

CLEVELAND PUBLIC LIBRARY

Human Resources Committee

September 19, 2023

RESOLUTION TO REVISE THE HUMAN RESOURCES MANUAL

WHEREAS, Pursuant to Section 123.1 of the Human Resources Manual, the Board of Library Trustees must approve all changes to the Human Resources Manual; and

WHEREAS, The Library's Human Resources Department is in the process of conducting a comprehensive review and revision to the Human Resources Manual to reflect the prevailing practices in today's workplaces; and

WHEREAS, The Library's Human Resources Department recommends that the Human Resources Manual be revised to include an updated Section 237, titled "Employee Evaluation Reviews," and an updated Section 520, titled "Staff Development," as set forth in Exhibit "A" to this resolution; now therefore be it

RESOLVED, That the Board of Library Trustees hereby approves the proposed revisions to the Human Resources Manual as attached to this Resolution to update Sections 237 and 520 of the Human Resources Manual, with the updates to Section 237 becoming effective as of September 22, 2023 and the updates to Section 520 becoming effective January 1, 2024, and instructs the Library's management to be responsible for implementation and execution of the provisions of these policies and their related procedures.

Exhibit "A"

EMPLOYMENT PRACTICES – 200 EMPLOYEE PERFORMANCE EVALUATIONS -237

Performance evaluations for bargaining unit employees will be conducted pursuant to their collective bargaining agreement.

An effective performance management process is dependent on the full participation of both the supervisor and the employee. Supervisors provide leadership and direction for goal setting and for the identification, definition and application of performance expectations. Employees are responsible for developing and exhibiting the skill, knowledge and behaviors required to effectively perform a job or task. Since the performance evaluation tool is partially based on an employee's job duties, it is imperative that the employee's job description is an accurate and up-to-date reflection of their duties.

In addition, the performance management process is supported by the following management practices:

- Defining performance in measurable terms, specifically related to job content.
- Assessing performance related to objectives established in the last evaluation period and establishing measurable performance objectives for the next performance period.
- Documenting performance progress and results.
- Ensuring ongoing planning, communication, and coaching
- Conducting progress meetings as appropriate.
- Conducting a periodic performance review and preparing a written performance summary with respect to each employee utilizing input from the employee being evaluated.

Timing

Probationary/introductory evaluations are conducted per the bargaining unit contracts and can be conducted for non-bargaining employees. Ongoing/annual evaluations are conducted each year for all who have completed their probationary period.

Performance-based Pay

Consistent with CPL's total compensation policy and guidelines, each non-bargaining employee will receive a written, annual performance summary and will be eligible to receive a base pay increase based on documented performance results. Performance pay increases are calculated as a percentage of base pay. Actual increase percentages will be determined in accordance with performance increase guidelines within budget parameters. Performance pay increases will not be awarded to employees whose performance does not meet required expectations. Performance pay increases will be pro-rated for employees who have not completed a full year of service.

In circumstances where financial resources or other factors may constrain or prohibit performance pay increases, the Director will recommend to the Board how resources are allocated.

Revised September 2023

In the ongoing effort to attract, develop, retain and motivate qualified individuals who contribute to the accomplishment of the Cleveland Public Library's mission, vision and values, the Library may provide opportunities for professional and career development. The Library also recognizes that each individual is responsible for making a personal investment in their own professional development.

New Staff Orientation - Onboarding

New staff shall complete the orientation program upon hire. New employees or employees promoted to a regular part-time or full-time position will be provided an onboarding program by Human Resources and their assigned department.

Meetings

Meetings may be scheduled within each agency/department in which attendance is required. These meetings will allow time for discussion of topics of current concerns within the service area such as new policies, procedures, service delivery, and other matters as needed.

Training

All personnel employed by the Library are encouraged to participate in professional development activities. The Library may require mandatory training for employees, including acknowledgement of Library policies/procedures. Managers and supervisors should support the professional development of the employees they supervise and help them achieve realistic career goals that satisfy both individual and Library requirements. Training should include initial orientation, and continued development to enhance the knowledge and skills required or desired to perform assigned duties effectively and efficiently.

Library and Professional Associations

The mission of the American Library Association is "to provide leadership for the development, promotion and improvement of library and information services and the profession of librarianship in order to enhance learning and ensure access to information for all." The Public Library Association, the Ohio Library Council and the Urban Library Council also support the work of libraries and librarianship and serve the support of all qualified employees.

All employees are encouraged to become members of relevant professional organizations and to participate in the work of such organizations to as great an extent as their Library duties will permit.

Some professional associations offer organizational memberships while others may only offer individual memberships. CPL does provide organizational memberships to select organizations providing access to training and resources at no or low cost to the Library or an individual.

Reimbursement for individual memberships may be considered if the organization provides a direct benefit to the Library such as access to legal or regulatory updates, discounted registration fees, etc. Annual membership reimbursement is capped at \$500 per calendar year.

Employees are encouraged to engage in studies or activities which may contribute to professional knowledge. Employees are also encouraged to make written contributions to professional journals and other publications, make presentations, serve on committees/panels, etc. to represent CPL as a leader in the library field and/or contribute to their professional area of expertise. A copy of any writings bearing upon the reputation or operation of the Library shall be submitted to the Director before publication.

Continuing Education Credits and/or Certifications

Some professions require certification, licensure or continuing education credits to obtain or maintain certification and/or licensure. CPL may provide reimbursement, upon pre-approval, for certifications or continuing education credits if one of the following criteria are met: (1) the education, certification or licensure is required by CPL for the position; or (2) the education, certification or licensure relates to the employee's current role and maintains or improves skills required for an employee's present work. Examples include but are not limited to: Ohio Peace Officers training for SPS Officers; continuing legal education for in-house counsel; continuing education for certified public accountant, a certified payroll practitioner or a certified professional in human resources; continuing education for a licensed electrician for a maintenance mechanic; or certifications for information technology staff.

An employee participating in this type of educational opportunity may attend classes/instruction during work hours. Employees must seek and obtain approval from their supervisor before attending classes/instruction during work hours.

Payment and/or Reimbursement

Several factors will be taken into consideration when determining if payment for professional development or certification is paid by the Library in advance of the event or if the employee will be reimbursed after the class/instruction has been provided. For example: The number of employees participating in the class/conference/instruction; whether the vendor accepts purchase orders or credit card payments; or financial hardship for the employee.

Employees should consult with their supervisor and the Finance Department to determine if attendance requires the employee to pay costs and get reimbursed, or if CPL can pay for registration costs in advance.

Professional Reading

Reading of a professional nature – necessary for keeping up with the library service trends, preparing book reviews, and booklists, or selecting books for the Library collections – may be included in the duties of some staff members. As such, it may be done during the workday.

Educational Assistance

Please refer to policy #522 – Educational Assistance.

Reference #522 and C08-10: Reimbursements C08-10a: Professional Meetings and Activities (Travel) Policy (Revised October 15, 2020)