

# James E. Nichols Memorial Library

35 Plymouth Street  
Center Harbor, NH

## PERSONNEL POLICY MANUAL

Revised & Approved 2022

This document supersedes all personnel policies previously established or approved by the James E. Nichols Memorial Library.

James E. Nichols Memorial Library

RECEIPT & ACKNOWLEDGEMENT OF *PERSONNEL POLICY MANUAL*

This *Personnel Policy Manual* is an important document intended to help you become acquainted with the James E. Nichols Memorial 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 *Personnel Policy Manual*.

- I have received a link to the electronic copy of the Library *Personnel Policy Manual* and have the right to a paper copy if I so request. I understand it is my obligation to read the *Personnel Policy Manual*. I understand that the policies described in the *Manual* are subject to change at the sole discretion of the Library Board of Trustees. I understand that this *Manual* supersedes and replaces all previous manuals and personnel policies for the Library.
- I acknowledge that I have the right to terminate my employment with the Library at any time without notice. In turn, I acknowledge that pursuant to NH RSA 202:A-17, Library employees may be terminated by the Library Board of Trustees "...for malfeasance, misfeasance, or inefficiency in office, or incapacity or unfitness to perform the employee's duties."
- I am aware that the descriptions of benefits in this *Manual* are not contractual in nature and do not guarantee any continuation 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 Library premises or with non-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 Policy Manual*. I understand that this signed acknowledgment will be in my personnel file and I will receive a copy.

\_\_\_\_\_  
Employee's Name (please print)

Date: \_\_\_\_\_

\_\_\_\_\_  
Employee's Signature

Date: \_\_\_\_\_

\_\_\_\_\_  
Supervisor's Signature

Approved by Nichols Library Board of Trustees 1/24/2022

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James E. Nichols Memorial Library

**PERSONNEL POLICIES & PROCEDURES**

**ABOUT THIS MANUAL**

The policies outlined in this *Personnel Policy Manual* should be regarded as guidelines only, which may require changing from time to time. The James E. Nichols Memorial Library retains the right to make decisions involving employment as needed in order to conduct its work in a manner that is beneficial to the employees, Library patrons and residents of Center Harbor. This *Manual* supersedes and replaces any and all prior manuals, policies, procedures, and practices of the Nichols Library.

This *Personnel Policy Manual* also summarizes the current benefit plans administered by the Town of Center Harbor for eligible employees of the James E. Nichols Memorial Library. If any questions arise regarding the implementation or interpretation of any benefit plan, the terms and conditions of the actual plan documents and summary plan descriptions will control rather than the summaries contained in this *Manual*. This *Manual* (and other plan documents) are not contractual in nature and do not guarantee any continuance of benefits.

This *Personnel Policy Manual* is not, and shall not be construed as, an explicit or implied contract, and shall not create any due process requirements in excess of federal or state constitutional or statutory requirements. Neither the policies contained in this *Manual*, nor any other written or verbal communication by any other employee, including management employees, are intended to create a contract of employment or a warranty of any of the benefits described in this *Manual*.

The James E. Nichols Memorial Library reserves the right to change, revise or eliminate any of the policies, procedures, or benefits described in this *Personnel Policy Manual* at any time in its sole discretion. Questions should be directed to the Board of Trustees.

## GENERAL POLICIES

### *EQUAL EMPLOYMENT OPPORTUNITY*

The James E Nichols Memorial Library is committed to a policy of equal employment opportunity to all persons based on individual merit, competence and Library needs. The Library will not discriminate against employees or applicants for employment on any legally protected characteristic including, but not limited to: race, color, religion, age, sex, gender identity, sexual orientation, pregnancy, marital status, national origin, physical or mental disability, genetic information (including family medical history), or military service. This policy applies to all terms and conditions of employment including, but not limited to, recruitment, hiring, promotion, termination, furlough, recall, leaves of absence, compensation, and training.

*Revised & Approved by Board of Trustees 12/27/2021*  
*Approved by Board of Trustees 8/22/2011*

### *WORKPLACE HARASSMENT*

The Library does not tolerate harassment in the workplace on the basis of race, color, religion, age, sex, gender identity, sexual orientation, pregnancy, marital status, national origin, physical or mental disability, genetic information (including family medical history), or military service. The Library prohibits harassment of one employee by another employee or supervisor on any of the bases discussed above. Any employee who harasses another employee or a patron on any of the bases discussed above will be subject to discipline, up to and including discharge. The 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, gender identity, pregnancy, national origin, 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; (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.

The Library will also not tolerate any conduct that creates a hostile work environment. It is not possible to list all of the circumstances and behaviors that may constitute unlawful harassment or create a hostile work environment in violation of Library policy. However, the following are some examples of conduct which may constitute harassment or create a hostile workplace depending on the circumstances, including the severity of the conduct and its pervasiveness:

- Epithets, slurs, negative stereotyping, or threatening, intimidating or hostile acts that relate to race, color, religion, gender, national origin, 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, age, disability, sexual orientation or veteran status that is placed on walls, bulletin boards, or elsewhere on Library premises, or in circulation in the workplace.

The Library prohibits all of the activities discussed above, whether engaged in by a supervisor, coworker, Library official, patron, visitor or non-employee who is on Library premises or who comes in contact with Library employees.

Any employee who believes he/she has been subjected to harassment in violation of this policy should report the incident immediately or as soon as practical in accordance with the *Reporting Procedure* contained in this *Manual*. The matter will be promptly investigated and appropriate action will be taken, depending on the nature and severity of any proven incident.

Retaliation against an employee who complains in good faith about harassment in accordance with this policy 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. Any employee who believes that he/she has been subjected to retaliation should report the incident in accordance with the *Reporting Procedure* contained in this *Manual*.

*Approved by Board of Trustees 3/7/2022*

## **SEXUAL HARASSMENT**

It is the goal of Nichols Library to provide a workplace that is free of sexual harassment. Sexual harassment of employees in the workplace is unlawful and will not be tolerated by the Library. Further, retaliation against an employee who complains in good faith about sexual harassment and/or cooperates in good faith in an investigation of sexual harassment is unlawful and will not be tolerated.

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;
- 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, innuendos and other sexually-oriented statements and unwelcome emphasizing of 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.

Experience has shown that a clear statement to the person engaging in the offensive behavior is often all that is necessary to stop the conduct. If any employee believes he/she is being harassed, the employee is encouraged to let the person engaging in the conduct know how he/she feels. However, if the employee does not feel comfortable taking this step, he/she is certainly not required to do so.

Any employee who believes he/she has 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.

Retaliation against an employee who complains in good faith about sexual harassment is a violation of this policy and is prohibited by law. An employee feeling subjected to retaliation should report the incident in accordance with the *Reporting Procedure* contained below in this *Manual*.

