

3 VOLUNTEER HANDBOOK

3.1 DEFINITIONS

EMPLOYMENT: All Staff of the Library are At Will Staff.

STAFF: any paid personnel including contracted laborers

VOLUNTEER: unpaid personnel

3.2 ORIENTATION

All volunteers shall undergo an orientation to the Library and be provided a copy of the Volunteer Handbook. Receipt of the handbook shall constitute notice of the policies therein. If the volunteer has any questions regarding the policies, the volunteer should consult with their supervisor.

3.3 DRUG AND ALCOHOL FREE ENVIRONMENT

It is the policy of the Library to provide a healthful, safe and secure, drug-free environment for patron, staff and volunteers. The unlawful possession, distribution, dispensation, manufacture or use of intoxicants, illegal drugs, controlled substances or alcohol are prohibited in and around Library facilities and premises.

Nothing in this policy shall be construed as granting a volunteer immunity from disciplinary action under other policies or arrest or prosecution by appropriate law enforcement authorities for activities involving drugs or alcohol which are in violation of state law or county ordinance.

Library volunteers shall be required to report to work in a condition fit to perform their duties, unimpaired due to the use of alcohol or other drugs. Any volunteer who violates this policy shall be subject to disciplinary action, up to and including termination. Where possible, appropriate methods of rehabilitation will be considered.

3.4 ELECTRONIC COMMUNICATIONS

- Ownership of Messages: The electronic communications systems, which include, but are not limited to, the telephone, electronic mail, voice mail, facsimiles, computers, the Internet and the World Wide Web, any Social Networking done from the Library, and all information stored on them are the property of the Library and are provided at the Library's expense. All information and messages that are created, sent, received, accessed, or stored on these systems constitute company records.
- Business Use: The electronic communications systems are to be used primarily to conduct Library business. Volunteers may not use the employer's electronic communications systems to post non-work related information, opinions, or comments. Volunteers are prohibited from passing off their views as representing those of the Library.
- No Presumption of Privacy: Although Volunteers are expected to use passwords to access some of the electronic communications systems, such communications are not private and security cannot be guaranteed.
- The Library's Right to Monitor Messages: The Library reserves the right to monitor, access, retrieve, read, and disclose to law enforcement officials or other third parties all

messages created, sent, received, or stored on the electronic communications systems without prior notice to the originators and recipients of such messages.

- Message Restrictions: Electronic communications may not contain content that a reasonable person would consider to be defamatory, offensive, harassing, disruptive, or derogatory, including but not limited to sexual comments or images, racial or ethnic slurs, or other comments or images that would offend someone on the basis of race, gender, national origin, sexual orientation, religion, political beliefs, or disability.
- Prohibited Activities: Volunteers may not upload, download, or otherwise transmit copyrighted, trademarked, or patented material, trade secrets; or other confidential, private, or proprietary information or materials in violation of any legal constraints. Volunteers may not upload, download or otherwise transmit any illegal information or materials.
- Message Creation: Volunteers must use the utmost care in creating electronic communications. As with paper records proper care should be taken in creating electronic records, which may someday have to be produced in connection with legal and/or business needs.
- Record Retention: As with paper documents created and received by Volunteers, it is each Volunteer's responsibility to ensure that those electronic messages that should be retained are in fact saved. Those messages that need not be retained should be deleted.
- Viruses and Tampering: Any files downloaded from the Internet and any computer disks received from non-employer sources must be scanned with virus detection software before installation and execution.
- Violations: Violations of this policy, including breaches of confidentiality or security, may result in suspension of some or all electronic communication privileges, disciplinary action, and even termination. The Library reserves the right to hold the Volunteers personally liable for any violations of this policy.

3.5 FAIR TREATMENT AND RULES OF CONDUCT

A. It is the policy of the Library to:

- encourage maximum communication between Volunteers and the supervisory staff to insure prompt and fair resolution of any question which may arise.
- provide for review of the question by the Library Director followed with a review by the Library Board of Trustees if required.
- provide assurance to Volunteers that they are free to express themselves in an open and frank manner.

B. GRIEVANCE PROCEDURE FOR VIOLATION OF FAIR TREATMENT

The objective of the Fair Treatment Procedure is to maintain mutual understanding, respect and cooperation so that Volunteers may work to the best of their ability within the framework, practices and capabilities of the Library.

The following procedure is available to Volunteers members at any time:

Step One:

The Volunteer is to see their supervisor first. The supervisor is responsible for assuring that the Volunteers receives fair treatment. The question should be discussed honestly and

sincerely, and every effort should be made by both the Volunteers and the supervisor to give the question proper consideration leading to a satisfactory solution.

