

# **Lane Memorial Library**

## **Personnel Policies**

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## Section 1

### Handbook Introduction

1:1 Welcome to the Lane Memorial Library!

It is our pleasure to welcome you to the Lane Memorial Library. We are an energetic and creative bunch, dedicated to high standards of excellence and quality. We value each one of our employees, and we hope that you find your work here rewarding and satisfying.

**The Lane Memorial Library exists to share access to a collection of materials and services which are individually cost prohibitive for Hampton residents.**

The Lane Memorial Library is established and operated in compliance with New Hampshire statutes and with other federal laws that affect library employment procedure.

An up-to-date copy of these Personnel Policies will be available on the staff intranet at all times and in print in the Library Director's office.

Unless otherwise stated, the provisions of the Personnel Policies apply to all library employees.

1:2 The Purpose of This Handbook

We think that employees are happier and more valuable if they know what they can expect from the Lane Memorial Library and what the Lane Memorial Library expects from them. This Handbook will familiarize you with the privileges, benefits, and responsibilities of being an employee at the Lane Memorial Library. Please understand that this Handbook can only highlight and summarize the Lane Memorial Library's policies and practices. For detailed information, you will have to talk to your supervisor or the Library Director.

In this Library, as in the rest of the world, circumstances are constantly changing. As a result, we may have to revise, rescind, or supplement these policies from time to time. Nothing in this Handbook is a contract or a promise. The policies can be changed at any regularly scheduled Board of Trustees meeting.

We are always looking for ways to improve communications with our employees. If you have suggestions for ways to improve this Handbook in particular or employee relations in general, please feel free to bring them to your supervisor or the Library Director.

1:3 Get to Know the Folks in Town Hall

We are fortunate enough to have the wonderful human resources professionals of the Town of Hampton to administer our payroll and many aspects of our benefits package. They, as well as the Library Director, are available to answer many of your questions, field your complaints, and make the Lane Memorial Library run more smoothly. The policies in this handbook often refer you to the Town Hall for more information or to obtain help. The Finance Department is located on the second floor of Town Hall, 100 Winnacunnet Road.

1:4 Savings Clause

In the event that any of the provisions stated herein shall be at variance with federal or state laws, statutes, or regulations, such laws, statutes, and regulations shall supersede and apply, in which event all other portions of these Personnel Policies shall remain in full force and effect.

## Section 2

### The Employment Relationship

#### 2:1 Library Employment in New Hampshire

We are happy to welcome you to the Lane Memorial Library. We sincerely hope that your employment here will be a positive and rewarding experience. However, we cannot make any guarantees about your continued employment at the Lane Memorial Library. Your employment here, on your side of the employment relationship, is at will. This means that you are free to quit at any time, for any reason. Your employment here, on the Library's side of the employment relationship, is governed by RSA 202 A: 17:

**202-A: 17 Employees; Removal. – No employee of a public library shall be discharged or removed from office except by the library trustees for malfeasance, misfeasance, or inefficiency in office, or incapacity or unfitness to perform the employee's duties. Prior to the discharge or removal of any such employee, a statement of the grounds and reasons therefor shall be prepared by the library trustees, and signed by a majority of the board, and notice thereof shall be given to the employee not less than 15 days nor more than 30 days prior to the effective date of such discharge or removal. Upon receipt of said notice and within 30 days thereafter, but not otherwise, the employee may request a public hearing. If such request is made, the library trustees shall hold a public hearing on such discharge or removal. The hearing shall be held not more than 30 days after receipt of the request for the hearing, and if the trustees, upon due hearing, shall find good cause for discharge or removal of the employee, they shall order the employee's discharge or removal from office. There shall be no change in salary of such employee during the proceedings for discharge or removal nor until the final effective date of the order for discharge or removal. The provisions of this section shall apply to the employees of any public library except in a case where the city or town has personnel rules and regulations which apply to such employees and which make provision for a public hearing in the case of such discharge or removal.**

Nothing in this Handbook constitutes a contract or promise of continued employment.

#### 2:2 Administrative Responsibilities

##### Board of Trustees: Duties

The Board of Trustees shall be responsible for the administration of policies and procedures relating to personnel, including the paid staff and the volunteer staff. A permanent committee, known as the Personnel Committee, shall recommend personnel policy and procedure changes to the Board and shall act in an advisory and consensual capacity to the Library Director in the recruitment, selection, probation, promotion, and termination of staff.

##### Library Director: Duties

The Library Director shall have responsibility for recruiting and selecting all staff with the final approval of the Board of Trustees. The Library Director, with the approval of the Board, shall also

be the individual responsible for discharge and discipline of staff in the event of poor job performance. The Director shall be responsible for the day-to-day administration of the Personnel Policies.

Administrative Chain of Authority

The Library Director shall be the authority over day-to-day operations within the library, enforcing library policies and keeping the Board of Trustees informed. In the absence of the Director the Assistant Director will assume the role of Acting Director taking on all duties and authority. Authority in the absence of the Director and Assistant Director will pass to Department Heads based upon seniority.

2:3 Staff Structure

The current organizational chart of positions within the Lane Memorial Library as well as outside contractors can be found in Appendix E.

## Section 3

### Hiring

#### 3:1 Commitment to Equal Opportunity

In accordance with the Americans with Disabilities Act of 1990 ("ADA") and RSA 354-A, the Lane Memorial Library prohibits any form of discrimination in hiring as well as in all terms and conditions of employment against individuals with physical or mental disabilities. We will make every effort to make reasonable accommodations to ensure equal opportunity for qualified individuals with disabilities in the application process and in performing essential job functions, so as to afford enjoyment of the same benefits and privileges of employment as are enjoyed by employees without disabilities.

Please notify the Library Director if because of a disability, you require an accommodation to perform the essential functions of your job. You may be asked to provide medical information regarding your disability and possible accommodations, and we expect that you will engage in this interactive process in good faith so that we may determine eligibility for accommodation and identify reasonable accommodations. We will maintain all medical information in a confidential manner in accordance with the ADA and will provide reasonable accommodations as required by law. The library may decline to provide accommodations to individuals who are not qualified individuals within the meaning of the law and may also decline to provide accommodations that are not reasonable or that cause an undue hardship.

#### 3:2 Recruitment

We know that we are only as good as our employees, so we search as widely as possible for talented and motivated individuals to fill vacant positions in the Lane Memorial Library. Our recruitment methods may include posting a notice of the vacancy in a prominent place within the library, posting it on the library website, circulating the notice to other libraries throughout the state, or posting the notice to appropriate library jobsites and list serves.

Although these methods have served us well in the past, we know that the marketplace is ever changing and that finding high-quality people is an evolving process. We encourage our employees to share with us their ideas about what more we can do to find and recruit talented and motivated individuals.

We conduct all recruiting in a fair and nondiscriminatory manner.

#### 3:3 Internal Application Process

Sometimes, the best person for a job is right under the Lane Memorial Library's nose. As a result, we encourage current employees to apply for vacant positions that interest them.

We will email all current staff members all internal job openings. To apply for a position, please express your interest to the Department Head who supervises the position.

#### 3:4 Employment of Relatives

Usually, this Library will not refuse to hire someone simply because he or she is related to one of our current employees. If you have a relative who might be perfect to fill an open position in the Lane Memorial Library, please don't hesitate to refer this person to us.



There are times, however, when employing relatives is inappropriate and has the potential to affect the morale of other employees and to create conflicts of interest for the relatives involved.

Therefore, we will not hire relatives of current employees where one relative will have to directly or indirectly supervise the other.

If two employees become related while working for this Library, and if one of them is in a position of supervision over the other, only one of the employees will be allowed to keep his or her current position. The other will either have to transfer to another position or leave Lane Memorial Library.

Under this policy, the term "relatives" encompasses husbands, wives, live-in partners, domestic partners, parents, children, siblings, in-laws, cousins, aunts, and uncles. This policy covers biological relationships, marriage relationships, and step relationships.

No member of the Board of Trustees or Director of the Friends of the Library shall be an employee.

### 3:5 Selection of Employees

Selection of employees, except for the Library Director, will be the responsibility of the Library Director with the advice and consent of the Personnel Committee and the concurrence of the Board of Trustees. The Library Director will review the applications of all candidates for available positions, collecting references and other necessary material. The top candidates will be interviewed by the Library Director and appropriate staff.

The Library Director shall make the final hiring decisions, subject to approval by the Personnel Committee. In the case of full-time hires, the Board of Trustees must also review and approve the appointment. For part-time hires, the approval of the Personnel Committee is sufficient, with the decision formally ratified by the Board of Trustees at their next meeting. A candidate who is interviewed but not selected for a position will be notified in writing of that decision. A candidate who is interviewed and selected for a position will be notified in writing of the offer of employment, listing any particular conditions of employment, the job title, and the classification and salary. All staff employment and selection shall be done solely on the basis of merit.

The Director may, under his or her authority, hire employees in the positions of Page, Substitute, or Public Services Library Assistant without prior approval by the Board of Trustees who meet the following conditions:

- 1) The position has been duly created by the Board.
- 2) The position is for 8 hours per week or less.
- 3) The position pays the library hourly minimum wage designated for that position.

The Director may start the employee at any time but must bring the new hire before the Board for ratification at the next regular meeting.

A police background check will be required for all new hires.

### 3:6 Volunteers

The Lane Memorial Library welcomes volunteers who - through their labor - support, enrich, and enhance our services and programs. Our institution regularly has special projects, ongoing tasks, and niche work that can not get done within the bounds of the existing staff structure. We will provide

training for all individuals on the tasks they are asked to complete though we also welcome volunteers with specific skills to offer. We work cooperatively with the Friends of the Library, who are a formalized volunteering agency, that aims to benefit the library monetarily and with labor. It is possible to volunteer directly for the library or join the Friends of the Library and labor under their auspices.

People choosing to volunteer directly for the library will be under the supervision of the Department Head or Assistant Librarian they are assisting.

Volunteers need to fill out an application and have a short interview with the appropriate staff member for their desired type of work.

Not everyone who fills out an application will be given volunteer work. Many of the same criteria used to hire paid staff will also be used to select volunteers. The Lane Memorial Library is an equal opportunity employer and we honor those values in selection of volunteers as well.

Volunteers are asked to wear a name badge that identifies them while they are working

Volunteers are asked to keep an accurate record of the hours they work

The library depends on our volunteers for a wide variety of tasks. We therefore ask volunteers to be reliable in their commitment to the library. Volunteers are, of course, welcome to terminate the arrangement at any time and take vacations or days off but are asked to please give notice before doing so. In turn, volunteers will be notified immediately on any given day when the library opens late or closes early for any reason.

Community service is also a welcome type of volunteerism. Service projects that require set goals or finished tasks should be developed in conjunction with library staff and approved by the Director with the Board of Trustees. Documentation from the agency overseeing the community service should be submitted for all work e.g. court order, Boy Scouts of American form, or Dept. of Labor form for school sanctioned projects.

Employees of the library are not permitted to volunteer at the library in the capacity of their normal position (example: the Head of Technical Services can not create a new website for the library as a hobby but could read stories to children during Storytime).

No volunteer will displace a paid employee.