*Revised & Approved by Board of Trustees 3/7/2022*  
*Approved by Board of Trustees 8/22/2011*

### **PREVENTING HARASSMENT AND DISCRIMINATION TRAINING**

All Library employees are required to attend training on preventing harassment and discrimination in the workplace at least once every two (2) years.

*Approved by Board of Trustees 3/7/2022*

### **REPORTING PROCEDURE FOR SEXUAL & OTHER UNLAWFUL HARASSMENT AND DISCRIMINATION**

Any employee who feels he/she is a victim of sexual or other unlawful harassment should immediately report such actions in accordance with the following procedure. All complaints will be promptly and appropriately investigated by the Library Board of Trustees.

1. Any employee who believes he/she is a victim of sexual or other unlawful harassment should report the incident immediately to the Librarian; if the claim is against the Librarian, the complaint should be made to either an individual Trustee or to the Board as a whole. If a complaint is filed with an individual Trustee, that Trustee will transmit the complaint to the Board of Trustees as a whole.
2. If the Librarian becomes aware of discriminatory or harassing conduct, a complaint of discrimination or harassment, or retaliation, the Librarian must report the conduct and/or complaint immediately to the Board of Trustees.
3. The Library Board of Trustees will promptly investigate every incident reported through this procedure. Any employee, supervisor, or agent of the Nichols

Memorial Library who has been found to have sexually or unlawfully harassed another employee will be subject to appropriate disciplinary action, up to and including immediate discharge. The complainant may be informed of the outcome of the investigation.

4. The Library will conduct all investigations in a discreet manner. Disclosure of complaints will be limited to those with a need to know.

*Approved by Board of Trustees 3/7/2022*

### ***AMERICANS WITH DISABILITY ACT (ADA)***

The James E Nichols Memorial Library prohibits any form of discrimination in hiring as well as in all terms and conditions of employment, against individuals with disabilities. The Library will make every effort to make reasonable accommodations to ensure equal opportunity in the application process, to enable qualified employees to perform essential job functions, and to enable disabled employees to enjoy the same benefits and privileges of employment as are enjoyed by employees without disabilities. An employee who because of a disability requires an accommodation to perform the functions of his/her job should notify the Library Board of Trustees. The Library will maintain all medical information in a confidential manner in accordance with the ADA.

*Revised & Approved by Board of Trustees 12/27/2021*

*Approved by Board of Trustees 8/22/2011*

## LIBRARY PERSONNEL

### **HIRING**

Pursuant to NH RSA 202-A:15 and RSA 202-A 16, the Board of Trustees hires the Librarian and all other Library employees. The Librarian recommends candidates for all other Library positions to the Board of Trustees for consideration.

Although the Town of Center Harbor's administrative staff handles payroll and benefits, the employees of the James E Nichols Memorial Library are not Town employees. They are Library employees.

*Revised & Approved by Board of Trustees 3/22/2021*  
*Approved by Board of Trustees 8/22/2011*

### **BACKGROUND CHECK**

All employees are subject to a background check as a condition of employment, the cost of which is paid by the Library.

*Reviewed by Board of Trustees 3/22/2021*  
*Approved by Board of Trustees 8/22/2011*

### **EMPLOYMENT CLASSIFICATIONS**

At the time of hire, the employee is classified as full-time, part-time or temporary. Unless otherwise specified in writing or as required by law, the benefits described in this *Manual* apply only to full-time employees. All other policies described in this *Manual* apply to all employees with the exception of certain wage, salary and time off limitations. An employee unsure of the job classification for his/her position should ask the Board of Trustees.

**FULL-TIME EMPLOYEES:** Employees regularly scheduled to work 36 or more hours per week are full-time employees.

**PART-TIME EMPLOYEES:** Employees regularly scheduled to work less than 36 hours per week are part-time employees. Part-time employees are not eligible for benefits described in this *Manual* except where approved by the Board of Trustees or to the extent required by state or federal law.

**TEMPORARY EMPLOYEES:** Employees who are hired for specific periods of time or for the completion of a specific project are temporary employees. Seasonal employees, those hired to work for twenty-six (26) weeks or less, are considered to be temporary employees. Temporary employees are not eligible for benefits described in this *Manual* except to the extent required by state or federal law.

*Revised & Approved by Board of Trustees 12/27/2021*  
*Approved by Board of Trustees 6/22/2009*

## **PAY RATES**

The Board of Trustees determines the pay rates for Library employees. Pay rates are reviewed in conjunction with the employee performance reviews. Rates may be adjusted as part of the Library budget for the following year.

*Reviewed by Board of Trustees 4/1/2024*

*Reviewed by Board of Trustees 3/22/2021*

*Approved by Board of Trustees 8/22/2011*

## **REPORTING OF TIME WORKED, PAY DAY & PAY PERIOD**

Each employee is required to accurately report the hours that he/she works on a time sheet. No one is authorized to complete a time sheet on an employee's behalf, and falsification of time records will lead to disciplinary action, up to and including being discharged. Time sheets are due to the Treasurer and the Town of Center Harbor Selectmen's Assistant by 9:00am Monday.

Employees are paid on a weekly basis on Friday for all hours worked during the prior week.

*Reviewed by Board of Trustees 3/22/2021*

*Approved by Board of Trustees 8/22/2011*

## **WORK WEEK & WORK SCHEDULE**

The Library's work week begins on Saturday and ends at the close of business on Friday.

The Board of Trustees determines the days of the week and hours that the Library is open. The Librarian schedules employees for work and submits the schedule to the Board of Trustees for approval. Due to the nature of Library programming and services, schedules may vary on occasion.

*Reviewed by Board of Trustees 3/22/2021*

*Approved by Board of Trustees 8/22/2011*

## **EMERGENCY CLOSING**

Employees are expected to work during inclement weather. However, due to concern about the safety of its patrons and employees, the Library may be open for limited hours or be closed during severe weather situations or community emergencies. The Library may also be closed on other occasions because of unavoidable circumstances. Part-time employees are not paid for emergency or unavoidable closings.

If such an emergency or unavoidable circumstance occurs, the Librarian contacts the Chairperson of the Board of Trustees (or designee) to discuss closing and then notifies staff of the decision.

The Librarian (or designee) also:

- Changes the recorded greeting on the Library's voicemail to inform callers of the closing
- Posts a closing notice on the Library website [www.centerharborlibrary.org](http://www.centerharborlibrary.org) and the Town

- website [www.centerharbornh.org/james-e-nichols-memorial-library](http://www.centerharbornh.org/james-e-nichols-memorial-library)
- Sends notice to WMUR-TV when closing is due to severe weather
- Posts a closing notice on the Library front door, if possible.

