceeding \$25,000.

### **6.8.2 Major Capital Expenditures**

All purchases or contracts for capital expenditures (buildings, construction work on buildings, major equipment) in excess of \$25,000 shall be awarded through a formal, advertised, public bidding process to the lowest responsible bidder. A public bidding process may be waived if the Board of Library Trustees deems the cost of a Request for Proposal process is in excess of the potential savings for non-construction projects.

### **6.8.3 Staff Responsibilities**

The Library Director will approve or oversee all purchases or contracts between \$5,000 and \$25,000. These purchases or contracts may be made without competitive bid requirements but will, whenever possible, be based on at least three documented price quotes. Purchases up to \$5,000 may be made by designated staff with attention to lowest possible cost and highest possible quality, performance, and service capability.

### **6.8.4 Professional Services**

Contracts for professional services, such as architecture, construction management, consulting, or legal services, will be awarded based on a qualifications-based selection and interview process unless the library has a satisfactory relationship for services with one or more firms, as provided for by State of Illinois statutes.

#### **6.8.5 Sole Source Purchases**

The Library Director, without conducting a competitive process, may award purchases and contracts up to \$25,000, where the Library Director has determined that there is only one feasible source for the goods or services in question. These include utilities, library materials, proprietary software systems such as mechanical controls and fire alarm systems, or the unique expertise of a vendor. Sole source purchases exceeding \$25,000 require Board approval.

#### **6.8.6 Emergencies**

In a bona fide emergency, such as a condition that threatens the safety of the public, staff, or the integrity of the library's building or other major property, the Library Director may make purchases over \$25,000 per vendor to restore stability to the situation. Whenever possible, the Library Director will confer with the Board President when making such a purchase of goods or services. The Library Director will document the circumstances surrounding the emergency and the response.

#### **6.8.7 Credit Cards**

Staff may use library credit cards when making online purchases with a vendor who only accepts credit cards for payment, when invoicing and payment by check is not feasible, or where out-of-pocket expenses such as those associated with attendance at a professional conference are involved. Staff will submit detailed documentation of all credit card expenditures. All credit card expenditures are audited monthly and reported to the Board of Library Trustees.

#### **6.8.8 Enforcement**

The Library Director, under the policy oversight of the Board, is responsible for enforcement of this policy.

### **6.9 Travel Expenses**

The library complies with the Local Government Travel Expense Control Act [Public Act 99-0604]. As required by the Act, the library regulates the reimbursement of all Trustee and employee travel expenses. The Board of Library Trustees will reimburse employees' and Trustees' pre-approved travel, meal, and lodging expenses incurred on behalf of the library. Employees and Trustees are expected to exercise the same care in incurring expenses for official business as a prudent person would in spending personal funds.

#### **6.9.1 Definitions**

"Entertainment" includes, but is not limited to, shows, amusements, theaters, circuses, sporting events, or any other place of public or private entertainment or amusement, unless ancillary to the purpose of the program or event.

"Travel" means any expenditure directly incident to official travel by employees and Trustees of the library involving reimbursement to travelers or direct payment to private agencies providing transportation or related services.

### **6.9.2 Authorized Types of Official Business**

Travel, meal, and lodging expenses will be reimbursed for employees and Trustees of the library only for purposes of official business conducted on behalf of the library. These include attendance at selected community events, off-site or out-of-town meetings related to official business, and pre-approved seminars, conferences, and other educational events related to the employee's or Trustee's official duties. Reimbursement will be made for reasonable expenses related to these activities.

Employees are eligible for reimbursement for attendance at training programs required as a condition of employment; meetings and programs sponsored by state or local professional organizations; conferences and programs of national professional organizations; and meetings that are related to a particular job skill.

### **6.9.3 Categories of Expenses**

#### **Airfare**

The traveler is expected to obtain the lowest available airfare that reasonably meets business travel needs. The traveler will pay for the difference between higher priced tickets and coach or economy tickets with their personal funds.

#### **Personal Automobiles**

Mileage reimbursement will be based on mileage from the library to the off-site location of the official business, not from the employee's or Trustee's residence. When attending a training event or other off-site official business directly from an employee's residence, no reimbursement will be made if the distance is less than the mileage of a normal commute to the library. If the distance is higher than the employee's normal commute, reimbursement will be paid based on the differential of the commute less the mileage of a normal commute to the library. An employee or Trustee will be reimbursed at the prevailing IRS mileage rate. The traveler will only be reimbursed up to the price of a coach airfare ticket if they drive to a location for which airfare would have been less expensive. Tolls will be reimbursed.

#### **Automobile Rentals**

The traveler will be reimbursed for the cost of renting an automobile, including gasoline expense, only as provided in this section. A traveler using a rental car to conduct official business is required to purchase insurance through the rental agency. Car rental insurance will cover the vehicle during personal use, e.g., using the vehicle after the conference has ended. Compact or mid-size cars are required for two or fewer employees or Trustees traveling together and a full-size vehicle may be used for

three or more travelers. The traveler must refuel the vehicle before returning it to the rental company.