## **Section 4**

### **New Employee Information**

#### **4:1 New Employee Orientation**

Within a day or two of starting work, you will be scheduled for a new employee orientation meeting. During this meeting, you will receive important information about the Lane Memorial Library's policies and procedures. You will also be asked to complete paperwork and forms relating to your employment, such as tax withholding forms, emergency contact forms, and benefits paperwork.

Please feel free to ask any questions you might have about Lane Memorial Library during the orientation meeting. If additional questions come up after the meeting, you can ask your supervisor or the Library Director.

#### **4:2 Orientation Period**

The first 60 days of your employment are an orientation period. During this time, your supervisor will work with you to help you learn how to do your job successfully and what Lane Memorial Library expects of you. This period also provides both you and Lane Memorial Library with an opportunity to decide whether you are suited for the position for which you were hired.

When your employment begins, you will meet with the Payroll Supervisor in Town Hall, who will explain our benefits and payroll procedures and assist you in completing your employment paperwork. You will also meet with your supervisor to go over your job goals and performance requirements. During the orientation period, your supervisor will give you feedback on your performance and will be available to answer any questions you might have.

Although we hope that you will be successful here, Lane Memorial Library may terminate your employment at any time, either during the orientation period or afterwards following the guidelines explained in RSA 202 A: 17. You are also free to quit at any time and for any reason, either during the orientation period or afterwards, with or without notice. Successful completion of your orientation period does not guarantee you a job for any period of time.

#### **4:3 Proof of Work Eligibility**

Within three business days of your first day of work, you must complete federal Form I-9 and show us documentation proving your identity and your eligibility to work in the United States. The federal government requires us to do this.

If you have worked for this Library previously, you need only provide this information if it has been more than three years since you last completed an I-9 Form for us or if your current I-9 Form is no longer valid.

#### **4:4 Child Support Reporting Requirements**

Federal and state laws require us to report basic information about new employees, including your name, address, and Social Security number, to a state agency called the State Directory of New Hires. The state collects this information to enforce child support orders. If the state determines that you owe child support, it will send us an order requiring us to withhold money from your paycheck to pay your child support obligations.

## **Section 5**

### **Employee Classifications**

#### **5:1 Part-Time and Full-Time Employees**

Depending on the number of hours per week you are regularly scheduled to work, you are either a part-time or a full-time employee. It is necessary that you understand which of these classifications you fit into, because it will be important in determining whether you are entitled to some benefits and leave.

Part-time employees: Employees who are regularly scheduled to work fewer than 30 hours per week are part-time employees.

Full-time employees: Employees who are regularly scheduled to work at least 37.5 hours per week are full-time employees.

#### **5:2 Exempt and Nonexempt Employees**

Your entitlement to earn overtime pay depends on whether you are classified as an exempt or a nonexempt employee.

Exempt employees are those who do not earn overtime because they are exempt from the overtime provisions of the federal Fair Labor Standards Act and the NH Minimum Wage Act.

Nonexempt employees are those who meet the criteria for being covered by the overtime provisions of the federal Fair Labor Standards Act and the NH Minimum Wage Act.

If you are uncertain about which category you fall into, speak to the Library Director.

## Section 6

### Hours

#### 6:1 Hours of Work

Our Library's regular hours of business are Monday through Friday, 10 a.m. to 6 p.m., and Saturday, 10 a.m. to 2 p.m.

Your supervisor will let you know your work schedule, including what time you will be expected to start and finish work each day. No employee will be scheduled to regularly work shifts outside of the operating hours of the Library.

All employees are expected to be here, ready to start work, at the beginning of their shift. If you wish to change shifts permanently, talk to your supervisor. Although the Library will consider all requests to change shifts, we cannot guarantee that any particular request will be granted.

You may exchange shifts with another employee (that is, switch shifts on a one-time basis) only with the prior approval of your supervisor.

#### 6:2 Flexible Scheduling

We understand that many employees have to balance the demands of their job with the needs of their families and other outside commitments. Therefore, we offer our employees the opportunity to request a flexible schedule.

If you would like to change your work schedule -- for example, to come in and leave a couple of hours earlier or to work more hours on some days and fewer on others -- please talk to your supervisor.

The Library will consider flexible scheduling requests on a case-by-case basis. When deciding whether to grant your request, we may consider the nature of your job, your work history, and our staffing needs, among other things.

#### 6:3 Meal and Rest Breaks

Employees are allowed a 15-minute break every 4 hours. These breaks will be paid. In addition, all employees who work at least 5 hours in a day are entitled to take a 30-minute, unpaid, meal break. Your supervisor will let you know when you should take your breaks. Breaks are an opportunity to rest and eat during the workday. For this reason, employees must take their breaks, as scheduled, unless they make other arrangements with their supervisor. For example, employees may not decide to skip breaks in order to leave early or come in late.

#### 6:4 Lactation Breaks

Our Library recognizes the value and importance of breast-feeding, and supports our employees' desire to breast-feed their infants. If you are breast-feeding your child, you may use your meal and rest breaks to breast-feed or express breast milk. If you require more time, please speak to your supervisor.

The Library will provide a private space for employees to express breast milk. Employees may express breast milk in their private offices, if they have one. If your office or workspace is not sufficiently private, or if you require additional fixtures to make your office private (such as a window shade or screen) please speak to the Library Director.

#### 6:5 Overtime

On occasion, we may ask employees to work beyond their regular scheduled hours. We will try to give employees advance notice when overtime work is necessary; however, it will not always be possible to notify workers in advance.

Exempt employees will not be paid for working beyond their regular scheduled hours but will earn compensatory time at the rate of one hour off for each hour worked. Nonexempt employees are entitled to payment for overtime, according to the rules set forth below.

- All overtime work must be approved by the employee's supervisor. Working overtime without permission violates Lane Memorial Library policy.
- For purposes of calculating how many hours an employee has worked in a day or week, our workweek begins at 12:01 a.m. on Wednesday and ends at midnight on Tuesday. Our workday begins at 12:01 a.m. and ends at midnight each day.
- Nonexempt employees will be paid 1½ times their regular hourly rate of pay for every hour worked in excess of 40 hours.

## Section 7

### Pay Policies

#### 7:1 Payday

Employees are paid weekly. You will receive your paycheck on Friday. If a payday falls on a holiday, you will receive your paycheck on the last workday immediately before that payday. Employees must submit their time sheets to their supervisor when asked.

#### 7:2 Advance Policy

The Lane Memorial Library does not allow employees to receive pay advances.

#### 7:3 Docking of Pay of Exempt Employees

The Lane Memorial Library is legally required to pay exempt employees -- those who are not entitled to earn overtime -- on a salary basis. This means, among other things, that exempt employees must receive the same pay for each week in which they perform work, regardless of the quantity or quality of work performed, and regardless of how many hours they actually work, unless an exception applies.

Library policy prohibits docking the pay of an exempt employee -- that is, paying the employee less than his or her full regular salary -- except in the following circumstances:

- The employee takes at least one full day off for sickness or disability, in accordance with our sick leave policy.
- The employee takes at least one full day off for personal reasons other than sickness or disability (for example, for vacation).
- The employee serves an unpaid disciplinary suspension of at least one full day, imposed in good faith for violating a workplace conduct rule.
- The employee takes time off to serve on a jury, as a witness, or in the military; the employee receives money for jury fees, witness fees, or military pay; and the docked pay is an offset of the money received only.
- The employee starts or ends employment with the Lane Memorial Library midweek (that is, the employee does not start work first thing Wednesday morning, or finish employment at the end of the workday on Tuesday).
- The employee violates a safety rule of major significance, and the amount docked is imposed as a penalty for that violation.
- The employee takes unpaid leave pursuant to the Family and Medical Leave Act.

If you are an exempt employee and you believe that pay has been improperly deducted from your salary in violation of these rules, please report it immediately. Your complaint will be investigated and, if we find that your pay was improperly docked, you will be reimbursed for any amounts that should not have been withheld.

#### 7:4 Payroll Deductions

Your paycheck reflects your total earnings for the pay period, as well as any mandatory or voluntary deductions from your paycheck. Mandatory deductions are deductions that we are legally required to

take. Such deductions include federal income tax and Social Security tax (FICA). Voluntary deductions are deductions that you have authorized.

If you have any questions about your deductions, or wish to change your federal withholding form (Form W-4), contact the Payroll Supervisor in Town Hall.

#### 7:5 Wage Garnishments

A wage garnishment is an order from a court or a government agency directing us to withhold a certain amount of money from an employee's paycheck and send it to a person or agency. Wages can be garnished to pay child support, spousal support or alimony, tax debts, outstanding student loans, or money owed as a result of a judgment in a civil lawsuit.

If we are instructed by a court or agency to garnish an employee's wages, the employee will be notified of the garnishment at once. Please note that we are legally required to comply with these orders. If you dispute or have concerns about the amount of a garnishment, you must contact the court or agency that issued the order.

#### 7:6 Expense Reimbursement

From time to time, employees may incur expenses on behalf of the Lane Memorial Library. We will reimburse you for the actual work-related expenses you incur, as long as those expenses are reasonable. You must follow these procedures to get reimbursed:

- Get permission from your supervisor before incurring an expense.
- Spend Lane Memorial Library's money wisely. Make an effort to save money and use approved vendors if possible.
- Keep a receipt or some other proof of payment for every expense.
- Submit your receipts, along with an accounts payable form (Appendix C), to the Library Director for approval within 30 days of incurring an expense.
- If your report is approved, you will receive your reimbursement in check form after the next regularly scheduled visit of the Bookkeeper.

Remember that you are spending Lane Memorial Library's money when you pay for library-related expenses. We expect you to save money wherever possible. Your supervisor can assist you in deciding whether an expense is appropriate.

#### Procedures for Travel Expenses

If employees are required to travel for work, Lane Memorial Library will reimburse you for your travel expenses, including:

- the cost of travel to and from the airport or train station, including parking expenses and tolls
- the cost of airline or train tickets -- such tickets must be coach class if possible
- the cost of an economy class rental car, if necessary
- a mileage reimbursement using the current IRS rate, for those employees who prefer to use their own cars for Library travel
- the cost of meals and lodging using the current GSA per diem rate



You must request advance approval of all travel expenses from the Library Director and follow the procedures above to have your expenses reimbursed.

Mileage Reimbursement

Employees who use their own vehicle for Library business will be reimbursed at the current rate set forth by the IRS. Employees are not entitled to separate reimbursement for gas, maintenance, insurance, or other vehicle-related expenses -- the reimbursement rate above is intended to encompass all of these expenses.

Before using a personal vehicle for work-related purposes, employees must demonstrate that they have a valid driver's license and adequate insurance coverage.

Lane Memorial Library does not reimburse employees for their commute to and from the workplace.

To claim mileage reimbursement, you must follow these procedures:

- Keep a written record of your library-related travel, including the total mileage of each library trip, the date of travel, the location to which you traveled, and the purpose of your trip.
- If you anticipate having to travel an unusually long distance, get your supervisor's approval before making the trip.
- Submit your record to the Library Director for approval.
- If your record is approved, you will receive your reimbursement payment in check form after the next regularly scheduled visit of the Bookkeeper.

## Section 8

### Employee Benefits

#### 8:1 Employee Benefit Plans

As part of our commitment to our employees and their well-being, the Lane Memorial Library provides employees with a variety of benefit plans, such as: health insurance, dental insurance, life insurance, and retirement.

