



Staff

Policy and Procedures Manual

for the

Sandown Public Library

03/2024

Contents

From NH Library Trustee Association Manual 2021, A Guide for Library Trustees, pg. 8:..... 4

Personnel Policy.....5

 Equal Employment Opportunity and Policy Against Harassment..... 5

 Sexual Harassment Policy..... 6

 Harassment..... 7

 Retaliation..... 7

 Reporting Procedure for Sexual and Other Unlawful Harassment, Discrimination and Retaliation..... 7

 The Americans with Disabilities Act..... 8

Roles and Responsibilities in the Library..... 9

 Library Director..... 9

 Staff..... 9

 Orientation Period..... 9

Pay/Pay periods..... 10

 Work Week..... 10

Reimbursable Expenses..... 10

 Personal Automobile Usage and Mileage Reimbursement.....10

 Overtime..... 11

Benefits..... 11

 Emergency Closures:..... 11

 Paid Leaves:..... 11

 Unpaid Leave..... 12

 Paid Time Off (PTO)..... 12

 Family and Medical Leave..... 13

 Personal Leave of Absence..... 14

 Workers’ Compensation Insurance and Reporting Workplace Injuries..... 15

On the Job.....16

Staff Policy and Procedures Manual for the Sandown Public Library

Attendance.....16

Confidentiality..... 16

Computer Use and Communications Equipment Policy..... 17

Personal Dress.....18

Inclement Weather..... 18

Solicitation and Distribution..... 18

Parking Facilities..... 19

Policy against Nepotism..... 19

Conduct and Discipline..... 19

 Causes for Disciplinary Action.....19

 Discipline Policy..... 20

 Grievance..... 21

 Termination.....21

Receipt and Acknowledgment of Sandown Public Library Personnel Policies and Procedures Manual.22

From NH Library Trustee Association Manual 2021, A Guide for Library Trustees, pg. 8:

“RSA 202-A:2 defines a board of Library Trustees as “the governing body of the library.” Trustees are vested with the entire custody and management of the library. They hire the library director, adopt policies to govern the library’s operation and advocate for adequate financial support of the library. Trustees have the power to expend all funds provided to the library, and to determine how they will be spent.

NH public libraries are not town departments, subject to jurisdiction and review by the town manager and/or select board. The NH Supreme Court affirmed in *Town of Littleton v. Kathryn Taylor* (April 1994) that the library is a separate and distinct entity from the town. The court ruled that the board of trustees is the sole governing body of the library and that library employees are not town employees. A copy of this court decision is available on the NHLTA website.”

That said, the Sandown Public Library is an instrument of the municipality of the Town of Sandown. Any circumstances or situations not addressed in this personnel policy will defer to guidance from the Town of Sandown’s Personnel Policy.

The Sandown Public Library may be variously referred to as the Library, the Sandown Public Library, and the Sandown Library throughout this document. For the purposes of this document, all references indicate the same entity referenced on the cover page.

Personnel Policy

Equal Employment Opportunity and Policy Against Harassment

The Sandown Public Library is committed to a policy of equal employment opportunity to all persons based on individual merit, competence and need. The Sandown Public Library will not discriminate against employees or applicants for employment based on any legally protected status, including, but not limited to: veteran or military status, marital status, physical or mental disability, age, race, color, religion, sex, sexual orientation, pregnancy, national origin, genetic information or ancestry. This policy applies to all terms and conditions of employment including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, benefits, and training.

In support of our commitment to equal employment opportunities, the Sandown Public Library prohibits harassment of one employee by another employee or supervisor on any of the bases discussed above. Any employee who harasses another employee, citizen, or visitor on any of the bases discussed above will be subject to discipline, up to and including discharge.

The Sandown Public Library defines harassment as follows:

Harassment is verbal and/or physical conduct that denigrates or shows hostility or aversion toward an individual because of his or her race, color, sex, pregnancy, national origin, ancestry, age, religion, disability, marital status, sexual orientation or veteran status, or that of his or her relatives, friends, or associates, and that:

1. has the purpose or effect of creating an intimidating, hostile or offensive work environment; or
2. has the purpose or effect of unreasonably interfering with an individual's work performance; or
3. otherwise adversely affects an individual's employment opportunities.

It is not possible to list all of the circumstances and behaviors that may constitute unlawful harassment in violation of Sandown Public Library policy. However, the following are some examples of conduct which may constitute harassment:

- epithets, slurs, negative stereotyping, or threatening,
- intimidating or hostile acts that are based on or that relate to race, color, religion, gender, national origin, ancestry, pregnancy, age, disability, sexual orientation, marital status, or veteran status;
- and written or graphic material that denigrates or shows hostility toward an individual or group because of race, color, gender, religion, marital status, pregnancy, national origin, ancestry, age, disability, sexual orientation or veteran status.

The Sandown Public Library prohibits all of the activities discussed above, whether engaged in by a supervisor, agent, employee, co-worker, or non-employee (such as a vendor) who is on its premises or who comes in contact with its employees. Any supervisor or employee who harasses or discriminates against another employee or non-employee on any basis discussed above will be subject to discipline, up to and including termination of employment.

Anyone experiencing or witnessing what may be harassment and/or discrimination in violation of this policy, should report the incident in accordance with the Reporting Procedure contained in this Manual. The matter will be promptly investigated, and appropriate action will be taken, according to the nature and severity of any proven incident.