*Revised & Approved by Board of Trustees 3/22/21*

*Revised & Approved by Board of Trustees 12/20/2019*

*Approved by Board of Trustees 8/22/2011*

## **BREAKS AND MEAL PERIODS**

An employee may take a paid fifteen-minute break for every four hours worked.

According to RSA 275:30-A *Lunch or Eating Period*, "An employer may not require an employee to work more than 5 consecutive hours without granting them a ½ hour lunch or eating period, except if it is feasible for the employee to eat during the performance of his or her work, and the employer permits him or her to do so." Every Library employee working for at least five (5) consecutive hours is expected to take a 30-minute unpaid meal break for which he/she must sign out. The employee is not required to leave the Library premises during this time.

An employee may request to waive the lunch or eating period requirement by filling out the *Request Waiver Form*. Requests are approved by the Board of Trustees upon the recommendation of the Librarian.

No food or beverage other than water is allowed at the circulation desk.

*Revised & Approved by Board of Trustees 3/22/21*

*Approved by Board of Trustees 8/22/11*

## **LIBRARY SECURITY**

It is every employee's responsibility to help ensure that proper security measures are exercised at all times. Employees should be familiar with the Library's emergency exits and alarm systems and the proper steps to take upon hearing them. Any suspicious person or events should be called to the immediate attention of the Center Harbor Police Department.

*Reviewed by Board of Trustees 3/7/2022*

*Approved by Board of Trustees 8/22/2011*

## **RESIGNATION & DISMISSAL**

A Library employee may resign from his/her employment at any time, for any reason. As a matter of courtesy, the Librarian is asked to give the Board of Trustees at least six (6) weeks' notice in writing of his/her intent to resign. All other personnel are asked for at least two (2) weeks' (14 calendar days) notice.

The Board of Trustees complies with NH RSA 202-A: 17 *Employees; Removal* regarding the dismissal of a Library employee, which states that:

*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.*

*Approved by Board of Trustees 3/22/21*

### ***EXIT INTERVIEW***

An employee who resigns from his/her employment may be asked to participate in an exit interview with the Board of Trustees. The purpose of the exit interview is to discuss any relevant separation benefits and benefit continuation, and to receive feedback from the employee on ways in which the Library can improve operations and retention of employees.

*Revised & Approved by Board of Trustees 3/22/2021*

*Approved by Board of Trustees 8/22/2011*

## CONDUCT & PERFORMANCE

### *STANDARDS OF CONDUCT*

All employees are required to comply with the Library's standards of conduct, which are intended to promote consistency and harmony in the workplace, and to support the objectives and missions of the Nichols Memorial Library.

No list of rules can be all inclusive. Incidents may arise that are not covered by the standards of conduct which may lead to discipline up to and including termination. The following areas are intended to guide employees in the recognition of certain behaviors which are clearly prohibited and which can result in disciplinary action, up to and including discharge.

#### *1. Absence & Lateness*

Excessive absenteeism and/or lateness; failure to call in when absent; overstaying allotted break time; leaving work early without permission; misuse of any leave of absence. Absence of three (3) consecutive working days without notification will be considered a voluntary resignation.

#### *2. Employment & Library Records*

Making a false statement on the application form; falsifying Library and/or employment records; failing to maintain an accurate time record.

#### *3. Attitude*

Abusive language; creating any type of disturbance; using abusive or profane language or complaining in front of visitors; demonstrating a lack of cooperation; abuse or neglect of visitors or Library employees; abuse, neglect or intentional destruction of Library property.

#### *4. Safety*

Violation of safety regulations or endangering the health or safety of other persons.

#### *5. Employee Relations*

Abusive or profane language to another employee; negligent or intentional destruction of another employee's personal possessions; threatening bodily harm; intent to strike; striking another employee; creating a disturbance; causing dissension among employees.

#### *6. Crime*

Conviction of any felony or misdemeanor.

#### *7. Dishonesty*

Dishonesty to a coworker, resident, visitor, Library Board of Trustees or representatives of the Town.

#### *8. Incompetence*

Repetition of avoidable mistakes to a point that the mistakes demonstrate a willful disregard for the Library's interests.

#### *9. Neglect of Duty*

Negligence in the performance of duties which conflicts with the Library's interests; neglect of duty

resulting in inferior work, equipment breakdown, or waste of materials, supplies or products; sleeping on the job.

*10. Unsatisfactory Job Performance*

Failing to demonstrate the requisite skills, attitudes or abilities to satisfactorily discharge the employee's duties.

*11. Sexual or Other Unlawful Harassment*

Discrimination, sexual or other unlawful harassment, and/or inappropriate conduct in violation of Library policies; retaliation against anyone who has complained of alleged harassment or discrimination or has participated in an investigation of a complaint.

*12. Insubordination*

Acting in an insubordinate manner toward at any supervisors or member of the Library Board of Trustees; directing abusive or threatening language at any supervisor, employee or official; acting in disregard of any directives of the Library Board of Trustees.

*13. Telephone, Facsimile, Computer, E-mail & Copier*

Excessive use of a Library telephone, facsimile, computer, e-mail, Internet access, or copier for a non-Library purpose.

*14. Intoxicants*

Bringing, possessing, dispensing, selling, buying or using alcoholic beverages or illegal drugs on Library property or while on the job. Being under the influence of or testing positive for these substances during working hours will result in immediate discharge.

*15. Theft or Destruction of Property*

The attempt or act of theft or negligent or intentional destruction of any Library property or the personal property of a coworker, patron or visitor.

*16. Violations of Policies, Procedures or Rules*

Violating or failing to follow the Library's policies, procedures, or rules.

*17. Improper Conduct*

Indecent behavior on Library property or while on the job.

*Revised & Approved by Board of Trustees 1/24/2022*

*Approved by Board of Trustees 8/22/2011*

## ***CONFLICT OF INTEREST***

The Library expects its employees and officials to conform to the highest ethical and legal standards. Employees are required to refrain from engaging in any activities that create a conflict or the appearance of a conflict of interest. Employment with Nichols Library carries with it a responsibility to be constantly aware of the importance of ethical conduct. Employees must refrain for taking part in, or exerting influence in, any transaction in which their own interests may conflict with the best interests of the Library.

Examples of conduct and behavior that would violate this policy include, but are not limited to, the

following:

- Investing in any of the Library's vendors or suppliers (unless the securities are publicly traded and the investments are on the same terms available to the general public and not based on any inside information), or having any financial interest in a vendor or supplier that could cause divided loyalty or even the appearance of divided loyalty
- Accepting any gifts or favors from any members of the public, vendors or suppliers
- Misusing privileged information or revealing confidential data
- Using one's position in the Library or knowledge of its affairs for personal gains
- Using directly or indirectly Library funds, assets or other resources for any unlawful goal or purpose.