The question should be carried through Step One within two weeks. If that is not practical, the supervisor will make every effort to resolve the question as soon as possible and will keep the Volunteer informed as to the status of the issue.

Step Two:

If the results of Step One are not satisfactory to the Volunteer, the Volunteer is to advise the Library Director. If necessary, a meeting will be arranged including the Library Director, supervisor, Volunteer and a representative of the Library Board of Trustees.

Step Three:

If the results of Step Two are not satisfactory, a third meeting will occur. The third meeting will include the Volunteer, Library Director, and the Library Board. A final decision will result from this meeting.

C. RULES OF CONDUCT

1. GENERAL

Rules of Conduct Defined:

The following behaviors and activities will not be tolerated and will be cause for corrective action, up to and including termination. Prohibited behavior includes but is not limited to:

- Abusive or any disorderly physical conduct toward a fellow volunteer, staff member, supervisor or Library patron.
- Inappropriate and/or unwelcome attention or sexual harassment.
- Failure to carry out work-related instructions given by a supervisor.
- Willful violation of Library policies and procedures or any violation of law.
- Falsification of Library records and reports.
- Malicious or careless acts which result in personal injury, property damage or expenses.
- Inability to work as a result of consumption of alcoholic beverages, medications or narcotics. This includes hallucinatory drugs or other medication not prescribed by a physician.
- Unauthorized use, possession, removal, neglect or willful damage to any Library property or equipment such as telephones, computer terminals, or materials, etc.
- Failure to report to the supervisor an on-the-job injury or accident. Any unusual incident involving patrons and/or Library facilities must be reported to the supervisor immediately.
- Unauthorized distribution of literature or solicitation of volunteers or staff on Library premises during work time.
- Failure to report to work for three consecutive days without proper notification to the Library.

- Failure to observe safety policies and procedures.
- Excessive absenteeism or tardiness, continuing after supervisory counseling.

2. TREATMENT OF PATRONS

First, be prepared for comments on any item in the collection. Second, be clear in your own mind that you are representing the Library policy and the intellectual freedom philosophy of libraries in general. It is not your personal view that is under consideration.

Refer the patron to a staff member for appropriate follow-up.

3. VIOLATION OF RULES OR POLICIES

It is the intent of the Library that Volunteers know where they stand at all times in regard to their performance and conduct as evaluated by their supervisor. A record of progressive discussions signed by both the supervisor and the Volunteer will be maintained. In the event that a Volunteers member's performance or conduct is not up to the high standards required by the Library, they may be dismissed as a Volunteer.

3.6 POLITICAL ACTIVITY / CAMPAIGN

The following guidelines are meant to assist Library Volunteers to stay within the rules and regulations of the Public Disclosure Commission and state law and to clarify Volunteers rights in this area. These laws apply to Volunteers and property of state, county and local governments and their subdivisions.

RCW 41.06.250 (civil service law) and RCW 42.17.130 (open government law) cover the area of "political activities." RCW 41.06.250 contains three basic points:

- Solicitation for or payment to any partisan, political organization or for any partisan, political purpose of any compulsory assessment or involuntary contribution is prohibited.
- No person shall solicit on the property of a political subdivision of this state any contribution to be used for partisan, political purposes.
- Volunteers shall have the right to vote and to express their opinions on all political subjects and candidates and to hold any political party office or participate in the management of a partisan, political campaign.

RCW 42.17.130 prohibits elective officials and Volunteers from using any of the facilities of an agency for the purpose of assisting a campaign for election of any person. . .or for the promotion of or opposition to any ballot proposition. "Facilities" include, but are not limited to, "stationery, postage, machines and equipment, use of Volunteers of the office or agency during working hours, vehicles, office space, publications of the office or agency, and clientele lists of persons served by the office or agency."

Listed below are a number of *Don'ts* based on the above statutes plus advice from the Attorney General's Office and the Public Disclosure Commission:

- *Don't*, on a compulsory basis, solicit involuntary assessments or contributions for a partisan political purpose.
- *Don't* solicit political contributions in the Library.
- *Don't* solicit political contributions on Library time.
- *Don't* campaign on Library time.
- *Don't* use Library phones for campaign purposes or solicitation of funds.
- *Don't* use Library supplies, equipment or facilities to print, mail or otherwise produce material for a political purpose (i.e., duplicating machines, mail facilities, computers, typewriters and paper products).