Retaliation against an employee who complains in good faith about harassment and/or discrimination or who participates in good faith in an investigation of a complaint is a violation of this policy. Retaliation is a form of unlawful harassment and will be handled in the same manner as other forms of harassment. Anyone believing that he/she/they have been subjected to retaliation, should report the incident in accordance with the Reporting Procedure contained in this Manual.

Sexual Harassment Policy

A. Introduction

The Sandown Public Library's goal is to provide a workplace that is free of sexual harassment. Sexual harassment of employees in the workplace or in other settings in which employees may find themselves in connection with their employment is unlawful and will not be tolerated by the Library. Further, any retaliation against an individual who has complained about sexual harassment and/or retaliation against an individual who has cooperated in an investigation of sexual harassment is unlawful and will not be tolerated.

Because the Sandown Public Library takes allegations of sexual harassment seriously, it will respond promptly to complaints of sexual harassment. Where it is determined that inappropriate conduct has occurred, the Library will act promptly to eliminate the conduct and implement any necessary remedial or corrective action, including disciplinary action where appropriate.

B. Definition of Sexual Harassment

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal, physical, and nonphysical conduct of a sexual nature when:

- Submission to such conduct is made explicitly or implicitly a term or condition of employment; or
- Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting that individual, or for awarding or withholding a favorable employment opportunity, evaluation or assistance; or
- Such conduct has the purpose or effect of unreasonably interfering with an individual's performance at work, or creates an intimidating, hostile, or offensive work environment.

Sexual harassment includes a wide range of behaviors from the actual coercion of sexual relations to unwelcome offensive comments, jokes, innuendoes and other sexually-oriented statements and unwelcome behavior emphasizing sexual identity. Sexual harassment may be indirect and even unintentional. Employees are prohibited from bringing into the workplace or otherwise displaying any written materials or pictures that are sexually suggestive or offensive in nature.

This policy prohibits all of the activities discussed above, whether engaged in by a supervisor, employee, co-worker, agent or non-employee who is on Library premises or who comes into contact with Library employees.

It is not possible to list all of the additional circumstances and behaviors that may constitute sexual harassment or other inappropriate conduct that will not be tolerated. However, the following are some examples of prohibited conduct:

- Unwelcome sexual advances, whether or not they involve physical touching;
- Sexual epithets; sexual jokes; written or oral references to sexual conduct, gossip regarding one's sex life; comment on an individual's body; comment about an individual's sexual activity, deficiencies, or prowess;
- Displaying sexually suggestive objects, pictures, cartoons;
- Leering, whistling, brushing against the body; sexual gestures;
- Suggestive or insulting comments;
- Inquiries into an individual's sexual experiences; and
- Discussion of one's sexual activities.

C. Complaints of Sexual Harassment

Experience has shown that a clear statement to the person engaging in the offensive behavior is sometimes all that is necessary to stop the conduct. Anyone believing he/she/they is being harassed, is encouraged to let the person engaging in the conduct know. However, if the person does not feel comfortable taking this step, it is not required. Anyone believing themselves to have been subjected to sexual harassment should report the incident in accordance with the Reporting Procedure contained in this Manual. The matter will be promptly investigated and where it is determined that such inappropriate conduct has occurred, action will be taken to eliminate and correct the conduct. Employees who violate this policy will be subject to disciplinary action, up to and including termination of employment.

Harassment

Harassment can take many forms. Harassment may be, but is not limited to, words, signs, jokes, pranks, intimidation, physical contact, or violence. Harassment is not necessarily sexual in nature. An employee witness to or who becomes aware of an incident of harassment must report it to the Library Director.

Any employee found to have harassed fellow employees, a subordinate, or the general public while on duty will be subject to disciplinary action.

Retaliation

Retaliation against an employee who complains in good faith about harassment or sexual harassment or who participates in good faith in an investigation of a complaint is a violation of this policy and is prohibited by law. Anyone believing themselves to have been subjected to retaliation should report the incident in accordance with the Reporting Procedure contained in this Manual.

Reporting Procedure for Sexual and Other Unlawful Harassment, Discrimination and Retaliation

Any employee who feels that he or she has experienced sexual or other unlawful harassment and discrimination, or retaliation should immediately report such actions in accordance with the following procedure. All complaints will be promptly and appropriately investigated.

Anyone believing themselves to have experienced sexual or other unlawful harassment, discrimination or retaliation should report the incident immediately to the Library Director, the Library Trustees, or the Police Chief (at the Sandown Police Department).

Supervisors and managers who become aware of discriminatory or harassing conduct, a complaint of discrimination or harassment, or retaliation must report the conduct and/or complaint immediately Library Director, the Library Trustees, or the Police Chief (at the Sandown Police Department).

The Sandown Public Library will promptly investigate incidents reported through this procedure. Any employee, supervisor, or agent of the Sandown Public Library who has been found to have engaged in conduct that violates these policies against discrimination and/or harassment will be subject to appropriate remedial and/or disciplinary action, up to and including immediate discharge. The complainant will be informed generally of the outcome of the investigation and whether remedial action is being undertaken by the Sandown Public Library.

