

Town of Center Harbor
Nichols Memorial Library

Board of Trustee Meeting

-Approved 3/28/22-

March 7, 2022

Call to Order – Meeting called to order at 10:00 am. In attendance – Trustees Ann Xavier, Stephany Marchut Lavallee, Karen Ponton, Ginny Fisher, Bette Miller (non-voting); Library Director A. Guivens. Absent – Sandy Frost

It was noted masks are now optional at the Library.

K. Ponton moved to accept minutes from the January 24, 2022 meeting. Seconded by A Xavier and approved unanimously.

Chairperson's Report

Library property: Historic letters from John Greenleaf Whittier and Governor Sawyer that belong to the library are presumed to be in the possession of Sarah Heath. It is believed S. Heath also has a key to the strong box. K. Ponton moves to authorize A. Xavier to send a letter to S. Heath on behalf of the Trustees regarding these letters. Seconded by A. Xavier and approved unanimously.

The library appropriation was approved at Town Meeting.

The contents of the safe in the basement is unknown, and there is concern about water damage. The combination is currently held by Roland Garland. The Board will ask the Selectmen to contact R. Garland and retrieve the combination. The library needs to use the space in the safe to store its own historical materials.

Water mitigation: A. Xavier has been meeting with contractors to get estimates on the roof, gutters and downspouts, She will call Dig-Sage for information of the location of underground wires.

A. Xavier reported S. Frost had asked via email to delay the voting of proposed revised policies. It was determined that as a quorum was present, and it was appropriate to continue with a vote.

Treasurer's Report

K. Ponton presented her report for January 2022 (attached). Expenses for Atrium annual renewal, DeepFreeze 3-year renewal and streaming services Hoopla and Kanopy appear in the Treasurer's Report. The Trustees reviewed the MVSBS statement which showed a small deposit from donations and copying fees and no withdrawals. The Report of the Trustees of the Trust Funds in the 2021 Town Annual Report shows principal and income of \$14,322.00. K. Ponton will contact the Trustees of the Trust Funds about procedure for requesting this money. K. Ponton moves to approve the policy on Use of the MVSBS Checking Account (attached). Seconded by A. Xavier and passed unanimously.

Credit Card: A Xavier moves to approve the Credit Card Policy (attached). Seconded by S. Marchut Lavallee and passed unanimously. A. Guivens will be in possession of the credit card.

Librarian's Report

A. Guivens gave her report (see attached). A. Guivens will speak with L. Hough regarding her last work day. She has started writing a job description and posting for a library assistant, and will work

with the Policy Committee on a final draft. K. Ponton moves to accept the new layout of library as recommended by A. Guivens. A Xavier seconds; approved unanimously. No change proposed to the library's hours on Thursday.

Committee Reports

Building Committee: B. Miller and S. Marchut Lavallee are compiling an inventory of library property. The safe deposit boxes that are able to be opened have nothing inside. Keys are missing from a couple. All other keys were inventoried and organized. B. Miller reported that Norm Atkinson's drone footage of the library roof wasn't saved by his family. She will email A. Nichols to see if she has a copy. Five radiator covers are needed; the committee is investigating pricing of new or used ones. B. Miller is looking into having the clock repaired and is checking into whether the clock repair is covered by insurance.

Policy Committee: K. Ponton moves to approve the following policies as presented: Workplace Harassment, Sexual Harassment, Security, Medical Benefit Plan , COBRA, Workers' Comp, Life Insurance and Short/Longterm Disability Insurance, Volunteers, and Volunteer Service Agreement (attached). A. Xavier seconds, approved unanimously. S. Marchut Lavallee moves to approve the Alcohol and Drugs policy with the deletion of "smelling of alcohol or marijuana" (attached). A. Xavier seconds and approved unanimously. A. Xavier moves to approve the Dispute Resolution policy as revised (attached). S. Marchut Lavallee seconds and approved unanimously. A. Xavier moves to approve the policy on Actions to Improve Unsatisfactory Employee Conduct or Performance as revised (attached). S. Marchut Lavallee seconds and approved unanimously.

New Business

A. Xavier moves to appoint Bette Miller as trustee emeritus. G. Fisher seconds, approved unanimously.

11:45 am K Ponton move to adjourn; seconded by S. Marchut Lavallee. Passed unanimously.