Although we introduce you to those plans in this section, we cannot provide the details of each plan here. You should receive official plan documents for each of the benefit plans that we offer. Those documents (along with any updates that we give you) should be your primary resource for information about your benefit plans. If you see any conflict between those documents and the information in this Handbook, you should rely on the official plan documents.

The benefits we provide are meant to help employees maintain a high quality of life -- both professionally and personally. We sincerely hope that each employee will take full advantage of these benefits. If you don't understand information in the plan documents or if you have any questions about the benefits we offer, please talk to the Payroll Supervisor in Town Hall.

#### 8:2 Health Care Benefits

The Lane Memorial Library, through the Town of Hampton, will provide coverage to all full-time employees and their families under a cooperative plan with the library paying a percentage of the monthly premium for any eligible employee who applies and is accepted for coverage. The employee will also pay a percentage of the monthly premium which will be deducted in equal installments from the employee's weekly pay. Please see Appendix D for current percentages.

The Library, also through the Town of Hampton, will provide dental insurance to all full-time employees and their families under a cooperative plan with the library paying a percentage of the monthly premium for any eligible employee who applies and is accepted for coverage. The employee will also pay a percentage of the monthly premium which will be deducted in equal installments from the employees' weekly pay. Please see Appendix D for current percentages.

#### 8:3 Long-Term Disability Insurance

Sometimes, an employee suffers an injury or an illness outside of the workplace that prevents the employee from working for a long period of time. Eligible employees may elect to purchase long-term disability coverage through the Town of Hampton to protect them in these circumstances. This means the employee will receive a certain percentage of their salary on a long-term basis while they are unable to work. The Library does not contribute to the cost associated with these insurance plans. To learn about the details of this coverage, including which employees are eligible, refer to the plan documents or contact the Payroll Supervisor in Town Hall.

#### 8:4 Workers' Compensation Insurance

If you suffer from an illness or injury that is related to your work, you may be eligible for workers' compensation benefits through the Town of Hampton. Workers' compensation will pay for medical care and lost wages resulting from job-related illnesses or injuries.

If you are injured or become ill through work, please inform your supervisor immediately regardless of how minor the injury or illness might be.

Employees with an injury arising within the scope of their employment with the Town of Hampton are eligible for Workers' Compensation benefits. The Town will make up the difference between the weekly disability benefits received by such employee under Workers' Compensation and the employee's base salary with the Town, for up to one (1) year from the date of injury or illness, subject to the following condition: the employee shall return to work when medically approved or when required by the Department of Labor.

The employee shall reimburse the Town for the weekly Workers' Compensation benefits paid for the period the employee received full wages from the Town of Hampton. Payments by the Town for a claim ultimately found not to be eligible for Workers' Compensation benefits shall be repaid by the employee in cash or unused leave.

To find out more about workers' compensation coverage, contact the Payroll Supervisor in Town Hall.

#### 8:5 Unemployment Insurance

If your employment with the Lane Memorial Library ends, you may be eligible for unemployment benefits. These benefits provide you with a percentage of your wages while you are unemployed and looking for work. To find out more, contact the Payroll Supervisor in Town Hall.

#### 8:6 Life Insurance

The Library, through the Town of Hampton, shall provide full-time employees (after 30 calendar days of employment) with term life insurance at no cost to the employee in an amount equal to at least one year's salary (rounded to the nearest thousand). Employees are allowed to purchase additional insurance at their own expense through the Town of Hampton's vendor. Contact the Payroll Supervisor in Town Hall to learn more about the plan.

#### 8:7 Education Reimbursement

The Lane Memorial Library cares about the intellectual and professional growth of our employees. For this reason, we provide an education reimbursement program for all employees.

This policy applies to the following types of education:

- Non-degree coursework that directly benefits the library
- Associate's Degree
- Bachelor's Degree
- Master's Degrees, and
- Doctorate's Degrees

This policy reimburses the following types of education expenses:

- Tuition

Please see Appendix D for reimbursement rates and conditions.

Although we encourage employees to use this benefit, work must remain our employees' first priority. Employees must not allow their education efforts interfere with their work. We reserve the right to end this benefit for employees who cannot keep up their job responsibilities while continuing their education.

Requests should be submitted in writing by July 1<sup>st</sup> of each year for the following fiscal year. Requests made after July 1<sup>st</sup> will be considered as funding allows. To learn more about this policy, contact the Library Director.

#### 8:8 Retirement Plan

All employees working 32 hours or more per week shall be enrolled for membership in the New Hampshire Retirement System.

#### 8:9 Professional Memberships

Fees for memberships to Professional Library Associations will be paid as funding permits. Local associations will be given priority over national associations.

## **Section 9**

### **Use of Library Property**

#### **9:1 Library Property**

We have invested a great deal of money in the property and equipment that you use to perform your job. It is a senseless and avoidable drain on the Library's bottom line when people abuse Library property, misuse it, or wear it out prematurely by using it for personal business.

We ask all employees to take care of Library property and to report any problems to their supervisor. If a piece of equipment or property is unsafe for use, please report it immediately. Please use property only in the manner intended and as instructed.

We do not allow personal use of Library property unless specifically authorized by the Library Director.

Failure to use Library property appropriately, and failure to report problems or unsafe conditions, may result in disciplinary action, up to and including termination.

For information on use of the voicemail system, see the Library Procedures Database on the staff intranet.

For information on use of computers, the Internet, and software, see the Library Procedures Database on the staff intranet.

#### **9:2 Telephone System**

Lane Memorial Library's telephone system is for library use only. Employees are expected to keep personal calls to a minimum. If you must make or receive a personal call, please keep your conversation brief. Extensive personal use of Library phones is grounds for discipline.

## Section 10

### Leave and Time Off

#### 10:1 Vacation

The Lane Memorial Library recognizes that our employees need to take time off occasionally to rest and relax, enjoy a vacation, or attend to personal matters. That's why we offer a paid vacation program.

All full-time and part-time employees are eligible to participate in the paid vacation program. Full-time employees accrue vacation time according to the schedule included in Appendix D.

Part-time employees accrue vacation time as outlined in Appendix D using a prorated formula. The formula is based on the number of hours worked per week in contrast to a full-time work week of 37.5 hours.

Employees must schedule their vacations in advance, with their supervisor. We will try to grant every employee's vacation request for the days off of their choice. Because we must have enough workers to meet our day-to-day needs, however, we might not be able to grant every vacation request, especially during holiday periods.

Employees may not carry forward accrued vacation time in excess of 2 weeks for their personal work schedule from one calendar year to the next.

Employees will be paid for any accrued and unused vacation when their employment terminates.

#### 10:2 Holidays

The Lane Memorial Library observes the following holidays each year:

- New Year's Day
- Presidents Day (Federal)
- Memorial Day (Federal)
- Independence Day (Federal)
- Labor Day (Federal)
- Thanksgiving Day
- Christmas Eve
- Christmas Day
- New Year's Eve

The library will be open on the following holidays and offer a floating holiday to those employees scheduled to work however, adequate coverage of the library must be arranged:

- Martin Luther King Day (Federal)
- Columbus Day (Federal)
- Veterans' Day (Federal)
- Black Friday – Friday after Thanksgiving

The library will, additionally, close at 2 p.m. on the day before Thanksgiving.

If the Christmas or New Year's holiday occurs on Sunday the library will be closed all day on the preceding Saturday and the following Monday.

If Independence Day falls on a Saturday the library will be closed on both the federally recognized holiday on Friday and the actual holiday on Saturday.

All full-time and part-time shall be entitled to the above paid holidays if they are scheduled to work on that day. When a holiday falls on a full-time staff member's regularly scheduled day off the employee will receive holiday credit equal to one full day of work.

#### 10:3 Sick Leave

The Lane Memorial Library provides paid sick days to all full-time and part-time employees. Full-time employees are given the number of sick days presented in Appendix D per year applied on January 1<sup>st</sup> of each year. Part-time employees are given approximately the same number of sick days presented in Appendix D per year based on formula derived from their personal work schedule (e.g. an employee works 18 hours over 4 days, 4.5 hours is their approximate daily work commitment. This employee would receive  $4.5 \times 11 = 49.5$  hours on the first of the year).

Lane Memorial Library will not pay employees for sick days that have been earned but have not been used when employment ends.

Employees should use sick leave when they are unable to work due to illness or injury. Please do not report to work if you are feeling too ill to do your job, you have a fever, or you have a contagious illness, such as influenza. By staying home and using paid sick leave, you are supporting your own health and preventing transmission of communicable illness to coworkers and patrons. If your supervisor determines that you are not feeling well enough to work, you will be sent home.

You must report to your supervisor if you will need to take sick leave. We ask that employees call in as soon as they realize that they will be unable to work, before the regular start of their work day. Sick leave is not to be used as extra vacation time, personal days, or "mental health" days. Any employee who abuses sick leave may be subject to discipline.

Employees may not carry over unused sick leave from one year to the next.

Employees may not transfer their sick days to another employee.

#### 10:4 Family and Medical Leave

Employees who have worked for the Lane Memorial Library for at least 12 months, have worked at least 1,250 hours during the previous year, and work within 75 miles of at least 50 Library employees, are eligible to take family and medical leave.

Eligible full-time employees may take FMLA with pay.

#### Reasons for Leave

##### **12-Week Entitlement**

Eligible employees may take up to 12 weeks of unpaid leave; eligible full-time employees may take up to 12 weeks of paid leave, in a 12-month period for these purposes:

- for the employee's own serious health condition
- to care for a spouse, child, or parent who has a serious health condition
- to bond with a newborn, newly adopted child, or recently placed foster child, or
- to handle a qualifying exigency relating to a spouse's, child's, or parent's deployment to a foreign country on active duty or call to active duty in the National Guard, Armed Forces, or Reserves.

A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either inpatient care or continuing treatment by a health care practitioner for a condition that prevents the employee or family member from performing the functions of the job, participating in school, or performing other daily activities. Incapacity relating to pregnancy, prenatal care, or child birth is a serious health condition. If you have questions about what qualifies as a serious health condition, contact the Personnel Committee of the Board of Trustees of the Lane Memorial Library.

Qualifying exigencies include issues arising out of a family member's short-notice deployment; attending military events and activities; arranging for alternative child care; making financial and legal arrangements; attending counseling sessions; attending post-deployment activities; and visiting the family member while on short-term, temporary rest leave. Other activities and events may also qualify; if you have questions about qualifying exigencies, contact the Personnel Committee of the Board of Trustees of the Lane Memorial Library.

### **26-Week Entitlement**

Employees may be eligible for additional leave if their child, parent, spouse, or next of kin (1) is a current member of the Armed Forces, including the National Guard or Reserves, (2) suffers or aggravates a serious illness or injury in the line of duty on active duty, and (3) is undergoing treatment, recuperation or therapy; is in outpatient status; or is on the temporary disability retired list.

This leave is also available for family members of veterans suffering from a serious, service-related illness or injury, if the veteran was a member of the Armed Forces, National Guard, or Reserves within five years of needing care.

Employees in this situation may take up to 26 weeks of leave in a single 12-month period to care for the family member. This leave is not in addition to the 12 weeks of leave available for reasons addressed above. Employees eligible for this type of leave are entitled to 26 total weeks of leave in a 12-month period, for all reasons.

