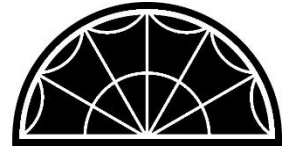


Employee Handbook

READING PUBLIC LIBRARY

Updated November 6, 2023



Employee Handbook

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I. General Information

A. Reading Public Library Introduction

VISION

Evolving together to strengthen communication, equity, collaboration, and learning.

MISSION

The Reading Public Library is a center and resource for learning and civic engagement. We provide a place and platform of, by, and for the people who can benefit as individuals as well as contribute to the well-being of the community.

CORE VALUES

Our Mission and Vision Statements are based on the following Core Values:

- Education
- Equity
- Accountability
- Access

PLAN OF SERVICE

Every five years, the Library goes through a strategic planning process to develop a long-term "Plan of Service" filed with the Massachusetts Board of Library Commissioners. This document guides specific goals and projects, inspires new initiatives, and informs the Library's daily operations. The document is also referred to as our Strategic Plan. Please visit the [library website](#) to access the most recent Plan of Service.

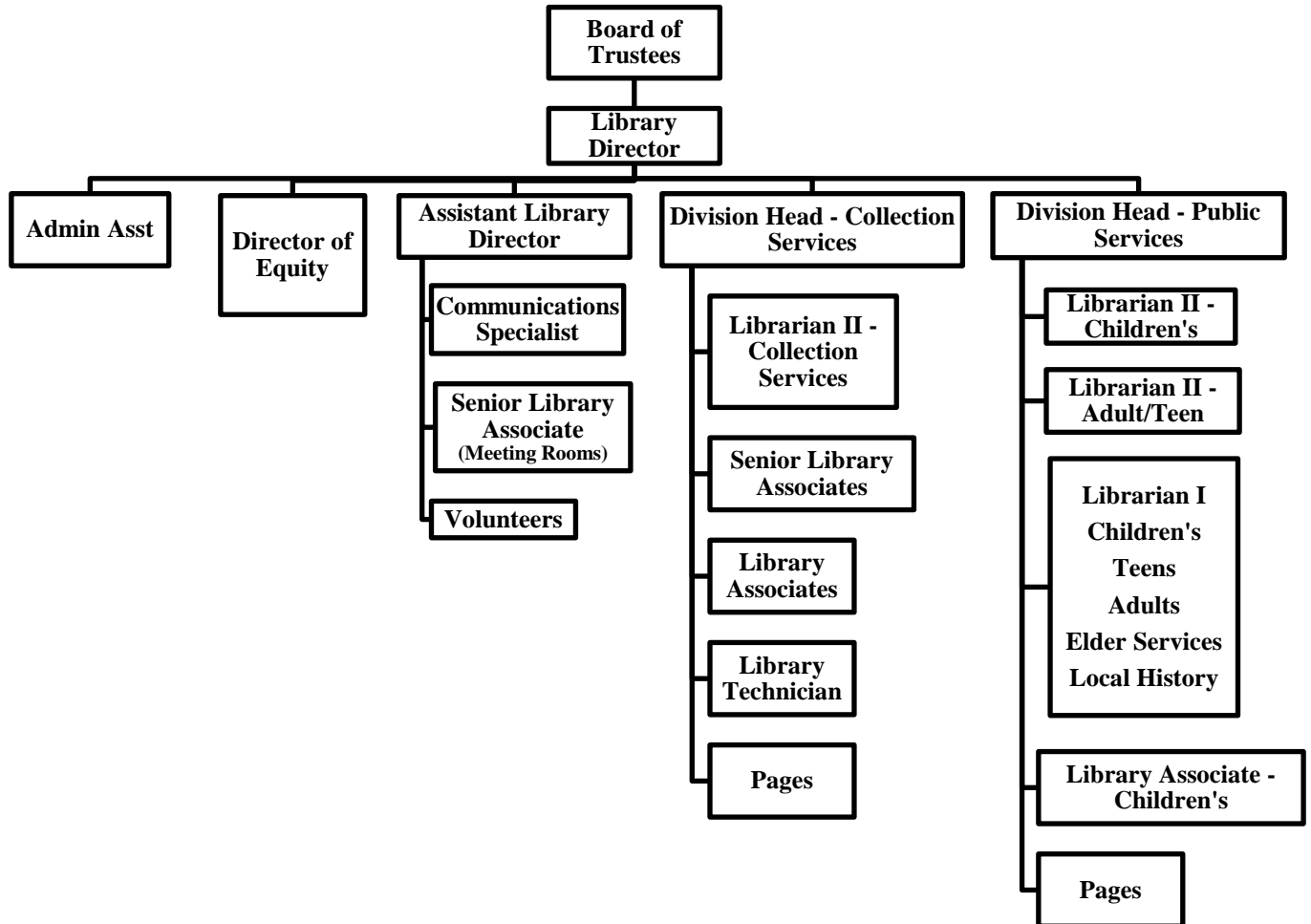
Reading Public Library
64 Middlesex Avenue
Reading, MA 01867