The Library will conduct all investigations in a discreet manner. Disclosure of complaints will be limited to those with a need to know in order to investigate the complaint and take appropriate remedial action.

The Americans with Disabilities Act

In accordance with the Americans with Disabilities Act of 1990 ("ADA") and RSA 354-A, the Sandown Public 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.

Employees should notify the Library Director or the Library Trustees if, because of a disability, he/she/they require an accommodation to perform the essential functions of their job. The employee may be asked to provide medical information regarding his/her/their disability and possible accommodations, and the Library expects the employee to engage in this interactive process in good faith so that it may determine eligibility for accommodation and identify reasonable accommodations. The Library 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.

Roles and Responsibilities in the Library

Library Director

The Sandown Library Board of Trustees shall appoint the Library Director per NH RSA 202-A:11. The Board of Trustees, with the recommendation of the Library Director, shall determine the appointments of all other employees.

Staff

Library positions currently (5/2022) include:

- Library Director
- Assistant Director/ Head of Cataloging
- Head of Circulation
- Library Technician
- Youth Services Librarian
- Programming Coordinator
- Library Page
- Custodian

Each position shall have a job description and each staff member shall be given a copy of that job description upon hire. The job description shall outline the qualifications, responsibilities, and tasks associated with the position. Job descriptions will be reviewed periodically and modified as indicated by the review.

Orientation Period

The Library Director shall serve an orientation period of six months. All other new employees shall serve an orientation period of three months. If at the end of the orientation period the job performance is satisfactory, the employment may continue.

Responsibilities

- Assisting the public is a library employee's primary responsibility before doing any other assigned jobs.
- No employee of the Library shall be permitted to give out personal information on any patron or library employee.
- At the discretion of the Library Director, all part-time employees are encouraged, but not required to attend library workshops or library courses.
- All library employees are expected to attend all staff meetings.

Pay/Pay periods

Employees are paid on a BIWEEKLY basis on Thursdays. The pay week for all employees begins on Friday and ends on Thursday of each week. Please review all paycheck for errors. If there is an error, report it to the Director.

Work Week

Hours at the Sandown Public Library are currently (5/2022):

- Monday – Thursday: 9 am – 6 pm
- Saturday: 9 am – 3 pm

The Library also has availability for programs from 6 – 8 pm, Monday – Thursday.

Reimbursable Expenses

With prior approval by the Library Director, legitimate expenses will be reimbursed by the Sandown Public Library to the employee. The employee must submit receipts in order to be reimbursed.

Reimbursement will be made in the form of a vendor check. Please check with the Library Director with any questions as to whether and what expenses may be reimbursed.

Personal Automobile Usage and Mileage Reimbursement

Employees may use their personal car as an alternative for travel, only when it is more economical or other transportation modes are unavailable. The following policies apply to use of personal vehicles for business travel:

- It is the personal responsibility of the employee to carry adequate insurance coverage for the state in which they operate their vehicle and to maintain a valid driver's license. If a personal car, used on an approved business trip, is in an accident, property claims must be made against the employee's personal auto insurance coverage and employee should notify the Library Director and Town Administrator immediately.
- Employees will be reimbursed mileage at the standard rate prescribed by the Internal Revenue Service (IRS), which can be obtained by visiting the website, www.irs.gov. This mileage allowance covers all auto costs (e.g. gasoline, repairs, maintenance, insurance, deductibles depreciation, etc.) other than parking and tolls. Report actual mileage from your normal place of business or home (whichever is the lesser). Mileage reimbursement excludes normal round trip to and from work. Tolls and parking are reimbursed. In order to be reimbursed, mileage reimbursement requests must be submitted within 15 days after the end of the month.
- The employee must ensure that any vehicle used for Town business is legally registered and inspected as required by local laws.
- The employee must maintain the vehicle so that it may be safely and legally operated on public roads.
- The employee must ensure the driver and all passengers comply with state and federal laws and follow other common-sense safety standards. Employees are required to use safety belts while operating any vehicles or equipment and helmets when operating a motorcycle.
- Employees will not be reimbursed for any repairs to their personal car, or for any traffic or parking violations as a result of, or incurred, during business travel.

Overtime

From time to time, overtime work may be required. All overtime must be approved in advance by Library Director. Except in the event of an emergency, the Library Director will attempt to provide you with advance notice of the necessity for overtime work.

Most non-exempt employees, with the exception of certain law enforcement and fire protection employees, are entitled to be paid one and one-half (1-1/2) times their regular rate of pay for all time worked in excess of forty (40) hours per week. Sick days, holidays, vacation time, leaves of absences, and other time off benefits are not counted as "time worked" for purposes of overtime.

Employees will be advised when hired if he/she/they are entitled to overtime pay. Overtime worked without express approval of the Library Director may result in disciplinary action.

Benefits

Emergency Closures: The Library will be closed for weather or safety reasons at the discretion of the Library Director. Staff members scheduled to work during such closures will be paid for that shift. Those staff will be encouraged to work remotely as possible for the duration of that shift. Should an employee elect to leave early due to inclement weather after seeking approval from the Director, the employee will be paid for hours worked. If the Director is not in the building, the employee will call the Director for approval. If the Director is unavailable, the employee will call the Chair or Vice Chair of the Trustees for final decision.

