

**The Queens Borough
Public Library**



To: All Agencies
From: Gary E. Strong, Director
Subject: Personal Appearance policy
Date: June 10, 2002

Gary E. Strong

As we are all aware, the personal appearance of each and every employee reflects on the image of the Queens Library and is an important component in the overall quality of services rendered to the Queens community. In that regard it is expected that staff members' dress and grooming will be appropriate to a professional workplace environment.

The attached policy updates the existing policy (Section C, #19) and provides both employees and supervisors with clearer guidelines and standards for acceptable and unacceptable dress.

The policy takes effect immediately. We expect everyone's cooperation as the Library strives to maintain a professional atmosphere that is consistent with the Library's community service mandate.

We realize there may be a need for a period of adjustment and expect supervisors to be sensitive to the possibility that individual staff members might require a period of transition. Full compliance is expected no later than July 1, 2002.

Any questions concerning the administration of, or compliance with the policy, should be referred to the office of the Director of Human Resources Department.

POLICY & PROCEDURE MANUAL	SECTION C, #19 P. 1 of 4
PERSONAL APPEARANCE	ISSUED: JUNE 2002 HUMAN RESOURCES DEPARTMENT Approving Authority: Gary E. Strong

The Queens Borough Public Library strives to maintain a favorable public image consistent with a professional atmosphere. It is expected that staff members' dress and grooming will be appropriate to a professional service environment; conveying respect for the rest of the staff and esteem for our customers.

The personal appearance of each and every employee is an important component in the overall quality of service rendered.

It is expected that all staff members will use good judgment in choosing their attire, taking into consideration their position, contact with our customers and safety standards.

STANDARDS

The standards listed below apply to all staff (full-time and part-time, including hourly rate staff) in all positions and locations:

1. Neatness and cleanliness are necessary at all times.
2. Hair, including facial hair, should be clean and neatly trimmed or arranged.
3. The wearing of a hat or head-covering is acceptable for religious or cultural reasons or when the wearing of such would promote health and safety.
4. The display of symbols or written statements, on any apparel, which represents a personal/political statement or opinion is inappropriate as customers might construe such displays as evidence of the Library's official position.
5. Symbols or written statements in tattoos or body art, which are suggestive, represent violence or are a personal/political statement or opinion must not be visible. Visible piercings are acceptable for religious and cultural reasons only. Ear piercings are acceptable.
6. The wearing of suggestive attire, bare midriff, tank or halter tops, T-shirts, warm-up suits, fleece, shorts, or similar sport clothing is not acceptable. Attire intended for leisure time and/or leisure time activities is not acceptable. Overalls, capri-pants, leggings, culottes, skorts, sundresses or other clothing not intended for business wear are not acceptable.
7. Any employee who is supplied with uniforms is required to wear such uniforms at all times when on duty. Employees are responsible for maintaining those items and must wear neat and clean uniforms each day.

POLICY & PROCEDURE MANUAL	SECTION C, #19 P. 2 of 4
PERSONAL APPEARANCE	ISSUED: JUNE 2002 HUMAN RESOURCES DEPARTMENT

8. Footwear is part of attire and as such should project a professional image and be consistent with safety and health policies. The following footwear is not acceptable: sneakers, open-toed or backless shoes, clogs, mules, sandals, slides or construction boots (except maintenance safety boots for maintenance and custodial staff or those working with machinery*). Slingbacks are permitted.
9. Men are expected to wear collared shirts and ties. In case of extreme heat or air conditioning failure, ties may not be required.
10. Women are expected to dress in a business-like manner.
11. Staff who work with any type of machinery are prohibited from wearing loose-fitting or baggy clothes for safety reasons.
12. **EXCEPTION: Pages and Teen Net Mentors may wear sneakers and blue denim jeans in good condition and official QBPL collared or uncollared T-shirts.**

* Machinery may include: pallet lifts, power tools and printing equipment. Machinery is not defined as including standard office equipment, book trucks, or library vehicles.

GUIDELINES FOR BUSINESS ATTIRE

The following guidelines are intended to provide some examples of generally accepted business attire. These will help staff and Agency Heads define acceptable attire in an environment where fashion and dress changes rapidly. Guidelines are not inclusive and Agency Heads are responsible for interpreting the standards and guidelines and applying judgement or seeking counsel from the Director of HRD when appropriate.