781.944.0840

Readingpl.org
Instagram: reading-public-library
Facebook: Readingpl.org

B. Staffing and Organization

1. RPL Organizational Chart



2. Descriptions of Divisions

a) **ADMINISTRATION:** The Administration Division is responsible for the overall management, finance, communications, and strategic planning functions of the Library.

b) **PUBLIC SERVICES:** The Public Services Division manages public-facing library programs and services. Program responsibilities include budgeting, planning, and implementing classes, lectures, meetups, and special events for all ages. Services include research, readers' advisory, one-to-one instruction, technology assistance, homebound services, and support for Reading Public Schools.

c) **COLLECTION SERVICES:** The Collection Services Division oversees the acquisition of and providing access to all library materials. Materials include all forms of physical and digital items that are borrowed, streamed, or downloaded. Acquisition responsibilities include budgeting, statistical analyses, purchasing, licensing, and payment for all materials. Access responsibilities include processing, cataloging, patron account management, interlibrary loan services, and all aspects of circulation control.

d) **OFFICE OF EQUITY AND SOCIAL JUSTICE:** The Office of Equity and Social Justice assists Town departments and the Reading community in fostering a culture of diversity, belonging, and inclusion. The Director uses DEIA best practices to work collaboratively across the town on programs, projects, and initiatives that focus on our shared humanity. The Director also manages a volunteer action and advisory group.

3. Working Groups

Employees participate in established or ad hoc teams based on availability, interest, and expertise. Examples of these team-based working groups include:

- Adult Fiction and Adult Nonfiction selection committees
- Communications Working Group
- Display Committee
- Hiring Teams
- Leadership
- Outreach Committee

4. Board of Library Trustees

The Board of Library Trustees is made up of six (6) elected Reading residents. Two Trustees are elected or re-elected annually, each term being three years. There are no term limits. Trustees are responsible for the oversight of library finances and have "care and custody" of the building. They also approve all library policies and are governed by their bylaws. A quorum of four Trustees is required for them to meet or approve warrants.

Trustees must complete Conflict of Interest training and attend Open Meeting Law training periodically.

5. Friends of the Reading Public Library

The Friends of the Reading Public Library (FRPL) is a volunteer non-profit 501(c)3 organization that primarily raises funds for library programming. The Library has some municipal money to spend on programming but relies on the Friends for the majority of program spending.

The FRPL hold fundraisers, sponsor the used book sale space, and ask for direct donations to pay for programs and program supplies on behalf of the Library. Please see “Purchasing” and the FRPL website for more information:
<https://www.friendsofreadingpl.org/>

6. Reading Public Library Foundation

The RPL Foundation is a volunteer non-profit 501(c)3 organization that raises funds to support the Library's more extensive and long-term financial needs. They have supported larger programs, a computer lab, and the digitization of the Reading newspaper microfilm collection.

The Foundation maintains an endowment that they support with direct donations. They give the Library income from this investment. Please visit their website for more information: <https://readingplfoundation.org/rf/>

C. Town of Reading Personnel Policies

The Town of Reading Personnel Policies (“Personnel Policies”) are approved by the Select Board and maintained by the Human Resources Department. Please visit the HR Section of the Town website for more details on benefits, retirement, employment opportunities, and the compensation and classification plans for regular and seasonal employees.