Employees with any questions regarding these guidelines are required to discuss them with the Board of Trustees prior to engaging in any activity or conduct that may violate this policy. Violations of this policy may lead to disciplinary action, up to and including termination.

*Revised & Approved by Board of Trustees 1/24/2022*  
*Approved by Board of Trustees 8/22/201*

### **PERFORMANCE REVIEWS**

The performance of every employee is reviewed annually, no later than November 1<sup>st</sup>, and whenever deemed necessary. The Board of Trustees reviews the performance of the Librarian. The Librarian reviews the performance of all other Library employees, and forwards the reviews to the Board for approval. Employees have the opportunity to comment on and sign their performance reviews. Signature on the performance review form indicates that the employee has seen the evaluation; it does not indicate agreement or disagreement with the content of the evaluation.

A performance review is not a contract or a commitment to provide a compensation adjustment, a bonus, or continued employment.

*Revised & Approved by Board of Trustees 3/22/2021*  
*Approved by Board of Trustees 8/22/2011*

### **ACTIONS TO IMPROVE UNSATISFACTORY EMPLOYEE CONDUCT OR PERFORMANCE**

It is the policy of the Nichols Memorial Library to take corrective action when employees violate its rules, regulations or standards of conduct, or endanger the safety of others, or perform in an unsatisfactory manner. There are four (4) types of disciplinary actions that the Library may use: documented verbal warning, written warning, suspension, and dismissal. The Library reserves the right to determine the appropriate type of discipline for any circumstance. The Library may also place an employee on paid or unpaid administrative leave on a temporary basis, as permitted under federal and State law.

*Revised & Approved by Board of Trustees 3/7/2022*  
*Approved by Board of Trustees 8/22/2011*

## ***DISPUTE RESOLUTION PROCEDURE***

Any employee having a dispute or grievance should promptly bring it to the attention of his/her supervisor. The dispute resolution procedure is as follows:

Step 1. The employee shall submit the grievance in writing to their supervisor within five (5) calendar days of knowledge of the event causing the complaint. The supervisor shall respond in writing to the employee within a ten (10) calendar days.

Step 2. If unsatisfied with the response at Step 1, the employee may submit an appeal in writing to the Board of Trustees within five (5) working days of the supervisor's response. The Board of Trustees shall then hold a hearing on the complaint within fourteen (14) calendar days and shall render a written decision within five (5) calendar days after the hearing. The written decision of the Board is final and binding. A copy of the decision will be attached to the employee's appeal and placed in the employee's confidential personnel file.

*Revised & Approved by Board of Trustees 3/7/22*

*Approved by Board of Trustees 8/22/11 (Grievance Procedure)*

## EMPLOYEE HEALTH & SAFETY

### **HEALTH & SAFETY PROGRAM**

The Library is committed to providing a safe and healthy working environment for all employees. In order to identify and control work-related hazards, employees are required to bring known and potential hazards and safety issues to the attention of their supervisor and the Board of Trustees. Failure to do so may result in an injury that could otherwise have been avoided.

Any employee may submit suggestions to improve safety to the Board of Trustees.

*Revised & Approved by Board of Trustees 12/27/2021*  
*Approved by Board of Trustees 8/22/2011*

### **WORKPLACE VIOLENCE**

Violence and verbal and physical threats of violence of any kind in the workplace or on Library property by employees will not be tolerated, and employees engaging in such conduct will be subject to discipline, up to and including separation from employment. If an employee becomes aware of any violence or threat of violence, he/she must immediately report the matter to the Center Harbor Police Department and the Board of Trustees.

*Revised & Approved by Board of Trustees 12/27/21*  
*Approved by Board of Trustees 8/22/11*

### **ALCOHOL & DRUGS**

The Nichols Library is committed to providing a safe work environment that is free from the effects of alcohol and drugs. The Library recognizes alcohol and drug abuse as potential health, safety, and security problems. All employees are expected to assist in maintaining a work environment that is free from the effects of alcohol, drugs and other intoxicating substances.

Compliance with this policy is made a condition of employment.

Examples of conduct by an employee that would violate this policy include, but are not limited to, the following:

- The use, possession, storage, manufacture, distribution, dispensation, or sale of alcohol, illegal drugs, unauthorized medications, or drug paraphernalia at any time on Library premises or grounds
- Reporting to work or otherwise working under the influence of alcohol, illegal drugs or medications that may impair an employee's ability to safely perform job functions
- Reporting to work in a condition that indicates the employee is not fit for work, such as appearing to be intoxicated, or appearing or being unable to safely perform job functions and effectively interact with other staff, patrons and visitors.

Any employee who is using prescription or non-prescription medication that may impair the ability

to safely perform job functions must immediately inform his/her supervisor and must not perform any work until authorized by his/her supervisor.

Any employee who has reason to believe that the performance of another employee is impaired by alcohol, illegal drugs, or medication must immediately notify his/her supervisor and the Board of Trustees.

Violation of this policy will lead to appropriate disciplinary action, up to and including termination.

*Revised & Approved by Board of Trustees 3/7/22*

*Approved by Board of Trustees 8/22/11*

### **WORKPLACE SEARCHES**

To safeguard the safety and property of employees, patrons, visitors and the James E. Nichols Memorial Library and to help prevent the possession and use of illegal drugs on Library premises, it may become necessary to question employees and all other persons entering and leaving Library premises, and to inspect any packages, parcels, purses, handbags, briefcases, backpacks, lunch boxes, or any other possessions or articles carried to and from Library property. In addition, the Library reserves the right to search any employee's office, desk, files, locker, or any other area or article on Library premises in pursuit of safeguarding the safety and property of employees and the Library. Employees should understand that all offices, desks, files, lockers, and so forth are the property of the Library and are issued for the use of employees only during their employment with Nichols Library. Inspections may be conducted at any time at the discretion of the Board of Trustees.

Employees working on or entering or leaving the premises who refuse to cooperate in an inspection, as well as employees who after the inspection are believed to be in possession of stolen property or illegal drugs, will be reported immediately to the Center Harbor Police Department and may be subject to disciplinary action up to and including discharge.

*Revised & Approved by Board of Trustees 12/27/21*

*Approved by Board of Trustees 8/22/11*

### **NO SMOKING**

The Library is committed to providing a safe, healthy and smoke-free work environment for employees, visitors and patrons. Consistent with this commitment and State Law, smoking is prohibited in the entire Library building and on its grounds. Employees wishing to smoke may do so only during authorized breaks and off of the Library grounds. Employees are required to comply with this no smoking policy. Any employee failing to comply with this policy will be subject to disciplinary action.

*Revised & Approved by Board of Trustees 12/27/21*

*Approved by Board of Trustees 8/22/11*

### **EMPLOYEE COVID-19 ILLNESS**

In order to promulgate safety in the workplace and to continue to combat the transmission of

COVID-19, all employees are subject to and must adhere to the following policy while on Library premises.