### **Leave Available**

Eligible employees may take up to 12 weeks of unpaid leave in a 12-month period for any of the purposes listed under "12-Week Entitlement," above. Eligible full-time employees may take up to 12 weeks of paid leave in a 12-month period for any of the purposes listed under "12-Week Entitlement," above. This 12-month period begins the date an employee first takes FMLA leave. Forms for FMLA leave can be found on the staff drive or provided to you by the Library Director. Forms can be submitted to the Library Director or directly to either Trustee sitting on the Personnel Committee.



A parent who takes leave to care for a newborn, newly adopted child, or recently placed foster child must complete this leave within a year after the birth, adoption, or placement.

Eligible full-time employees may take up to 12 weeks of paid leave, and an additional 14 weeks of unpaid leave, to care for a family member who suffers a serious injury or illness, as described under "26-Week Entitlement," above. This 12-month period begins on the first day of leave.

If you and your spouse both work for the Lane Memorial Library, the two of you will be entitled to a combined total of 12 weeks of leave to care for a newborn, newly adopted child, or recently placed foster child, and to care for a parent with a serious health condition. If you both qualify for the leave described under "26-week Entitlement," above, you will be entitled to a combined total of 26 weeks of leave for this purpose, to care for a newborn, newly adopted child, or recently placed foster child, and to care for a parent with a serious health condition.

#### Notice Requirements

Employees are required to give notice at least 30 days in advance if their need for leave is foreseeable. If you fail to do so, your leave may be delayed. If you can not give 30-days' notice, you must give notice as soon as is practicable under the circumstances and must generally comply with our usual procedures. We may ask you to explain why you were unable to give 30-days' notice.

When you give notice, you must provide enough information for us to determine whether the leave qualifies as FMLA leave. If you have already taken FMLA leave for the same reason, you must refer either to the reason or to the need for FMLA leave when you give notice.

#### Health Insurance During Leave

Your health insurance benefits will continue during leave. You will be responsible for paying any portion of the premium that you ordinarily pay while you are working, and you must make arrangements to make these payments while you are on leave. Employees who choose not to return from family and medical leave may be required to reimburse Lane Memorial Library for any premiums paid on the employee's behalf during the leave.

#### Reinstatement

When you return from leave, you have the right to return to your former position or an equivalent position, except:

You have no greater right to reinstatement than you would have had if you had not been on leave. If your position is eliminated for reasons unrelated to your leave, for example, you have no right to reinstatement.

#### Use of Paid Leave

An employee who has accrued paid time off may use these benefits to receive pay for all or a portion of family and medical leave. To use paid leave, you must comply with the usual requirements for using that type of leave (for example, notice or scheduling requirements). If you do not, you may not be allowed to use paid leave, but will still be entitled to take FMLA leave if you are eligible.

If you are receiving workers' compensation or disability benefits while on FMLA leave, you may not use accrued paid leave for all of the hours you miss and full-time staff will not qualify for paid FMLA leave; this would result in you receiving more than your usual pay. However, you may use

accrued paid leave or apply for paid FMLA leave -- as long as you are otherwise eligible -- to supplement your benefits, so you receive your usual pay while on leave. For example, if you are receiving 60% of your usual compensation through disability insurance, you may use paid leave to be paid for the other 40%.

#### Certification

Lane Memorial Library will ask employees to provide a certification regarding the need for leave. If you take leave for your own or a family member's serious health condition, or to care for a family member who suffers or aggravates a serious injury or illness in military service, a health care practitioner must complete part of this form. For qualifying exigency leave, you must complete the form. We will provide you with the certification form you must submit.

Lane Memorial Library has the right to seek a second opinion (and perhaps, a third opinion), and periodic recertifications. We may also ask you to provide other types of documentation, such as a copy of active duty orders or proof of a family relationship to the person for whom you will be providing care.

Lane Memorial Library may also ask you to provide a fitness-for-duty report from your doctor before you return to work after taking leave for your own serious health condition.

#### Intermittent Leave

Employees may take leave all at one time or intermittently -- that is, a few hours or days at a time -- for all types of leave listed above except leave to care for a new child. In the case of leave for your own serious health condition, to care for a family member with a serious health condition, or to care for a family member who suffers or aggravates a serious injury or illness in military service, intermittent leave is available only if it is medically necessary.

If you need intermittent leave for scheduled medical treatment, you must make a reasonable effort to schedule your leave so it doesn't unduly disrupt Lane Memorial Library's operations. We may temporarily assign you to a different position with equivalent pay and benefits to accommodate the intermittent schedule.

Lane Memorial Library will consider requests for intermittent leave to care for a new child on a case-by-case basis.

#### 10:5 Bereavement Leave

If you suffer the death of an immediate family member, you are entitled to take days off from work. Please see Appendix D for the current number of days allowable. This leave will be paid.

Lane Memorial Library will consider, on a case-by-case basis, requests for bereavement leave for the death of someone who does not qualify as an immediate family member under this policy.

#### 10:6 Military Leave

The Lane Memorial Library supports those who serve in the armed forces to protect our country. In keeping with this commitment, and in accordance with state and federal law, employees who must

be absent from work for military service are entitled to take a military leave of absence. This leave will be unpaid.

When an employee's military leave ends, that employee will be reinstated to the position he or she would have held if continuously employed, as long as the employee meets the requirements of federal and state law.

Employees who are called to military service must tell their supervisors as soon as possible that they will need to take military leave. An employee whose military service has ended must return to work or inform Lane Memorial Library that he or she wants to be reinstated in accordance with these guidelines:

- For a leave of 30 or fewer days, the employee must report back to work on the first regularly scheduled workday after completing military service, allowing for travel time.
- For a leave of 31 to 180 days, the employee must request reinstatement within 14 days after military service ends.
- For a leave of 181 days or more, the employee must request reinstatement within 90 days after military service ends.

During this unpaid leave, employees are entitled to use applicable paid time off (vacation time or personal days).

Lane Memorial Library will continue your health insurance benefits during your leave, under these circumstances:

- If you are absent for 30 or fewer days, you will be treated as any employee not on leave. Lane Memorial Library will continue to pay its share of the insurance premium, and you must continue to pay your usual share.
- If your leave lasts longer than 30 days, you will have to pay the entire premium to continue your benefits.

#### 10:7 Voting

The Lane Memorial Library encourages employees to exercise their right to vote. If your work schedule and the location of your polling place will make it difficult for you to get to the polls before they close, you are entitled to take up to 2 hours off work, at the beginning or end of your shift, to cast your ballot. This time will be unpaid.

Employees who will need to take time off work to vote must inform their supervisors at least 1 day in advance. Employees are expected to work with their supervisors to ensure that their absence doesn't negatively impact Library operations.

#### 10:8 Jury Duty

If you are called for jury duty, you are entitled to take time off, as necessary, to fulfill your jury obligations. This leave will be paid up to two weeks and unpaid thereafter. No employee will face discipline or retaliation for jury service. Earnings from jury duty will be turned over to the library for deposit into the Lane Memorial Library non-appropriated account, excluding mileage reimbursement. If the amount received for jury duty exceeds the amount which would have been paid by the library, the employee is entitled to keep the excess money.

You must immediately inform your supervisor when you receive your jury duty summons. If you are chosen to sit on a jury, you must inform your supervisor how long the trial is expected to last. You must also check in with your supervisor periodically during your jury service, so Lane Memorial Library knows when to expect you back at work.

#### 10:9 Leave Of Absence for Victims of Crime

The library will grant an employee unpaid time off from work to attend court or other legal or investigative proceedings associated with the prosecution of a crime in which the employee was a victim. For purposes of this policy a "victim" is any person who suffers direct or threatened physical, emotional, psychological, or financial harm as a result of the commission or attempted commission of a crime.

Employees may also qualify for leave under this policy if they are part of the immediate family of a homicide victim or part of the immediate family of a child under the age of 18 or an incompetent adult who is the victim of a crime. For purposes of this policy, "immediate family" means the father, mother, stepparent, child, stepchild, sibling, spouse, civil union partner, grandparent, or legal guardian of the victim, or a person who is otherwise in an intimate relationship with and residing in the same household as the victim.

An employee needing time off under this policy should notify the Library Director as far in advance as possible. The employee may be asked to submit copies of the notices of each scheduled hearing, conference, or meeting that is provided to the employee by the court or agency involved in the prosecution of the crime. Employees must comply with any requests to submit these notices, and failure to do so may result in denial of the leave of absence. The library will maintain any such notices or records in confidence and will disclose them only on a need to know basis.

The employee will be notified as soon as practicable whether the leave request is granted or denied. Requests falling within the definitions of this policy will typically be granted unless the leave of absence would cause an undue hardship on the library. An "undue hardship" for purposes of this policy means significant difficulty and expense. In determining whether an undue hardship may exist we will consider the size of our operations, the employee's position, and our need for the employee to be a work.

Leave taken under this policy is unpaid, although an employee may elect to use their accrued, unused vacation or sick leave.

The library will not discharge, threaten, or discriminate against an employee for taking leave under this policy.

## Section 11

### Performance

#### 11:1 Annual Evaluations

All regular full-time and part-time staff shall be evaluated at least annually to determine their continuing abilities, skills, and capabilities in their positions. The evaluation shall address the following areas of performance:

- Service to Patrons and Co-workers
- Personal Development
- Specific Job Standards

In addition to the above evaluating criteria, the employee and evaluator will review major accomplishments of the year and develop an action plan for development goals. The evaluator may add whatever other performance factors are appropriate, and inappropriate performance factors may be deleted. The person to be evaluated should be fully informed in writing of criteria prior to the evaluation period.

#### 11:2 Levels of Performance

The annual evaluation shall review employee goals and needed staff development for the coming year. Part-time employees judged to be performing at or above satisfactory levels may be awarded merit raises based on the availability of funds. An employee judged to be performing at an unsatisfactory level may be placed on probation in accordance with the library's disciplinary process.

#### 11:3 Signatures

The annual evaluation shall be signed by the evaluator and the employee. The employee signature shall indicate that she/he has seen the evaluation and has been given an opportunity to discuss the evaluation with the evaluator. The signature does not mean agreement with the evaluation. The evaluation becomes part of the personnel record.

#### 11:4 Rebuttal Data

Each employee has the right to submit rebuttal data, which becomes part of the personnel record for evaluations about which there is disagreement.

#### 11:5 Probationary Evaluation

Six-month probationary employee evaluations shall be completed by the immediate supervisor and shall specify employee progress. Probationary evaluations shall be signed by the employee and the evaluator in the same fashion as annual evaluations. Temporary staff will not be evaluated after six months since they are so infrequently called upon to work.

## Section 12

### Workplace Behavior

#### 12:1 Please Act Professionally

People who work together have an impact on each other's performance, productivity, and personal satisfaction in their jobs. In addition, how our employees act toward patrons and vendors will influence whether those relationships are successful for the Lane Memorial Library.

Because your conduct affects many more people than just yourself, we expect you to act in a professional manner whenever you are on Library property, conducting Library business, or representing Lane Memorial Library at library or social functions.

