ELTING MEMORIAL LIBRARY
EMPLOYEE HANDBOOK

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WELCOME TO ELTING MEMORIAL LIBRARY

A Message from the Library Director

Welcome to Elting Memorial Library! We are pleased to have you as part of our team.

Please take a moment to read this handbook as it outlines important information. When you have completed reading the handbook, you must sign the last page and return to me.

If you have any question, please be sure to discuss them with me as soon as possible.

I look forward to working with you. Thank you for joining our team!

Sincerely,

Gillian Murphy
Library Director
845.323.8051 (cell)
OVERVIEW

This handbook has been designed to acquaint employees with the policies, procedures, services, and other important information regarding Elting Memorial Library.

It is important to note that no employee handbook can anticipate every circumstance or question about policy. Elting Memorial Library reserves the right to revise any policies or portion of the handbook as it deems appropriate.

Every effort will be made to maintain a working environment that encourages full expression of individual abilities and otherwise promotes job satisfaction. The policies contained in this handbook are not intended to imply an employment agreement, contract or warranty of benefits.

EMPLOYEE ACKNOWLEDGMENT FORM

Some of the policies in this handbook have been developed in response to legal requirements and therefore require confirmation of dissemination to all employees.

All employees will be asked to sign an Employee Acknowledgment Form indicating that they have received this handbook, are aware of and understand the policies as outlined in the handbook, and agree to abide by those policies. The signed Acknowledgment Form will be filed in the employee's personnel file.
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SECTION I: ORGANIZATIONAL INFORMATION

Funding
Elting Memorial Library is an Association Library. An Association Library is a library that is privately controlled, but which meets the statutory definition for a public library in a given state of the United States. Part of the library’s funding comes from the taxpayers of the Town of New Paltz through a public vote.

Membership
All New Paltz residents who are of voting age (18 years old and older) are members of the Elting Memorial Library Association. Members must live in the village or town of New Paltz. Members may participate and vote in the annual elections of board members and officers, and they are eligible to be nominated or stand for election for the Library Board of Trustees.

Governing Structure
The management and operation of a library are accomplished through a partnership among trustees, the library director, staff, and volunteers.

The Library Director is responsible for the operations of the Library. The Director works within the budget and policies of a volunteer Board of Trustees. The Board of Trustees is responsible for hiring a library director, establishing policies and an annual budget with input from the library director.

Volunteers assist the staff and board by providing our library with services we could not afford.

SECTION II: HIRING

It is the policy of Elting Memorial Library to hire the best-qualified people who can perform their duties with confidence, courtesy and integrity. No one will be discriminated against because of race, color, religion, sex, age, ethnic or national origin, physical or mental disability, citizenship, veteran status, height, weight, sexual orientation or identity, marital or civil-union status or political affiliation.

Employees have a job description defining the primary responsibilities and duties associated with their job. These descriptions will be reviewed annually and amended if necessary with approval of the Director and Board of Trustees. Each employee must sign their job description in ensure understanding of expectations. Employees will work with the Director to set goals and review annually.
Under New York law, employment is at will. Employment may be terminated with or without cause or notice at the option of either Elting Memorial Library or the employee.

**Introductory Period**
During your first six months you are considered to be a probationary employee. The Director will evaluate the employee’s performance at the end of the introductory period.

**Customer Service**
An employee's job description sets forth the employee's main responsibilities, but it is important to keep in mind that all employees have a general responsibility to ensure that Elting Library is the finest library it can be. To that end, all employees have a responsibility to ensure that the library is neat, clutter-free and presentable to the public, that patrons are welcomed, and that any problems are noted and reported. Every employee has a responsibility to ensure that all patrons are greeted pleasantly and treated courteously, both in the library, on the telephone, and in any electronic communication.

**Immigration Law Compliance**
Elting Memorial Library complies with the Immigration Reform and Control Act of 1986 and is committed to employing only individuals who are authorized to work in the United States. As a condition of employment, each new employee must properly complete, sign and date the first section of the Immigration and Naturalization Service Form I-9.

**SECTION III: EMPLOYMENT POLICIES**

**Equal Employment Opportunity**
It has been and will continue to be the policy of Elting Memorial Library to make all employment-related decisions without regard to race, color, religion, sex, age, ethnic or national origin, mental or physical disability, sexual orientation or identity, marital status or political affiliation, or any other categories protected by federal, state, or local law. This policy applies to recruitment, hiring, training, promotion and all other personnel actions and conditions of employment.

