

**MINUTES OF THE POLICY COMMITTEE
PORTSMOUTH PUBLIC LIBRARY BOARD OF TRUSTEES
May 19, 2020**

The Policy Committee of the Portsmouth Public Library Board of Trustees met in an official committee meeting on this date at 12:20 p.m. via teleconference (YouTube Live), to discuss the Social Media Policy, as well as the Pandemic Crisis Policy. The following committee member was present: Dr. Charles Kemp, Member. Mrs. Kara Tieman, President of the Board; Mr. Ryan Salmons, Vice-President of the Board; Mrs. Tamela Morton, Board Member; Ms. Ruthann Brush, Board Member; Paige Williams, Director; Dylan Markins, Fiscal Officer and Hannah Robinson, Deputy Fiscal Officer, were also in attendance.

The committee reviewed and recommends to the full Board to approve the following Social Media Policy and Guidelines:

Portsmouth Public Library
Social Media Policy

Purpose

The purpose of the social media policy is to ensure effective promotion of library services, resources, and events to the public, and to ensure a high standard of customer service on social media.

Portsmouth Public Library Social Media Accounts

Establishment and administration of social media accounts: The Portsmouth Public Library System, its branches, and departments may establish social media accounts with the permission of the Library Director and social media team. For the purposes of this policy, "social media" refers to any online or mobile platform open to the public, including but not limited to Facebook, Twitter, Instagram, Snapchat, YouTube, LinkedIn, Tumblr, etc.

The social media team may contact supervisors of a department or location to assign an employee or employees to manage social media accounts. The library may require a member of the library social media team or IT to be added as account administrator in order to ensure continuity of access.

Content of posts: Posts should inform library users about services, resources, programs, events, promote library use, and encourage dialogue between users and library representatives. Social media posts, as with all library media releases, should be positive in tone and should reflect the values and viewpoint of the library rather than personal opinions. Detailed instructions for posts can be found in the "Social Media Guidelines" procedure document.

The following uses of social media are strictly prohibited, whether on or off duty:

- Comments or displays about coworkers, supervisors or the Portsmouth Public Library System that are vulgar, obscene, threatening, intimidating, harassing, or a violation of the Portsmouth Public Library System's workplace policies against discrimination, harassment or hostility on account of age, race, religion, sex, ethnicity, nationality, disability, military status or other protected class, status, or characteristic.
- Statements or uses of the Portsmouth Public Library System's logo which are slanderous or detrimental, including evidence of the misuse of the Portsmouth Public Library System's authority, information, insignia or equipment.
- Unprofessional communication which, if left unaddressed, could potentially result in a civil or criminal cause of action against the Portsmouth Public Library System. Unprofessional communication also includes that which the Portsmouth Public Library System could demonstrate has a substantial risk of negatively affecting the Portsmouth Public Library System's reputation, mission or operations, such as slander, defamation or other legal cause of action.
- Disclosure of confidential and/or proprietary information acquired in the course of employment. Confidential information includes not only information that would not be available pursuant to a public records request, but also includes any information which does not relate to an issue of public concern.
- Comments or displays which impact employees' abilities to perform their job duties or the Portsmouth Public Library System's ability to maintain an efficient workplace.

Third-party posts: The library is not responsible for the content of posts made by third parties, including customers, reviewers, advertisers, etc. Public posts by third parties do not reflect the positions of the Portsmouth Public Library or its employees.

The library reserves the right to delete public posts or comments if they include spam or advertisements, hateful or harassing speech, obscenity, personal disparagement or defamation, or any other comment that violates the library's code of conduct. The library also reserves the right to deny access to library social media sites for any member of the public who posts objectionable content.

Complaints or negative comments should not be deleted, but should be engaged like any other patron complaint. Any complaints should be reported to the Library Director or Librarian in Charge.

Staff Usage of Social Media

Designated staff may maintain library social media accounts as part of their assigned duties. The library does not restrict the right of employees to use personal social media outside of work. However, employees must be aware that statements made on social media pursuant to their official duties may be viewed by others as library sponsored information or opinions.