Symptoms of COVID-19 include:

- a. Fever;
- b. Respiratory symptoms such as runny nose, sore throat, cough or shortness of breath;
- c. Flu-like symptoms such as muscle aches, chills, and severe fatigue;
- d. Changes in a person's sense of taste or smell.

Any employee experiencing these symptoms or who is ill must not report to work, and should notify his or her supervisor prior to the scheduled start time. Any employee who while at work begins to experience these symptoms or becomes ill must immediately notify his or her supervisor and immediately leave the Library. Any employee observed to exhibit these symptoms while in the Library will be asked to leave immediately.

If an employee becomes aware that he or she has been exposed to COVID-19, even if the employee is not currently exhibiting symptoms, the employee must report the exposure to his or her supervisor and may be directed to remain out of work for at least 5 (five) days or per CDC guidance, or as otherwise directed by his or her health care provider.

Employees will not be allowed to return to work until providing proof of a negative COVID-19 test result.

Absences from work due to COVID-19 related illness will not be considered as unexcused absences, and such absences will not count against an employee's attendance.

In order to minimize the spread of COVID-19, employees should:

- a. Wash hands and use hand sanitizer frequently;
- b. Avoid touching the face, eyes or mouth;
- c. Practice good respiratory etiquette, which includes coughing and sneezing into a tissue or the elbow rather than into the hands;
- d. While in the Library, employees should wear a mask covering the nose and the mouth to help protect against the spread of the virus. Employees should review CDC guidance on use of masks.
- e. Employees should maintain safe social distancing, which means keeping a distance of at least 6 (six) feet between one another and from patrons as much as reasonable.

Questions regarding this policy should be addressed to the Nichols Library Board of Trustees.

*Revised & Approved by Board of Trustees 1/24/2022*  
*Approved by Board of Trustees 6/22/2020*

## LEAVE

**Definition:** For the purposes of these policies, “immediate family” is defined as spouse, domestic partner, parents, children, foster children, brothers, sisters, immediate in-laws, grandparents, grandchildren, step-parents, step-children, step-brothers and step-sisters of the employee.

### **SICK LEAVE**

The Library provides paid sick days to all full-time employees. Sick days are to be used for absences due to illness of the employee or their immediate family members. They are not to be used as extra vacation time, personal days or “mental health days.”

Sick leave accrues at the rate of one (1) day per month up to a maximum of thirty (30) days. Accrual commences on the date of hire but cannot be taken during the first ninety (90) days of employment.

Employees taking sick leave will be paid at the normal straight time rate for the number of hours the employee was scheduled to work. Sick pay will not exceed the employee’s regular workday and/or work week hours.

Employees will not be paid for earned, unused sick days upon separation from employment.

Employees may be required to provide certification from a health care provider regarding the necessity for taking sick leave. Unless otherwise directed by his/her supervisor, any employee who cannot report to work due to illness should contact his/her supervisor daily about the need to take sick leave and the expected duration of their absence.

Employees who are absent from work due to illness may be required to obtain certification from their health care provider that they are able to return to work. Any employee who fails to report to work for three (3) consecutive days or notify his/her supervisor will be considered to have voluntarily resigned from employment.

*Revised & Approved by Nichols Library Board of Trustees 1/24/2022*

*Approved by Nichols Library Board of Trustees 6/22/2009*

### **BEREAVEMENT LEAVE**

Any employee bereaved by the death in his/her immediate family will be granted time off from work without loss of pay in accordance with the following policy:

Three (3) days of paid time off shall be granted to full-time employees in the event of the death of a member of his/her immediate family. This shall usually include the day before the funeral and the day after. Pay for a part-time employee shall be pro-rated based on the number of hours, if any, that the employee would regularly work on those days.

*Reviewed & Adopted by Board of Trustees 12/27/2021*

*Adopted by Board of Trustees 8/22/2011*

## HOLIDAYS

Full-time and part-time employees are entitled to the following paid holidays, provided that the employee normally works on that day. Holiday pay will be paid at the straight time hourly rate and will be prorated for employees who regularly work fewer than eight (8) hours on that day.

Employees may be required to work on holidays. Employees who are required to work on a holiday will receive a floating holiday. The floating holiday must be scheduled at least one week in advance and approved by the Librarian and/or Board of Trustees.

If a holiday falls during an employee's vacation leave, the employee will not receive vacation compensation for the day the holiday occurred; the employee will receive holiday compensation.

The James E. Nichols Memorial Library observes the following holidays:

- New Year's Day January 1
- Martin Luther King, Jr. Day 3<sup>rd</sup> Monday in January
- Presidents Day 3<sup>rd</sup> Monday in February
- Memorial Day Last Monday in May
- Independence Day July 4
- Labor Day 1<sup>st</sup> Monday in September
- Columbus Day 2<sup>nd</sup> Monday in October
- Veterans Day November 11
- Thanksgiving Day 4<sup>th</sup> Thursday in November
- Friday after Thanksgiving
- Christmas Day December 25

Any holiday falling on a Saturday that the Library is scheduled to be open will be observed on that day. All other holidays will be observed on the day designated by the State of New Hampshire.

If the Wednesday before Thanksgiving, Christmas Eve or New Year's eve fall on a day that the Library is usually open, the hours will be 10:00am to 1:00pm.

*Revised and Approved by the Board of Trustees 3/28/2022*  
*Revised and Approved by the Board of Trustees 1/25/2021*  
*Revised and Approved by the Board of Trustees 11/25/2019*  
*Approved by the Board of Trustees 6/22/2009*

## VACATION

Full-time and part-time employees are eligible for paid vacation. Paid vacation is pro-rated for part-time employees. Temporary employees are not entitled to paid vacation time.

Vacation time is granted to eligible employees based upon length of service and anniversary date. If there is a break in service, eligibility for vacation will be based on the employee's current hire date.

The Board of Trustees shall approve all requests for vacation time. Vacation requests should be submitted in advance in a timely fashion so that action may be taken at a regular monthly Board meeting.

No part of an employee's scheduled vacation may be converted to sick leave. If illness or injury occurs during a vacation, sick leave benefits will not begin until the employee is scheduled to return to work. If requested, the Board of Trustees may grant the use of vacation time to cover extenuating circumstances due to personal or family illness.

If requested, an employee shall be paid his/her vacation pay before starting vacation, provided that such vacation is scheduled at least two (2) weeks in advance. Otherwise, the employee shall be paid his/her vacation pay upon return from vacation.

Vacation pay for a full week will be paid at the normal straight time scheduled hours; i.e., if someone is scheduled for 36 hours per week, their vacation pay will be for 36 hours for each full week requested. Employees normally scheduled for less than 36 hours will be paid the number of hours normally scheduled for each full week requested.