Paid Leaves:

Jury Leave or Military Leave: Employees working 25 hours or more per week who serve on a jury or are called into temporary military service, shall receive the difference between their regular rate of pay and the reimbursement received from the court or the military service branch. In order to receive the employer's share, the employee must submit documentation showing the amount of the court's payment or the military's payment.

Bereavement Leave: Employees working 25 hours or more per week are eligible for Bereavement Leave. When death occurs in an employee's immediate family as defined below, the employee, on request will be excused with pay for any of three (3) consecutive working days. The immediate family is defined as including the employee's: Spouse, Mother, Sister, Children, Brother, Father, Father-in-Law, Mother-in-Law, and Grandparent/Grandchild.

Maternity Leave: In accordance with the Family Medical Leave Act of 1993, employees who are unable to work due to pregnancy shall be considered disabled and shall be extended the same benefits and shall be subject to the same policies as any disabled employee. The employee shall submit documentation from the physician stating the date she is no longer able to work and when it is anticipated that she will be able to resume her duties.

Maternity leave will include the two weeks prior to the scheduled due date and will be extended in the event the due date is delayed.

The employee will normally receive up to six weeks leave for a normal delivery and up to eight weeks leave for a cesarean section. This policy is subject to exception with a written medical option submitted for the Board of Trustees' review and determination.

Maternity leave will be unpaid although vacation time and/or earned time may be used at employee's discretion.

Paternity Leave: Paternity leave will be given in accordance with the Fair Labor Standards Act. Leave without pay can be supplemented by employee's vacation or earned time pay.

Unpaid Leave

Leave of Absence: Unpaid leaves of absence will be defined as any time off that extends beyond two consecutive weeks. Employees who wish to apply for a leave of absence must submit a written request to the Library Director in writing one-month prior to the requested date.

The Board of Trustees may grant unpaid leave on the recommendation of the Library Director for such time as the Board deems to be in the best interest of the Library and the employee. Benefits will not be in effect during unpaid leave. The employee's position is not guaranteed upon return.

Single or Consecutive Days of Unpaid Leave: Employees requesting single days of unpaid leave or consecutive days of unpaid leave which do not extend beyond two consecutive weeks, must submit a written request to the Director, in writing, thirty days before the requested leave. If an unforeseen emergency occurs, employees will be granted individual days of unpaid leave at the discretion of the Library Director.

Unpaid Leave: Employees who receive vacation time must use all paid vacation/personal time before unpaid time will be approved. Trustees may approve any exceptions to this policy.

Education: The opportunity for continuing education will be provided to staff members based upon the availability of funds. Successful completion of continuing education classes will be recognized during the employee's evaluation.

Mileage: An employee will be reimbursed by the Library at the current IRS rate for Library related business involving the employee's own vehicle, as approved by the Library Director.

Work Breaks: The library will follow federal guidelines regarding work breaks for the staff.

Paid Time Off (PTO)

Vacation:

The purpose of vacation time is for employees to take time for themselves. It is a benefit offered to Part-Time Employees working 25-34 hours per week, and Full-Time Employees.

Vacation time is granted to eligible employees based upon length of service and will be awarded on January 1st of every year (of becoming an eligible part-time or full-time employee). If there is a break in service, eligibility for vacation will be based on the employee's most recent hire date.

Vacation pay for a full week will be paid based on the normal straight time scheduled hours; i.e., if someone is normally scheduled for thirty (30) hours per week, their vacation pay will be for the thirty (30) hours for each week requested. Vacation is earned during the calendar year and is accrued according to the below schedule. As of January 1st, you will be awarded your yearly vacation amount. If you are hired after July 1st, you will not be awarded your yearly vacation amount until January 1st of the next year. When an employee reaches an anniversary that moves them into a higher vacation tier, they will be awarded the higher vacation amount on January 1st of the next year.

Paid Time Off (PTO) Matrix

An employee who does not work their scheduled hours per week will still earn PTO. The Library Director will manage the hours worked and the employee will accumulate PTO based on the average rate of scheduled hours worked per week.

An employee will not accrue any vacation time for those pay periods in which the employee is entitled to no wages, unless required under law. Generally, this will occur when the employee is on unpaid leave, such as FMLA leave.

The Board of Trustees must give approval when the Library Director schedules their own personal time off in excess of two (2) consecutive weeks.

PTO Matrix

Full Time – 35 Hours/Wk*	Years of Service	PTO earned
	0 - 1	2 weeks
	2 - 5	3 weeks
	6 -	4 weeks
Part Time - 25 Hours/wk	0 - 1	1 week
	2 - 5	2 weeks
	6 -14	3 weeks
	15-	4 weeks

*This may be altered by contractual agreement between the Library Director and the Board of Library Trustees.

You are expected to take your vacation during the year in which it is earned. Vacation time may be taken in full or half day increments. The Sandown Public Library will not pay employees for unused, accrued vacation time at the end of the year. Up to one week of vacation time can be carried over into the next calendar year, and must be used within 60 days after January 1st.

An employee will not be paid accrued, unused vacation pay upon termination from employment unless the employee has been actively employed for at least one (1) year prior to the termination and: (1) in the event of resignation or retirement, the employee has given two (2) weeks’ notice of their intent to resign or retire; (2) in the event of involuntary discharge, the termination was not “for cause,” as determined by the Board of Library Trustees.