Staff Violations of Social Media Policy

Social media sites may be inspected by the Library Director for cause to determine potential policy violations. If an employee believes that an online communication violates a Portsmouth Public Library System policy, the employee should immediately report the communication to the Library Director. Violations of the Social Media Policy shall be reviewed on a case-by-case basis and may result in appropriate disciplinary actions per the Personnel Policy Handbook. This policy does not apply to communications protected by the U.S. or Ohio Constitutions.

Portsmouth Public Library

Social Media Guidelines

Purpose These guidelines are meant to give any staff member the tools they need to manage a successful social media account, in keeping with the library's Social Media Policy.

Guidelines Types of accounts: The Portsmouth Public Library System, its branches, and departments may establish social media accounts with the permission of the library director and social media team. All social media accounts must maintain at a high, professional standard.

Social media accounts should be updated at least once a day and no more than 4 times in one day. Staff are encouraged to make use of post-scheduling options, which allow multiple days' worth of posts to be planned at once. All social media accounts should be kept active with regular posts and quick responses. Accounts that cannot be regularly updated should be suspended.

Be sure to create unique content for each social media account. For example, do not create a Twitter account that only tweets a copy of each Facebook post.

Content of posts: Language for social media posts should be conversational and light in tone (though still professional). Social media content should be written from the point of view of the "We", which represents the library as a whole and not as an individual staff member. As an employee and representative of Portsmouth Public Library, you are expected to demonstrate best practices and appropriate etiquette on social media, including but not limited to the following:

Be respectful to all
Check spelling and grammar before posting
No confidential company info
No profane language or hate speech
No personal attacks, insults, or threatening language
No private or personal information, including phone numbers and addresses, or requests for personal information
No promotion or endorsement of political issues, groups or individuals

PORTSMOUTH PUBLIC LIBRARY SOCIAL MEDIA GUIDELINES

No copyrighted, trademarked, or plagiarized material. Using images or any other third party generated content without the creator's permission or verification of reuse rights can constitute copyright infringement.

Do not copy and paste the full text of a press release; instead, post a flyer, graphic, or link to a press release and briefly describe the material. Add graphics or images to posts whenever possible, as these are much more likely to get users' attention. If you need help designing attractive graphics, contact a member of the social media team.

You may repost content from other sources if it seems of interest to our patrons. Please consider the source when doing so; social media users can be very quick to judge a repost/retweet as an endorsement of political or social positions, etc. If in doubt, ask the Library Director.

The following uses of social media are strictly prohibited, whether on or off duty:

- Comments or displays about coworkers, supervisors or the Portsmouth Public Library System that are vulgar, obscene, threatening, intimidating, harassing, or a violation of the Portsmouth Public Library System's workplace policies against discrimination, harassment or hostility on account of age, race, religion, sex, ethnicity, nationality, disability, military status or other protected class, status, or characteristic.

- Statements or uses of the Portsmouth Public Library System's logo which are slanderous or detrimental, including evidence of the misuse of the Portsmouth Public Library System's authority, information, insignia or equipment.
- Unprofessional communication which, if left unaddressed, could potentially result in a civil or criminal cause of action against the Portsmouth Public Library System. Unprofessional communication also includes that which the Portsmouth Public Library System could demonstrate has a substantial risk of negatively affecting the Portsmouth Public Library System's reputation, mission or operations, such as slander, defamation or other legal cause of action.
- Disclosure of confidential and/or proprietary information acquired in the course of employment. Confidential information includes not only information that would not be available pursuant to a public records request, but also includes any information which does not relate to an issue of public concern.
- Comments or displays which impact employees' abilities to perform their job duties or the Portsmouth Public Library System's ability to maintain an efficient workplace.

Responding to users:

Managing social media is not just about publishing posts; it requires responsiveness and engagement. Make sure a staff member is assigned to check the account and respond to messages and/or posts in a timely manner. Patrons using social media expect quick responses -- especially during operating hours.