Vacation is earned during the employee's hire date year and is accrued according to the following schedule:

***FULL-TIME EMPLOYEES***

Years of Continuous Service

One (1) year

Two (2) years

Five (5) years

Vacation Time

One (1) week of scheduled hours worked/week

Two (2) weeks of scheduled hours worked/week

Five (5) weeks of scheduled hours worked/week

***PART-TIME EMPLOYEES***

Years of Continuous Service

One (1) year

Vacation Time

One (1) week of scheduled hours worked/week

Vacation time must be used during the year in which it is earned but cannot be taken during the first ninety (90) days of employment. The Library will not pay employees for unused, accrued vacation time at the end of the year. Vacation time may not be carried over and accumulated in subsequent years. Employees will not be paid accrued, unused vacation time upon termination from employment unless the employee has been actively employed for at least six (6) months prior to the termination and, in the event of resignation, the employee has given at least two (2) weeks notice of his/her intent to resign.

*Revised and Approved by the Board of Trustees 3/28/2022*

*Revised and Approved by the Board of Trustees 1/25/2021*

*Approved by the Board of Trustees 6/22/2009*

***JURY DUTY/WITNESS LEAVE***

Any employee called for jury duty or subpoenaed as a witness shall be excused from work for the duration of the employee's service. All benefits shall continue to accrue during such absence.

A full-time employee called for jury or witness duty shall be granted paid leave for the duration of the employee's service and shall be paid the difference between their regular day's pay and their jury pay. Pay for part-time employees shall be pro-rated based on the number of hours, if any, that the employee would regularly work on the days of jury duty.

Jury or witness duty for temporary employees will be considered an excused unpaid absence.

An employee summoned for jury or witness duty must inform his/her supervisor as soon as possible and provide a copy of the summons. If released from jury duty, the employee is expected to return to work. If chosen to sit on a jury, the employee should inform his/her supervisor how long the trial is expected to last.

*Reviewed & Adopted by Board of Trustees 12/27/2021  
Adopted by Board of Trustees 8/22/2011*

### ***EDUCATIONAL LEAVE***

The Board of Trustees encourages staff to take advantage of continuing educational opportunities. At its sole discretion, the Board may grant paid or unpaid leave to full-time and part-time employees to attend workshops, training sessions, conferences or short-term courses. The Board may approve reimbursement for all or part of education and related expenses, if requested in advance in writing. All considerations and approvals for education leave and reimbursement shall be handled on a case-by-case basis.

*Revised & Approved by Board of Trustees 3/7/2022  
Approved by Board of Trustees 8/22/2011 (Development & Training of Staff)*

## BENEFITS

### **MEDICAL BENEFIT PLAN**

The Town of Center Harbor provides a medical benefit plan for full-time employees of the Nichols Memorial Library. The coverage and type of policy shall be as approved by the Town Board of Selectmen. Details concerning the health insurance plan may be obtained from the Selectmen's Administrative Assistant.

All full-time Library employees shall be entitled to coverage in the Town's group policy with the following employee contribution to the health insurance coverage:

- Single coverage 5% employee contribution
- 2-person coverage 8% employee contribution
- Family coverage 10% employee contribution

*Revised & Approved by Board of Trustees 3/7/2022*

*Approved by Board of Trustees 6/22/2009*

### **CONTINUATION OF GROUP HEALTH INSURANCE**

The Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA) requires that most employers sponsoring group health plans offer employees and their families the opportunity for a temporary extension of health coverage at group rates in certain instances where coverage under the plan otherwise would end. Details regarding COBRA may be obtained from the Selectmen's Administrative Assistant.

*Approved by Board of Trustees 3/7/2022*

### **WORKERS' COMPENSATION**

The Town of Center Harbor provides Workers' Compensation Insurance for all Library employees. This insurance protects employees from a loss of income and pays medical expenses resulting from a workplace accident or injury. Employees are required to report all work-related injuries to their supervisor immediately. Employees with work-related injuries may be entitled to temporary alternative duty in accordance with New Hampshire's Workers' Compensation laws.

*Revised & Approved by Board of Trustees 3/7/2022*

*Approved by Board of Trustees 6/22/2009*

### **LIFE INSURANCE & SHORT/LONGTERM DISABILITY INSURANCE**

The Town of Center Harbor provides life insurance and short/long term disability insurance for Library employees. Details about these benefits may be obtained from the Selectmen's Administrative Assistant.

*Revised & Approved by Board of Trustees 3/7/2022*

*Approved by Board of Trustees 6/22/2009*

## STAFF & VOLUNTEERS

### *LIBRARIAN: Position Description*

**Reports to:** Library Board of Trustees

**Position Summary:** Serves as the chief administrative officer of the James E Nichols Memorial Library under the direction, supervision and review of the Library Board of Trustees. Responsible for the administration and operations of the Library in accordance with RSA 202-A:16 and the bylaws, objectives and policies adopted by the Board of Trustees. The Librarian plans, organizes, directs and coordinates all services and programs of the Library.

**Responsibilities:** In addition to those listed below, the Librarian may be assigned other responsibilities from time to time by the Board of Trustees.

#### **Policy**

1. Understands that the Board of Trustees is responsible for governance and the overall operation of the the James E. Nichols Memorial Library
2. Assists the Board to develop, review, update and revise Library policy
3. Develops, reviews, updates and revises operational policies and procedures for Library services, subject to Board approval
4. Promptly implements and fully supports Board decisions and policies
5. Informs the Board of new developments in the library field, relevant information from the NH State Library, and labor law that impact policy and operations

#### **Goals**

1. Assists the Board in defining short-term and long-term goals
2. Implements short-term and long-term goals as established and agreed upon with the Board of Trustees
3. Reports progress in meeting goals to the Board on at least a quarterly basis

#### **Budget & Finances**

1. Demonstrates an understanding of the impact of the Library budget upon taxpayers and is able to design, justify and implement services and programs accordingly
2. Administers the Board-approved budget in a cost-effective manner
3. Tracks actual and projected expenses and promptly notifies the Board of Trustees of any potential shortfall
4. Works with the Treasurer to reconcile invoices with purchase orders
5. Promptly submits bills to the Treasurer for payment
6. Assists the Board in the preparation of the annual Library budget

#### **Daily Operations**

1. Responsible for the smooth operation of the Library on a day-to-day basis, including scheduling staff, providing services efficiently and courteously, and treating other staff, patrons, visitors and Trustees in a respectful manner
2. Maintains a working knowledge of all library procedures and equipment, including computers, software applications, printers and other technology

3. Performs circulation desk duties, including Inter-library Loan requests and curbside services
4. Processes and catalogues incoming materials
5. Provides reference and computer assistance to patrons
6. Monitors routine maintenance of the Library building and grounds, including cleaning services, plumbing, and HVAC equipment, and promptly alerts the Board of any issues or needed repairs