Although it is impossible to give an exhaustive list of everything that professional conduct means, it does, at a minimum, include the following:

- following all of the rules in this Handbook that apply to you
- refraining from rude, offensive, or outrageous behavior
- refraining from ridicule and hostile jokes
- treating coworkers, patrons, and vendors with patience, respect, and consideration
- being courteous and helpful to others, and
- communicating openly with supervisors, managers, and coworkers.

Individuals who act unprofessionally will face discipline, up to and including termination. The success of this Library depends in great part on the loyalty and good will of our patrons. As a result, we expect our employees to behave in the following manner when interacting with patrons:

- to treat all patrons with courtesy and respect
- to always be helpful and cheerful toward patrons
- to maintain the confidentiality of all patron information

#### 12:2 Punctuality and Attendance

You are important to the effective operation of this library. When you are not here at expected times or on expected days, someone else must do your job or delay doing his or her own job while waiting for you to arrive. If you work with patrons or vendors, they may grow frustrated if they can't reach you during your scheduled work times.

As a result, we expect you to keep regular attendance and to be on time and ready to work at the beginning of each scheduled workday.

Of course, things will sometimes happen that will prevent you from showing up to work on time. For example, you may be delayed by weather, a sick child, or car trouble. If you are going to be more than 15 minutes late, please call your supervisor. If you cannot reach this person, please call the Library directly. Please give this notice as far in advance as possible.

If you must miss a full day of work for reasons other than vacation, sick leave, or other approved leave (such as leave to serve on a jury or for a death in a family), you must notify your supervisor as

far in advance as possible. If you cannot reach this person, please notify the Library Director directly.

If you are late for work or fail to appear without calling in as required by this policy or by other policies in this Handbook, you will face disciplinary action, up to and including termination.

### 12:3 Employee Appearance and Dress

We ask all employees to use common sense when they dress for work. Please dress appropriately for your position and job duties, and please make sure you are neat and clean at all times.

If you have any questions about the proper attire for your position, please contact your supervisor. We will try to reasonably accommodate an employee's special dress or grooming needs that are the result of religion, ethnicity, race, or disability.

Although we require professional attire Monday through Thursday, we celebrate Fridays here by allowing employees to dress casually. Even on Fridays, however, we ask employees to use good judgment and to maintain a neat and clean appearance.

### 12:4 Threatening, Abusive or Vulgar Language

We expect our employees to treat everyone they meet through their jobs with courtesy and respect. Threatening, abusive, or vulgar language has no place in our workplace. It destroys morale and relationships, and it impedes the effective and efficient operation of our library.

As a result, we will not tolerate threatening, abusive, or vulgar language from employees while they are on the worksite or attending library-related social functions.

If you have any questions about this policy, contact the Library Director.

Employees who violate this policy will face disciplinary action, up to and including termination.

### 12:5 Fighting

Verbal or physical fighting among employees is absolutely prohibited. Employees shall not engage in, provoke, or encourage a fight. Those who violate this policy will be disciplined, up to and including termination.

### 12:6 Insubordination

This workplace operates on a system of mutual respect between supervisors and employees. Supervisors must treat their employees with dignity and understanding, and employees must show due regard for their supervisors' authority.

Insubordination occurs when employees unreasonably refuse to obey the orders or follow the instructions of their supervisors. Insubordinate employees will face discipline, up to and including termination.

We understand, however, that there will be times when employees have valid reasons for refusing to do as their supervisor says. Perhaps the employee fears for his or her safety or the safety of others. Perhaps the employee believes that following instructions will violate the law or pose some other problem for this Library. Or maybe the employee thinks that there is a better way to accomplish a goal or perform a task. When these issues arise, we do not ask that employees blindly follow orders.

Instead, we ask that employees explain the situation to their supervisor. If, after hearing the employee's side, the supervisor continues to give the same order or rule, the employee must either obey or use the complaint procedures described in this Handbook.

#### 12:7 Personal Cell Phones at Work

Although the Lane Memorial Library allows employees to bring their personal cell phones to work, we expect employees to keep personal conversations to a minimum. While occasional, brief personal phone calls are acceptable, frequent or lengthy personal calls can affect productivity and disturb others. For this reason, we generally expect employees to make and receive personal phone calls during breaks only.

Employees must turn off the ringers on their cell phones while away from their cell phones. If you share workspace with others, you must turn off the ringer on your phone while at work.

Employees must turn off their cell phones or leave their phones elsewhere while in meetings, presentations, or trainings. Employees must also turn off their cell phones or leave their phones elsewhere while meeting with clients or serving patrons.

It is inappropriate to interrupt a face-to-face conversation with a patron in order to take a personal phone call.

Remember, others can hear your cell phone conversations. Try to talk quietly, and save intimate discussions for another time.

Employees who violate this policy will be subject to discipline, up to and including termination.

#### 12:8 Confidentiality

All employees and volunteers have an ethical and legal requirement to maintain the strict confidentiality of patrons' records. The statutes that dictate the Statewide Library Development System state:

##### **201-D:11 Library User Records; Confidentiality. –**

**I. Library records which contain the names or other personal identifying information regarding the users of public or other than public libraries shall be confidential and shall not be disclosed except as provided in paragraph II. Such records include, but are not limited to, library, information system, and archival records related to the circulation and use of library materials or services, including records of materials that have been viewed or stored in electronic form.**

**II. Records described in paragraph I may be disclosed to the extent necessary for the proper operation of such libraries and shall be disclosed upon request by or consent of the user or pursuant to subpoena, court order, or where otherwise required by statute.**

**III. Nothing in this section shall be construed to prohibit any library from releasing statistical information and other data regarding the circulation or use of library materials provided, however, that the identity of the users of such library materials shall be considered confidential and shall not be disclosed to the general public except as provided in paragraph II.**



12:9 Ethics

No employee shall engage in any other employment that shall in any way interfere with his/her duties as an employee of the Lane Memorial Library.

Employees may not use the library name, or their positions in the library, to engage in partisan political activities; however, employees retain all rights to political activity afforded to them under the laws of New Hampshire and the United States of America.

No employee shall accept honoraria for services provided to any group or organization while the employee is representing the Lane Memorial Library. Any honoraria received for such work shall be turned over to the library.

## Section 13

### Health and Safety

#### 13:1 Safety Policy

The Lane Memorial Library takes employee safety very seriously. In order to provide a safe workplace for everyone, every employee must follow our safety rules:

- Horseplay, roughhousing, and other physical acts that may endanger employees or cause accidents are prohibited.
- Employees must follow their supervisors' safety instructions.
- All equipment and machinery must be used properly. This means all guards, restraints, and other safety devices must be used at all times. Do not use equipment for other than its intended purpose.
- All employees must immediately report any workplace condition that they believe to be unsafe to their supervisor. Lane Memorial Library will look into the matter promptly.
- All employees must immediately report any workplace accident or injury to their supervisor.

#### 13:2 Workplace Security

It is every employee's responsibility to help keep our workplace secure from unauthorized intruders. Every employee must comply with these security precautions.

When you leave work for the day, please do all of the following:

- Lock or log off your personal computer
- Sign out of personal accounts if you share a computer
- Sign out on the attendance board at the main desk

If you are the last to leave the workplace for the evening, you are responsible for doing all of the following

- Turn off equipment
- Turn off lights
- Secure all doors
- Turn on voicemail service
- Set alarm

If you have questions about any of these responsibilities, please talk to your supervisor.

After-hours access to the workplace is limited to those employees who need to work late. If you believe you need to work past our usual closing time, please get permission from the Library Director. No contractors, vendors, volunteers etc. may gain access to the library outside of the operating hours without the express permission of the Library Director.

Employees are allowed to have an occasional visitor in the workplace, but workplace visits should be the exception rather than the rule.

#### 13:3 What to Do in an Emergency

In case of an emergency, such as a fire, earthquake, or accident, your first priority should be your own safety. In the event of an emergency causing serious injuries, IMMEDIATELY DIAL 9-1-1 to alert police and rescue workers of the situation.

If you hear a fire alarm or in case of an emergency that requires evacuation, please proceed quickly and calmly to the service desk on your floor for evacuation instructions. Lane Memorial Library will hold fire drills to familiarize everyone with the routes they should take. Remember that every second may count. Don't return to the workplace to retrieve personal belongings or work-related items. Once you have exited the building, congregate on the Old Courthouse lawn.

The Lane Memorial Library keeps emergency supplies on hand. First aid kits are located in the Staff Lounge, Children's Room office, and Workroom. Fire extinguishers can be found throughout the building. We also keep a supply of flashlights at all service desks.

#### 13:4 Smoking Is Prohibited

For the health, comfort, and safety of our employees, smoking is not allowed on Library property. The Lane Memorial Library considers vaping a form of smoking and all policies related to smoking also apply to vaping. You may smoke during meal or rest breaks only. Employees may not take "smoking breaks" in addition to the regular breaks provided to every employee under our policies.

The Lane Memorial Library encourages those who wish to quit smoking. Our health insurance provider offers a program to help employees stop smoking. If you are interested in this program, ask the Payroll Supervisor in Town Hall for more details. Or you can contact our insurance carrier directly.

#### 13:5 Violence Is Prohibited

We will not tolerate violence in the workplace. Violence includes physical altercations, coercion, pushing or shoving, horseplay, intimidation, stalking, and threats of violence. Any comments about violence will be taken seriously, and may result in your termination. Please do not joke or make offhand remarks about violence.

#### What to Do in Case of Violence

If you observe an incident or threat of violence that is immediate and serious, IMMEDIATELY DIAL 9-1-1 and report the incident to the police.

If the incident or threat does not appear to require immediate police intervention, please contact the Library Director and report it as soon as possible, using Lane Memorial Library's complaint procedure. All complaints will be investigated and appropriate action will be taken. You will not face retaliation for making a complaint.

#### 13:6 Domestic Violence

If you have been threatened or are concerned about violence or abuse by a current or former spouse, intimate partner, or other family member, we encourage you to report it to the Library Director. We will keep this information as confidential as possible. Lane Memorial Library will not discriminate against employees who are victims of domestic violence.

Once you make a report, Lane Memorial Library will decide what steps to take for your safety and the safety of other employees. Lane Memorial Library may ask you to provide copies of any

restraining orders or other legal papers you have filed against the abuser, as well as a picture of the abuser, for security purposes.

We understand that domestic violence can affect performance and attendance. If you need time off to ensure your own safety, appear in court, or handle other matters relating to domestic violence, please let us know.

#### 13:7 Don't Use a Cell Phone While Driving

We know that our employees may use their cell phones or personal digital assistants (PDAs), whether these devices belong to the employee or are issued by Lane Memorial Library, for work-related matters including phone calls, text messaging, internet access, or a camera.

Employees are prohibited from any use of cell phones or PDAs for work-related matters while driving however. We are concerned for your safety and for the safety of other drivers and pedestrians, and using a cell phone or PDA, for any reason, while driving can lead to accidents.

If you must make a work-related call or send or read a text while driving, you must wait until you can pull over safely and stop the car before calling or texting. If you receive a work-related call while driving, you must ask the caller to wait while you pull over safely and stop the car. If you are unable to pull over safely, you must tell the caller that you will have to call back when it is safe to do so.

Employees may use hands-free equipment to make or answer work-related calls while driving without violating this policy. However, safety must always be your first priority. We expect you to keep these calls brief. If, because of weather or traffic conditions or for any other reason, you are unable to concentrate fully on the road, you must either end the conversation or pull over and safely park your vehicle before resuming your call.

