

Carthage Free Library

EMPLOYEE HANDBOOK

As Approved by the Board of Trustees
August 2020

INTRODUCTION

This employee handbook has been prepared to provide employees with the policies, procedures, philosophy and expectations of the Carthage Free Library. The purpose of this handbook is to provide employees with a reference source that covers various elements of employment with the Carthage Free Library. This handbook is not to be construed as a legal document nor considered as a contract of employment with the Carthage Free Library.

Employee issues, circumstances and changes in applicable State and Federal laws may require changes to the policies, procedures, practices, and employee benefits set forth in this handbook. Carthage Free Library reserves the right to amend, supplement or rescind any or all of the provisions of this handbook as deemed appropriate at its sole and absolute discretion. Updates and changes to the employee handbook will be provided to the employees of the Carthage Free Library.

For additional information on current personnel policies, an employee should consult his/her Director. Employees will be referred to the Director for information concerning employee benefits.

The Carthage Free Library believes the employee handbook provides the employees with useful information to assist the employees with understanding the work environment at Carthage Free Library as the employees share in our mission to serve public libraries.

ORGANIZATIONAL STRUCTURE

Carthage Free Library Board of Trustees and Bylaws.

The administration of the Carthage Free Library is by the Director.

The Carthage Free Library Board of Trustees hires the Director. In the absence of the Director, another member of the administrative staff, designated by the Director, is authorized to speak for him on behalf of Carthage Free Library.

MISSION STATEMENT

The Carthage Free Library will provide current, high demand, high interest material for patrons of all ages.

Special Emphasis is placed on encouraging children to develop and interest in reading and learning, and on providing the community with timely, and useful information in their pursuit of job-related and personal interests.

JOB DESCRIPTION: THE LIBRARY DIRECTOR

A. *DUTIES and RESPONSIBILITIES:*

1. Provide for the community the best possible library service.
2. Meet as fully as possible, the library standards established by the State Education Department as well as NCLS Incentive Grant standards.
 - a. Plan and execute programs for children and adults.
 - b. Attend NCLS action meetings.
 - c. Weed out-of-date materials from the collection.
3. Supervise all staff members and volunteers, assigning and delegating duties as necessary. Make up a work schedule for everyone.
4. Recruit and train volunteers.
5. Select book and non-book materials based on community needs and desires. Order new books for purchase and through bulk loan from NCLS.
6. Keep up with reviews of current books and keep abreast of library developments through the use of professional journals and other sources.
7. Provide library outreach programs in the community including, but not limited to, supervision of publicity, regular newspaper articles, displays and talks to organizations.
8. Keep records of library business.
9. Responsible for all correspondence pertaining to the daily operation of the library. Write thank-you notes for donations received.
10. Report to the Board of Trustees, the business and activities of the library. Write monthly and annual reports. Consult with the board on matters of policy.
11. Educate library patrons in the use of library tools.
12. Answer reference questions from library patrons.
13. Handle all special requests and do follow-up for patrons when necessary.
14. See that all patrons with overdue materials are notified on a regular basis.
15. Handle regular delivery items, setting new books on display, contacting patrons who have ordered special requests, processing new books that have been purchased or donated.
16. Check all materials on NCLS delivery to be certain they are properly returned, including keeping recalls and Inter-Library Loans (ILL) up to date as much as possible.
17. Order library supplies, including NCLS supplies.
18. Keep materials in good order and in repair.
19. Take care of everyday upkeep and minor maintenance of the building and grounds.
20. In emergencies or extraordinary circumstances, the library director may have to perform tasks that are not usually his/her responsibility including those of a clerical or custodial nature.
21. Other duties as assigned.

B. *Salary:*

Annual salary will be determined by the Board of Trustees in consultation with the accountant

C. *Work Schedule:*

This will be negotiated between the Board of Trustees and Library Director

D. *Personnel Action*

1. Termination Procedure
 - a. The contract may be terminated by mutual consent at any time or by the Library Director with two (2) weeks' notice or by the Board of Trustees immediately for disciplinary purposes with due cause.

JOB DESCRIPTION: TECHNOLOGY ASSISTANTS

A. DUTIES and RESPONSIBILITIES:

- a. Plan, promote and teach computer/technology-related classes.
- b. Plan, promote and teach computer/technology-related outreach programs.
- c. Will be available during regular library hours (as scheduled) for computer/technology-related and patron one-on-one assistance as needed.
- d. Will troubleshoot and isolate software and hardware issues for the computer lab and other technology-related issues and office equipment as needed.
- e. Will work with NCLS technology support for required maintenance and upgrades as needed.
- f. Assist patrons as needed throughout the library.
- g. Will assist Library Director in planning, promoting and conducting various library-sponsored programs
- e. Will assist with general library tasks and other duties as assigned by Library Director.

B. Salary:

Employee will begin working at an hourly wage to be determined by the Board of Trustees in consultation with the library director and accountant.

C. Work Schedule:

Will be determined jointly by the library director and the technology assistant.

JOB DESCRIPTION: LIBRARY ASSISTANTS

A. DUTIES and RESPONSIBILITIES:

- a. Assume the duties of the library director when he/she is absent
- b. Process bulk loan books according to NCLS procedures
- c. Process Inter-Library Loan requests for patrons.
- d. Process new materials according to library guidelines.
- e. With the library director's approval, select materials to discard according to library guidelines.
- f. Assist patrons as needed throughout the library.
- g. Work the circulation desk including check-out/check-in tasks, etc.
- h. Shelve returned books, read and straighten out shelves as needed.
- i. Check donated materials and assist with selecting those to keep, with the approval of the library director.
- j. Will assist Library Director in planning, promoting and conducting various library-sponsored programs, including public relations opportunities.
- k. Will assist with general library tasks and other duties as assigned by Library Director.

B. Salary:

Employee will begin working at an hourly wage to be determined by the Board of Trustees in consultation with the library director and accountant

C. Work Schedule:

Will be determined jointly by the library director and the library assistant.

JOB DESCRIPTION SUBSTITUTE LIBRARY ASSISTANTS:

A. DUTIES and RESPONSIBILITIES:

- a. Work at circulation desk assisting patrons with books and information including check-out/check-in tasks, etc.
- b. Shelve returned books, read and straighten out shelves as needed
- c. Assist with processing patron materials requests
- d. Assist with processing process new materials according to library guidelines.
- e. With the library director's approval, select materials to discard according to library guidelines.
- f. Assist patrons as needed throughout the library.
- g. Check donated materials and assist with selecting those to keep, with the approval of the library director.
- h. Assist with general upkeep and light maintenance of the library to be determined jointly by the library director and library assistants.
- i. Will assist with general library tasks and other duties as assigned by Library Director.