#### **Utilization & Development of Staff**

1. Supervises all library staff including annual evaluations, assignments and training
2. Recommends hiring and removal of staff to the Board of Trustees per RSA 202-A:11 V and RSA 202-A:17
3. Motivates staff to grow professionally to better serve patrons, the public and the Library's mission
4. Directs and supervises volunteers according to Library policy

#### **Collection Development/Acquisitions**

1. Works with the Board of Trustees to ensure that the collection development plan is appropriate for the needs of our community
2. Implements acquisitions and expenditures consistent with Library policy, the annual budget and short-term goals
3. Maintains, manages and weeds the Library collection, in accordance with Library policy

#### **Programming**

1. Plans and implements regular programming for adults, such as talks by local authors or book clubs
2. Plans and implements regular programming for children and teens, such as storytimes, a summer reading incentive program or class visits by local schools
3. Implements virtual programs, offerings and options to expand Library services
4. Evaluates the effectiveness of each program at least annually, and includes costs and feedback from participants

#### **Statistical Accountability & Reporting**

1. Provides a written report on Library operations to the Board of Trustees each month and attends monthly meetings of the Board
2. Compiles circulation statistics at least monthly and statistics on acquisitions and withdrawals at least quarterly and reports this data to the Board of Trustees when requested
3. Assists the Board Chairperson with preparing the annual report to the Town
4. Prepares and submits the annual report to the State per RSA 202-A:12

#### **Community Interactions**

1. Engages the community and publicizes library services effectively in person, through print, online and social media platforms
2. Evaluates the effectiveness of library services in relation to the needs of the Center Harbor community
3. Recommends and implements changes and improvements to better serve patrons, Center Harbor residents and community

4. Encourages local groups such as Friends of the Library or other community organizations to support the library and its mission
5. Articulates a strong vision of the evolving role of Nichols Library in serving the community now and in the future

#### **Professional Development**

1. Keeps informed of developments in the library profession and related RSAs
2. Keeps informed of changes in technology and maintains current knowledge of computer use and applications
3. Maintains membership in professional organization(s)
4. Participates in continuing education opportunities.

**Recommended Qualifications:** Master's degree in Library Science or Information Science from an American Library Association accredited degree program preferred. Minimum of four (4) years in library management, non-profit leadership or other relevant experience.

*Revised & Approved by Library Board of Trustees 1/24/2022*

*Approved by Library Board of Trustees 6/22/2009*

### **LIBRARY ASSISTANT**

**Reports to:** Librarian

**Position Summary:** Primarily responsible for staffing the circulation desk and assisting with Library services under the direction, supervision and review of the Librarian

**Responsibilities:** In addition to those listed below, the Library Assistant may be assigned other responsibilities from time to time by the Librarian.

#### **Daily Operations**

1. Assists in the smooth operation of the Library by providing services efficiently, courteously, and in accordance with Library policies and procedures, and treating other staff, patrons, visitors and Trustees in a respectful manner
2. Performs circulation desk duties, including Inter-library Loan requests, curbside services, answering the phone, responding to emails, other desk duties, and opening and closing the Library
3. Maintains a working knowledge of library equipment, including circulation desk and patron computers, software applications, printers and other technology
4. Processes and catalogues incoming materials
5. Reshelves materials based on existing protocols, including the Dewey Decimal System and alphabetization
6. Provides reference and computer assistance to patrons
7. May cover the Library when other staff are on vacation or absent

#### **Collection Development**

1. Assists with maintaining, managing and weeding the Library collection, under the direction of the Librarian and in accordance with Library policy

### **Programming**

1. Assists with programming for adults, such as talks by local authors or book clubs
2. Assists with programming for children and teens, such as storytimes, a summer reading incentive program or class visits by local schools
3. Assists with virtual programs and offerings

### **Public Relations**

1. Engages patrons and helps to publicize library services effectively in person, through online and social media platforms
2. Maintains and regularly updates the Library website, Facebook page, Instagram account and other social media
3. Suggests changes and improvements to the Librarian to better serve patrons, Center Harbor residents and community

### **Goals**

1. Assists in completing short-term and long-term goals as established by the Library Director/Librarian and/or the Board of Trustees

### **Policy**

1. Understands that the Board of Trustees is responsible for governance and the overall operation of the the James E. Nichols Memorial Library
2. Fully supports Board decisions and policies

### **Professional Development**

1. Keeps informed of developments in the library field
2. Maintains current knowledge of computer use and applications
3. Participates in continuing education opportunities.

**Recommended Qualifications:** High school diploma or equivalent. Minimum two (2) years of library or other relevant experience required. Associate or baccalaureate degree preferred.

*Revised & Approved by Library Board of Trustees 3/28/2022*

*Approved by Library Board of Trustees 6/22/2009*

## **SUMMER LIBRARY AIDE**

**Reports to:** Librarian

**Position Summary:** Provides additional coverage for the circulation desk during the peak summer months of July and August under the direction, supervision and review of the Librarian or designee.

**Responsibilities:** In addition to those listed below, the Summer Library Aide may be assigned other responsibilities from time to time by the Librarian.

### **Daily Operations**

1. Assists in the smooth operation of the Library during the summer months by providing services efficiently, courteously and in accordance with Library policies and procedures, and treating other staff, patrons, visitors and Trustees in a

- respectful manner
2. Performs assigned circulation desk duties, such as checking Library materials in and out, making copies for patrons, answering the phone
  3. Reshelves materials based on existing protocols, including the Dewey Decimal System and alphabetization
  4. Provides computer assistance to patrons
  5. Maintains the confidentiality of all patron and Library user records

### **Programming**

1. Assists with summer programming, such as storytimes or a summer reading incentive program

### **Policy**

1. Understands that the Board of Trustees is responsible for governance and the overall operation of the the James E. Nichols Memorial Library
2. Fully supports Board decisions and policies.

**Recommended Qualifications:** High school diploma or equivalent. Minimum one (1) year of library or other relevant experience.

*Revised & Approved by Library Board of Trustees 3/28/2022*

*Approved by Library Board of Trustees 6/22/2009*

## **LIBRARY VOLUNTEER**

The James E. Nichols Memorial Library welcomes the skills and talents of volunteers which support and extend the services of the Library. The Library complies with federal law (29 CFR 553.100-.106), New Hampshire state law (NH RSA 275.42-II; NH RSA 279:1X; and NH LAB 803.05 Exemption) and NH Department of Labor guidelines concerning the use of volunteers. Volunteers cannot take the place of a paid Library employee, but they can assist with special projects and supplement existing services.

Per RSA 508:17 V (c), "[v]olunteer' means an individual performing services for a nonprofit organization or government entity who does not receive compensation, other than reimbursement for expenses actually incurred for such services."