## **Section 14**

### **Employee Privacy**

#### **14:1 Library Property Is Subject to Search**

Employees do not have a right to privacy in their workspaces or in any other property belonging to Lane Memorial Library. Lane Memorial Library reserves the right to search Library property at any time, without warning, to ensure compliance with our policies, including those that cover employee safety, workplace violence, harassment, theft, drug and alcohol use, and possession of prohibited items. Library property includes, but is not limited to, lockers, desks, file cabinets, storage areas, and workspaces. If you use a lock on any item of Library property (a locker or file cabinet, for example), you must give a copy of the key or combination to the Assistant Library Director.

#### **14:2 Telephone Monitoring**

Lane Memorial Library reserves the right to monitor calls made from or received on Library telephones. Therefore, no employee should expect that conversations made on Library telephones will be private.

#### **14:3 Camera Phones and Other Recording Devices**

Many cell phones today come with built-in recording capabilities, including cameras and video and audio recording devices. Although these features are fun for personal use, using them in the workplace can lead to violations of privacy and breaches of confidentiality.

Therefore, we do not allow employees to use any recording devices, including cameras and the recording capabilities of cell phones, at work without prior approval of the Library Director.

Violation of this policy will lead to discipline, up to and including termination.

## Section 15

### Computers, Email, and the Internet

#### 15:1 Email

##### Email Is Not Private

Email messages, including attachments, sent and received on Library equipment are NH public documents accessible by citizens. We reserve the right to access, monitor, read, and/or copy email messages at any time, for any reason. You should not expect privacy for any email you send using Library equipment, including messages that you consider to be personal or label with a designation such as "Personal" or "Private."

##### Rules for Accessing Personal Email

Accessing your personal email account from work creates security risks for Lane Memorial Library's computer system and network. To help control these risks, employees must follow these rules when using Library equipment to access their personal email:

Do not open any personal email messages from an unknown sender. Personal email is subject only to the security controls imposed by your provider, which may be less strict than Lane Memorial Library's. If a personal message contains a virus or other malware, it could infect Lane Memorial Library's network.

##### All Conduct Rules Apply to Email

All of our policies and rules of conduct apply to employee use of the email system. This means, for example, that you may not use the email system to send harassing or discriminatory messages, including messages with explicit sexual content or pornographic images; to send threatening messages; or to reveal Library confidential information.

##### Professional Tone and Content

We expect you to exercise discretion in using electronic communications equipment. When you send email using Lane Memorial Library's communications equipment, you are representing Lane Memorial Library. Make sure that your messages are professional and appropriate, in tone and content. Remember, although email may seem like a private conversation, email can be printed, saved, and forwarded to unintended recipients. You should not send any email that you wouldn't want your boss, your mother, or the Hampton citizen's to read.

##### Email Security

To avoid email viruses and other threats, employees should not open email attachments from people and businesses they don't recognize, particularly if the email appears to have been forwarded multiple times or has a nonexistent or peculiar subject heading. Even if you know the sender, do not open an email attachment that has a strange name or is not referenced in the body of the email -- it may have been transmitted automatically, without the sender's knowledge.

If you believe your computer has been infected by a virus, worm, or other security threat to Lane Memorial Library's system, you must inform the Technical Services department immediately.

### Retaining and Deleting Email Messages

Because email messages are electronic records, certain messages must be retained for compliance purposes. If you have any questions about whether and how to retain a particular email message, please ask the Head of Technical Services.

### Violations

Any employee who violates this policy can be subject to discipline, up to and including termination.

### No Solicitation by Email

You may not use the email system to solicit others to patronize an outside business or to support an outside organization, a political candidate or cause, or a religious cause. You also may not use the email system to ask employees to donate to a particular charitable cause without the prior consent of the Library Director.

## 15:2 Using the Internet

### Prohibited Uses of the Internet

Employees may not, at any time, access the Internet using Library equipment or links for any of the following purposes:

- To view websites that offer pornography, gambling, or violent imagery, or are otherwise inappropriate in the workplace.
- To operate an outside business, online auction, or other sales site; solicit money for personal purposes; or otherwise act for personal financial gain or profit.
- To download or copy software, games, text, photos, or any other works in violation of copyright, trademark, or other laws.
- To stream, run, or download any non-Library-licensed software program without the express consent of the Head of Technical Services.
- To stream, run, or download music, video, games, minidesktop applications (widgets), or any form of multimedia, from the Internet.
- To read, open, or download any file from the Internet without first screening that file for viruses using Lane Memorial Library's virus detection software.

If you believe that your job may require you to do something that would otherwise be forbidden by this policy, ask your supervisor how to proceed.

### Internet Use Is Not Private

We reserve the right to monitor employee use of the Internet at any time. You should not expect that your use of the Internet -- including but not limited to the sites you visit, the amount of time you spend online, and the communications you have -- will be private.

## 15:3 Software Use

It is the Lane Memorial Library's policy to use licensed software only in accordance with the terms of its license agreement. Violating a license agreement is not only unethical: It is also illegal and can subject Lane Memorial Library to criminal prosecution and substantial monetary penalties.

To help us adhere to this policy, employees may not do any of the following without permission from the Head of Technical Services:

- Make a copy of any Library software program, for any reason.
- Install a Library software program on a home computer.
- Install a personal software program (that is, software owned by the employee) on any Library computer.
- Download any pirated software program from the Internet to a Library computer.

Lane Memorial Library may audit Library-owned computers at any time to ensure compliance with this policy.

#### 15:4 Personal Blogs and Online Posts

The Lane Memorial Library recognizes that some of our employees may choose to express themselves by posting personal information on the Internet through personal websites, social media, blogs, or chat rooms, by uploading content, or by making comments at other websites or blogs. We value our employees' creativity and honor your interest in engaging in these forms of personal expression on your own time, should you choose to do so.

However, problems can arise when a personal posting identifies or appears to be associated with the Lane Memorial Library, or when a personal posting is used in ways that violate Lane Memorial Library's rights or the rights of other employees.

#### Guidelines for Online Posting

You are legally responsible for content you post to the Internet, in a blog, social media site, or otherwise. You can be held personally liable for defaming others, breaching patron confidentiality or proprietary information, and copyright infringement, among other things.

All of the Lane Memorial Library policies apply to anything you write in a personal blog, post to the Internet, or upload to the Internet. This means, for example, that you may not use personal postings to harass or threaten other employees or confidential information, such as internal reports or confidential Library communications.

If, in the process of making a personal post or upload on the Internet, you identify yourself as an employee of the Lane Memorial Library, whether by explicit statement or by implication, you must clearly state that the views expressed in your post, or at your blog, social media page, or website, are your own, and do not reflect the views of Lane Memorial Library.

You may not use Library trademarks, logos, or other images, nor may you make false or misleading statements about Lane Memorial Library's philosophy, services, opinions, or affiliations with other companies.

You may not use Lane Memorial Library's trademarks, logos, copyrighted material, branding, or other intellectual property in a way that violates intellectual property law.

Please keep in mind that your personal postings will be read not only by your friends and family, but possibly by your coworkers and bosses, as well as the Lane Memorial Library's patrons and Hampton citizens. Even if you post anonymously or under a pseudonym, your identity can be discovered relatively easily. Use your common sense when deciding what to include in a post or comment. Don't say something that you wouldn't want these people to read.



Promoting Lane Memorial Library or Its Products or Services

Do not engage in covert marketing for Lane Memorial Library or its products or services. If you post anything about Lane Memorial Library, you must identify yourself as a Library employee. Employees may not post anonymous online reviews of Library services or statements about Lane Memorial Library in which they fail to identify themselves as employees.

Social Networking with Colleagues

Use your good judgment when requesting that coworkers, managers, or subordinates join your online social networks, or when responding to such requests. Lane Memorial Library does not tolerate communications toward work colleagues that violate Library policies – such as sexual harassment, bullying, or threats – whether they take place online or off.

## Section 16

### Employee Records

#### 16:1 Your Personnel File

This Library maintains a personnel file on each employee as does the Finance Department of the Town of Hampton. The purpose of these files is to allow us to make decisions and take actions that are personally important to you, including notifying your family in case of an emergency, calculating income tax deductions and withholdings, and paying for appropriate insurance coverage.

Although we cannot list here all of the types of documents that we keep in your personnel files, examples include: resume , references; annual evaluations; job description; records of accidents or work-related injuries; records of any disciplinary action; training records; results of any background checks; letters of recommendation or commendation.

The Library does not keep medical records or work eligibility forms in your personnel file. Those are kept separately in Town Hall.

Your personnel files are physically kept by the Library Director and the Town of Hampton Payroll Supervisor.

If you have any questions about your personnel file, contact the Library Director.

#### 16:2 Confidentiality of Personnel Files

Because the information in your personnel file is by its nature personal, we keep the file as confidential as possible. We allow access to your file only on a need-to-know basis.

#### 16:3 Please Notify Us If Your Information Changes

Because we use the information in your personnel file to take actions on your behalf, it is important that the information in that file be accurate. Please notify the Library Director whenever any of the following changes:

- your name
- your mailing address
- your phone number
- your dependents
- the number of dependents you are designating for income tax withholding
- your marital status
- the name and phone number of the individual whom we should notify in case of an emergency, or
- restrictions on your driver's license.

#### 16:4 Inspecting Your Records

Employees have the right to inspect their own records at any time in the presence of the Library Director and may request the correction of or removal of inaccurate, irrelevant, out-dated, or incomplete information in the records. Employees must request such action in writing. Moreover,

employees may submit rebuttal data or memoranda or other materials considered relevant to the records.

#### 16:5 Work Eligibility Records

In compliance with federal law, all newly hired employees must present proof that they are legally eligible to work in the United States. We must keep records related to that proof, including a copy of the USCIS Form I-9 that each employee completes for us.

The Library does not keep these forms in your personnel file. Those are kept separately in Town Hall.

#### 16:6 Medical Records

We understand the particularly sensitive nature of an employee's medical records, so we do not place any such records in the employee's Library personnel file. We keep all medical records in a separate and secure place within Town Hall.

If you have any questions about the storage of your medical records or about inspecting your medical records, contact the Payroll Supervisor in Town Hall.

## Section 17

### Drugs and Alcohol

#### 17:1 Policy Against Alcohol and Illegal Drug Use

This Library is committed to providing a safe, comfortable, and productive work environment for its employees. We recognize that employees who abuse drugs or alcohol at work -- or who appear at work under the influence of illegal drugs or alcohol -- harm both themselves and the work environment.

As a result, we prohibit employees from doing the following:

- appearing at work under the influence of alcohol or illegal drugs
- conducting Library business while under the influence of alcohol or illegal drugs (whether or not the employee is actually on work premises at the time)
- using alcohol or illegal drugs on the worksite
- using alcohol or illegal drugs while conducting Library business (whether or not the employee is actually on work premises at the time)
- possessing, buying, selling, or distributing illegal drugs on the worksite
- possessing, buying, selling, or distributing illegal drugs while conducting Library business (whether or not the employee is actually on work premises at the time).

