

Work from Home Guidelines and Procedures

Scope

The scope of remote work will vary by position and level of responsibility. Some staff will focus more heavily on daily library operations, like communicating with the public, while others will use the time to enhance their knowledge of library tools, services, and equipment through webinars and other training. Many will resume normal work activities within their home, remotely.

Employees will still have regularly scheduled hours as set by their supervisor. We will continue to utilize Time Simplicity for this purpose. Please work with your supervisor to set those hours. During those scheduled hours, you will log your time in at minimum 15 min increments using the MPL Remote Work Timekeeping Sheet Template. During your scheduled shift, you are expected to be available to your supervisor via phone or telecommute software, working on assigned work, and available for additional work as assigned by your supervisor. Ensure your home phone number is updated in Kronos for this purpose. Please forward your phone in Shoretel during your hours of work, as possible. Employees who are not accessible during their scheduled shift, or who refuse assigned/offered work, will be required to take leave. In that case, for those employees with benefits, you will be required to take your accrued leave such as sick, vacation, or float. For those employees without benefits, or those who have exhausted their benefits, you will be required to take unpaid leave. We will continue to use our same timekeeping software, Time Simplicity, for leave requests.

During this temporary closure, all employees are still required to check their email, at minimum, once during their **scheduled** shift, and perform normal work duties as able. NO non-exempt (hourly) employee is allowed to work outside their scheduled hours, per normal operating procedures. Your schedule will be set by your supervisor. The employee and supervisor will work together on any schedule adjustments. ***Should a non-exempt (hourly) employee work (check email, work on projects, etc.) outside their scheduled hours, they will become ineligible for telecommute work and will be required to take leave (paid or unpaid) for the duration of remote work, or be required to work in the building.***

Internet Connection, Security, Telephones, and Software

All employees performing remote work are responsible for the cost and maintenance of their own internet service and telephone service (cell or landline). The Library will not provide any financial reimbursement for these costs. Relatedly, employees are responsible for the reliability of their own internet connection. If an employee cannot furnish their own internet, then they may not be eligible for remote work. The Library is not responsible for any expenses related to your telephone usage, internet usage, or personal computer or phone equipment while you telework.

Employees working remotely must also ensure their home internet is password protected, preferably with a strong password consisting of at least 8 characters, numbers, and symbols. Open internet networks and weak password protected networks may open the Library to security vulnerabilities and attacks. Do not perform remote work using an open network. If

using a library-issued device with remote desktop software (RealVNC), the above requirements are of particular importance. Other best practices in security and software include:

- Updated anti-virus software
- Updated browser - preferable Chrome or Firefox (no Internet Explorer!)
- Updated operating system

Employees may be issued library equipment to conduct work remotely. Please work with your supervisor to get the equipment necessary to conduct your work remotely. Employees with library issued equipment will be responsible for its care, and return upon completion of authorized remote work, in the same condition it was first given to them. Replacement costs for Library issued equipment which is unreturned, or returned in worse condition (exceeding normal wear and tear) than first given, may be assessed to the employee. Please take care of our equipment.

Confidentiality

The management team understands that you may be working from home with other members of your family also at home. Please protect patron confidentiality at this time. Remember that your obligation under Wis. Stat. § 43.30 applies whether you are working in the Library, remotely, or off the clock.

Reporting Your Hours

It's your responsibility to account for your remote work time. A temporary telework option will be available to some employees effective March 18, 2020. Your supervisor will speak to you about this option and if you qualify. The interim policy is attached, along with a standardized work-log. All employees, exempt (salary) and non-exempt (hourly), must use this log. This is only in effect until April 24th, and may be extended as the need arises. Talk to your supervisor for any questions you may have.

Communicating with Your Supervisor

Connect with your supervisor via phone, email, or video chat on a regular basis, frequency set by employee and supervisor. Use this time to ask questions or seek direction about your work. You and your supervisor can work together to arrange a time that works best for both of you.

The management team is exploring a variety of communication tools/options including Slack, GoToMeeting, phone calls, and Google Drive. Please work with your supervisor for the best communication tool that works for both of you.

IT/management team is working on building FAQs and training support for these tools. We may be able to offer one on one phone tech support as well.