Based on the same input as the *Don'ts* above, listed below are things Volunteers and Volunteers may voluntarily do:

- You *may* campaign for any candidate on your own time, wear lapel buttons, display campaign stickers on your private auto, distribute candidate's materials, speak before groups on a candidate's behalf, and otherwise promote the candidate of your own choice for a political office (all on your own time).
- You *may* respond to political inquiry by providing routine factual information such as the address of the candidate or his/her Volunteers.
- You *may* participate in the management of a political campaign on your own time.
- You *may* hold any office within a political party.
- You *may* solicit voluntary campaign contributions for any candidate or issue on your own time.
- You *may* make personal campaign contributions for any candidate or issue. (IRS rule allows for a limited direct tax credit for political contributions.)

The *Don'ts* and *You Mays* listed above may not cover all questions that may come up during an election campaign. Individuals who have questions should speak with the Library Director.

Regarding Wearing Political Buttons, Pins, Etc.:

Any Volunteer is not acting in violation of RCW 42.17.130 when he or she wears a typical campaign pin or button during normal working hours. Simply wearing a button which encourages support for or opposition to any candidate or ballot proposition, either directly or indirectly, is a form of personal expression and is not to be regarded as a "use of facilities" within the meaning and intent of the above-referenced statute.

Volunteers who choose to wear such pins or buttons are urged to exercise caution and prudence. Such personal expression can quite easily lead to other activities which are prohibited.

3.7 SEXUAL HARASSMENT

The Library Board affirms the following statement of policy and procedure regarding sexual harassment and directs that a copy of said statement shall be provided to all Volunteers:

Sexual harassment is a form of misconduct that undermines the integrity of the employment relationship. No Volunteers should be subject to unsolicited and unwelcome sexual overtures or conduct, either verbal or physical.

Sexual harassment does not refer to casual conversation or compliments of a socially acceptable nature. It refers to behavior which is not welcome and which is personally offensive, interfering with effectiveness or creating uneasiness on the job.

Such conduct, whether committed by supervisors or non-supervisory personnel, is specifically prohibited. This includes repeated offensive sexual flirtations, advances or propositions, continued or repeated verbal abuse of a sexual nature, graphic or degrading verbal comments about an individual or his or her appearance, the display of sexually suggestive objects or pictures, or any offensive or abusive physical contact.

No individual should imply to any Volunteers that lack of cooperation of a sexual nature would in some way negatively affect a person's employment, assignment, compensation, advancement, career development or any other condition of employment. Any such actions will bring prompt and certain disciplinary action, including possible termination.

Any Volunteer who believes that he or she has been subjected to sexual harassment or intimidation on the job is strongly encouraged to bring this to the attention of their immediate supervisor, the Library Director or the Library Board President.

3.8 WHISTLEBLOWER POLICY AND PROCEDURE

REPORTING IMPROPER GOVERNMENT ACTION AND PROTECTING VOLUNTEERS AGAINST RETALIATION

It is the policy of Library (OILD) to (1) provide a procedure for Volunteers to report improper governmental action by OILD officers or Volunteers, and (2) protect Volunteers who have reported improper governmental actions in accordance with OILD policies and procedures.

Definitions

As used in this policy, the following terms shall have the meanings indicated:

1. "Improper governmental action" means any action by a Library officer or Volunteers.
 - a. That is undertaken in the performance of the officer's or Volunteer's official duties as a Library Volunteers, whether or not the action is within the scope of the Volunteer's duties; and

b. That (i) is in violation of any federal, state or local law or written departmental policy, (ii) is an abuse of authority, (iii) is of substantial and specific danger to the public health or safety or (iv) is a gross waste of public funds.

"Improper governmental action" does not include personnel actions, including Volunteer grievances, complaints, appointments, promotions, transfers, assignments, reassignments, reinstatements, restorations, reemployments, performance evaluations, reductions in pay, dismissals, suspensions, demotions, violations of collective bargaining or civil service laws, alleged violations of labor agreements or reprimands.

2. "Retaliatory action" means any adverse change in the terms and conditions of an OILD Volunteer's duties.
3. "Emergency" means a circumstance that if not immediately changed may cause damage to persons or property.

Procedures for Reporting

OILD Volunteers who become aware of improper governmental action should raise the issue first with their supervisor. If requested by the supervisor, the Volunteer shall submit a written report to the supervisor stating in detail the basis for the Volunteer's belief that an improper governmental action has occurred. Where the Volunteer reasonably believes the improper governmental action involves his or her supervisor, the Volunteer should raise the issue directly with the highest official in the department or the official holding the position of Board President.