Illegal drug use includes more than just outlawed drugs such as marijuana, cocaine, or heroin. It also includes the misuse of otherwise legal prescription and over-the-counter drugs.

This policy covers times when employees are on call but not working and times when employees are driving Library vehicles or using Library equipment.

Employees who violate this policy may face disciplinary action, up to and including termination.

We do not prohibit employees from consuming alcohol at social or library functions that we sponsor where alcohol is served. Even at these functions, however, employees may not consume alcohol to the point of intoxication or to the point where they endanger their own safety or the safety of others.

#### 17:2 Inspections to Enforce Drug and Alcohol Policy

This Library reserves the right to inspect employees, their possessions, and their workspaces to enforce our policy against illegal drug and alcohol use.

#### 17:3 Leave to Participate in Rehabilitation Program

We believe that employees who have a substance abuse problem can help themselves by enrolling in a rehabilitation program. Not only will overcoming their problem help these employees in their personal lives, it will help them to be more effective and productive workers.

Although we cannot guarantee that we will grant this leave to all employees who request it, employees who would like to participate in a rehabilitation program may, subject to approval, be able to use up to 4 weeks of vacation and/or sick leave from work to attend the program.

Employees will be entitled to health and other benefits while on rehabilitation leave.

Employees will not be allowed to accrue vacation and other benefits while on rehabilitation leave.

To learn more about this type of leave, including whether you qualify for it, the circumstances under which we will grant it, and the requirements that you must meet, contact the Library Director. We will keep all conversations regarding employee substance abuse problems as confidential as possible.

Please note that even as you might be seeking assistance for your substance abuse problem, we still expect you to meet the same standards of performance, productivity, and conduct that we expect of all employees. We reserve the right to discipline you -- up to and including termination -- for failing to meet those standards.

## Section 18

### Discrimination and Harassment

#### 18:1 Our Commitment to Equal Employment Opportunity

The Lane Memorial Library is strongly committed to providing equal employment opportunity for all employees and all applicants for employment. For us, this is the only acceptable way to do business.

All employment decisions at the Lane Memorial Library -- including those relating to hiring, promotion, transfers, benefits, compensation, placement, and termination -- will be made without regard to race, creed, color, national origin, sex, marital status, sexual orientation, age, political affiliation, or physical handicap or disability that does not prohibit performance of essential job functions.

Any employee or applicant who believes that he or she has been discriminated against in violation of this policy should immediately file a complaint with the Board of Trustees of the Lane Memorial Library as explained in our Complaint Policy. We encourage you to come forward if you have suffered or witnessed what you believe to be discrimination -- we cannot solve the problem until you let us know about it. Lane Memorial Library will not retaliate, or allow retaliation, against any employee or applicant who complains of discrimination, assists in an investigation of possible discrimination, or files an administrative charge or lawsuit alleging discrimination.

Supervisors are required to report any discriminatory conduct or incidents, as described in our Complaint Policy.

The Lane Memorial Library will not tolerate discrimination against any employee or applicant. We will take immediate and appropriate disciplinary action against any employee who violates this policy.

#### 18:2 Harassment Will Not Be Tolerated

It is our policy and our responsibility to provide our employees with a workplace free from harassment. Harassment undermines our workplace morale and our commitment to treat each other with dignity and respect. Accordingly, harassment will not be tolerated at the Lane Memorial Library.

Harassment can take many forms, including but not limited to touching or other unwanted physical contact, posting offensive cartoons or pictures, using slurs or other derogatory terms, telling offensive or lewd jokes and stories, and sending email messages with offensive content. Unwanted sexual advances, requests for sexual favors, and sexually suggestive gestures, jokes, propositions, email messages, or other communications all constitute harassment.

If you experience or witness any form of harassment in the workplace, please immediately notify Lane Memorial Library by following the steps outlined in our Complaint Policy. We encourage you to come forward with complaints -- the sooner we learn about the problem, the sooner we can take steps to resolve it. Lane Memorial Library will not retaliate, or allow retaliation, against anyone who complains of harassment, assists in a harassment investigation, or files an administrative charge or

lawsuit alleging harassment. All managers are required to immediately report any incidents of harassment, as set forth in our Complaint Policy.

Complaints will be investigated quickly. Those who are found to have violated this policy will be subject to appropriate disciplinary action, up to and including termination.

### 18:3 Definitions

Illegal Discrimination may include but is not limited to: jokes, offensive behavior, inequitable treatment, retaliation, or unfair employment practices (e.g. hiring, advancement, discipline, or firing) on the basis of the employee's or applicant's age, gender, race, national origin, color, religion, disability, marital status or sexual orientation.

Harassment refers to unreasonable conduct or behavior which is personally offensive or threatening, impairs morale or interferes with the work effectiveness of employees. Examples of harassment include conduct or comments that threaten physical violence; offensive, unsolicited remarks; unwelcome gestures or physical contact; display or circulation of written materials, items or pictures degrading to any gender, racial, ethnic, religious, age, handicap or other group listed above; and verbal abuse or insults about or directed at any employee or group of employees because of their relationship in any of the groups listed above.

Sexual Harassment includes unwelcome sexual advances, requests for sexual favors, and verbal or physical conduct of a sexual nature when:

- a. Submission to or rejection of such advances, requests or conduct is made either explicitly or implicitly a term or condition of employment or as a basis for employment decisions; or
- b. Such advances, requests or conduct have the purpose or effect of unreasonably interfering with an individual's work performance by creating an intimidating, hostile, humiliating, or sexually offensive work environment.

Under these definitions, direct or implied requests by a supervisor for sexual favors in exchange for actual or promised job benefits such as favorable reviews, salary increases, promotions, increased benefits or continued employment constitutes sexual harassment.

The legal definition of sexual harassment is broad and in addition to the above examples, other sexually oriented conduct, whether it is intended or not, that is unwelcome and has the effect of creating a workplace environment that is hostile, offensive, intimidating or humiliating to male or female workers may also constitute sexual harassment. While it is not possible to list all those additional circumstances that may constitute sexual harassment, the following are some examples of conduct which, if unwelcome, may constitute sexual harassment depending upon the totality of the circumstances including the severity of the conduct and its pervasiveness:

Verbal: sexual innuendoes, racial or sexual epithets, derogatory slurs, off-color jokes, propositions, threats or suggestive or insulting sounds;

Visual/Non-verbal: derogatory posters, cartoons or drawings; suggestive objects or pictures; graphic commentaries; leering or obscene gestures;

Physical: unwanted physical contact including touching, interference with an individual's normal work movement or assault; and

Retaliation: making or threatening reprisals as a result of a negative response to harassment.

Each employee must exercise their good judgment to avoid engaging in conduct that may be perceived by others as harassment.

Harassment can come from supervisors, fellow employees, patrons, visitors or vendors. Men as well as women can be victims of sexual or other harassment. It cannot be stressed enough that the Lane Memorial Library will not tolerate any form of illegal discrimination or harassment. Violations of this policy, whether intended or not, will not be permitted.

All employees should take special note that retaliation against an individual who has complained about sexual or other harassment, and retaliation against individuals for cooperating with an investigation of a sexual or other harassment complaint, or other discrimination complaint, is unlawful and will not be tolerated by the library.

Sexual harassment does not refer to behavior or occasional compliments of a socially acceptable nature such as but not limited to: a friendly smile; complimenting a person's work; making social invitations; asking for a date or other behavior not inherently offensive or sexist; so long as it is not repeated after a person has made it clear it is unwelcome.

The making of a deliberate, untruthful accusation of harassment is very damaging and is likewise considered a serious offense. Any person who files a false accusation of harassment will be subject to serious disciplinary action up to and/or including termination.



## Section 19

### Complaint Policies

#### 19:1 Complaint Procedures

The Lane Memorial Library is committed to providing a safe and productive work environment, free of threats to the health, safety, and well-being of our workers. These threats include, but are not limited to, harassment, discrimination, violations of health and safety rules, and violence.

Any employee who witnesses or is subject to inappropriate conduct in the workplace may complain to the Library Director. Any supervisor, manager, or Library Trustee who receives a complaint about, hears of, or witnesses any inappropriate conduct is required to immediately notify the Library Director. Inappropriate conduct includes any conduct prohibited by our policies about harassment, discrimination, discipline, workplace violence, health and safety, wages and hours, and drug and alcohol use. In addition, we encourage employees to come forward with any workplace complaint, even if the subject of the complaint is not explicitly covered by our written policies.

We encourage you to come forward with complaints immediately, so we can take whatever action is needed to handle the problem. Once a complaint has been made, the Library Director in conjunction with the Board of Trustees will determine how to handle it. For serious complaints, we will immediately conduct a complete and impartial investigation.

We expect all employees to cooperate fully in Library investigations by, for example, answering questions completely and honestly and giving the investigator all documents and other material that might be relevant. All complaints will be handled as confidentially as possible. When the investigation is complete, Lane Memorial Library will take corrective action, if appropriate.

We will not engage in or allow retaliation against any employee who makes a good faith complaint or participates in an investigation. If you believe that you are being subjected to any kind of negative treatment because you made or were questioned about a complaint, report the conduct immediately to the Library Director.

We also encourage employees to come forward with complaints or concerns regarding Lane Memorial Library's accounting, auditing, or internal controls procedures. You may raise these issues through the complaint procedures described in this policy, or you may do so anonymously by leaving a message in the Library Director's mailbox.

#### 19:2 Our Doors Are Open to You

We want to maintain a positive and pleasant environment for all of our employees. To help us meet this goal, the Lane Memorial Library has an open-door policy, by which employees are encouraged to report work-related concerns.

If something about your job is bothering you, or if you have a question, concern, idea, or problem related to your work, please discuss it with your immediate supervisor as soon as possible. If for any reason you don't feel comfortable bringing the matter to your supervisor, feel free to raise the issue with any Library supervisor.

Effective January 1, 2015

We encourage you to come forward and make your concerns known to Lane Memorial Library. We can't solve the problem if we don't know about it.

## Section 20

### Ending Employment

#### 20:1 If You Resign

If you decide to leave the Lane Memorial Library for another position, we wish you well. Please notify the Library Director in writing about your plans. If you can, please give us 2 weeks notice if you are employed part-time or 4 weeks if you are employed full-time. This will give us time to calculate your final paycheck and accrued overtime, vacation pay, holiday pay and any other money that we owe you.

You must return all Library property in good condition.

Even as you leave this Library and move on to future endeavors, you still have an obligation to keep confidential this Library's sensitive information.

#### 20:2 Final Paychecks

Employees who resign from their job will receive their final paycheck on the next payday or within 72 hours if the employee gives one pay period's notice. Employees whose employment is terminated involuntarily will receive their final paycheck within 72 hours.

Final paychecks will include all compensation earned but not paid through the date of termination.

Final paychecks will also include accrued but unused vacation.

#### 20:3 No Severance Pay

The Lane Memorial Library does not pay severance to departing employees, whether they quit, are laid off, or are fired for any reason.

#### 20:4 Continuing Your Health Insurance Coverage

The Lane Memorial Library offers employees group health insurance coverage as a benefit of employment. If you are no longer eligible for insurance coverage because of a reduction in hours, because you quit, or because your employment is terminated for reasons other than serious misconduct, you have the right to continue your health insurance coverage for up to 18 months. You will have to pay the total cost of this coverage solely.