Respectfully submitted,
Ginny Fisher, Secretary
atts (6)

James E. Nichols Memorial Library

January 31, 2022 Treasurer's Report

Expenses	<i>January 2022</i>	<i>2022 YTD</i>	<i>2022 Budget</i>
Gross Salaries	\$3,192.00	\$3,192.00	\$67,000.00
Furnishings/Equipment			\$1.00
Repairs/Maintenance			\$1,000.00
Supplies	\$11.59	\$11.59	\$2,000.00
Telephone & Modem Rental	\$119.30	\$119.30	\$1,500.00
Travel			\$1.00
Collection Development			\$1.00
Books & Periodicals	\$143.87 Hoopla \$85.87 Kanopy \$58.00	\$143.87	\$10,000.00
Landscaping			\$1.00
Special Projects from Gifts <i>(SLSC Pass; NH Historical Society & NHPA Memberships)</i>			\$400.00
Professional Development <i>(NH Library Trustees Association)</i>			\$500.00
Program Projects			\$100.00
Miscellaneous			\$100.00
Computer Maintenance, Software Updates, Licenses	\$846.98 Atrium Annual Renewal \$795.00 DeepFreeze Patron Computers 3-year Renewal \$51.98	\$846.98	\$5,946.00
Legal & Professional Services			\$2,000.00
Total	\$4,313.74	\$4,313.74	\$90,550.00
Nichols Fund			\$9,000.00
Town Appropriation			\$81,550.00
Receipts - Miscellaneous			
Copier/FAX Fees	\$32.90	\$32.90	
Donations	\$2.95	\$2.95	
Lost/Damaged Books			
Sale of Books			
Total Misc. Receipts	\$35.85	\$35.85	

Current Balances of Income
from
Trusts, Donations, Income-Generating Equipment, Book Sales & Lost/Damaged Books
(2/14/22)

	In MVSB Checking Account Year-end 2021	In MVSB Checking Account YTD 2022
James E. Nichols Trusts (includes pre-2019)	\$44,423.63	\$44,423.63
Permanent Endowment Funds	0	0
Donations	\$2,650.50	\$2, 653.45
Copier/Printer/FAX Fees, Lost/Damaged Books, Fines	\$556.65	\$589.55
Sale of Books & Fundraising	\$638.96	\$638.96
Grants	0	0
Other	0	0
Balance MVSB Checking Account	\$48,269.74	-
Current Balance MVSB Checking Account	-	\$48,305.59

Policy on Use of Monies in the Library MSVB Checking Account, aka “Nichols Library Fund”

The James E. Nichols Memorial Library receives funding from several sources to provide, maintain and expand appropriate public library services to the Center Harbor community.

The source of most of funding, approximately 90%, is from the annual Town appropriation approved by the residents of Center Harbor at Town Meeting. No public funds are deposited into the Library MVSBB checking account.

The Library receives funding from various non-public or private sources, such as trusts, donations, income-generating equipment, lost or damaged books, book sales, fundraising and grants. These monies are deposited and held in the Library MVSBB checking account. The purpose this Policy is to clearly define the appropriate use of monies in this account, as follows:

Income from Trusts

- In accordance with RSA 202-A and State law, income received from trusts must be used as stated in the trust documents. The Library receives income from the following trusts:
 - *James E. Nichols Trusts:* James E. Nichols created two (2) trusts for the benefit of the James E. Nichols Memorial Library. He set these up with The Fidelity Trust Company, now known as NBT Wealth Management. NBT manages and administers all aspects of these trusts according to the terms Mr. Nichols dictated. The Library has no role; for example, the Library cannot say how NBT should invest these funds or move the principal to a different investment firm. Generally speaking, NBT pays out 5% of the market value each year, and after their tax department prepares the tax returns, the Library receives a disbursement. This disbursement is deposited into the checking account.

The money in the MVSBB checking account that is from the Nichols Trusts' disbursement shall be used for the benefit of the Library, as dictated by Mr. Nichols' bequest.

- *Permanent Endowment Funds:* The 1971-1972 Annual Report of the Treasurer, James E. Nichols Memorial Library Association, listed the following eight (8) trust funds and stated they are “funds established for the purchase of books:”

• Edward A. Perkins Trust Fund (1953)	\$ 200.00
• Fox Fund (1970)	\$1,000.00
• Mason Fund (1970)	\$ 250.00
• Morse Fund I (1970)	\$2,000.00
• Morse Fund II (1970)	\$ 300.00
• Piper Fund (1970)	\$ 300.00
• Stanley Fund (1970)	\$3,000.00
• Granite Hill Grange Fund (1982)	\$1,000.00

These “Permanent Endowment Funds” were initially managed and administered by the Library Association. The Association was dissolved in 2005. By vote at Town Meeting 2006, the \$8,000.00 of principal in these funds was turned over to the custody of the Town Trustees of the Trust Funds. This fund is titled “2006 JE Nichols Mem Lib Trust Fund.” The balance is reported each year in the Report of Trust Funds found in the Annual Town Report. As of December 31, 2021, the balance was \$14,321.73 To date, the Library Board of Trustees has not requested any disbursements from this trust fund.