Employees must submit requests for vacation time to the Library Director in writing. Requests for vacation time in excess of four (4) continuous days must be scheduled one (1) month in advance. Vacation time will be granted or denied at the discretion of the Library Director. Vacation time must be taken as ½ day of full day, based on their normal schedule.

Records of all time off requests by all Sandown Public Library employees will be kept.

Sick/Personal Days:

The Sandown Public Library will provide one (1) week based on normal straight time scheduled hours to Part-Time Employees, working 25-34 hours per week, and Full-Time Employees. Sick/Personal hours shall begin on the date of hire. Sick/Personal hours may not be carried over from year to year. Eligible employees who resign, retire, or are discharged will not be paid for any Sick/Personal hours not used.

Sick/Personal hours may not be used as vacation days. The purpose of these days is to take care of yourself or a family member if they are ill, or you need to take care of personal business. Sick/Personal hours may be taken as needed.

Insurance Coverage: Full-Time (35 hours) employees are eligible for health coverage for themselves and family members. If an employee is covered by a spouse's health insurance which requires an out-of-pocket payment to insure the library employee, the expense can be paid to the employee by the library. Employees must submit documentation monthly for reimbursement. Reimbursement cannot exceed \$584 per month or a total of \$7,008 per year.

Holidays: Please see the Library's Holiday Policy for further information.

Family and Medical Leave

The following policy only applies if the Sandown Public Library employs 50 or more employees. Please note: Sandown Public Library employees are NOT Town of Sandown employees.

Under the Family and Medical Leave Act ("FMLA"), eligible employees may take an unpaid leave of absence and be restored to the same or an equivalent position upon their return to work for any of the following reasons:

1. The birth of the employee's child and to care for the newborn child (leave must be taken within twelve (12) months of the birth of the child);
2. The placement of a child with the employee for adoption or foster care, and in order to care for the newly placed child (leave must be taken within twelve (12) months of the adoption or placement of the child);
3. The serious health condition of a spouse, parent, minor child, or adult child when the adult child is incapable of self-care and the employee is needed for such care ("covered family members");
4. The employee's own serious health condition that renders the employee unable to perform his or her job;
5. A "qualifying exigency" (as defined in the Department of Labor Regulations) arising out of the fact that the spouse, or a son, daughter, or parent of the employee is on active duty or has been notified of an impending call or order to active duty in the United States Armed Forces in support of a contingency operation as a member of the National Guard or Reserves;
6. The employee is a spouse, son, daughter, parent, or next of kin of a "covered servicemember" (as defined in the Department of Labor Regulations) who has a serious injury or illness and the employee is needed to care for such person.

Eligibility Requirements: To be eligible for FMLA leave, an employee must satisfy both of the following conditions:

- The employee must have worked for the Sandown Public Library for at least twelve (12) months, and must have performed at least 1,250 hours of work in twelve (12) months prior to a leave request; and
- At the time leave is requested, the employee must either: (a) work at a site where the Town of Sandown employs fifty (50) or more employees or (b) work at a worksite where the Town of Sandown employs less than fifty (50) employees if fifty (50) or more employees are employed within a seventy-five (75) mile radius of the worksite.

Personal Leave of Absence

The Sandown Public Library recognizes that due to personal circumstances, it may be necessary for an employee to request more time off than is provided under our policies. A personal leave of absence may be granted at the sole discretion of the Library Director, in consultation with the Library Trustees, to employees who have exhausted their leave available under our other leave policies, including vacation, sick/personal, maternity leave and FMLA, and is normally only granted for compelling reasons.

Personal leaves of absence will be unpaid. An employee on an unpaid personal leave of absence is not entitled to accrue any benefits, including, but not limited to, holidays, vacation time, sick leave, and personal days. However, if the leave of absence is for medical reasons, eligible employees may apply for workers' compensation or short-term disability benefits. The forms for these benefits are available from the town Finance Department.

Employees who are granted a personal leave of absence may continue to participate in the Library's health insurance benefit for the calendar month during which the leave begins. When that calendar month expires, the employee may continue health insurance coverage by making arrangements with the town's Finance Director to pay the entire amount of the appropriate monthly premium in advance each month.

Employees must contact the Library Director to request a personal leave of absence. The employee may be asked to provide a written request for the leave and/or a health care provider's certificate stating the reason for the leave and the expected date of return to work. If granted, personal leaves typically will not exceed thirty (30) days. An employee who has taken leave for medical reasons must submit a fitness for duty certificate from his or her health care provider before reinstated to work.

Requests for leave will be considered on a case-by-case basis, taking into account the Library's staffing needs and other factors. If a personal leave is granted, the employee may not accept other employment of any kind, including a business of his/her/their own, while you are on leave. Any employee granted a personal leave of absence must inform us when they are able to return to work. The Library will make reasonable efforts to reinstate employees returning from personal leaves to the same or similar job as held prior to the leave of absence, subject to staffing needs and other requirements. Please understand that the Library cannot guarantee reinstatement from a personal leave.

If the Library is not able to reinstate an employee returning from leave, the employee's employment will be terminated, and the employee will remain eligible to apply for employment in the future. If an employee fails to return to work following the expiration of the leave, the employee will be considered to have voluntarily resigned from his or her employment with the Sandown Public Library.