Guidelines for Business attire are as follows:

Acceptable	Unacceptable
Men will wear collared shirts with ties. They may wear suits and/or vests and slacks with jackets. Women will wear suits or dresses; slacks, skirts or dress outfits. They may wear turtle neck, mock turtleneck, henley collared, collarless knit or woven blouses combined in a business-like outfit.	Ill-fitting, torn, stained or dirty clothing; articles bearing visible writing or slogans Mini skirts (4" or more above the knee), Blue denim jeans; blue denim skirts or dresses; overalls, carpenter pants Polo/golf or rugby shirts
Dress shoes, slingbacks, loafers, docksiders, casual shoes, dress boots	Sneakers, open-toed or backless shoes, clogs, mules, sandals, slides

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PERSONAL APPEARANCE	ISSUED: JUNE 2002 HUMAN RESOURCES DEPARTMENT

BUSINESS CASUAL FRIDAY

Staff who are normally required to wear business attire may dress in business casual attire on Fridays. Staff are expected to maintain appropriate grooming habits as outlined in the policy. Uniformed staff should continue the practice of wearing uniforms (security) or other library issued work clothing (custodial and maintenance) on Fridays.

GUIDELINES FOR BUSINESS CASUAL ATTIRE

The following guidelines are intended to provide some examples of generally accepted business casual attire. Guidelines are not inclusive and Agency Heads are responsible for interpreting the standards and guidelines and applying judgement or seeking counsel from the Director of HRD when appropriate.

The following are guidelines for Business Casual attire for Friday only:

Acceptable	Unacceptable
Polo/golf shirts, rugby shirts, turtle neck, mock turtleneck, henley collared shirts, sweaters or twin sets.	T-shirts, sweatshirts, bare midriff blouses or shirts, tank tops, halter tops, tube tops, fleece
Dress or casual pants, skirts, dresses	Mini skirts (4" above the knee); blue denim jeans; blue denim skirts or dresses; overalls, carpenter pants, shorts, spandex, sweat suits, sweatpants, fleece, culottes, skorts or Capri-pants; ill-fitting, torn, stained, camouflage, or dirty clothing; articles bearing visible writing or slogans
Dress shoes, slingbacks, loafers, docksiders, casual shoes, dress boots	Sneakers, open-toed or backless shoes, clogs, mules, sandals, slides

POLICY & PROCEDURE MANUAL	SECTION C, #19 P. 4 of 4
PERSONAL APPEARANCE	ISSUED: JUNE 2002 HUMAN RESOURCES DEPARTMENT

STANDARDS FOR UNIFORMED STAFF

1. Employees not supplied with uniforms working in occupations in which clothing is easily soiled may wear attire appropriate to their tasks at the discretion of the supervisor. Such clothing may include "work" pants or skirts, or official QBPL T-shirts. Blue denim jeans and non-QBPL t-shirts are not acceptable.
2. Staff who work with any type of machinery are prohibited from wearing loose-fitting or baggy clothes for safety reasons.
3. Safety boots should be worn by maintenance and custodial staff or those working with machinery* where it will promote their health and safety.

* Machinery may include: pallet lifts, power tools and printing equipment. Machinery is not defined as including standard office equipment, book trucks, or library vehicles.

ADMINISTRATION:

1. Agency Heads will attempt to be sensitive to changes of style and modes of attire and to personal preferences in grooming; however, the Library reserves the right to determine acceptable levels of personal appearance.
2. Guidance concerning questions about appropriate dress and grooming should be sought through the office of the Director of Human Resources.
3. Staff attending conferences, outside training or have scheduled meetings with members of the community, interviews with job applicants, are participating on promotion boards or, are conducting other business within or outside of the Library are expected to dress in business attire.
4. The minimum level of dress for authorized staff working in library facilities during unscheduled hours is business casual attire. If staff are participating in activities as listed in #3 above, business attire is required.
5. If an employee reports for work improperly dressed or groomed, the supervisor shall counsel the employee regarding the inappropriate dress or grooming and may instruct the employee to return home to take corrective action. This time away from work will be charged to the employee's Annual Leave, Compensatory Time balances or to Leave Without Pay. Continued violations of this policy should be handled in accordance with the Library's Policy on Progressive Discipline.