**Non - Harassment Policy**
It is our policy to maintain an environment free of intimidation, insult and harassment based on race, color, religion, sex, age, ethnic or national origin, citizenship, mental or physical disability, veteran status, sexual orientation or identity, marital status or political affiliation.
Sexual Harassment is Illegal
It is illegal under state and federal law for any employee to sexually harass another employee. Elting Memorial Library is committed to providing a workplace free from sexual harassment of any kind, and employees are held responsible for their personal conduct. Sexual harassment includes but is not limited to: touching or making improper advances; abusive or vulgar language of a sexual nature; suggestive jokes or comments about an employee's body or clothing; and display of sexually suggestive cartoons, pictures or photographs.

Reporting Harassment
An employee who believes the actions or comments of another employee constitute harassment should report the situation to the Director or, if the complaint is about the Director, to the President of the Board of Trustees (if the President is not available, then to the Vice-President). All complaints will be promptly and confidentially investigated. The complaining employee will be advised of the result of the investigation. Any employee found to have engaged in harassment or discrimination toward another employee will be subject to discipline, up to and including termination of employment.

Other Forms of Harassment
In addition to sexual harassment, Elting Memorial Library is committed to preventing any other workplace harassment based on race, color, religion, sex, age, ethnic or national origin, citizenship, mental or physical disability, veteran status, sexual orientation or identity, marital status or political affiliation. An employee who believes that any such harassment has occurred should follow the same reporting procedure as set forth above for sexual harassment. As with complaints of sexual harassment, all such complaints will be promptly and confidentially investigated. The complaining employee will be advised of the result of the investigation. Any employee found to have engaged in harassment or discrimination against another employee will be subject to discipline, up to and including, termination of employment.

Non - Disclosure & Confidentiality

Confidentiality
As stated in our Confidentiality of Patron Records Policy, staff and patron information is confidential and should not be discussed with any person or persons outside the library. Copying, removing, allowing unauthorized access to library or patron documents, information, files or mailing lists, or any form of distribution of patron
information is not allowed. Any breach of this confidentiality requirement is grounds for termination.

**Members, Donors, Employees**
The protection of confidential business information and the privacy of our donors and supporters are vital to the interests of the Elting Memorial Library. No employee shall, directly or indirectly, disclose information concerning the members, donors or employees of the Elting Memorial Library. Employees who improperly use or disclose such information will be subject to disciplinary action, up to and including termination of employment.

**Employees with Disabilities**
The Elting Memorial Library is firmly committed to complying with the Americans with Disabilities Act (ADA) and other federal and state laws designed to ensure equal employment opportunities for persons with disabilities. The Elting Memorial Library prohibits discrimination on the basis of disability in regard to all employment practices or terms, conditions and privileges of employment. Consistent with this policy and applicable law, the Elting Memorial Library will make reasonable accommodation to the known physical or mental limitations of qualified applicants or employees, unless to do so would cause an undue hardship on the operation of its business.

**Rules of Conduct**
Rules of Conduct are intended to promote the orderly and efficient operation of the library as well as protect the rights of all employees.

It is each employee’s responsibility to know the rules and abide by them. Violations shall be regarded as cause for disciplinary action up to and including discharge.

Following is a list of unacceptable acts or behavior:

- Direct violation of library policies and procedures
- Neglect of duty or insubordination
- Conducting outside work during library work hours
- Repeated absences or tardiness
- Any act of dishonesty
- Disorderly conduct
- Harassment, including but not limited to sexual harassment
- Alcohol, drug or firearm possession or use
- Theft, intentional destruction or defacing library property

**Health and Safety**
Employees must make a conscious effort to be aware of safety and health hazards at all times. Following is a list of basic precautions to follow:

- Make sure that the aisles in work areas are free of debris.
- Close cabinet doors and drawers when not in use.
- Make sure all exits are clear from boxes, materials, etc.
- Remove or cover any sharp edges from any equipment.
- Observe good lifting practices.
- Report all injuries, no matter how slight, immediately to the Director.

**Religious Accommodation**

The Elting Library will make reasonable efforts to accommodate the religious practices of our employees. Whenever an employee requests an accommodation, the library will consider such possibilities as time off or change in job assignment. The requested accommodation, however, must be reasonable. We cannot make any accommodation that would create an undue hardship on the business operations of the Elting Memorial Library.

**Media Contact**

Information is not to be given to the media by a staff member. In the event contact is made by the media, the staff member should request the name, phone number, and organization represented and give that information to the Library Director who will return the contact. Review Employee Media Policy and Trustee Media Policy.