B. Salary:

Employee will begin working at an hourly wage to be determined by the Board of Trustees in consultation with the library director and accountant

C. Work Schedule:

To be set up with the library director

SUBSIDIZED WORKER-RELATED PROGRAMS EMPLOYEES:

A. DUTIES and RESPONSIBILITIES:

- a. Work at circulation desk assisting patrons with books and information including check-out/check-in tasks, etc.
- b. Shelve returned books, read and straighten out shelves as needed.
- c. Will assist with general library tasks and other duties as assigned by Library Director.

B. Salary:

Employee will begin working at an hourly wage to be determined by the sponsoring organization

C. Work Schedule:

Will be set up by the library director in compliance with individual program regulations.

VOLUNTEERS

A. DUTIES and RESPONSIBILITIES:

- a. Work at the main circulation desk assisting patrons as needed.
- b. Answer the telephone.
- c. Shelve returned books, read and straighten out shelves.
- d. Assist library staff with various programs and other patron activities.
- e. Assist with other activities as needed (ex. book sales, fund-raising activities, etc.)

B. Work Schedule:

To be set up with the library director.

POLICIES FOR LIBRARY EMPLOYEES:

COMPUTERS, EMAIL, and the INTERNET

Violations of this policy will be taken seriously and may result in disciplinary action, including possible termination and, where applicable, civil and criminal liability.

Allowed Use of Computer System

The computer system is the property of Carthage Free Library and may only be used for approved purposes. Employees are permitted access to the computer system to assist them in the performance of their jobs. Occasional, limited, appropriate personal use of the computer system is permitted if the use does not:

- (1) interfere with the employee's work performance;
- (2) interfere with any other employee's work performance;
- (3) have undue impact on the operation of the computer system; or
- (4) violate any other provision of this handbook or any other policy, guideline or standard of Carthage Free Library. Personal use of computers (e.g. email) must be limited to break and lunch periods and after work hours. At all times, users have the responsibility to use computer resources in a professional, ethical, and lawful manner. Personal use of the computer system is a privilege that may be revoked at any time.

Identity and Communication

Anonymous or pseudonymous electronic communications are forbidden. Employees must identify themselves honestly and accurately when sending e-mails or communications on-line.

Blocking of Inappropriate Content

Carthage Free Library may use software to identify inappropriate internet sites. Such sites may be blocked from access. In the event you nonetheless encounter inappropriate material while browsing on the internet, immediately disconnect from the site, regardless of whether the site was subject to company blocking software.

Computer Software

All software and software templates written by Carthage Free Library personnel as part of their work duties is the property of Carthage Free Library and may not be sold or distributed without the written permission of the Director.

Definitions

The term computer resources, refers to Carthage Free Library's entire computer network. Specifically, computer resources include, but are not limited to: host computers, file servers, application servers, communication servers, mail servers, fax servers, web servers, workstations, stand-alone computers, laptops, software, data files and all internal and external computer and communications networks, owned by or leased for the use of Carthage Free Library.

Illegal Copying

Employees may not illegally copy material protected under copyright law or make that material available to others for copying. You are responsible for complying with copyright law and applicable licenses that may apply to software, files, graphics, documents, messages and other material you wish to download or copy. You may not agree to a license or download any material for which a registration fee is charged without first obtaining the express written permission of the Director.

Internet Use

Employees are provided with access to the internet to assist them in performing their jobs. The internet, however, must be tempered with common sense and good judgment.

If an employee abuses their right to use the internet, it will be taken away. In addition, the employee may be subject to disciplinary action, including possible dismissal and, where applicable, civil and criminal liability.

The use of the internet and all Carthage Free Library computers are governed by this policy.

Monitoring of Computer Usage

The Information Technology Department has the right, but not the duty, to monitor any and all aspects of the computer system, including, but not limited to: monitoring sites visited by employees on the internet, monitoring chat groups and news groups, reviewing material downloaded or uploaded by users to the internet and reviewing email sent and received by employees.

No Expectation of Privacy

The computers and computer accounts given to employees are to assist them in the performance of their jobs. Employees should not have an expectation of privacy in anything they create, store, send, or receive on the computer system. The computer systems belong to Carthage Free Library and are to be used primarily for business purposes.

No Privacy in Communications

Employees should never consider electronic communications to be either private or secure. Email may be stored indefinitely on any number of computers including that of the recipient. Copies of your messages may be forwarded to others either electronically or on paper. In addition, email sent to nonexistent or incorrect usernames may be delivered to persons that you never intended.

Prohibited Activities

The following is a list of some, but not all, of the prohibited activities which would result in disciplinary action, up to and including dismissal.

- Employees must not use Carthage Free Library computers to gain unauthorized access to Carthage Free Library's network or computer systems or to any other network or computer systems.
- Employees must not make any attempt to damage computer equipment or software.
- Employees must not make any attempt to alter software configurations on any Carthage Free Library PC or computer system or to any other networks or computer systems. Employees may not use Carthage Free Library's internet connection to download games or other entertainment software or to play games over the internet.
- Carthage Free Library's computer systems may not be used for dissemination or storage of commercial or personal advertisements, solicitations, promotions, destructive programs, political material or any other unauthorized use.
- Material that is fraudulent, harassing, embarrassing, sexually explicit, profane, obscene, intimidating, defamatory, or otherwise unlawful or inappropriate may not be sent by email or other form of electronic

communication (such as bulletin boards, newsgroups, chat groups) or displayed on or stored on Carthage Free Library's computers. Employees receiving this kind of material should immediately report the incident to their Director.

Spamming (Sending Unsolicited Email)

Without the express permission of their Director, employees may not send unsolicited email to persons with whom they do not have a prior relationship.

Use of Encryption Software

Employees may not install or use encryption software without first obtaining written permission from the Director. You must not use passwords or encryption keys that are unknown to your Director.

Wasting Computer Resources

Employees must not deliberately perform acts that waste computer resources or unfairly monopolize resources to the exclusion of others. These acts include, but are not limited to, sending mass mailings or chain letters, subscribing to non-business related list servers and mailing lists, spending excessive amounts of time on the internet, playing games, engaging in online chat groups, printing multiple copies of documents or otherwise creating unnecessary network traffic. Because audio, video, and picture files require significant storage space, files of this sort may not be downloaded unless they are business-related.