D. Work Hours and Schedules

1. Hours of Work

The Library is open to the public from 9:00 a.m. to 9:00 p.m. Monday, Tuesday, and Wednesday; 1:00 p.m. to 9:00 p.m. Thursday; and 9:00 a.m. to 5:00 p.m. Friday and Saturday. The Library is also open from 1:00 p.m. to 5:00 p.m. on Sundays from October to May.

All employees except substitutes have regularly assigned work shifts which fall within these hours with the following exceptions:

- From 9:00 a.m. to 1:00 p.m. on Thursday for administrative, education, and planning purposes.
- Before 9:00 a.m. for specific opening tasks.

With approval from the Librarian II Team Leader or Division Head, an employee may adjust their regular schedule to accommodate programs, events, and meetings outside their normal schedule.

The Library is closed for 12 holidays (see Personnel Policies). The Trustees may close the library or add or reduce hours for special circumstances. Please see Library Closings for more information.

2. Work Schedule

Regularly assigned shifts may include evening hours and a Saturday rotation. The Division Head, Assistant Director, or Director approves each employee's regularly scheduled shifts with input from the Librarian II Team Leader and the employee.

Schedules are set to meet library service needs. Employees may request changes to this schedule, but accommodations are not guaranteed.

Sunday shifts are voluntary and scheduled twice a year (approximately August and November) through a signup process. Substitutes have priority for Sunday shifts so they may have up to two Sundays per month to practice and maintain skills. All other Sunday shifts are open to any employee. The scheduling team looks at equity issues when scheduling Sundays, overtime shifts, or extra hours.

Non-exempt (hourly) employees are paid overtime (OT) at 1.5 x their regular rate for work on Sundays, holidays, or any time over 37.5 hours in one week. All OT requires pre-approval from the employee's Librarian II Team Leader or Division Head, the Assistant Director, or Director.

3. Payroll

The non-union Town of Reading employees are on a two-week payroll schedule. Each pay period starts on a Monday and ends on a Sunday. Pay is ready for direct deposit or live check the Thursday after the end of the pay period. Live checks are mailed to the employee address on file.

Employees complete a timesheet every two weeks, and their signature confirms that the information accurately reflects hours worked and any time off exceptions.

Librarian II Team Leader or the Division Head reviews and approves signed timesheets. Unless otherwise notified, timesheets are due to Administration by 5:00 p.m. the Thursday before the last Sunday of the payroll.

Payroll is released to and processed by Accounting on the first business day after the end of the pay period.

The appropriate supervisor must notify the Administrative Assistant and the Director of any changes to timesheets via email by 9:00 a.m. the day the payroll is set to be released.

4. Timekeeping

Each employee has a customized Excel timesheet to enter time worked and time off exceptions. Customization includes name, Employee ID, average weekly hours, and formulas to assist in calculating exceptions (see below).

Most employees are "scheduled" with an average number of hours per week. In this context, the word "scheduled" is a MUNIS/payroll term unrelated to the employee's specific shift schedule. Here, "scheduled" means MUNIS knows that the employee is scheduled for "x" hours of work per week and will assume the employee worked that number of hours each pay period. Exceptions include any hours over (additional hours) or under (leave without pay) the employee's MUNIS scheduled hours. Other exceptions include vacation, floating holiday, and leave with pay. Employees who are not "scheduled" in the MUNIS system are per diem or seasonal employees. Please see the Library Director if you have questions about the employee status of scheduled (MUNIS), per diem, and seasonal.

Employees are responsible for working the hours set by their Librarian II Team Leader and the Division Head. Any employee with chronic absenteeism or tardiness may be subject to disciplinary action up to and including termination.

Additional hours, including regular time, overtime, and compensatory time (see the Personnel Policies), require advance approval by the Division Head or Library Director. The Division Head or Library Director may assign additional hours to provide adequate levels of staffing.

Employees must provide advance notice of any absence (see Time Off Requests).