Others covered by your insurance (your spouse and children, for example) also have the right to continue coverage if they are no longer eligible for certain reasons. If you and your spouse divorce or legally separate, or if you die while in our employ, your spouse may continue coverage under our group health plan. And once your children lose their dependent status, they may continue their health care as well. In any of these situations, your family members are entitled to up to 36 months of continued health care. They must pay the total cost of this coverage solely.

You will receive an initial notice of your right to continued health insurance coverage when you first become eligible for health insurance under The Town of Hampton's group plan. You will receive an additional notice when your hours are reduced, you quit, or your employment is terminated. This second notice will tell you how to choose continuation coverage, what your obligations will be,

whether you are entitled to a partial subsidy, and how much you will have to pay for coverage. You must notify us if any of your family members become eligible for continued coverage due to divorce, separation, or reaching the age of majority.

#### 20:5 Exit Interviews

We will try to hold an exit interview with every employee who voluntarily leaves Lane Memorial Library. During the interview, you will have the opportunity to tell us about your employment experience here: what you liked, what you didn't like, and where you think we can improve. We greatly value these comments.

The exit interview also gives us a chance to handle some practical matters relating to the end of your employment. You will be expected to return all Library property at the interview. You will also have an opportunity to ask any questions you might have about insurance, benefits, final paychecks, references, or any other matter relating to your employment.

#### 20:6 References

When we are contacted by prospective employers seeking information about former employees, we will release the following data only: the position(s) the employee held, the dates the employee worked for the Lane Memorial Library, and the employee's salary or rate of pay.

If you would like us to give a more detailed reference, you will have to provide us with a written release -- a consent form giving us your permission to respond to a reference request. We will respond both to telephone or written reference requests. Please direct reference requests to your immediate supervisor or the Library Director

## Section 21

### Discipline

#### 21:1 Disciplinary Process

Disciplinary actions are to be appropriate to the degree that the policies of the library have been violated or job performance does not meet established standards. The usual sequence of steps when disciplinary action is necessary is: verbal warning, written warning, probation, suspension, and dismissal. Whenever an employee commits an offense warranting disciplinary actions, their supervisor may begin at any of the steps set forth, depending upon the severity of the infraction. All disciplinary actions will be conducted by the individuals responsible for the performance evaluation of the employee in conjunction with the Library Director.

#### Verbal Warning

For minor offenses, verbal notification by the Library Director or supervisor informs the employee what specific action or behavior is undesirable and what specific improvement is expected. Documentation of the action is put into the employee's file.

#### Written Warning

A written warning by the Library Director or supervisor is a more formal disciplinary action, usually following an interview with the employee. The warning should describe the behavior for which the warning is given, the specific improvement expected, and the time frame involved. The employee shall verify receipt of the written warning by her/his signature. The signed warning will be maintained in the personnel file of the employee.

#### Probation

If the Library Director or supervisor determines the need for probation, an employee may be placed on probationary status for thirty (30), sixty (60), or ninety (90) days, exclusive of time off. For good cause shown, probation may be extended for a maximum of thirty (30) additional days. Written notification to an employee shall include reasons for such actions and specific criteria to be met to return to regular status.

Disciplinary probation is to be distinguished from new employee probation. There are no effects on benefits during the period of disciplinary probation. Annual merit increases would be denied pending return to regular status. At the conclusion of the probationary period, the employee must be informed in writing that he/she has completed probation satisfactorily and is returned to regular status, or that he/she is being terminated. At any time during probation, an employee may be terminated with seven (7) calendar days' written notice.

#### Suspension

There may be actions or situations which, by the nature of the individual offense or series of offenses, will constitute grounds for suspension. An employee may be suspended up to thirty (30) days without pay upon approval by the Library Director and Chair of the Board of Trustees. During the period of suspension, a determination of the status of the employee will be made.

## 21:2 Discipline Results

If the Library Director and Trustee Chair, after a full investigation, conclude that the charges are substantiated, the employee's employment status will be one of the following:

- Return to regular status
- Return to probation status
- Dismissal

A final evaluation shall accompany the dismissal notice which shall describe job performance, the specific reasons for termination, and a date of separation.

The library will be responsible for accrued salary and unused holiday and vacation time up to the date of suspension. Sick time and vacation time are not accrued while on suspension. If such charges are not substantiated, the employee shall be reinstated without loss of pay or benefits.

## 21:3 Dismissal Process

The steps in the consideration of a proposed dismissal action shall be handled in accordance with the sequence below and RSA 202-A:17:

### Initiation of Dismissal Action

The Library Director shall discuss with the Personnel Committee the circumstances which indicate that the employee should be dismissed from the Lane Memorial Library staff and shall furnish the Personnel Committee with the facts in the personnel folder concerning the case. The personnel folder shall include a complete explanation of corrective action taken, if any; copies of all letters or memoranda written to the employee which relate to the proposed action, copies of replies received from the employee, and written testimony of people involved in the case.

The Personnel Committee shall review the facts of the case presented in the folder and may also interview the parties involved to gain clarification. In light of this information, the Personnel Committee shall consider the feasibility of possible alternatives to dismissal, such as reassignment. The Personnel Committee shall then submit its recommendations for alternatives or dismissal to the Board of Trustees.

If the continuing presence of the employee is thought to be extremely detrimental to patrons of the library or to staff, the Library Director may temporarily suspend and remove the employee from all work duties until the matter is resolved through the aforementioned procedures. After all the procedures are completed, if the decision is in favor of the involved employee, the salary shall not be affected; however, if the final decision is to dismiss the employee, the salary shall be discontinued as of the date of suspension.

### Notice of Proposed Dismissal

*This section is based on the NH revised statute 202-A: 17. In the event that this policy conflicts with the RSA in any way, the RSA will be the prevailing rule of law.*

The notice to the employee from the Board of Trustees shall contain a statement simply and concisely enumerating the reasons for the proposed action as defined in RSA 202-A:17.

The employee shall be allowed thirty (30) calendar days from the date on which the notice is received to request a public hearing.

The employee may answer the charges both face-to-face and in writing to the Board of Trustees.

The employee shall be advised that he/she may contact the Library Director if he/she desires further explanation regarding the reasons why the dismissal action is proposed.

The employee shall be advised that he/she will remain on active status during the notice period or at her/his request be granted administrative leave or leave without pay.

#### Request for Public Hearing

The Chair of the Board, upon receipt of a request for public hearing, shall call a special meeting of the trustees within thirty (30) days to reconsider its decision and hear presentations from the employee, the Library Director, and/or the Personnel Committee, and any witness appearing on behalf of any of the concerned parties.

If an employee replies orally to the notice of dismissal and offers a written statement of oral testimony, it shall be placed in his/her personnel file.

The Personnel Committee may review the employee's reply and investigate any pertinent statement of new facts or evidence submitted by the employee. On the basis of this review, when conducted, the Committee shall determine and recommend to the Board of Trustees whether the notice of dismissal should be withdrawn or affected. The Board shall then discuss and vote on this recommendation.

The final decision of the trustees shall be submitted to the employee in writing within five (5) days of the hearing. Any deadline may be extended with the mutual consent of the involved parties.

## **Section 22**

### **Emergency Closures**

When the library closes early, or doesn't open due to emergencies, the staff will be paid their regular hours as the Administration is preventing the work.

The Board of Trustees recognizes two levels of weather emergency; tier 1 in which no one should travel any distance to staff or utilize the library and tier 2 in which local travel is possible and Hampton residents may wish to utilize the library. Staff and volunteers will be notified by phone 1 hour prior to their expected shift when possible for closures.

Three staff members will be asked, but not required, to work during tier 2 weather conditions and will earn equivalent vacation time in addition to their day's wage. Other employees scheduled to work at that time shall receive their normal day's pay.

If the library is open during emergency conditions (not designated tier 1 or 2) that make an individual staff member uncomfortable they may choose not to come to work. Each staff member who does not come into work may choose to use sick time, vacation time or leave it unpaid time.



## Appendix A

### Handbook Acknowledgment Form

By signing this form, I acknowledge that I have received a copy of Lane Memorial Library's Employee Handbook. I understand that it contains important information about Lane Memorial Library's policies, that I am expected to read the Handbook and familiarize myself with its contents, and that the policies in the Handbook apply to me. I understand that nothing in the Handbook constitutes a contract or promise of continued employment and that Lane Memorial Library may change the policies in the Handbook at any time.

By signing this form, I acknowledge that my employment is governed by RSA 202 A: 17. I understand that I have the right to end the employment relationship at any time and for any reason, with or without notice, with or without cause. I acknowledge that neither Lane Memorial Library nor I have entered into an employment agreement for a specified period of time, that only the Board of Trustees of the Lane Memorial Library may make any agreement contrary to the at-will policy, and that any such agreement must be in writing, signed by myself and the Chairperson of the Board

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Employee's Signature

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Date

---

Employee's Name (Print)

## Appendix B

### Email and Internet Policy Acknowledgment Form

My signature on this form indicates that I have read Lane Memorial Library's email and Internet policies and I agree to abide by their terms. I understand that any email messages I send or receive using Library equipment are not private, and that Lane Memorial Library may access, monitor, read, and/or copy those messages at any time, for any reason. I also understand that Lane Memorial Library reserves the right to monitor my Internet use, and that such monitoring may occur at any time, for any reason.

---

Employee's Signature

---

Date

---

Employee's Name (Print)

## Appendix C

### Expense Reimbursement Form

**LANE MEMORIAL LIBRARY**  
**ACCOUNTS PAYABLE**  
rev. 1/15

PAY TO:  
Address

AMOUNT:

ACCOUNT:

DATE:

REASON:

Please attach any receipts.

---

Employee's Signature or Stamp

---

Date Submitted

---

Supervisor's Signature or Stamp

---

Date Approved

## Appendix D

### Schedule of Benefits

#### 8:2 Health Care Benefits

##### -Health Insurance

Lane Memorial Library contributes 90% to cooperative health plan. Employees pay 10%.

##### -Dental Insurance

Lane Memorial Library contributes 90% to cooperative dental plan. Employees pay 10%.

#### 8:7 Education Reimbursement

Lane Memorial Library may reimbursement up to \$2,500 in tuition expenses per calendar year for course work completed with a grade of B or higher.

#### 10:1 Vacation

Lane Memorial Library offers leave to full-time employees according to the following schedule:

##### Years of Employment Vacation Accrual

Less than five	2 weeks per year
Five but less than ten	3 weeks per year
Ten but less than fifteen	4 week per year
Fifteen or more	5 weeks per year

Lane Memorial Library offers leave to part-time employees using the above schedule and a prorated formula based on the number of hours worked per week in contrast to a full-time work week of 37.5 hours.

#### 10:3 Sick Leave

The Lane Memorial Library provides full-time employees 11 sick days per year applied on January 1<sup>st</sup> of each year.

The Lane Memorial Library provides part-time employees approximately 11 sick days per year based on formula derived from their personal work schedule (e.g. An employee works 18 hours over 4 days, 4.5 hours is their approximate daily work commitment. This employee would receive  $4.5 \times 11 = 49.5$  hours on the first of the year).

#### 10:5 Bereavement Leave

The Lane Memorial Library provides 5 days of paid leave for bereaved employee.

## Appendix E

### Organizational Chart