EMPLOYEE CONDUCT

Alcohol and Drugs

- a. It is the policy of Carthage Free Library to have our work site free of alcohol or illegal drugs. Working under the influence of alcohol or drugs while on Carthage Free Library time or premises is forbidden.
- b. At its discretion, Carthage Free Library may require employees who violate this policy to successfully complete a substance abuse assistance or rehabilitation program as a condition of continued employment.

Confidentiality

- a. Employees who gain information as a result of being an employee of Carthage Free Library must regard it as strictly confidential. This includes business information directly related to Carthage Free Library, its member libraries, suppliers and other organizations or companies doing business with Carthage Free Library. It also includes personal or business information about fellow employees, such as contractual arrangements, personal information, or health related matters.
- b. Any information that an employee gains as a result of their employment with Carthage Free Library that might cause harm or embarrassment must not be discussed with anyone who is not an employee of Carthage Free Library. Confidential information should only be discussed with those employees having a legitimate business reason to have that information.
- c. Employees with questions or concerns about wages, benefits, payroll deductions, insurance, etc. should only discuss it with their Director.

Conflicts of Interest

Employees of Carthage Free Library shall avoid acting in circumstances where their personal interest conflicts with that of Carthage Free Library, whose interest they have been employed to represent. Each employee will make a statement to this effect when hired and annually thereafter during their performance review.

Dress Code

In general, employees are expected to maintain “business casual” attire. If business attire is required for certain Carthage Free Library functions, staff shall be notified in advance by the Director or his/her designee.

Noise Levels

It is the policy of Carthage Free Library to maintain a work environment that is conducive to high levels of concentration and productivity for employees and visitors. Employees should limit noise to a level that allows others to concentrate. If an employee asks a co-worker to adjust a noise level, it should be done in a respectful and kind manner. As a general policy, employees are asked to do the following:

- Refrain from talking loudly over partitions, across the building, or through closed doors.
- Lower voices when conversing in the presence of people who are working and/or on the telephone.
- Employees must listen to music through headphones only.

Outside Employment/Additional Employment

A full-time employee’s first responsibility is to Carthage Free Library and the efficient completion of their assigned duties. Employees considering the acceptance of outside work should first discuss it with their Director. Employees will be allowed outside/additional employment, as long as it does not:

- Interfere with the employee’s regular work schedule.
- Affect the performance of the employee’s regular duties at Carthage Free Library.
- Result in a conflict of interest between the Carthage Free Library employment and the outside employment.

Personal Belongings

- a. Carthage Free Library is not responsible for personal belongings.

Personal Information

Employees should immediately report any of the following changes in personal or family status to the Director to assure that employment records and emergency information are kept up to date:

- Change in marital status.
- Legal change of name.
- New home address or telephone number.
- Persons to be reached in case of emergency.

- Other emergency related information.

Personal Use of Copiers, Printers, Fax Machine

Employees have the privilege of using printers, copiers, and fax machine for personal use at the rates stated on the signs posted at the sites of the equipment. Personal use of such equipment is subject to the following conditions:

- Employee use of the equipment will take place on their own time (break and lunch periods).
- All charges for personal copying, printing or faxing will be reported, and paid immediately upon completion.

Sexual Harassment

- a. It is the policy of Carthage Free Library to provide and maintain a workplace free of sexual and/or other harassment and intimidation of any employee or job applicant.
- b. Sexual harassment is held to be an act of discrimination under Title VII of the Civil Rights Act of 1964 and any amendments thereto and New York State Executive Law Section 290 et. Seq. and any amendments thereof.
- c. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors and any other conduct of a verbal or physical nature under the following circumstances:
 1. Submission to such conduct is made, either explicitly or implicitly, a term or condition of an individual's employment.
 2. Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual's employment status with Carthage Free Library.
 3. Such conduct has the purpose or effect of interfering with an individual's work performance or creating a hostile working environment.
 4. Employees are urged to report any sexual harassment, if they are a victim or witness it in the workplace, to the Director. Employees should file a complaint with their senior professional available. If the employee believes that it would be inappropriate to report the incident to their senior professional, they should file a complaint directly with the Director.
 5. An immediate investigation of the allegations of sexual harassment will be conducted by the Director and corrective action will be taken where warranted. To the extent possible, this investigation will be conducted in a confidential manner. Upon completion of the investigation, Carthage Free Library will issue a letter to the complainant and the employee so charged in the complaint outlining the results of its investigation and the elements of its institutional policy violated if any. If there is a determination that there has been a violation of sexual harassment, then the employee so found to have committed this violation shall receive a copy of the investigation report. If Carthage Free Library determines that an employee is guilty of sexually harassing another employee, appropriate disciplinary action will then be taken against the offending employee.
 6. Carthage Free Library prohibits any form of retaliation against any employee who files a bona fide complaint or assists in the investigation of a complaint.

7. If after investigating any sexual harassment complaint, it is determined by the Director that the complaint was not bona fide or that an employee had provided false information regarding the circumstances in the complaint, then Carthage Free Library will render a written letter with such a finding and may impose disciplinary action against the employee who filed a complaint or any employee that supplies false information during the investigation of the complaint.

Smoking

Smoking is not allowed in the building under any circumstances. Employees that smoke should refrain from congregating near entrances used by fellow employees or the public. All smoking related refuse must be disposed in the designated containers.

Visits by Law Enforcement and Agents of the Legal System

An officer of the law or court may visit Carthage Free Library unannounced and demand to see one or more employees to conduct legal business. Legal business may include but not limited to service of a subpoena, arrest warrant, or other legal papers.

The employee that admits the officer into the building shall immediately alert the first of the following that is available: the senior professional, or the Director. This individual will then do the following:

If the officer is in plain clothes, verify the identity of the officer.

Assist the officer to accomplish the task in the least disruptive manner while assuring the employees right to privacy. This may include:

- Escorting the employee to a meeting room.
- Allowing the employee to meet with the officer outside.

EMPLOYMENT RULES and PROCEDURES

Appointment

Appointments are based upon the candidate's education, previous employment record, references, proven aptitude on skills tests, and other factors relevant to the position.

In order for Carthage Free Library to comply with the U.S. Department of Justice Immigration and Naturalization Service regulations, all candidates must provide documents that establish identity and employment eligibility as outlined on Form I-9.

Appointments for temporary positions shall be for a period not to exceed six months. Temporary appointments may be renewed for an additional period by the Director if it is determined that the need for the position still exists.