In the case of an emergency, where the Volunteer believes that damage to persons or property may result if action is not taken immediately, the Volunteer may report the improper governmental action directly to the Board of County Commissioners and to the appropriate government agency outside of the County when such agency has responsibility for investigating the improper action.

Supervisors shall take prompt action to assist OILD in properly investigating the report of improper governmental action. OILD officers and Volunteers involved in the investigation shall keep the identity of reporting Volunteers confidential to the extent possible under law, unless the Volunteers authorizes the disclosure of his or her identity in writing.

After an investigation has been completed, the Volunteer reporting the improper governmental action shall be advised of a summary of the results of the investigation, except that personnel actions taken as a result of the investigation shall be kept confidential.

Thereafter, OILD Volunteers may report information about the improper governmental action directly to the appropriate government agency which has responsibility for investigating the improper action if the OILD Volunteer has a reasonable belief that one of the following two conditions exists:

1. An adequate investigation was not undertaken by OILD to determine whether an improper governmental action occurred, or
2. Insufficient action has been taken by OILD to address the improper governmental action.

OILD Volunteers who fail to make a good-faith attempt to follow OILD procedures in reporting improper governmental action shall not receive the protection provided by OILD in these procedures.

Protection Against Retaliatory Actions

OILD officials and Volunteers are prohibited from taking retaliatory action against an OILD Volunteers because he or she has, in good faith, reported an improper governmental action in accordance with these policies and procedures.

Volunteers who believe that they have been retaliated against for reporting an improper governmental action should advise the OILD Board. Library Board officials shall take appropriate action to investigate and address complaints of retaliation.

If the OILD Board does not satisfactorily resolve an OILD Volunteer's complaint that he or she has been retaliated against in violation of this policy, the OILD Volunteers may obtain protection under this policy and pursuant to state law by providing a written notice to the San Juan County Board of County Commissioners that:

- a. Specifies the alleged retaliatory action and
- b. Specifies the relief requested.

An OILD Volunteer shall provide a copy of the written charge to the OILD Board no later than thirty (30) days after the occurrence of the alleged retaliatory action. The Library Board shall respond within thirty (30) days to the charge of retaliatory action.

After receiving either the response of the Library Board or thirty days after the delivery of the charge to the Library Board, the OILD Volunteer may request a hearing before a state administrative law judge to establish that a retaliatory action occurred and to obtain appropriate relief provided by law. Any Volunteers seeking a hearing should deliver the request for hearing to the San Juan County Commissioners within the earlier of:

- 1. either fifteen (15) days of delivery of OILD's response to the charge of retaliatory action, or
- 2. forty-five (45) days of delivery of the charge of retaliation to OILD for response.

Upon receipt of request for hearing, the OILD Board shall apply within five (5) working days to the State Office of Administrative Hearings for an adjudicative proceeding before an administrative law judge:

Mailing Address

Office of Administrative Hearings
PO Box 42488
Olympia, WA 98504-2488

Physical Address

Office of Administrative Hearings
2420 Bristol Court SW
Olympia, WA, 98502

(360) 407-2700
(800) 558-4857 (Toll-free)
(360) 664-8721 (Fax)

The OILD Board will consider any recommendation provided by the Administrative Law Judge that the retaliator be suspended with or without pay or be dismissed.

Responsibilities

The Library Director is responsible for disseminating OILD's policies and procedures for (1) reporting improper governmental action and (2) protecting Volunteers against retaliatory actions. This includes ensuring that this policy and these procedures are: (1) permanently posted where all Volunteers will have reasonable access to them, (2) made available upon request and (3) provided to all newly-hired Volunteers. Officers, managers and supervisors are responsible for ensuring the procedures are fully implemented within their areas of responsibility. Violations of this policy and these procedures may result in appropriate disciplinary action, up to and including dismissal.

3.9 COVID-19 VACCINE MANDATE

SECTION 1.0 PURPOSE

The purpose of this Policy is to implement a mandatory COVID-19 vaccination requirement for employees and volunteers of the Orcas Island Public Library District ("OIPL"). The Policy is part of OIPL's overall strategy and commitment to maintaining a safe and healthy workplace in light of the COVID-19 pandemic. This Policy is designed for use together with, and not as a substitute for, other COVID-19 prevention measures.

SECTION 2.0 APPLICABILITY

This Policy applies to all employees and volunteers of OIPL.