5. Paid Time Off (PTO)

Employees who average more than twenty (20) hours a week are eligible for paid time off (PTO) benefits. Please see the Personnel Policies for specific details.

Summary of Standard PTO

- PTO "days" are calculated at 1/5 of your weekly average (e.g., $37.5/5 = 7.5$ or $25/5=5$ or $32.5/5=6.5$, etc.).
- Vacation and Floating Holiday time is advanced for the calendar year on January 1.

- Floating Holiday hours must be used by December 31 of the year they are issued.
- Some vacation hours may be carried over from one year to the next.
- Sick time is accrued monthly, and employees may join the Town's Sick Bank.
- Employees are responsible for tracking their own PTO and Compensatory Time. This information is listed on the weekly pay stub and available on the Employee Self Service (ESS) Portal. Employees may request copies of their PTO accruals from Administration in an emergency.

Compensatory Time and Extra Hours

Librarian II Team Leader or the Division Head must pre-approve any extra hours beyond the regularly scheduled shifts. Additional hours may be paid or entered as compensatory time (comp time).

- Comp time or extra hours require prior approval.
- Comp time is accrued in one pay period and taken during a future pay period.
- Comp time does not expire. However, employees should try to use earned comp time within 30 days.
- There is no maximum amount of comp time an employee may earn. However, employees with two or more average work days of comp time earned may not be granted extra hours.

6. Time Off Requests

PLANNED TIME OFF: Employees must submit planned time off requests by email to the Librarian II Team Leader or Division Head at least five business days and, at most, four months before the date(s) requested. [See Appendix for procedures and guidelines.] The Director, Assistant Director, and Division Heads also review all planned time schedules to ensure adequate staffing across the Library.

While requests are generally granted on a first-come, first-served basis, the Library II Team Leader and Division Head will consider other factors before approving the request. Employees should include extenuating circumstances for consideration in the time off request. **Please remember that time off requests are not guaranteed.**

Once granted, every effort is made to ensure the employee can take the requested time off.

UNPLANNED TIME OFF: Time off requests with less than five business days' notice are unplanned requests and are granted at the discretion of the Librarian II

Team Leader or Division Head. **Please remember that time off requests are not guaranteed.**

7. Remote Work Summary

Please see the Personnel Policies for complete information regarding working remotely for the Town of Reading.

Employees may request regularly scheduled remote work on a limited basis. The Library Director, the Town Manager, and the Human Resources Director review and grant or deny these requests. A copy of the request and the final decision are added to the employee's personnel file. Employees are accountable for their time spent on remote work, which is a privilege that can be withdrawn by the Department Head or Town Manager at any time.

In an emergency, the Division Head may approve temporary remote work.

E. Library Closings

1. Emergency Closings

INCLEMENT WEATHER: The Library Director makes the decision to close the Library due to inclement weather with guidance and input from the Board of Library Trustees, Town Manager, Director of Public Works, Superintendent of Schools, and Emergency Services. There are times when the Library may close while other town buildings or schools remain open, or the Library may remain open while other town buildings or schools are closed.

Employees should use common sense and their best judgment when traveling to and from work in inclement weather, notifying their Librarian II Team Leader or Division Head if the weather impacts their commute.

EMERGENCIES: There may be situations where the Library is closed for the safety and security of patrons, staff, or the general community. The order to close the building may come from another body, such as Public Safety, Emergency Services, the Board of Health, or the Commonwealth of Massachusetts.

The Library Director maintains the emergency response protocols and documentation.

EMERGENCY CLOSING PAY

- Employees scheduled to work that day are paid for the hours they normally would have worked.

- All hours, including those not worked due to closure are entered as regular hours. Employees should add details and reminders to the notes field on their timesheet.
- Employees who had planned PTO during an emergency closing may apply work hours rather than PTO.
- Employees scheduled to work Sundays are paid their regular rate for the hours they were not able to work due to the emergency closing, not the 1.5 OT rate for actual hours worked.
- To assure continuity of operations, the Director, Assistant Director, or Division Head may assign remote work during emergency closings on an as-needed basis.