Workers' Compensation Insurance and Reporting Workplace Injuries

On-the-job injuries are covered by Workers' Compensation Insurance, which is provided at no cost to the employee. Please alert the Library Director and the Town of Sandown to any condition which could lead or contribute to an employee accident.

Reporting Injuries: If you are injured on the job, no matter how slightly, an employee must report the incident immediately to the Library Director. Employees must complete the necessary workers' compensation forms following any injury. The Workers' Compensation carrier must also be contacted prior to seeking medical attention (unless it is a life-threatening injury).

Weekly Income Benefits: The amount of the weekly worker's compensation benefit is set by the New Hampshire Department of Labor. The weekly benefit is currently based upon 60% of an employee's average weekly wages. These benefits are paid by our workers' compensation carrier to eligible employees.

Temporary Alternative Duty: Per RSA 281-A: 23-b, employees with work-related injuries may also be entitled to temporary alternative duty in accordance with New Hampshire's workers' compensation laws.

Employees with non-work-related disabilities who require accommodations to perform their jobs should make accommodation requests to the Department Head. Please refer to the Americans with Disabilities Act policy in this Personnel Manual for more information.

Reinstatement: A full-time employee who has sustained an on-the-job injury will be reinstated to his or her former position upon request within eighteen (18) months of the initial injury if the position exists and is available, and the employee is not disabled from performing the duties of the position. A fitness-for-duty certificate may be required before an employee is permitted to return to work.

Under New Hampshire law, an employee's reinstatement rights expire eighteen (18) months from the date of injury. An employee also will not be reinstated if he/she has accepted a job with another employer at any time after the date of the injury or if there is a medical determination that the employee cannot return to his/her former position. Other circumstances concerning reinstatement will be governed by the New Hampshire Department of Labor requirements.

On the Job

Attendance

Attendance and punctuality are important factors for your success at the Sandown Public Library. However, the Library is aware that emergencies, illnesses, or pressing personal business that cannot be scheduled outside work hours may arise.

If an employee is unable to report to work, or if an employee will arrive late, the employee must contact the Library Director or Assistant Director. They should be given as much time as possible to arrange for someone else to cover the position until the employee arrives. If the employee knows in advance that he or she will need to be late or absent, the employee is required to request, in writing, this time off directly from the Library Director.

For late arrivals, the employee should indicate when he or she expects to arrive for work. If the employee is unable to call in because of an illness, emergency or for some other reason, the employee should arrange to have someone call on his or her behalf as soon as possible.

Absence from work for two (2) consecutive days without notifying the Library Director will be considered a voluntary resignation. Furthermore, three (3) absences in a 90-day period, or a consistent pattern of absence, will be considered excessive, and the reasons for the absences may result in disciplinary action.

Tardiness or leaving early is often as detrimental to the Library as an absence. Three (3) such incidents in a 90-day period will be considered a “tardiness pattern” and will be considered excessive, and the reasons for tardiness or leaving early may result in disciplinary action.

Other factors, like the degree of lateness, may be considered.

All employees should be aware that excessive absenteeism, lateness, or leaving early may lead to disciplinary action, up to and including dismissal from employment. Attendance records will be considered when evaluating requests for promotions, transfers, leaves of absence, and approved time off, as well as disciplinary, termination, and layoff decisions.

Confidentiality

The Sandown Public Library’s information and records relating to the Library’s business, operations, plans, projects, strategies, employees, or citizens may be confidential. Therefore, employees must treat all matters accordingly.

No Library information, including, without limitation, documents, notes, files, records, oral information, computer files or similar materials (except in the ordinary course of performing duties on behalf of the Library) may be removed from the Library’s premises without permission from the Library Director.

Additionally, the contents of Library records may not be disclosed to anyone other than the patron the record refers to, except as required by law.

An employee unsure about the confidential nature of specific information is expected to seek clarification from his or her supervisor. Employees will be subject to appropriate disciplinary action, up to and including dismissal, for knowingly or unknowingly revealing information of a confidential nature.

Computer Use and Communications Equipment Policy

The Sandown Public Library provides communication tools including computers, fax machines, telephones, voice mail, e-mail, and access to the Internet to help staff do their job. This policy is designed to help employees understand the Library’s expectations for the use of these resources and to help employees use these resources wisely.

All employees should be aware that the Library has the right, but not the duty, to monitor the computer, network, fax, voice mail, e-mail, and Internet use of all employees. For this reason, employees should not have any expectation of privacy in their use of our computers or other communications equipment, including e-mail and voice mail systems. The Library reserves the right to suspend individual user accounts for violation of this policy and to take disciplinary action up to and including termination of employment for the misuse of these resources or other violations of this policy.

Library computers and other communications equipment may not be used to violate any federal, state, or local laws or regulations. Use of any Library resources by employees for illegal activity is grounds for immediate termination of employment, and the Library reserves the right to report the matter to law enforcement authorities. The Library will cooperate with any resulting law enforcement investigation.

The display or transmission of any sexually explicit image or document by e-mail or through any other means using the Library’s system is a violation of our policy on sexual harassment.

Computers and other communications equipment also may not be used to transmit or display ethnic or racial slurs, or any other comment, message, or image that offensively addresses age, race, sex, sexual orientation, religion, national origin, disability, veteran status, marital status or other protected status in a manner that may be viewed as harassing, discriminating, or disparaging of others.