PROBATIONARY PERIOD AND STAFF EVALUATIONS

Upon completion of a 30-day probation period along with review/recommendations to the Board of Trustees by the Library Director, employee will be raised up to current hourly wage for library employees

Staff evaluations will be performed on at least an annual basis using a Director Evaluation Form approved by the board.

HOURS OF WORK

Break Periods

- a. Employees who are scheduled to work a continuous four-hour period may have a fifteen-minute break.
- b. Break periods may never be added to lunch periods or used to compensate for late arrival or early departure. Each Director is responsible for seeing that breaks are not abused.

Emergency Call-In

Employees who receive a call to come into work to respond to emergencies will be compensated according to the procedure described in this handbook.

Hours of Work

- a. Employees are expected to be at their workplace and ready to perform their duties by the time they are scheduled to start their shift. The same rule applies to the end of the work day: employees are expected to work until their scheduled shift ends. Some flexibility will be allowed in the schedules of the professional staff that may not be able to adhere to fixed schedules because of travel or evening meetings, and those employees who consistently demonstrate a dedication to our mission beyond the normal work week.

Lunch Periods

- a. Arrangements for lunch periods are made in cooperation with or by the employee's Director. Lunch periods will be one half hour in length.
- b. Lunch periods are State mandated. In New York State, employees that work more than six consecutive hours must take a minimum of one-half hour lunch period.
- c. Lunch periods may not be added to break periods. Each Director is responsible for seeing that lunch periods are not abused. Employees may not shorten their lunch period without prior approval of their Director.

Tardiness

Directors are authorized to excuse an occasional tardiness. Frequent tardiness, however, will be charged against accrued annual leave and could constitute the basis for disciplinary action or dismissal.

Rules of Conduct

The following conduct is a list of some, but not limited to, all acts or behavior which would result in disciplinary action, up to and including dismissal:

- Repeated absences or tardiness.
- Persistent negativity or numerous petty complaints that undermine the morale of co-workers, or interfere with the normal flow of work.
- Misuse of time: extended breaks or lunch hours; persistent or extended personal telephone or cell-phone calls.

- Interrupting working employees with personal or frivolous conversations.
- Disrespectful behavior toward management, representatives of member libraries, or other employees.
- Insubordination.
- Any act of dishonesty, deception or fraud.
- Abandonment of job or failure to report to work without notifying a Director.
- Committing deliberate damage to Carthage Free Library personal or real property.
- Committing deliberate damage to employee's personal property.
- Unauthorized use of Carthage Free Library facilities, tools or equipment.
- Disorderly conduct, such as striking another employee, use of abusive language, etc.
- Falsifying Carthage Free Library records.
- Allowing unauthorized person(s) access to Carthage Free Library facilities.
- Possessing, or being under the influence of, alcohol or illegal drugs while at work.
- Harassment of any nature, including sexual harassment.
- Possession of firearms or other weapons on Carthage Free Library property.
- Illegal use of e-mail or communication systems.
- Use of Carthage Free Library computers and property for personal work on company time.
- Removing, sending, or furnishing Carthage Free Library records and information to unauthorized persons.
- Abuse or violation of State or Federal laws adversely affecting employment.
- Any conduct contrary to common decency or morality, or liable to incite, or provoke against anyone because of race, color, sex, religion, national origin, veteran status, disability, or sexual orientation.

The examples used above are not intended to be an inclusive list of inappropriate behavior subject to disciplinary action. These examples are given only as guidelines. Carthage Free Library reserves sole managerial discretion to determine what conduct or behavior is subject to discipline and to determine the severity and timeliness of such discipline.

Progressive Disciplinary Procedure

Purpose:

Carthage Free Library's progressive disciplinary policy is designed to provide a structured corrective action process to improve and prevent a recurrence of undesirable employee behavior and performance issues.

Outlined below are the steps of Carthage Free Library's progressive discipline policy and procedures. Carthage Free Library reserves the right to combine or skip steps depending on the facts of each situation and the nature of the offense. Some of the factors that will be considered are whether the offense is repeated despite coaching, counseling or training; the employee's work record; and the impact the conduct and performance issues have on the organization.

Nothing in this policy provides any contractual rights regarding employee discipline or counseling, nor should anything in this policy be read or construed as modifying or altering the employment-at-will relationship between Carthage Free Library and its employees.

Step 1: Counseling and Verbal Warning

Step 1 creates an opportunity for the immediate supervisor to bring attention to the existing performance, conduct, or attendance issue. The supervisor should discuss with the employee the nature of the problem or violation of policies and procedures. The supervisor is expected to describe the expectations and steps the employee must take to improve his or her performance or resolve the problem.

Within 5 business days, the supervisor will prepare written documentation of the verbal counseling. The employee will be asked to sign this document to demonstrate his or her understanding of the issues and the corrective action.

Step 2: Written Warning

Step 2 written warning involves more formal documentation of the performance, conduct or attendance issues and consequences.

During Step 2, the immediate supervisor and/or the Library Director will meet with the employee to review any additional incidents or information about the performance, conduct, or attendance issues as well as any prior *relevant* corrective action plans. Management will outline the consequences for the employee of his or her continued failure to meet performance or conduct expectations.

A formal Performance Improvement Plan (PIP) requiring the employee's immediate and sustained corrective action will be issued within five days of a Step 2 meeting. The written warning *may* also include a statement indicating that the employee may be subject to additional discipline, up to and including termination, if immediate and sustained corrective action is not taken.

Step 3: Suspension and Final Written Warning

Some performance, conduct or safety incidents are so problematic and harmful that the most effective action may be the temporary removal of the employee from the workplace. When immediate action is necessary to ensure the safety of the employee or others, the Library Director (or designee) may suspend the employee pending the results of an investigation.

Depending on the seriousness of the infraction, the employee may be suspended without pay in full-day increments consistent with federal, state and local wage and hour employment laws. Nonexempt/hourly employees may not substitute or use an accrued paid vacation or sick days in lieu of unpaid suspension.

Step 4: Recommendation for Termination of Employment

The last and most serious step in the progressive discipline process is a recommendation to terminate employment. Generally, Carthage Free Library will try to exercise the progressive nature of this policy by first providing warnings, issuing a final written warning or suspending the employee from the workplace before proceeding to a recommendation to terminate employment. However, Carthage Free Library reserves the right to combine and skip steps depending on the circumstances of each situation and the nature of the offense. Furthermore, employees may be terminated without prior notice or disciplinary action.

Management's recommendation to terminate employment must be approved by the Carthage Free Library Board Personnel Committee or designate. Final approval may be required by the Carthage Free Library Board of Trustees.