**Drug and Alcohol Use**

If an employee reports to work visibly impaired and cannot perform the required job functions, that employee will not be allowed to work. Proper treatment of the employee, including sending the employee home, should be ascertained.

**Customer Service**

The Elting Memorial Library has a Customer Service Policy (draft). The Library adheres to the ALA Code of Ethics and is committed to providing excellent customer service for all patrons. The quality of the facility and the collection is enhanced by accurate, efficient, and friendly service. This Customer Service Policy is the foundation for all staff interaction with the public.

**Personal Appearance**

Employees should recognize the importance of image by maintaining a clean, neat, professional appearance.
Politics
Employees may not engage in partisan political activity while on library property or while engaged in library-related activities elsewhere. Employees may not use their position with the library to advance any candidate or the objectives of any political party.

Solicitation
Employees may have interests in events and organizations outside the workplace but should not solicit or distribute literature concerning these activities during work time. Employees who wish to post information should place it in the staff room or consult with the Director for approval to post it on the public bulletin board.

Petitions
Employees may not sign or ask for signatures for a petition while at work at the library. They may sign petitions when not on library property.

Conflict of Interest
No employee shall engage in any activity during working hours which, in the opinion of the Board of Trustees, is in conflict with the goals, purposes or activities of Elting Memorial Library. No employee may conduct any personal or profit-making business while on duty at the library.

Performance Evaluation
Performance evaluations will be conducted annually by the Director. The purpose of these evaluations is to provide feedback, clarify duties, and identify areas for growth.

Resignations
Resignations must be in writing and given to the Library Director. The library asks that you provide at least two weeks’ notice. The Library Director will provide four weeks’ notice.

SECTION IV: LEAVE AND OTHER BENEFITS

Paid Time Off (PTO)
Employees are given paid time off (PTO). Paid time off (PTO) is a flexible system of providing paid leave time and sick time. One week will be equal to the number of regularly scheduled hours worked per week. If an employee works 15 hours/week, they will receive 15 hours of PTO to be used for any time off.
In addition to PTO, employees will be given forty (40) hours of sick time per year as required by law. Employers are required to allow employees to use up to 40 hours of sick leave per Calendar Year. If an employee accrues the maximum amount of 40 hours and uses fewer hours than the amount accrued during the course of a Calendar Year, then the employee can carry over to the next Calendar Year the remaining hours, up to a maximum of 40 hours, which will be available for immediate use.

There is no year-end payout for unused PTO or unused or accrued sick time. Any unused PTO will be forfeited at the end of the year or upon termination of employment.

PTO may be used for planned days off, sick days or personal days. Unless the PTO is being used for a sick day or due to some other unanticipated circumstance, employees should request and obtain prior approval from the Director for the day(s) off. As with other times when employees are unable to work their scheduled shift, employees taking PTO should make reasonable efforts to find their replacement to cover their scheduled shift in their absence. If these efforts are unsuccessful, please discuss with the Director.

Any employee wishing to be excused in order to observe a religious holiday not on the holiday closing schedule will be granted permission to take this as PTO, if eligible, or as time off without pay.

**Request for PTO**
All requests for leave must be submitted to the Director through the library’s scheduling system.

**Jury Duty**
All full and part-time employees will receive the pay which they would have otherwise received minus jury-duty compensation for up to 3 days. Employee jurors excused by the court in the morning for the rest of the day are expected to return to work as soon as excused. Notice of jury duty must be submitted to the Director upon receipt.

**Bereavement Leave**
If there is a death in the employee's immediate family, emergency leave of up to 3 days will be granted, if requested, with pay. This benefit covers death in the employee's immediate family as follows: spouse, domestic partner, child, stepchild, brother, sister, parent, grandparent, grandchild, and spouse's or domestic partner's parent.
**NYS Paid Family Leave/Family Medical Leave Act**

Eligibility. An employee who has been employed for at least 12 months and working at least 1250 hours during the previous 12 month period is entitled to a total of twelve 12 weeks of unpaid leave during any twelve 12 month period. The twelve 12 month period will be calculated on a calendar year basis.

Nothing in the FMLA supersedes any provision of state or local law that affords greater family or medical leave rights than those provided by the FMLA. If leave qualifies under the FMLA and under state law, the leave used counts against the employee's entitlement under both laws.