POLICY & PROCEDURE MANUAL	SECTION C, #19 (Amended)
AMENDMENT TO PERSONAL APPEARANCE POLICY	ISSUED: APRIL 16, 1996 Gary E. Strong, Director

POLICY

Effective immediately staff who are normally required to wear business attire in accordance with Policy and Procedure C#19 (Personal Appearance) will be permitted to "dress down" on Fridays. Staff are expected to maintain appropriate grooming habits as outlined in the policy but will not be required to dress in strict business attire on Fridays.

Please observe the following guidelines:

Attire that depict political/personal statements or opinions, suggestive attire such as halter and tank tops, micro mini-length skirts and dresses, message T-shirts, sundresses, shorts are not permissible.

Non-public service, non-administrative staff should continue the practice of wearing uniforms (security) or other library issued work clothing (custodial and maintenance) on Fridays.

Staff who have scheduled meetings with members of the community, interviews with job applicants or, are conducting other official library business within or outside of the Library, on Fridays, are expected to dress in business attire on those days.

For further details, consult Policy and Procedure Section C, #19 (Personal Appearance).

POLICY & PROCEDURE MANUAL	SECTION C, #19
PERSONAL APPEARANCE	ISSUED: JANUARY 1993 HUMAN RESOURCES DEPARTMENT

POLICY

The Queens Borough Public Library strives to maintain a favorable public image consistent with a professional atmosphere. It is expected that staff members' dress and grooming will be appropriate to a professional service environment; conveying respect for the rest of the staff and esteem for our customers.

The personal appearance of each and every employee is an important component in the overall quality of service rendered.

It is expected that all staff members will use good judgment in choosing their attire, taking into consideration their position, contact with our customers and safety standards.

GUIDELINES

1. Neatness and cleanliness are necessary at all times.
2. Hair, including facial hair, should be clean and neatly trimmed or arranged.
3. The wearing of hats is permitted for religious or cultural reasons or when the wearing of a hat would promote health and safety.
4. The display of symbols or written statements, on any apparel, which represents a personal/political statement or opinion is inappropriate as customers might construe such displays as evidence of the Library's official position.
5. The wearing of suggestive attire, tank or halter tops, message T-shirts, warm-up suits, shorts, sundresses and leggings or similar sport clothing and other clothing not intended for business wear is inappropriate.

JOB SPECIFIC STANDARDS:

The above guidelines apply to all staff (full-time and part-time, including hourly rate staff) in all positions and locations. The following are additional standards that have been set for particular job assignments:

1. Public Service Staff and those who regularly have contact with the public:

- Men who work in public service positions are expected to wear collared shirts and ties. In case of extreme heat or air conditioning failure, ties may not be required.

- Women in public service positions are expected to dress in a business-like manner.

2. Non-Public Service Staff:

The dress of non-public service employees shall be governed by the requirements of the employee's position with reference to the issues of safety and comfort.

- All men who work in administrative offices or positions are expected to wear a jacket and tie.
- Women are required to wear appropriate business attire.
- Any employee who is supplied with uniforms is required to wear such uniforms at all times when on duty. Employees are responsible for maintaining those items and must wear neat and clean uniforms each day.
- Employees not supplied with uniforms working in occupations in which clothing is easily soiled may wear attire appropriate to their tasks at the discretion of the supervisor. Such clothing may include denim jeans or other "work" pants or skirts, QBPL T-shirts or T-shirts that do not display personal/political statements.
- Staff who work with any type of machinery are prohibited from wearing loose-fitting or baggy clothes for safety reasons.

ADMINISTRATION:

1. Agency Heads will attempt to be sensitive to changes of style and modes of attire and to personal preferences in grooming, however, the Library reserves the right to determine acceptable levels of personal appearance.
2. Guidance concerning questions about appropriate dress and grooming should be sought through the chain of command.
3. If an employee reports for work improperly dressed or groomed, the supervisors shall counsel the employee regarding the inappropriate dress or grooming and may instruct the employee to return home to take corrective action. This time away from work will be charged to the employee's Annual Leave, Compensatory Time balances or to Leave Without Pay. Violations of this policy should be handled in accordance with the Library's Policy on Progressive Discipline.