The money in the MVSBB checking account paid out from the 2006 JE Nichols Mem Lib Trust Fund shall be used only for the purchase of books, which is the original purpose of the Permanent Endowment Funds.

Donations

- Monetary donations accepted in accordance with RSA 202-A and State law shall be used for the purpose(s) designated by the donor. If the donor has not designated a purpose, the donation shall be considered “unrestricted”.

The money in the MVSB checking account from donor-designated donations shall be used only for the donor-designated purpose. The Board of Trustees shall have sole discretion to determine the use of money from unrestricted donations in the MVSB checking account.

Fines; Lost or Damaged Library Materials; Copier, FAX & Printer Fees

- In accordance with RSA 202-A, fines, payments for lost or damaged books and other library materials, and monies from income-generating equipment, such as the copier, “...shall be used for general repairs and upgrading, and for the purchase of books, supplies and income-generating equipment...”

The money in the MVSB checking account that is from fines, lost or damaged books, and users fees from the copier, FAX, printer and any other income-generating equipment shall be only used for: 1) general repairs, upgrading and replacement of existing income-generating equipment, 2) to purchase supplies for the income-generating equipment, such as ink and toner, and 3) to purchase new income-generating equipment.

Sale of Books & Fundraising Activities

- The Library Board of Trustees shall have sole discretion to determine the use of income from the sale of books and any fundraising activities that is in the MVSB checking account.

Grants

- Income from grants that is in the MVSB checking account shall only be used in accordance with the conditions of the grant agreement.

Other

- The Library Board of Trustees shall have sole discretion to determine the use of unrestricted income from any other non-public or private sources in the MVSB checking account.

The Treasurer shall be responsible for maintaining an accurate record of the current balance for each of these sources of non-public or private income and any disbursements, and presenting a report to the Library Board of Trustees at least once a year.

Approved by the Board of Trustees 3/7/2022

Credit Card Issuance & Use Policy

The Library Board of Trustees shall have sole discretion to authorize the issuance of a credit card for business purposes to the Library Director/Librarian and to approve guidelines for the card's use. The Board of Trustees, the Chairperson, and the Treasurer shall be authorized to cancel or suspend the Library credit card at any time and for any reason.

The Library Director/Librarian shall be the only staff member authorized to use the credit card; no other employees shall have access to, or use of, the credit card.

The Library Director/Librarian shall be responsible for the security of the credit card and for the confidentiality of the credit card number, expiration date, and security code. The Library Director/Librarian is also responsible to notify the bank immediately if the credit card is lost, stolen or fraudulently used. The Chairperson of the Board and the Treasurer and the Administrative Assistant to the Selectmen should also be notified.

The Library credit card shall be used only for budgeted Library purchases and only when the supplier or vendor does not offer billing on a 30-day net program.

For all credit card purchases, the Library Director/Librarian is required to submit a copy of the receipt or the purchase order to the Treasurer within seven (7) days of the purchase or placing the order. Receipts and purchase orders should clearly list the related items.

Use of the Library credit card for personal purchases or expenses of any kind, or with the intent to reimburse the Library for such purchases or expenses, is prohibited. Any misuse of the Library credit card by an employee may result in loss of credit card use and/or disciplinary action, up to and including termination. In addition, the employee will be required to reimburse the Library for any improper credit card purchases.

The Library credit card is the property of the Library and must be returned to the Board Chairperson or Board Treasurer upon termination of employment from the Library. The Treasurer shall immediately notify the Selectmen's Administrative Assistant to close the credit card account.

Approved by the Board of Trustees 3/7/2022

Director's Report March 2nd, 2022

Collection Development and Maintenance:

During February, we added ten magazines to our collection, and weeded six. A biography about Thomas G. Plant was added to our collection as well. Linda and I have continued to work through the Children's Section, updating labels and records to better reflect our holdings and help us with maintaining the collection. About a third to a half of the section has been completed. This has helped us identify some parts of the collection that may need more attention such as ensuring a variety of reading levels and weeding outdated books.