How it Works. Family and Medical Leave may be taken for one or more of the following reasons:

- The birth of a child of the employee and to care for the child;
- Placement of a child with the employee for adoption or foster care;
- To care for a parent, spouse or child with a serious health condition; or
- A serious health condition that makes the employee unable to perform his/her job functions

An employee who takes leave for a birth or adoption of a child must take the leave within a year of the birth or adoption.

Eligible employees must first use any accrued PTO leave. When leave is foreseeable, an employee is expected to give at least thirty 30 days notice in writing to the Director of their plan to take leave (or as much notice as is possible under the circumstances).

If both spouses work for Elting Memorial Library, and both are eligible for leave, they are limited to 12 weeks leave per year combined for the birth of a child, adoption, or care of a family member. But if either spouse develops a serious health condition and is unable to perform the essential functions of the job, each would be entitled to the full 12 weeks of unpaid leave per year for personal illness.

Employees on Family and Medical Leave will be restored to their previous position or equivalent position with equivalent benefits, pay or other terms and conditions of employment. However, an employee on FMLA leave has no greater right to employment than if the employee had not taken leave; if employment would have been terminated anyway, the employee has no right to reinstatement. For example, if an employee's position was terminated due to lack of funding, and the employee
would have been terminated even if he/she had been continuously employed, the employee would not have a right to reinstatement.

Employees returning to work from Family and Medical Leave must give at least one week’s notice to the Director prior to returning from leave. Those employees not intending to return after the completion of leave must also provide the Director at least one-week notice of their intent not to return after leave. Failure to return to work on the scheduled date of return will indicate that the employee has resigned his/her employment with Elting Memorial Library.

The employee shall provide the Director with bi-weekly notification of their status while on leave and the date they intend to return to work.

A medical certification may be required from a health care provider for Family and Medical Leave to care for a seriously ill parent, spouse, or child, or for an employee's own medical leave. Elting Memorial Library reserves the right to require a second opinion from another health care provider, (at the Library's expense), and periodic re-certification as permitted by law.

An employee may be required to obtain a medical certification from his/her health care provider stating that the employee is able (or unable) to return to work (i.e., a "fitness-for-duty" report).

Intermittent Leave to care for a new child is not permitted. Intermittent Leave is permitted for serious illness when it is medically necessary. Medical certification is required prior to granting intermittent leave. If leave is required on an intermittent basis or reduced leave basis, Elting Library may require the employee to transfer temporarily to an alternative position that better accommodates the intermittent leave or a part-time schedule, provided the position has equivalent pay and benefits. The employee must discuss the proposed intermittent leave schedule with his/her supervisor before leave begins.

**Military Leave**
If you are a member of the Reserve Corps of the U.S. Armed Forces or the state National Guard, you may take a military leave of absence without pay if you are required to go on active duty or active duty training. To help us cover your position while you are on leave, please notify the Director of the expected date of your departure and, where possible, your return as soon as you receive your orders. If you are returning from active duty or training, you must apply for reinstatement within thirty-one days after being released from military duty.
If you resign to enter the U.S. Armed Forces on active duty for no more than four years (plus any involuntary extension for up to a fifth year), you will also be eligible for unpaid military leave. Upon the satisfactory completion of your military service and timely notice of your intent to return to Elting Memorial Library, you will be reinstated to your same or a substantially equivalent position, provided you are qualified and business conditions so permit. You must reapply for your job within ninety days after being released from active duty.

**Holiday Closings**
The library will be closed no more than 12 holidays per year. A list of the holiday schedule will be submitted to the Board of Trustees in October of the previous year. The holiday schedule will be posted on the library’s website, social media accounts, and the online calendar.

**Health Insurance**
The library offers health insurance benefits to employees who work more than 28 hours per week after they have been working for the library for 30 days. The Director will review these benefits with new employees, and the library will provide all qualifying employees with a summary of the Health Insurance benefits plan.

**Parking**
The library staff are each entitled to use one designated space in the library parking lot.

**SECTION V: OFFICE PROCEDURES**

**Working Hours**
The work week for regular full-time employees is 40 hours. The work schedules of part-time employees (under 40 hour/week) shall be arranged by the employee in consultation with the Director.

**Paid Breaks**
One half-hour break will be paid to all employees that work more than six consecutive hours that fall during a mealtime.

Non-salaried employees who work over 40 hours in a work week will be paid for overtime at time and a half. All overtime must be approved in advance by the Director.