### **Public Transportation**

In the case of local training or official business where an employee or Trustee chooses to use public transportation, reimbursement for use of public transportation is based on distance from the library to the training site (not from the traveler's residence), regardless of the transportation method chosen. However, when attending training or business directly from an employee's residence, no reimbursement will be made if the distance is less than the mileage of a normal commute to the library. If the distance is higher than the traveler's normal commute, reimbursement will be paid at the differential of the commute less the mileage of a normal commute to the library.

### **Other Transportation**

The traveler should utilize hotel shuttle service or other shuttle services, if available. If none are offered, the use of the most economical transportation is encouraged. The traveler is authorized to utilize ground transportation options based on efficiency and cost effectiveness.

### **Hotel/Motel Accommodations**

The traveler will be reimbursed for a standard single-room at locations convenient to the business activity. Employees of the same gender traveling together are expected to share accommodations when possible in order to minimize lodging costs. Employees may be reimbursed up to half of the allowable room cost if they choose not to share a room and no additional cost is incurred due to their choice. In the event of a change in plans or a cancellation, the traveler must cancel the hotel/motel reservation so as not to incur cancellation charges. Cancellation charges will not be reimbursed by the library unless approved by a vote of the Board of Library Trustees. Hotel and motel room reimbursement is generally limited to the current U.S. General Services Administration (GSA) regulations in place at the time the expense is incurred, unless preapproved by the Library Director, if the cost of staying at an official conference hotel would be justified by the savings of other costs of travel such as transportation costs.

### **Meals**

Meal reimbursement, excluding expenses for alcoholic beverages, is limited to the current U.S. General Services Administration (GSA) regulations in place at the time the expense is incurred. Meals during in-state travel that is not an overnight stay will be reimbursed for actual cost not to exceed the GSA regulations.

**Vacation in Conjunction with Business Travel**

In cases where vacation time is added to a business trip, any cost variance in airfare, car rental, lodging and/or any other expenses must be clearly identified on the receipt or Payment Request Form and paid by the traveler.

**Accompanied Travel**

When a traveler is accompanied by others not on official business, any lodging, transportation, meals, or other expenses above those incurred for the authorized traveler will not be reimbursed by the library.

**Parking**

Parking fees at a hotel/motel, conference center, or other site will be reimbursed only with a receipt.

**Entertainment Expenses**

No employee or Trustee of the library shall be reimbursed for any entertainment expense, unless ancillary to the purpose of the program, event, or other official business.

**6.9.4 Approval of Expenses**

Travel, meal, and lodging expenses incurred by any employee or Trustee in excess of the approved rates set forth in this policy must be approved in advance in an open meeting by a majority roll call vote of the Board of Library Trustees. Travel, meal, and lodging expenses incurred by any employee within the approved rates set forth in this policy are subject to prior approval by the Library Director.

**6.9.5 Documentation of Expenses**

Before an expense for travel, meals, or lodging may be approved, a Payment Request Form (available in the Administration Office) must be submitted within 60 days of incurring the expense, including:

- an estimate of the cost of travel, meals, or lodging if expenses have not been incurred or a receipt for the travel, meals, or lodging if expenses have already been incurred;
- the name of the employee who received or is requesting the travel, meal, or lodging expense reimbursement;
- the job title or office of the employee who received or is requesting the travel, meal, or lodging expense reimbursement; and
- the date or dates and nature of the official business for which the travel, meal, or lodging expense was or will be expended.

All documents and information submitted in connection with reimbursements are public records subject to disclosure under the Freedom of Information Act.

## **6.10 Reimbursable Expenses**

The library complies with the amended Illinois Wage Payment and Collections Act [820 ILCS 115/9.5], requiring employers to reimburse all "necessary expenditures ... incurred by the employee within the employee's scope of employment and directly related to services performed by the employer."

### **6.10.1 Types of Reimbursable Expenses**

Necessary expenses include, but are not limited to, travel time, mileage beyond the employee's normal commute, and supplies for programs. The library provides employees the necessary electronic devices and internet access to complete all work required by the scope of employment. The library will not reimburse staff for personal or telecommuting expenses that are incurred as a result of work performed for the library. These expenses include, but are not limited to, personal cell phones, home internet use, office space, etc.

### **6.10.2 Approval of Reimbursable Expenses**

Travel time is recorded on the employee's timesheet and approved by the employee's supervisor as incurred. Mileage is reimbursed according to Section 6.9.3 Personal Automobiles. All other reimbursable expenses must be approved in advance by the employee's supervisor or the Library Director.

### **6.10.3 Documentation of Reimbursable Expenses**

A Payment Request Form (available in the Administration Office) must be submitted within 60 days of incurring the expense, including:

- a receipt for expenses already incurred or signed statement in lieu of a receipt;
- the name of the employee who is requesting reimbursement;
- the job title or office of the employee who is requesting reimbursement; and
- the date or dates and nature of the official business for which the expense was incurred.

All documents and information submitted in connection with reimbursements are public records subject to disclosure under the Freedom of Information Act.