As stated in the policy, negative comments or complaints should not be deleted. Instead, engage with the patron as we would with any other complaint, preferably by moving the discussion to a private venue. For example:

Thank you for telling us about your experience in the library. We want to address your concern -- please check your direct messages.

Violations of Social Media Policy:

Social media sites may be inspected by the Library Director for cause to determine potential policy violations. If an employee believes that an online communication violates a Portsmouth Public Library System policy, the employee should immediately report the communication to the Library Director. Violations of the Social Media Policy shall be reviewed on a case-by-case basis and may result in appropriate disciplinary actions per the Personnel Policy Handbook. This policy does not apply to communications protected by the U.S. or Ohio Constitutions.

The committee reviewed and recommends to the full Board to approve the following Pandemic Crisis Policy:

**APPENDIX A600 Pandemic
Crisis Policy**

In the case of a crisis, the Portsmouth Public Library Board of Trustees will make decisions in accordance to orders from the Ohio State Governor, Ohio Department of Health, Centers for Disease Control, Scioto County Health Department and/or the Scioto County Health Commissioner. These decisions will affect library patrons, library staff, procedures, and protocols. These changes may include, but are not limited to, library closure, staff reduction in force, staff furlough, staff lay-offs, teleworking, changes in library operations/hours/locations/job duties, requirements of personal protective equipment, and certain health-screenings for staff. Staff will be notified of such changes via email and will be expected to abide by the State of Ohio orders and the Library Board of Trustees Crisis Policy.

Policy and Effective Dates

Eligible employees may take leave for qualifying reasons in connection with COVID-19 consistent with this Policy. This Policy is temporary and is effective until December 31, 2020.

Definitions

1. "Eligible employee" means a Portsmouth Public Library System full-time or part-time employee, except as stated in this policy.
2. "Full-Time Employee" means an employee who is normally scheduled to work 40 or more hours per week.
3. "Part-Time Employee" means an employee who is normally scheduled fewer than 40 hours per week.

Compensation of Employees during a Pandemic

Full or part-time employees who are instructed not to come to work due to Orders issued by governmental authorities including the **Ohio State Governor, Ohio Department of Health, Centers for Disease Control, Scioto County Health Department and/or the Scioto County Health Commissioner** due to a pandemic, he or she will be compensated for their routine hours (part-time hours will be based on an average of the most recent three pay periods, or as set by the board).

To be eligible for compensation during a mandated closure or reduced hours of library operations due to the pandemic, employees must be ready, willing and able to work remotely on projects identified by library leadership and must complete such duties as assigned. When performing tasks remotely, employees are required to send a list of all completed tasks to their immediate supervisor and the Human Resources Coordinator.

Procedure for Staff who are Symptomatic

Employees should self-assess each day prior to arriving at work. Employees who have a fever of 100.4 or higher and/or demonstrate symptoms of respiratory illness such as sneezing, coughing, or shortness of breath should stay home and notify their immediate supervisor and the Human Resources Coordinator.

Employees who report to work and have a fever of 100.4 or higher (CDC guidelines) and/or demonstrate symptoms of respiratory illness such as sneezing, coughing, or shortness of breath will immediately be isolated from others and sent home. Such employees will need to stay home until they are free of fever and other symptoms without the use of medication for at least 24 hours. During this time, staff will need to seek medical testing to be cleared from COVID-19 or any other communicable diseases and will need a release to return-to-work from a medical provider before they are able to return.

Employees who are sent home will need to stay in communication with their supervisor and the HR Coordinator as such time away from work may fall under one of the following qualifying reasons under the new FFCRA or EFMLEA.

FMLA Leave Expansion and Emergency Paid Sick Leave Policy (Coronavirus)

Purpose To comply with the Families First Coronavirus Response Act and to assist employees affected by the COVID-19 outbreak with job-protected leave and pay, where applicable. This policy will be in effect from April 1, 2020, until December 31, 2020. Our existing FMLA leave policy still applies to all other FMLA-qualifying reasons for leave outside of this policy.