Performance and Conduct Issues Not Subject to Progressive Discipline

Behavior that is illegal is NOT subject to progressive discipline and may result in immediate termination. Such behavior may be reported to local law enforcement authorities.

Similarly, theft, substance abuse, intoxication, fighting and other acts of violence at work are also not subject to progressive discipline and may be grounds for immediate termination.

Documentation

The employee will be provided copies of all progressive discipline documentation, including all PIPs. The employee will be asked to sign the copies of this documentation attesting to *receipt* and *understanding* of the corrective action outlined in these documents. The employee is expected to sign these documents, not because he/she necessarily agrees wholeheartedly with the contents, rather that he/she is receiving the documents and understands the process of disciplinary action. Refusal to sign documents does not constitute an objection to the contents of the documents.

Employees providing information in appeals process, in any step of the process, must do so in writing, and provide a copy to supervisors for placement in the employee personnel file. If an individual requires assistance with documentation, he or she may request assistance from an uninvolved party, at their own cost, on their own time.

Copies of these documents will be placed in the employee's official personnel file.

Fraud Contact

The Board President shall serve as the contact person to receive reports of suspected internal fraud or misuse of funds. The Board President will inform the Director of further action. The fraud contact is Carthage Free Library Board President.

Grievance Process

Although we seek to provide a workplace in which all employees feel that they are an important part of Carthage Free Library, and where employees feel fairly treated, there may be times when you have a dispute with a supervisor or with Carthage Free Library which can best be resolved through a formal procedure for dispute resolution. All disputes between an employee and Carthage Free Library are to be resolved in accordance with the following procedure. Please note, however, that Carthage Free Library reserves the right to modify this procedure at any time and nothing in this procedure should be construed to constitute a contract between you and Carthage Free Library or to constitute any part of a contract between you and Carthage Free Library.

a. Any dispute between you and Carthage Free Library may be resolved using this grievance procedure, with the exception of oral reprimands which are not recorded in your personnel file.

b. A grievance is a complaint by an employee concerning any matter related to the employee's employment with the Library. All grievances must be in writing. You must state clearly and concisely all the known facts related to your grievance, including "who, what, where, when and the why." Clearly explain why you disagree with an act or omission that forms the basis for the grievance. Also explain what remedy you are requesting. You must sign and date the grievance.

Grievance Procedure

Step 1- Informal Appeal

- a) You must first address your grievance with your immediate supervisor/Library Director. This may be done orally in informal discussion. If your informal attempts to resolve the matter are not successful, you may implement the formal grievance process.

****If your grievance involves the Library Director and you do not feel comfortable with addressing the Director, you may proceed to Step Three and formally address the Personnel Committee.**

Step 2- Appeal to Library Director

- a) You must submit your formal grievance in writing to your immediate supervisor/Library Director. Grievances must be submitted within *thirty [30] calendar days* following the date you first knew or should have known of the grievance. If you do not submit the grievance within the [30] day period, you waive your right to assert it.
- b) Your supervisor/Library Director will respond in writing within ten [10] business days following receipt of your grievance. All grievances and replies in Step Two must be in writing. If the grievance is not settled in Step 2, then you may proceed to Step 3.

Step 3- Appeal to the Personnel Committee

- a) Within ten [10] business days following your receipt of the written answer to your Step 2 grievance from your supervisor/Library Director, you may appeal the disposition of your grievance by your supervisor/Library Director to the Personnel Committee. The Committee will then undertake an investigation of your grievance and the underlying facts. Within [15] business days following receipt of your grievance the Committee will meet with you in person to discuss your grievance. The Committee will then provide a written response to your grievance within [15] business days following the date of your meeting.

Step 4- Appeal to the Board of Trustees

- a) Within ten [10] business days following your receipt of the written answer to your Step 3 grievance from your supervisor/Library Director, you may appeal the disposition of your grievance by your supervisor/Library Director to the Library Board of Trustees. The Board will then undertake an investigation of your grievance and the underlying facts. Within [15] business days following receipt of your grievance the Board will meet with you in person to discuss your grievance. The Board will then provide a written response to your grievance within [15] business days following the date of your meeting.
- b) The Board of Trustees will not involve itself in personnel matters outside of this grievance procedure.

Personnel Files and Inquiries

- a) Personnel records are maintained for each employee at Carthage Free Library. In addition to personal history and previous experience, these records show an employee's progress, attendance, home address, emergency telephone numbers, payroll data, and other detailed information.

- b) Employees may inspect certain information in their personnel records and files in order to insure accuracy. The employee must first submit a written request to their Director and at a mutually agreeable time they will be allowed to review the information in the presence of a designated Carthage Free Library representative. Employees may not alter or remove any documents found in the file.
- c) To ensure consistency and fairness, protect the privacy rights of individuals, and maintain the security and confidentiality of all employment and personal information in Carthage Free Library records, Carthage Free Library adheres to the following standards and procedures in dealing with all external requests for employment information:
 - d) Responses to requests regarding current and former employees will be limited to the employee's name, start and end date of employment, and title of last position held.
 - e) No other information is provided without a signed consent form from a current or former employee authorizing Carthage Free Library to release additional information from their personnel records to the specifically named organization.

The only individuals authorized to release any information about a current or former employee is the Director.

Resignation

- a. All employees are expected to give written notice of resignation to the Director. Professional staff employees shall provide at least fourteen working days' notice. Support staff shall provide fourteen working days' notice.
- b. When an employee has been absent without notification for a period of five consecutive working days, such absence shall constitute a resignation effective on the first day of such absence. The employee will be notified in writing, at the end of such five-day period, that such absence has been deemed a resignation effective on day one of such absence.
- c. Failure to give the proper required notice of resignation without justification will mean forfeiting accumulated annual leave.
- d. Non-exempt employees will be compensated for any accrued overtime worked through the last day of employment.
- e. All exempt employees are expected to use any of their compensatory time benefit set forth in Overtime, Section (2.), prior to submitting their letter of resignation. Exempt employees shall not be able to use any compensatory time for the purpose of counting that time as part of their required resignation notice time under Section (1.) above.
- f. Employees are not compensated for accumulated sick leave upon leaving Carthage Free Library employment.
- g. All Carthage Free Library property such as keys, equipment, records, Carthage Free Library materials, disks or other personal property of Carthage Free Library must be returned by the employee to Carthage Free Library on or before the last day of employment.

Telephone Calls

a. Business Telephone Calls

Directors will be responsible to train employees on the use of their telephones. This includes speed dial, intercom, transfer of calls, and voicemail.