SECTION 3.0 POLICY AND PROCEDURES

3.1 Mandate. All employees and volunteers of OIPL shall be fully vaccinated against COVID-19 by December 1, 2021. In order to be fully vaccinated by December 1, 2021, individuals must have received the second dose of a two-dose vaccine (currently, Moderna or Pfizer) or a single dose vaccine (currently, Johnson & Johnson) by November 17, 2021. Vaccination in accordance with this policy shall be a bona fide occupational qualification for continued work as an employee, or service as a volunteer, of OIPL.

3.2 Proof of Vaccination. All employees and volunteers shall provide proof of vaccination to the Administrative Services Coordinator of OIPL by December 1, 2021. The following forms of proof are acceptable:

- U.S. Centers for Disease Control and Prevention COVID-19 Vaccination Record Card or photo of the card
- Documentation of vaccination from a health care provider or electronic health record;
- State immunization information system record; or
- For an individual who was vaccinated outside of the United States, a reasonable equivalent of any of the above.

3.3 Reasonable Accommodations. Employees are not required to vaccinate against COVID-19 if they are entitled under the Americans with Disabilities Act (“ADA”), Title VII of the Civil Rights Act of 1964 (“Title VII”), the Washington Law Against Discrimination (“WLAD”), or any other applicable law to a disability-related reasonable accommodation or a sincerely held religious belief accommodation to the requirements of this Policy. Employees may request accommodations to this Policy. The OIPL shall provide employees with reasonable accommodations related to disabilities and/or sincerely held religious beliefs as required by law.

- Disabilities. To the extent permitted by law, before providing a disability-related reasonable accommodation to the requirements of this Policy, the employee requesting the accommodation must submit documentation from an appropriate health care or rehabilitation professional authorized to practice in the State of Washington stating that the employee has a disability that necessitates an accommodation and the probable duration of the need for the accommodation. If an approved accommodation contains an expiration, the employee requesting the accommodation will be expected to be vaccinated at that time. Should the condition continue, or a new vaccination contraindication occur, a new request with updated documentation is required. Employees whose requests have been denied are permitted to reapply if new documentation and information becomes available.
- Sincerely Held Religious Beliefs. To the extent permitted by law, before providing a sincerely held religious belief accommodation to the requirements of this Policy, the employee requesting the accommodation must submit documentation with a statement regarding the way in which the requirements of this Policy conflict with the religious observance, practice, or belief of the employee. Religious accommodations must be requested annually.

Included with this Policy are sample Mandatory COVID-19 Vaccination Accommodation Forms, which may be updated by OIPL from time to time as needed without notice.

If an accommodation request is received, OIPL shall engage in an interactive dialogue to determine the limitations of an employee’s ability to comply with this Policy and explore potential reasonable accommodations that could overcome those limitations. The OIPL encourages employees to suggest specific reasonable accommodations, but OIPL is not required to make the specific accommodation requested.

The OIPL may refuse to grant a reasonable accommodation to the extent it would impose an undue hardship on OIPL or pose a direct threat to an employee, volunteer, or others in the workplace. For a disability-related accommodation, an undue hardship would be a significant difficulty or expense. For an accommodation related to a sincerely held religious belief, an undue hardship would be more than minimal cost or burden on the employer.

Any accommodations granted are provisional and subject to change based upon evolving safety, operational, or other pertinent factors.

3.4 Failure to Comply. Employees who have not been fully vaccinated or requested a reasonable accommodation due to a disability or sincerely held religious belief by December 1, 2021, will be subject to non-disciplinary dismissal from employment for failing to meet a bona fide occupational qualification for continued work as an employee. Any employee who has requested such reasonable accommodation but whose request remains under consideration by

OIPL on December 1, 2021, may be subject to non-disciplinary dismissal if OIPL subsequently determines the employee is not eligible for a reasonable accommodation or determines there are no reasonable accommodations that would allow the employee to continue working. Volunteers who have not been fully vaccinated by December 1, 2021, will not be permitted to continue volunteer service.

3.5 Pre-Screening. Candidates for employment shall be informed that vaccination is a bona fide occupational qualification for employment. The OIPL shall request proof of vaccination from all candidates for employment and volunteer service. After making conditional job offers, but before employment, OIPL shall ask any prospective employees who have not provided proof of COVID-19 vaccination whether they can receive the vaccine. Prospective employees who cannot receive the vaccine because of a disability or sincerely held religious belief may request an accommodation.

3.6 Confidentiality. Proof of vaccination documents submitted to OIPL shall be kept confidential and, if retained, kept in a file separate from the employee's personnel file.

New policy adopted September 27, 2021