Expanded FMLA Leave

Employee Eligibility All current employees who have been employed with The Portsmouth Public Library for at least 30 days and are actively scheduled for work are eligible for leave under this policy.

Employees laid off or otherwise terminated on or after March 1, 2020, who are rehired on or before December 31, 2020, are eligible for leave upon reinstatement if they had previously been employed with The Portsmouth Public Library for 30 or more of the 60 calendar days prior to their layoff or termination.

Reason for Leave Eligible employees who are unable to work (or telework) **may take up to twelve (12) weeks of EFMLA leave for the reasons stated below:** 1. The employee is subject to a federal, state, or local quarantine, or isolation order related to COVID-19; 2. The employee has been advised by a health-care professional to self-quarantine because of COVID-19; 3. The employee is experiencing symptoms of COVID-19 and is seeking a medical diagnosis; 4. The employee has a bona fide need to care for an individual with whom the employee has a personal relationship, and would be expected to care for the person, who has been ordered or advised to quarantine or isolate; 5. The employee is needed to and actually providing care for a child under 18 years old due to the unavailability of school or childcare for COVID-19 reasons, or to care for an adult son or daughter, who (1) has a mental or physical disability, and (2) is incapable of self-care because of that disability, due to the unavailability of school or childcare for COVID-19 reasons; or 6. For similar conditions as determined by the Secretary of Health and Human Services.

“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.

18 or older and incapable of self-care because of a mental or physical disability.

“Child care provider” means a provider who receives compensation for providing child care services on a regular basis, including:

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A center-based child care provider. A group home child care provider. A family child care provider (one individual who provides child care services for fewer than 24 hours per day, as the sole caregiver, and in a private residence). Other licensed provider of childcare services for compensation. A childcare provider that is 18 years of age or older who provides child care services to children who are either the grandchild, great grandchild, sibling (if such provider lives in a separate residence), niece or nephew of such provider, at the direction of the parent.

“School” means an elementary or secondary school.

Duration of Leave Employees will have up to 12 weeks of leave to use from April 1, 2020, through December 31, 2020, for the purposes stated above. This time is included in and not in addition to the total FMLA leave entitlement of 12 weeks in a 12-month period.

For example, if an employee has already taken 6 weeks of FMLA leave, that employee would be eligible for another 6 weeks of FMLA leave under this policy.

Increments & Intermittent Use of Leave Employees may take expanded FMLA leave intermittently and in any increment agreed to with the Director. For example, an employee may only need 4 hours per day of leave to care for his or her child or may only need to do so on Tuesdays and Thursdays. Supervisors and employees are expected to be flexible in scheduling wherever possible.

Pay During Leave Leave will be unpaid for the first 10 days of leave; however, employees may use accrued paid vacation or personal leave during this time. The employee may also elect to use the paid leave provided under the Emergency Paid Sick Leave Act, as further explained below.

After the first 10 days, employees will be required to use any accrued vacation, sick, or personal paid leave for the number of hours the employee would otherwise be scheduled to work. Should an employee's accrued paid leave exhaust, any additional leave taken will be paid at two-thirds of an employee's regular rate of pay. Pay will not exceed \$200 per day and \$10,000 in total, or \$12,000 in total if using emergency paid sick leave for the first two weeks. Any unused portion of this pay will not carry over to the next year.

Employee Status and Benefits During Leave While an employee is on leave, the library will continue the employee's health benefits during the leave period at the same level and under the same conditions as if the employee had continued to work. While on paid leave, the employer will continue to make payroll deductions to collect the employee's share of the premium. During any unpaid portions of leave, the employee must continue to make this payment per instructions from the HR department.