An employee on leave for one week or more will make prior arrangements for their voicemail and inform all involved. The employee will either retrieve their voice mail remotely, assign another employee to retrieve it, or leave an outgoing message referring callers to another employee.

b. Personal Telephone Calls

Personal telephone and cellphone calls are not allowed during working hours except in cases of emergency; however, employees may use their lunch and break periods for personal telephone calls. Friends and relatives should be discouraged from phoning during the day.

Personal long distance telephone calls may not be made on Carthage Free Library telephones.

HEALTH, SAFETY and SECURITY

Emergencies

Employees are to go to the nearest telephone and dial 911 in the event of a medical, fire or disastrous emergency.

Fire Alarms

In the event of a fire alarm, all employees must leave the building immediately and proceed to the back parking lot. A professional staff employee or the Director will take roll call from the sign-in sheet.

Fire Extinguishers/Exit Floor Plan

Employees should familiarize themselves with the placement of the fire extinguishers as well as emergency exits. There are floor plans posted throughout the building highlighting these designated areas.

Minimizing Accident Risk

Employees must minimize accident and injury risk by assuring that:

- Rugs and carpet protectors are kept flat.
- Electric cords on the floor are covered or taped down.
- Heavy or awkward objects are lifted and moved with the assistance of another person, a hand-truck or cart.
- Wet floors are marked with caution signs.
- Liquid spills are marked with caution signs or barricaded, and appropriate people are to be notified immediately.

Carthage Free Library PROPERTY

Care of Carthage Free Library Property

- a. An employee is expected to exercise due care in the use of Carthage Free Library property.
- b. Employees are expressly forbidden from having food or beverages anywhere in the vicinity of computers or electrical equipment.

Housekeeping

- a. Work areas must be kept in an orderly condition.
- b. All areas in common use by all employees must be kept neat and clean. All such areas must be left as one would like to find them.
- c. When using the staff room, each individual must clean up after themselves.

PROFESSIONAL ACTIVITIES and TRAVEL

Conferences and Conventions

- a. Employees are encouraged to attend professional conferences and will be paid for the time to attend such meetings as pre-approved by the Director.
- b. Employees will be reimbursed for expenses as noted below.

Travel Regulations

- a. An employee may use his/her own automobile for Carthage Free Library business, with prior approval of the Director. If an employee uses their own automobile, the employee will be reimbursed for each mile traveled to/from Carthage Free Library and the site of Carthage Free Library business.
- b. Carthage Free Library will pay a reasonable towing fee if an employee using their own automobile on Carthage Free Library business has an accident.
- c. An employee charges all operating expenses, including parking fees and repairs, to Carthage Free Library. Any fines or fees for traffic violations shall be paid by the vehicle operator.
- d. The actual fee for meals may be charged with approval from (Director) (Board of Trustee President). Meal reimbursement may not exceed the per diem rates set by the IRS.
- e. The Carthage Free Library has a supply of tax-exempt certificates which employees must present when paying for hotel room billing in NYS. Employees who forget the tax exemption certificates must pay State sales taxes themselves.

TIME OFF

Requests for planned time off must be submitted to Director as far in advance as possible to enable Directors to have essential operations covered during employee absences.

Personal/Vacation Leave

Personal/Vacation Leave equals the number of hours per year that is worked per week (ie: 20 hours/week schedule = 20 hours per year personal/vacation leave.) These hours may accumulate up to 40 hours. If vacation time is not taken, the individual will lose any time in excess of 40 hours at the end of the fiscal year.

Personal/Vacation Leave Requests

No one will be granted annual leave when another person in the department is already scheduled for any part of the time unless the work of the department can be covered so that there will be no interruption in service. It will be up to the discretion of the Director to make the determination as to whether to authorize a simultaneous leave request or portion thereof.

If the Director approves an employee's leave request, the Director will post the dates in the calendar.

Personal/Vacation Leave Usage

- a. Personal/Vacation leave may be taken at any time during the year.
- b. Directors are responsible for scheduling and approving leave. If the Director approves an employee's leave request, the Director will update the calendar.

Sick Leave

Sick Leave (Personal or family reasons) equals the number of hours per year that is worked per week (ie: 20 hours/week schedule = 20 hours per year personal/vacation leave.) These hours may accumulate up to 114 hours or 6 work weeks.

Compassionate/Bereavement Leave

- a. When approved by the Director, "compassionate leave" with pay may be granted as follows: **five days** for death of employee's spouse, domestic partner, child; three days for death of employee's father, mother, brother, sister, grandparents, grandchild, father-in-law, mother-in-law and any relative who resides in the employee's home, 3 days with pay for extended family members not residing in the employee's home.
- b. This leave is in addition to other compensated absences and will not to be considered annual leave or a leave of absence.

Jury Duty/Court Attendance

- a. An employee who receives notice of jury duty must notify their Director as soon as possible in order that arrangements may be made to cover the work of their position. Every effort will be made to cooperate fully with Local, State, and Federal courts in allowing employees to serve on juries without any financial loss. Employees will receive full pay for the entire period of absence for jury duty. An employee will be expected to turn over any payment from the court system to Carthage Free Library to offset the cost of the employee's salary during their absence. An employee will be expected to work as much of their regularly scheduled work time as their jury duty schedule permits. Call-in services must be used whenever possible to allow the employee to work as long as possible before leaving for jury duty.

- b. Employees who receive a court subpoena to testify as a witness shall receive their regular daily pay for any regular work day of the employee. The employee is to provide a copy of the subpoena to his/her immediate Director for payment under this provision.

Leaves of Absence

- a. Carthage Free Library recognizes that situations can arise that may require employees to take a leave of absence without pay. These may include family matters, participation in a program of education, sickness, military duty, a death in the family, or compelling personal reasons. Leaves of absence will consist of one or more full days of work.
- b. All regular full-time and part-time employees are eligible for a leave of absence without pay after at least one year of service prior to the date of leave. An exception will be made with prior approval of the Director. An employee may be granted a maximum leave for up to three months.
- c. Leave without pay may be granted as a convenience to employees with the approval of their Director and the Director. Such leaves are intended to protect employee's previous service when they return to Carthage Free Library.
- d. All personal leave requests must be submitted in writing to the employee's Director.
- e. Before going on a leave of absence without pay, employees should make arrangements with the Director regarding their benefits.
- f. If an employee fails to return from a leave of absence at the time agreed upon, Carthage Free Library will assume that the employee has voluntarily resigned effective the first day of the leave. The employee will be sent a letter to that effect.
- g. If possible, the employee will resume their former position upon return. If the job no longer exists, we will attempt to place the employee in a comparable position at Carthage Free Library.
- h. An employee on an approved leave of absence shall not accrue sick leave or annual leave benefits.
- i. Any employee taking an approved leave of absence in excess of thirty days (one month) may be responsible for payment of their health insurance.