Nothing in this policy shall be deemed to create a contract between the volunteer and the Library.

Anyone interested in volunteering will be interviewed by the Librarian to ensure that the match between Library needs and the individual is suitable. Volunteers are selected by the Librarian based upon their qualifications and the needs of the Library, and they are appointed by the Board of Trustees. While the Library appreciates every person who wishes to volunteer, opportunities for voluntary work are limited. Also, the number of volunteers is kept small to allow for appropriate training and adequate supervision by the Librarian or another designated staff member.

The Library does not accept court-mandated, community service or diversion program volunteers.

All volunteers must fill out the "Library Volunteer Service Agreement", and it must be renewed annually. Volunteers under age 18 must have a signed NH Department of Labor "Parental

Permission” form and provide proof of age such as as a copy of their birth certificate or driver's license; those ages 14 to15 must also have a NH Department of Labor “Employer's Request for Child Labor” form and a “NH Youth Employment Certificate”. All forms will be kept on file at the Library. In accordance with federal law (29 CFR 570), the Library will not accept volunteers under the age of 14.

All volunteers over the age of 18 are required to have a criminal background check before starting service, the cost of which will be paid by the Library.

Volunteers may be asked to perform tasks such as:

- Reading and organizing the shelves
- Shelving materials
- Repairing books
- Cleaning DVDs
- Assisting with children's programs and crafts
- Helping with events, such as booksales
- Helping with fundraisers
- Starting or facilitating a group activity, such as a book club
- Assisting with maintenance of social media platforms
- One-time projects
- Other tasks depending on the skill set of the volunteer.

The Librarian is responsible for scheduling volunteers, taking into account the volunteer's preferences for time of day and days of week. All voluntary work must be performed on days when the Library is usually open and staff are available for training and supervision. Volunteers are asked to notify the Librarian as soon as possible if they will be late or are unable to come in. Volunteers are required to sign in upon arrival at the Library, sign out when they leave, and accurately record the number of hours they performed voluntary work on the “Time Sheet for Volunteers”.

Volunteers are required to uphold the same confidentiality, performance, and behavior standards as Library staff.

The “Library Volunteer Service Agreement” may be terminated at any time by either the volunteer or the Library.

*Revised & Approved by Board of Trustees 3/7/22*

*Approved by Board of Trustees 5/23/11*

## FORMS

### REQUEST TO WAIVE THE LUNCH OR EATING PERIOD

RSA 275:30-A Lunch or Eating Period states: "An employer may not require an employee to work more than 5 consecutive hours without granting the employee a ½ hour lunch or eating period, except if it is feasible for the employee to eat during the performance of his or her work, and the employer permits him or her to do so."

I, \_\_\_\_\_ understand that my Employer, the James  
(Name of Employee)

E. Nichols Memorial Library, offers a lunch or eating time as defined in RSA 275:30-a. I am requesting not to take this time as offered. I also understand that at any time I wish to take the lunch or eating period will be allowed to do so.

\_\_\_\_\_  
(Signature of Employee)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Signature of Witness)

\_\_\_\_\_  
(Date)

APPROVED

DISAPPROVED

by Board of Trustees.

\_\_\_\_\_  
(Signature of Board Chairperson)

\_\_\_\_\_  
(Date)

Approved by Board of Trustees 3/22/21

LIBRARY VOLUNTEER SERVICE AGREEMENT

Volunteer Service Agreement made on \_\_\_\_\_ [Date]
by and between the James E. Nichols Memorial Library,
hereinafter referred to as "Library", and

\_\_\_\_\_ [Name]

\_\_\_\_\_ [SSN], \_\_\_\_\_ [DOB],
hereinafter referred to as "volunteer".

Whereas, the volunteer intends to donate services to the Library, and the Library intends to accept the donation of volunteer services, now therefore in consideration of the mutual promises, the pares hereto agree as follows:

- 1. The volunteer agrees to donate services to the Library in the capacity of "Library Volunteer". Said services shall include, but may not be limited to, the following:

\_\_\_\_\_
\_\_\_\_\_
\_\_\_\_\_
\_\_\_\_\_

- 2. It is mutually and expressly understood that volunteer services shall be donated, and that said volunteer is not entitled to nor expects any present or future salary, wages or other benefits for these voluntary services.
3. The volunteer agrees to follow the supervision and direction of the Librarian or designee to whom the volunteer has been assigned to perform services, and to participate in any training required by the Library in order to perform the voluntary services.
4. The volunteer agrees that he/she will not be considered to be an employee of the Library for any purposes, other than tort claims and injury compensation, while performing the above described voluntary services.
5. The volunteer further understands that if the the volunteer is responsible for injuries to third parties or damages to their property while acting outside the scope of assigned volunteer duties, that said volunteer may be held personally liable for any monetary damages a court may award to the injured party.
6. It is further understood and agreed to by the volunteer that the services rendered to the Library shall apply only in the case of liability arising out of the ordinary negligence that occurs during the scope of the volunteer's services agreed to herein, and that in no way do any of these provisions apply for the benefit of the volunteer, his/her heirs, executors or

administrators in any action arising out of gross negligence, willful misconduct, or any other conduct on the part of said volunteer, which cause or may give rise to criminal liability.

7. The volunteer further agrees that the volunteer will fully cooperate with the Library and its agents in any investigation, lawsuit, arbitration, or any other legal or quasi-legal proceedings that arise from the matters covered by this agreement. The volunteer further agrees to notify the Library immediately of any incident that occurs or may occur within the knowledge of the volunteer, which gives rise to liability on the part of the volunteer of the Library.
8. I understand that my volunteer assignment will begin on \_\_\_\_\_ [Date] and end on \_\_\_\_\_ [Date]; and that I will spend approximately \_\_\_\_\_ hours per \_\_\_\_\_ providing volunteer services. I also understand that my volunteer assignment may be terminated at any time by either party to this agreement.

IN CASE OF EMERGENCY, please contact: \_\_\_\_\_ [Name]  
\_\_\_\_\_ [Phone Number]

Signature of Volunteer: \_\_\_\_\_ Date: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

*If volunteer is under the age of 18:*

Signature of Parent or Guardian: \_\_\_\_\_

Signature of Librarian: \_\_\_\_\_ Date: \_\_\_\_\_

| <b>To Be Completed at End of Volunteer's Service by Librarian</b> |        |       |        |                   |
|---|--------|-------|--------|-------------------|
| Volunteer Time Donated  |        |       |        |                   |
| Years:  | Weeks: | Days: | Hours: | Termination Date: |
| Signature of Volunteer:   |        |       |        | Date:             |
| Signature of Librarian:   |        |       |        | Date:             |

*Approved by Board of Trustees 3/7/22*