If the employee contributes to a life insurance or disability plan, the employer will continue making payroll deductions while the employee is on paid leave. During any portion of unpaid leave, the employee may request continuation of such benefits and pay his or her portion of the premiums, or the employer may elect to maintain such benefits during the leave and pay the employee's share of the premium payments. If the employee does not continue these payments, the employer may discontinue coverage during the leave. If the employer maintains coverage, the employer may recover the costs incurred for paying the employee's share of any premiums, whether or not the employee returns to work.

Procedure for Requesting Leave All employees requesting FMLA leave must provide written notice (complete the library's FFCRA Leave Request Form) of the need for leave to the HR Coordinator as soon as practicable. Verbal notice will otherwise be accepted until written notice can be provided.

Notice of the need for leave must include:

The name and age of the child or children being care for. The name of the school, place of care, or child care provider that closed or became unavailable due to COVID-19 reasons. A statement representing that no other suitable person is available to care for the child or children during the period of requested leave. For children over the age of 14, a statement indicating the special circumstances that require the employee to provide care during daylight hours.

On a basis that does not discriminate against employees on FMLA leave, the library may require an employee on FMLA leave to report periodically on the employee's status and intent to return to work.

Spouses who are both employed by the Portsmouth Public Library System are jointly entitled to a combined leave total of twelve (12) weeks (rather than twelve (12) weeks each) for those childcare purposes. Employees who are both employed by the Portsmouth Public Library System may not take this leave at the same time.

Where an employee has already taken FMLA in the current twelve-month leave year, the maximum twelve weeks of EFMLA leave is reduced by the amount of FMLA leave already taken in that year. The EFMLA leave available under this Policy will be deducted from the total FMLA leave available for all FMLA qualifying conditions in the leave year, such as an employee's serious health condition, a serious health condition of the employee's immediate family member (spouse, child or parent), upon the birth, adoption or foster placement of a child or for certain military leave related reasons. The period applicable for traditional FMLA leave is applicable to the leave requested by employees under this policy.

Employee Status After Leave Generally, an employee who takes FMLA leave will be able to return to the same position or a position with equivalent status, pay, benefits, and other employment terms. The library may choose to exempt certain key employees from this requirement and not return them to the same or similar position when doing so will cause substantial and grievous economic injury to business operations. Key employees will be given written notice at the time FMLA leave is requested of their status as a key employee.

Please contact the HR department with any questions.

Emergency Paid Sick Leave

Eligibility All current full- and part-time employees scheduled but unable to work (or telework) due to one of the following reasons for leave:

1. The employee is subject to a federal, state or local quarantine or isolation order related to COVID-19.
2. The employee has been advised by a health care provider to self-quarantine due to concerns related to COVID-19.
3. The employee is experiencing symptoms of COVID-19 and seeking a medical diagnosis.
4. The employee is caring for an individual who is subject to either number 1 or 2 above.
5. The employee is caring for his or her child if the school or place of care of the child has been closed, or the child care provider of such child is unavailable, due to COVID-19 precautions.
6. The employee is experiencing any other substantially similar condition specified by the secretary of health and human services in consultation with the secretary of the treasury and the secretary of labor.

"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. 18 or older and incapable of self-care because of a mental or physical disability.

"Individual" means an immediate family member, roommate or similar person with whom the employee has a relationship that creates an expectation that the employee would care for the person if he or she self-quarantined or was quarantined. Additionally, the individual being cared for must: a) be subject to a federal, state or local quarantine or isolation order as described above; or b) have been advised by a health care provider to self-quarantine based on a belief that he or she has COVID-19, may have COVID-19 or is particularly vulnerable to COVID-19.

Furloughed employees are not eligible as there is no work available from which to take leave.

Amount of Paid Sick Leave All eligible full-time employees will have up to 80 hours of paid sick leave available to use for the qualifying reasons above. Eligible part-time employees are entitled to the number of hours worked, on average, over a two-week period.

Increments and Intermittent Use of Leave When working from home, employees may take emergency paid sick leave intermittently and in any increment agreed to with the Director. As in the example for FMLA leave, an employee may only need 4 hours per day of leave to care for his or her child or may only need to do so on Tuesdays and Thursdays. Supervisors and employees are expected to be flexible in scheduling wherever possible.