Leave Policy for Library Director:

- a. Sick Time: Hours equivalent to one-week work schedule per year, which may accumulate up to six (6) weeks.
- b. Personal Days: Two (2) paid personal days per year which may accumulate up to five (5) days.
- c. Vacation Time:
 - a. Hours equivalent to one (1) week work schedule will be unpaid during the first six (6) months of employment.
 - b. Hours equivalent to one (1) week work schedule will be paid during the second six (6) months of employment.
 - c. Thereafter, hours equivalent to two (2) weeks work schedule which may accumulate up to four (4) weeks. If vacation time is not taken, individual will lose any time in excess of four (4) weeks at the end of the fiscal year.
 - d. Request for vacation days must be submitted to the President of the Board of Trustees ten (10) days prior to the date of expected vacation.
 - e. Vacation days may be taken individually.
 - f. Vacation time is contingent upon proper coverage of the library director's job.

Legal Holidays

- a. Carthage Free Library is closed on the following legal holidays and will close at 4:00pm on the day prior to the holiday:

New Year's Day
Memorial Day
Independence Day

Labor Day
Thanksgiving Day
Christmas Day

- b. If an employee's scheduled-to-work hours fall on a holiday or day prior, when the Library closes early, the employee will be paid for their regular shift. (Updated Jan 2019)

Call-In Procedure

Carthage Free Library Board and Library Director recognize that circumstances may arise where a staff member must call out of work with minimal notice provided, due to a medical emergency or sudden illness. This policy outlines the expectations of Carthage Free Library staff with respect to calling out of work.

All staff members are expected to report to work in time to begin his/her shifts at the designated start time. Therefore, if a staff member is unable to report to work for his/her scheduled shift, he/she must **call** the Library Director, or supervisor, at least 60 minutes **prior** to his/her shift start time. This provides time for shift coverage to be arranged, as needed.

If the Library is open for business prior to the shift start time, the staff member should call the Library directly to speak to the Library Director or supervisor on shift. If the Library has not opened for business, staff members should call the Library Director directly and speak to the Library Director. If there is no answer on the Library Director's phone, it is expected that the individual leave a message on voicemail. If a staff member has to leave a message on the Library Director's voicemail, he/she should state the time he/she is calling and the reason for the call.

Misuse of call-in procedures or failure to follow call-in procedures is subject to disciplinary action. The Library Director may use their discretion for extenuating circumstances.

Weather Leave

- a. The Administration will do their best to call employees and give advance notice of closings.
- b. If Carthage Free Library is closed because of extraordinary weather conditions and an employee's scheduled-to-work hours are affected, time off with pay, and without deductions from annual leave or other compensatory time, shall be granted to employee for up to a maximum of five days per employee. (Updated Jan 2019)
- c. An individual who requests time off due to weather conditions while the service center remains open may be granted time off, but must be charged to employee's personal/vacation leave or reschedule of hours

EMPLOYEE BENEFITS

Other Benefits

a. Borrowing of Carthage Free Library Materials

Employees have the privilege of borrowing books and other Carthage Free Library materials for their personal use. Employees may peruse materials during their break and lunch periods. For special materials that are not found on the shelves, the Carthage Free Library Loan staff will help with locating and borrowing from other libraries. Requests for all materials not immediately available will be placed in the order received with other requests from libraries and individuals and filled in turn.

Books are normally loaned for a period of one month, while most audiovisual materials are loaned for one week. Employees must return all materials no later than the due date, so that all requests can be filled as soon as possible.

b. Disability Benefits

1. The Disability Benefits Law provides for the payment of cash benefits to employees who become disabled because of injuries or sickness which have no connection with their employment. In order to

claim benefits, the disabled employee is required to file Notice and Proof of Claim for Disability Benefits (form DB-450), with the employer, within 30 days after disability begins.

2. Disability benefits, conditions, and limitations are set by New York State Law.

c. Unemployment Insurance

All employees are covered by unemployment insurance to protect them when they are out of work through no fault of their own. The entire cost of this benefit is paid by Carthage Free Library.

d. Workman's Compensation

An employee who is injured or disabled while on the job is protected by the Workman's Compensation Law. In order to be certain to receive these benefits, an employee must immediately report any accident or injury, regardless of how minor, to their Director, or the Director. Employees will be expected to report minor falls, slips, cuts, abrasions, sprains, or bumps, as well as minor injuries caused by objects closing, sliding, falling or rolling near or on employees. Directors will be expected to enforce these reporting guidelines with employees.

In order to comply with Workman's Compensation Law, the Director will prepare a written Incident Report. The employee and a witness will sign the form and a copy will be filed in the employee's personnel file and entered into a log by the Director.

Workman's Compensation benefit, conditions, and limitations are set by New York State Law.

Payroll

- a. Payroll will be distributed on a bi-weekly basis. The number of paydays per year will determine the divisor used to calculate the amount of each paycheck. Employees are responsible to fill out a time sheet and turn it in the week it is due.

CONTINUING EDUCATION POLICY

Library Employees:

The Board of Trustees recognizes that Continuing education is important for the best practices and services to be maintained in the Library setting. In an effort to encourage and allow the Library Assistants and Library Aides to acquire and maintain skills related to the position, the Board will:

1. Reimburse the Library Assistants and Library Aides for mileage to drive to North Country Library System Workshops using the calculation from the Library or from his/her residence if closer, to Watertown (or another setting if necessary and approved by the Library Manager).
2. Pay at the current rate of pay for the time in attendance at the workshop or meeting. For example if the meeting/ workshop is from 9:30-11:30 the employees will be paid for 2 hours. Travel time will not be included in compensation.
3. Allow the scheduling of a substitute Library staff to work so that Library Assistants and Library Aides will be free to attend Workshops or continuing education.

Workshops offered by providers other than NCLS and located outside of Watertown must

be approved by either the board president or brought before the board by the director if time permits. If there is a fee to attend it will be covered by the Library funds. Mileage for Conferences or workshops will be negotiated at the standard IRS rate for employees in effect at the time of the travel.

Staff Meetings called by the Library Manager for specific training issues, practices, changes in procedures or other policy refinement and actions can be held before the public hours at the Library. Staff required to attend will be paid for the time spent on the meeting. Mileage is not generally paid to report to your place of work.