- Transmission of harassing, discriminatory or otherwise objectionable e-mail or files is strictly prohibited.
- Transmission of any religious or political messages is strictly prohibited.
- Access to non-work related obscene or offensive web sites is strictly prohibited.
- Any personal use of the Library's computers or other communications equipment for any commercial activity (other than Sandown Public Library or Town of Sandown business) is strictly prohibited, as is the use of our computers and communications equipment for anything that may not be in the best interest of the Library or the Town of Sandown including, but not limited to, activities that disclose any confidential or proprietary information of the Town of Sandown.

Confidential information is not to be transmitted over the Internet or otherwise disclosed without prior authorization and proper encryption. All Library and Library patron data and information is considered confidential unless required by law.

Accessing or attempting to access confidential data is strictly prohibited. Confidential information should be used only for its intended purpose. Employees' responsibility for confidentiality continues outside of work. Employees may not work on Sandown Library documents, data, or other business on home computers or other portable technology without the express prior approval of Library Director.

Personal Dress

We expect all employees to come to work with a neat, well-groomed appearance and workplace appropriate clothing. Certain rules apply across the board to all employees. All clothes should be clean and neat in appearance. Tight-fitting clothing, low-riding pants, tank tops, bare midriff (half) shirts, shirts with bare backs, and short shorts, skirts or dresses are not considered workplace appropriate clothing. Exceptions to the personal dress policy may be made for inclement weather or special work assignments.

If an employee is not dressed or groomed appropriately for work, the employee may be sent home to change. This time will be unpaid unless otherwise required by law. Any questions concerning dress should be directed to Library Director.

Inclement Weather

Employees generally are expected to report to work during inclement weather. However, there may be occasions when the Library will be closed due to severe inclement weather.

Employees should contact Library Director for information as to whether the Library will be open for business.

If the Library is not closed due to severe inclement weather, and an employee is unable to get to work, then he/she/they must call the Library Director or Assistant Director to explain why you cannot get to work. If the employee does not come to work because of inclement weather, they must use earned vacation time, sick days, or personal days. If the employee's earned benefits

have been exhausted, he/she/they will not be paid for the time missed, unless otherwise required by law.

If the Library closes or if an employee is an hourly employee and comes to work and the Library subsequently closes because of weather, loss of electricity or an emergency beyond our control, you will be paid your regularly scheduled hours for the time the employee would have worked.

Solicitation and Distribution

No solicitation of any kind is permitted during working time without prior approval of the Library Director. "Solicitation" is defined as requests for contributions, donations, raffles, lotteries, membership in organizations, attendance at events, or other similar conduct. "Working time" is defined as time during which the employee is scheduled to be working, exclusive of established break periods, mealtimes, and time before and after work hours. This rule applies to solicitations of both charitable and non-charitable causes.

No distribution of any non-work related written materials is permitted in any work area of any kind, unless first approved by your Department Head. "Work areas" are defined as the Library premises.

Employees may solicit or distribute materials only during break time or outside of scheduled work hours. Persons not employed by the Library are likewise prohibited from distributing materials or soliciting employees on the Town of Sandown's premises at any time, unless authorized by the Library Director.

Parking Facilities

The Town of Sandown and the Sandown Public Library assume no liability to any employee or official for any damage to or by any motor vehicle owned or operated by any employee or official on Town of Sandown property.

Policy against Nepotism

While the Sandown Public Library is committed to hiring the most qualified and capable individuals available for every position, it recognizes the importance of maintaining a collegial and positive work environment. Therefore, no relative of a current employee may be hired or work in the Library.

A relative is defined to include spouse, civil union partner, children, parents, step-parents, step-children, brothers, sisters, immediate in-laws, grandparents, grandchildren, or other person living in the employee's household.

Conduct and Discipline

The Sandown Public Library expects all employees to maintain professional standards of conduct at all times in their relations with patrons, visitors, and other employees. The Library also expects all employees to perform their job functions in an efficient manner and in keeping with their job descriptions. Employees who do not maintain professional standards of conduct or do not perform their job functions in an acceptable manner may be subject to disciplinary action up to and including termination of employment. All disciplinary actions will be copied to the employee's personnel file.

Causes for Disciplinary Action

The Sandown Public Library reserves the right to discipline or discharge employees for any reason, whether or not the incident at issue is listed in this or any other policy. Nothing in this policy lessens the right of the Library to discharge an employee without cause except as otherwise provided by law. The type of discipline administered and the notice given will be determined on a case-by-case basis at the Board of Trustees' or their designee's discretion based upon the nature and circumstances of the violation. The following list contains examples of conduct which may subject an employee to discipline up to and including immediate termination of employment. The list is not meant to be all-inclusive and disciplinary measures will be invoked at the sole discretion of the Library Board of Trustees or their designee.