Weekend and evening working hours are often expected in the library profession and may be required.
Changes in Schedule
Employees are responsible for notifying the Head of Circulation of any requested changes in their schedules. Employees must obtain the Head of Circulation’s approval and find their own replacement from among the other library employees. If the employee has difficulty in securing a replacement, he or she should notify the Head of Circulation. If the Head of Circulation cannot find a replacement, they should contact the Director immediately for assistance.

Pay Periods
Employees are paid bi-weekly.

Time Sheets
Every employee is responsible for managing their time sheets in the library’s scheduling software. The director will teach each staff member how to navigate using this software. Staff are responsible for having their time sheets ready for processing on the last day of the pay period.

Inclement Weather
The Director will notify the staff if the library needs to close due to weather conditions or other emergency issues. Any scheduled employees will be paid for their regularly-scheduled hours.

SECTION VI: GRIEVANCE PROCEDURES AND DISCIPLINE
Communicate. Work-related grievances or complaints must immediately be brought to the attention of the Director.

If the concern is not handled in a reasonably timely manner or the concern is regarding the Library Director, then the concerned employee should take their issue to any member of the Board’s Executive Committee (President, Vice President, Secretary, Treasurer).

Grievance Process
Immediately after the occurrence of the event giving rise to a grievance, the employee must discuss the grievance with the Director. The Director shall promptly investigate and then communicate a resolution to the employee. If this solution is unsatisfactory, the employee should take the issue to any member of the Board’s Executive Committee (President, Vice President, Secretary, Treasurer).
All papers and documents relating to a grievance and its disposition shall be filed in the employee’s personnel file and shared with the Library Director, employee, the Personnel Committee and the Executive Committee.

Failure of an employee to proceed to the next step within the specified time will be deemed an acceptance of the decision rendered at the step last resorted to and will constitute a waiver of any further proceedings on the grievance in question.

In cases in which the grievance involves the Director and the employee believes that an informal process of resolution has either failed or would be inadvisable, then the employee shall appeal, in writing, directly to the President of the Board of Trustees, without copying the Director. In the absence of the President, the employee shall appeal to the Vice President (then Treasure, then Secretary). Any appeal to the President of the Board will generate a hearing by the Board. The staff member may be present at this hearing. At least three days (72 hours) in advance of the meeting the staff member shall submit to the President a written statement setting forth the grievance, including any information available in relation to the complaint and a description of the remedial action being sought. The Director of the Library may also be present at this meeting and has a right to review prior to the meeting the written statement presented to the President.

In situations when a trustee has a grievance involving a library staff member, the trustee shall bring the issue to the attention of the Board President. The Board President will then work with the Library Director to find a solution. The Board President will communicate the resolution to the trustee who filed the grievance.

**Discipline**

**Discharge for Unsatisfactory Performance.** This may occur due to an employee's failure to complete the duties and responsibilities of the job. Employment is at will in New York, and may be terminated at any time with or without cause.

**Discharge for Misconduct.** Gross misbehavior on the job, improper use or stealing library property or conviction of a felony is grounds for immediate discharge.

**SECTION VII: EMPLOYEE USE OF THE INTERNET, SOCIAL MEDIA & EMAIL**

The Library has established the following policy to govern employee usage of the Internet and email.
The Internet and Social Media Employees may not use the Internet or Social Media for personal purposes while working.

Email During Non-Working Hours. The Library recognizes that employees obtain the email addresses of other employees as part of their employment by the Library. Therefore, it is necessary to remind employees not to abuse that information in any way, including during non-working hours. Employees may not, at any time, send emails or other electronic communications, to other library employees that may be viewed as harassing or otherwise offensive, intimidating or abusive, including but not limited to unwanted sexually explicit images, messages, or cartoons, or unwanted material that contains ethnic slurs, racial epithets or anything that may be construed as harassment or disparagement of others based on their race, national origin, sex, sexual orientation, age, disability, or religious or political beliefs.

SECTION VII: ACKNOWLEDGEMENT FORM

I acknowledge that I have received and read a copy of the Employee Handbook. I have been given the opportunity to ask questions about everything contained in this handbook pertaining to general personnel policies and my privileges and obligations as an employee.

I understand the contents of the handbook and agree to abide by the conditions specified. I also understand that the Board of Trustees has the sole and absolute discretion to amend, supplement or rescind any provision of this handbook as it deems appropriate.

In addition, I agree to the Confidentiality of Patron Records Policy of the Elting Memorial Library.

Employee’s Signature ___________________________ Date __________

Director’s Signature ___________________________ Date __________