Patron Services and Community Development:

We have added two patrons this month and have continually seen an increase in visitation. Mondays remain a popular day, with Fridays and Saturdays being busy days as well. This past month, Linda and I ran a program called a Book and A Craft To Go to celebrate Library Lover's Month. This included bags of books and coloring activities as well as word searches and crosswords. We did have a few people take bags for their kids as well as the word searches and crosswords for themselves. In March, we are hoping to do another program that will focus on a couple of the Library/Literary Holidays we have coming up. A patron has also inquired about season passes to Squam Lakes.

Digital Services:

Steve Jussif has continued to offer excellent services and has updated our computers to complete the Deep Freeze update that now aligns with our new hours. We have also seen an influx of computer use. With this, Linda and I have been keeping a basic log to continually collect data on usage.

Maintenance:

Joyce Cleaning company has continued to offer services, coming in on Mondays to clean. A discussion with Bob Beem and Phil Cowels about the heating system needing to be reset also took place. Mr. Cowels will be coming sometime in March for the annual boiler maintenance.

Library Staff:

Linda is continuing her work as a temporary Library Assistant. She has offered to be the part-time summer helper as well. I have drafted a job description for the part-time Library Assistant job in hopes of making a job posting to bring another staff member in. There are a couple of previous candidates who may be considered or asked to apply again if interested.

Statistics:

Physical Circulation

	Aug	Sept	Oct	Nov	Dec	Jan	Feb
<i>Adult Reading</i>	465	466	395	353	214	149	247
<i>Youth Reading</i>	108	106	90	47	46	18	50
<i>Audio Books (CD)</i>	55	45	45	50	33	20	32
<i>DVDs</i>	139	92	64	84	65	50	80

<i>Interlibrary borrowing</i>	43	24	25	10	8	8	20
<i>Passes</i>	6	1	1	0	0	0	0
Total In-Library	816	734	620	544	366	245	429

Digital Access Circulation

	Aug	Sept	Oct	Nov	Dec	Jan	Feb
<i>NH Downloadable Books</i>	148	151	163	202	136	152	202
<i>Hoopla</i>	57	50	22	49	26	30	43
<i>Kanopy</i>	13	11	21	26	29	9	21
Total Digital Access	218	212	206	277	191	191	266

Grand Total Circulation

Aug	Sept	Oct	Nov	Dec	Jan	Feb
1034	946	826	821	557	436	695

Unique Users

	Aug	Sept	Oct	Nov	Dec	Jan	Feb
<i>In-Library Active Borrowers</i>	112	96	82	67	71	37	60
<i>NH Downloadable Books</i>	31	29	28	32	28	28	35
<i>Hoopla</i>	14	13	22	23	11	11	13
<i>Kanopy</i>	3	2	4	4	6	4	4

*Respectfully Submitted,
Aisilyn Guivens, Director*

1. WORKPLACE HARASSMENT POLICY

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.

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

2. SEXUAL HARASSMENT POLICY

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*.

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.

REPORTING PROCEDURE FOR SEXUAL AND 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 Library Director; if the claim is against the Library Director, 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 Library Director becomes aware of discriminatory or harassing conduct, a complaint of discrimination or harassment, or retaliation, the Library Director 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.

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

3. ALCOHOL & DRUG POLICY

The 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 3/7/2022

4. 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 & Approved by Board of Trustees 3/7/2022

5. MEDICAL BENEFIT PLAN

The Town of Center Harbor provides a medical benefit plan for full-time employees of the James E. 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

6. 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.

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

7. 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.

Reviewed & Approved by Board of Trustees 3/7/2022

8. 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

9. DISPUTE RESOLUTION

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 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 3/7/2022

10. 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.

11. LIBRARY VOLUNTEER POLICY

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 Library Director to ensure that the match between Library needs and the individual is suitable. Volunteers are selected by the Library Director 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 Library Director 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 a copy of their birth certificate or driver's license; those ages 14 to 15 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 750), 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 Library Director 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 Library Director 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 Library Board of Trustees 3/7/2022

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 Library Director _____ Date: _____

To Be Completed at End of Volunteer's Service by Library Director				
Volunteer Time Donated:				
Years:	Weeks:	Days:	Hours:	Termination Date:
Signature of Volunteer:				Date:
Signature of Library Director:				Date:

Approved by Board of Trustees 3/7/2022