For those not teleworking and currently working on-site, an employee may only take intermittent leave for reason 5 above, to care for his or her child when the school or place of care is closed, or the caregiver is unavailable due to COVID-19-related reasons. Per the regulations, as all other reasons for emergency paid sick leave could potentially expose an employee or others in the workplace to the virus, employees must either use the full amount of paid sick leave or use it in full-day increments until the reason for leave is over and it is safe for the employee to return to work.

No employee may take leave intermittently or on a reduced-schedule basis for leave under Categories 1-4 or 6 above. No employee may take leave intermittently or on a reduced schedule basis for leave under Category 5 above, or EFMLA, without the prior express approval of the Director.

An employee taking leave under Category 5 paid sick leave and/or EFMLA must be present with the minor child or children during regular work hours and otherwise act in a manner consistent with the need for such leave.

Rate of Pay Emergency sick leave will be paid at the employee's regular rate of pay, or minimum wage, whichever is greater, for leave taken for reasons 1-3 above. Employees taking leave for reasons 4-6 will be compensated at two-thirds their regular rate of pay, or minimum wage, whichever is greater. Pay will not exceed:

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\$511 per day and \$5,110 in total for leave taken for reasons 1-3 above. \$200 per day and \$2,000 in total for leave taken for reasons 4-6 above.

Interaction with Other Paid Leave The employee may use emergency paid sick leave under this policy before using any other accrued paid time off for the qualifying reasons stated above.

Employees on expanded FMLA leave under this policy may use emergency paid sick leave concurrently with that leave. Emergency paid sick leave may also be used when an employee is on leave under traditional FMLA for his or her own COVID-19-related serious health condition or to care for a qualified family member with such a condition.

Except regarding EFMLA, an eligible employee is eligible for a total of two (2) weeks of paid leave under this Policy. An employee who exhausts leave authorized by this Policy, and is still unable to return to work, may apply for other available leave under Library policy or applicable collective bargaining agreement, including Family Medical Leave, provided the employee is otherwise eligible.

Procedure for Requesting Emergency Paid Sick Leave Employees must notify their supervisor and the HR Coordinator of the need and specific reason for leave under this policy. The FFCRA Leave Request Form is available to all employees on the company intranet and via email, upon request. Verbal notification will be accepted until practicable to provide written notice.

Documentation supporting the need for leave must be included with the leave request form, such as:

A copy of the federal, state or local quarantine or isolation order related to COVID-19 applicable to the employee or the name of the government entity that issued the order. Written documentation by a health care provider advising the employee to self-quarantine due to concerns related to COVID-19 or the name of the provider who advised the employee. The name and relation of the individual the employee is taking leave to care for who is subject to a quarantine or isolation order or is advised to self-quarantine. The name and age of the child or children being cared for; the name of the school, place of care, or child care provider that closed or became unavailable; and a statement that no other suitable person is available to care for the child during the period of requested leave. For children over age 14, a statement indicating the special circumstances that require the employee to provide care during daylight hours.

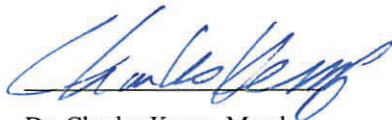
Once emergency paid sick leave has begun, the employee and his or her supervisor must determine reasonable procedures for the employee to report periodically on the employee's status and intent to continue to receive paid sick time.

Carryover Paid emergency sick leave under this policy will not be provided beyond December 31, 2020. Any unused paid sick leave will not carry over to the next year or be paid out to employees.

Job Protections No employee who appropriately utilizes emergency paid sick leave under this policy will be discharged, disciplined, discriminated or retaliated against for work time missed due to this leave.

There being no further business, on motion duly made and seconded, adjournment was taken at 12:25 p.m.

Approved this 16th day of June, 2020.



Dr. Charles Kemp, Member