

## Teleworking Policies and Procedures at the NIH Library

Teleworking in the federal government is being promoted to accommodate people with disabilities; reduce office space, parking facilities, and transportation costs; enable the organization to remain functional during an emergency; and improve recruitment and retention of high-quality employees. An approved NIH telework agreement must be on file before teleworking can begin (<http://hr.od.nih.gov/LeaveWSHoliday/telework/default.htm>).

To be eligible to apply for telework an employee must:

- Be a full-time or part-time NIH employee.
- Have a successful performance rating (fully successful or better).
- Not need to meet in person with coworkers or customers daily.
- Work in an office that will have appropriate coverage on the proposed telework days.
- Not be on special leave procedures or on a Performance Improvement Plan (PIP).
- Have no documented misconduct personnel action on permanent record with in the last three years.

### Types of Telework

Core or regular - for public service staff maximum regular telework is generally one day a week, for non-public service staff the number of regular telework days a week is negotiable.

Core or regular with alternative work schedule (5-4/9) - maximum regular telework is one day every two weeks.

Episodic - You need prior permission of your supervisor to telework.

Ad Hoc/Situational - The maximum number of days per month or quarter that you can telework must be stated in your agreement. You need prior permission of your supervisor to telework.

Medical - A doctor's certification of your illness is needed

Pandemic Flu emergency - all librarians and managers are required to have a Pandemic Flu emergency teleworking agreement in place.

Tasks that will be performed while teleworking must:

Be portable.

Generate work products that can be measured and/or evaluated for quality.

Not require close supervision or frequent guidance from a supervisor.

Not require face-to-face interaction with coworkers and/or customers.

Rely on information technology and connectivity that is available at the alternate site.

It is expected that staff whose primary job is to provide service at the information desk or in face-to-face meetings with customers or whose primary work involves the use of equipment only available at the NIHL will not be permitted to telework.

### Information Technology

Given that the nature of the work at the NIHL is computer based, teleworkers must have a DSL or Internet modem, a VPN account, and access to H and G drives. Teleworkers will be supplied with a government issued laptop. CIT will only provide support via email or telephone, and the NIHL will not provide support for use of your personal computer nor will the Library pay for high speed connections. Teleworkers shall have a phone to receive calls at their home office. This may be a land line or a cell phone. This number will not be given out to customers, but may be used by NIHL staff to contact an employee or to forward a customer's call to the employee.

### Customer Service

The NIHL is a customer service organization. It is essential that customer requests be received and responded to in a timely fashion.

You must check and respond, as needed, to email hourly.

You must forward your work phone to your telework site, agree to check for messages every hour, or have enhanced voice mail (EVM) enabled on your work phone. Respond as needed.

Teleworkers must be working and available during the ORS core hours of 9:30-11:30 am and 1:30-3:30 pm.

So that NIHL staff are aware of when you are teleworking, you must give all NIHL staff permission to review your Outlook calendar.

#### Accountability

Teleworking requires managing by performance which is the responsibility of the employee as much as the manager. The employee should take the lead in setting quantifiable objectives, make sure that she/he stays informed and lets her/his supervisor know about her/his workload, accomplishments, and requirements. The GAO requires that supervisors establish a system to confirm that telecommuting employees are working as scheduled, such as work output, and occasional phone calls.

Teleworking employees shall file a teleworking report with their supervisor no later than the first work day following their teleworking day. The report will state accomplishments or activities and the time spent on such accomplishments or activities in 15 minute increments. (Ex., 30 minutes reading and responding to email; 4.50 hours conducting mediated database search on probiotics in current use; 3 hours working on presentation for new fellows).

If the federal government closes due to an emergency or inclement weather, staff who are teleworking will be expected to continue to work or take leave.

Staff who have telework agreements in place may be given permission to telework due to inclement weather if they have no engagements scheduled at work or with clients. Prior approval must be given by their supervisor. Staff must ensure that they have adequate work for an 8 or 9 hour workday.

Teleworkers are expected to come into the office on a telework day if a face-to-face meeting or training is scheduled.