1. Use of Facilities/Materials

Appropriation of library facilities or materials which financially harms the library, does harm to the public image of the library, or contradicts established library policy is cause for disciplinary action. Violation of any of the following policies will constitute misuse and may be cause for disciplinary action:

- a) Only authorized personnel are permitted to post, remove, or alter any notices on the bulletin board.
- b) The Library does not permit the illegal duplication of software, movies, music, or written literature.
- c) Personal phone calls are to be kept to a minimum.
- d) The Library is not to be used as a personal legal mailing address.
- e) Employees may borrow certain library tools or equipment for their own personal use with prior approval from the Library Director. Tools and equipment must be returned in a timely manner and in the same condition as they were in when borrowed. Theft, damage, destruction, or misuse of any Library, Town, or employee property. Misuse of electronic devices and/or systems. Failure to exercise proper custodial responsibility of Library credit cards, equipment, keys, or other items of a secure nature.
- f) Employees must notify the Library Director of faulty or unsafe machinery. Employees must not operate an unsafe or faulty machine or modify the safeguards provided. Willful violation of a safety rule (per Town's Safety Program). Failure to report an accident, injury, or safety hazard on the job.

Other causes for disciplinary action up to dismissal include, but are not limited to:

- a. Violations of the library's policies regarding intellectual freedom.
- b. Insubordination towards a supervisor, Trustee, or town official.
- c. Neglect of duty or incompetence, including failure to follow the Library's job instructions, whether verbal or written.
- d. Possession, sale or use of alcohol or a controlled substance while on duty.
- e. Reporting to work under the influence of alcohol or a controlled or illegal substance.
 - a. Indulging in the use of alcohol or illegal drugs at the Library, the Library sites or during working hours, whether on or off Town property.

- f. Flagrant disregard of the Library policies, Town ordinances or policies, state or federal law. Violation of Library rules or policies, including but not limited to those explained in this policy.
- g. Unethical behavior including accepting gifts in return for special consideration.
- h. Discourteous conduct toward members of the public, patrons, vendors, or employees.
- i. Poor performance evaluations, including failure to meet performance requirements.
- j. Gross negligence of duty including but not limited to careless actions which endanger oneself or others.
- k. Changing one's own schedule without the prior, recorded permission of the Library Director, including but not limited to working unapproved overtime.
- l. Fighting or acts of violence against employees, patrons, or residents.
- m. Harassing, threatening, intimidating, coercing, or interfering with fellow employees.
- n. Possession of unauthorized firearms or other weapons at Library or Town of Sandown work sites.
- o. Falsification of expense reports, time records, or employment application materials and/or any other Library/Town record or report completed by the employee.
- p. Refusing to submit to a legally authorized or permissible search, questioning, or examination.

Discipline Policy

The Board of Trustees is responsible for disciplining the Library Director. The Library Director is responsible for disciplining other employees.

1. The Library Director may at any time warn, suspend, or recommend the dismissal of an employee. The Library Director is expected to follow a three-step procedure in a timely manner. The procedure is to be initiated as soon as possible after the infraction occurs or is identified, preferably the day of or the next business day. There may be particular situations in which the seriousness of the offense justifies the omission of one or more steps in the procedure:
 - a) Verbal Warning
 - b) Written Warning
 - c) Suspension or Dismissal (or other disciplinary action)
2. Except under circumstances where immediate action is required, the Library Director must inform an employee of any reason or consideration for suspension or dismissal and give the employee the opportunity to respond to the allegations before taking disciplinary action.

Grievance

1. An employee having a complaint should bring it to the attention of the Library Director. Failure to come to a mutually satisfactory conclusion entitles the employee to request a hearing before the Board of Trustees within thirty (30) days.

Termination

1. Library employees may be terminated by the Board of Trustees in accordance with NH RSA 202-A:17 for malfeasance, misfeasance, or inefficiency in office, or incapacity or unfitness to perform the employee's duties.

2. Upon request within thirty (30) days of the written notice of termination, employee may request a public hearing in front of the Board of Trustees, which must take place within thirty (30) days of the hearing request.

The decision of the Board of Trustees in all disciplinary matters is final. Except as otherwise provided by law, there is no appeal beyond those described above to any disciplinary decision made by the Board of Trustees.

Reviewed and revised: 10/2022.

Amended and approved 3/2024.

Receipt and Acknowledgment of Sandown Public Library Personnel Policies and Procedures Manual

This Personnel Policies and Procedures Manual is an important document intended to help employees become acquainted with the Sandown Public Library. This Manual will serve as a guide; it is not the final word in all cases. Individual circumstances may call for individual attention.

Please read the following statements and sign below to indicate your receipt and acknowledgment of the Manual.

I have received a copy and understand that it is my obligation to read the Personnel Policies and Procedures Manual. I understand that the policies described in the Manual are subject to change at the discretion of the Sandown Public Library's Board of Trustees at any time. I understand that this Manual supersedes and replaces all other previous manuals and personnel policies for the Sandown Public Library as of March 14, 2024.

I acknowledge that I have the right to terminate my employment with the Sandown Public Library at any time without notice. In turn, I acknowledge that the Sandown Public Library has the right to terminate my employment in its sole discretion, subject to any statutory or federal or state constitutional requirements.

I am aware that the descriptions of benefits in this Manual are not contractual in nature and do not guarantee any continuance of said benefits. I am aware that during the course of my employment, confidential information may be made available to me. I understand that this confidential information must not be given out or used outside of Sandown Public Library premises or with non- Sandown Public Library employees, except as required by law.

I understand that my signature below indicates that I have read and understand the above statements and have received a copy of the Personnel Policies and Procedures Manual.

Employee Signature

Employee Name (please print)

Date: _____