Staff will be paid for the duration of and In-service program planned by NCLS and held at the Library for such issues as Circulation updates, IICICILL, NOVEL or any new features offered and held either during before or after public hours at the library.

WHISTLEBLOWER and ETHICAL BEHAVIOR POLICY

The Carthage Free Library is committed to upholding the highest standards of ethical, moral, and legal business conduct, and the commitment to open communication. All staff members, trustees, and volunteers are required to uphold high standards of business and personal ethics in the conduct of their duties and responsibilities.

Carthage Free Library encourages all staff, board members and volunteers, acting in good faith to report suspected or actual wrongful conduct. Any Carthage Free Library staff member, board member or volunteer who reports a suspected or actual wrongful conduct, in good faith, will not be fired or otherwise retaliated against for making the report. This policy applies to all employees, volunteers, and agents of Carthage Free Library, including the Executive Director and the Board of Trustees.

The objectives of the Carthage Free Library Whistleblower and Ethical Behavior Policy are to establish standards of conduct and procedures for:

- The submission of concerns, on a confidential basis, regarding:
 - (a) Harassment and bullying, sufficiently severe or pervasive to create a hostile work environment, or resulting in a tangible change in an employee's employment status or benefits;
 - (b) Questionable accounting or auditing actions by employees, trustees, officers and other stakeholders of the organization;
 - (c) Wrongful conduct such as a violation of applicable state and/or Federal laws and regulations; a serious violation of Carthage Free Library Policy; or the use of Carthage Free Library property, resources, or authority for personal gain or other non-Carthage Free Library purpose except as provided under Carthage Free Library policy.
- The receipt, retention, and treatment of complaints received by the organization regarding harassment, accounting, internal controls, auditing matters or other wrongful conduct.

- The protection from retaliatory actions of trustees, employees, and volunteers reporting concerns.

Reporting Responsibility

Each trustee, employee, and volunteer of Carthage Free Library has an obligation to report in accordance with this Whistleblower and Ethical Behavior Policy (a) harassment or bullying; (b) questionable or improper accounting or auditing matters; (c) violations and suspected violations of this policy and; (d) wrongful conduct.

Authority of the Board of Trustees

All concerns submitted in writing will be forwarded to the President of the Board of Trustees in accordance with the procedures set forth below. The President shall be responsible for designating the appropriate committee to investigate and make appropriate recommendations to the Board of Trustees with respect to the following: (a) concerns that originate from trustees and other non-employees or; (b) concerns submitted by employees that have not been resolved by the Carthage Free Library Executive Director to the satisfaction of the complainant.

Reporting Procedures and Corrective Action for Employees

Employees should first discuss their concern, in confidence, with their immediate supervisor. If, after speaking with his or her supervisor, the employee is convinced that his or her concern is unwarranted or that, in the opinion of the employee, the supervisor will take appropriate steps to resolve the employee's concern no further action is required by the employee.

- However, further action is required if the employee: (a) continues to have reasonable grounds to believe the concern is valid and that the response of his or her immediate supervisor is not adequate or; (b) the immediate supervisor recommends that the issue should be referred to a higher level in the organization. In this situation the employee should write a formal complaint which the first level supervisor is obligated to take to the Carthage Free Library Executive Director (or Acting Carthage Free Library Director) in five working days.
- The Executive Director shall promptly inform the employee of receipt of the complaint. A copy of the complaint shall be forwarded to the President of the Board of Trustees. The Executive Director shall investigate the circumstances of the complaint in a timely fashion and, where warranted, take disciplinary and other actions. At the completion of the investigation, the Executive Director shall provide the employee initiating the complaint and the President with a written summary of the action taken.
- Notwithstanding the procedure stated above, if the employee's supervisor is the subject of the employee's concern or is possibly involved, the employee may choose to discuss their concern directly and in confidence with the Executive Director and then write a formal complaint. It is the responsibility of the Executive Director to investigate promptly the circumstances of the complaint in the manner stated in the previous paragraph.
- In extraordinary circumstances, and after due consideration, an employee who suspects or believes that the Executive Director is involved in unethical or illegal behavior may take his or her concerns directly to the President of the Board of Trustees using the procedure below entitled "Reporting Procedures for Trustees and Other Volunteers."

Reporting Procedures and Corrective Action for Individuals Not Employed by Carthage Free Library

Carthage Free Library trustees, volunteers, individuals in the Member Libraries of Carthage Free Library and members of the general public should submit concerns in writing directly to the President of the Board of Trustees. If the President of the Board of Trustees is not available or is the subject of the concern, the complaint should be directed to the Vice-President of the Board of Trustees.

- The President shall be responsible for designating an appropriate committee, as circumstances dictate, to investigate and make appropriate recommendations to the Board of Trustees, with respect to all concerns received in writing. The designated committee has the authority to retain outside legal counsel, accountants, private investigators, or any other source deemed necessary to conduct a full and complete investigation of the allegations.
- The President shall inform the originator of the receipt of the written complaint. All trustees of Carthage Free Library shall be informed of the nature of the complaint with emphasis on maintaining the confidentiality appropriate for personnel issues.
- The Board of Trustees and its designated committee shall resolve all complaints in a timely fashion and inform the individual submitting the complaint of the Board's final action.

Acting in Good Faith

Anyone reporting a concern must act in good faith and have reasonable grounds for believing the information disclosed indicates harassment or bullying; a questionable or improper accounting or auditing practice; a violation or suspected violation of this Carthage Free Library Policy; or wrongful conduct.

The act of making allegations that prove to have been made maliciously, recklessly, or with the foreknowledge that the allegations are false, will be viewed as a serious disciplinary offense and may result in discipline, up to and including termination of employment or dismissal from the trustee or volunteer position.

Confidentiality

Reports of concerns and their investigations shall be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation. Disclosure of reports of concerns to individuals not involved in the investigation will be viewed as a serious disciplinary offense and may result in discipline, up to and including termination of employment. Such conduct may also give rise to other actions, including civil lawsuits.

No Retaliation Provision

This Whistleblower and Ethical Behavior Policy is intended to encourage and enable employees, trustees, volunteers and others to raise concerns within Carthage Free Library for investigation and appropriate action. With this goal in mind, no trustee, employee or volunteer who, in good faith, reports a concern shall be subject to retaliation or, in the case of an employee, adverse employment consequences. Moreover, an employee, trustee or volunteer who retaliates against someone who has reported a concern in good faith shall be subject to discipline, up to and including termination of employment or dismissal from the trustee or volunteer position.