2. Planned Closings

The Trustees and the Director may also close the building or modify Library hours for specific events. For example, the Trustees regularly vote to limit hours on the day before Thanksgiving.

PLANNED CLOSING PAY

- A planned full-day Saturday or Sunday closing is not included (skipped) in scheduling rotations or when requesting shift coverage. There is no impact on pay.
- A planned closing for Monday through Friday or a partial Saturday is treated similarly to an emergency closing. Those scheduled to work that day are paid for the hours they normally would have worked provided they work their regular schedule while the Library is open.

Example: The Library is scheduled to close at 1:00 p.m. on Friday. The employee normally works 9:00 a.m. to 5:00 p.m. The employee must work 9:00 a.m. to 1:00 p.m. and will be paid for hours schedule during the closed period (1:00 p.m. to 5:00 p.m.). All hours are entered as worked.

- Employees who wish to use PTO on a partial-day planned closing must use PTO for the entirety of their normally scheduled hours.

Example: The Library is scheduled to close at 1:00 p.m. on Friday. The employee normally works 9:00 a.m. to 5:00 p.m. They wish to take the entire day off and will use the full 7.5 hours of vacation despite the early closure. Since the time off is planned with advance notice, the scheduling supervisor has time to get a substitute or fill-in shift coverage as needed.

HOLIDAY PAY

- Employees who average twenty (20) or more hours per week are paid for their entire shift when holidays fall on or are observed on Monday through Friday.

- Saturday holidays are observed on Fridays (Library is closed Friday and Saturday), and employees scheduled to work Friday get paid for their typically scheduled hours.
- Sunday holidays are observed on Mondays (Library is closed Sunday and Monday), and employees scheduled to work Monday get paid for their typically scheduled hours.
- Employees not scheduled to work the day of the holiday or the day the Library is closed in observance of the holiday do not receive any pay.
- Employees who work any hours on a holiday are paid OT rates.

F. Personnel Files

The Town Human Resources department maintains all employee records. These files are the property of the Town of Reading. Employees may request copies of their personnel records from HR.

The Library Director also maintains copies of performance reviews, disciplinary actions, and salary history. The files at the Library may also contain documents or certificates related to training and professional development, compliments, or complaints submitted to the Library Director.

G. Change to Employee Data

Employees are responsible for notifying the Human Resources Department of changes such as mailing address, telephone number, name, number of dependents, and emergency contacts. An employee's data should be accurate and current at all times.

Employees contributing to the retirement system (32.5+ weekly hours) should also notify the Reading Retirement Board Administrator of changes to the mailing address, beneficiary, or emergency contact information.

II. Employee Rights and Responsibilities

A. Employee Responsibilities

RPL employees and library volunteers represent the library. Each day, they interact with internal and external customers online, by phone, or in person. The RPL is widely recognized as a welcoming library with excellent service. More than the collections, programs, and building, Library employees and volunteers are at the heart of this reputation.

As a municipal public service, employees must maintain the highest ethical standards in work and patron interactions. The staff of the RPL prides itself on a high degree of personal responsibility, integrity, and the use of independent judgment that builds the trust and confidence of our community and colleagues.

Each employee and volunteer has specific job responsibilities essential to the daily operations of the RPL. Additionally, employees actively contribute to the Library's overall goals and long-term strategies.

Staff members are encouraged to express their ideas and thoughts regarding workplace issues (see Communications). They may be asked to serve on committees or working groups to address problems and implement new ideas to improve library services or the workplace.

RPL staff and volunteers work collaboratively, creatively, and thoughtfully to work out personal differences and improve professional services.

1. Conflict of Interest

In Massachusetts, municipal employees and volunteers must complete a conflict of interest law online training program within 30 days of hire. Subsequent years alternate between Full training (1 hour) and Acknowledging receipt of the Summary of Conflict of Interest Law (10 minutes).

2. Attendance

It is essential for employees to report to work on time and to avoid unnecessary absences. The Library recognizes that illness or circumstances beyond the employee's control may result in an absence from work. Excessive absenteeism or frequent tardiness puts an unnecessary strain on co-workers, can hurt the Library's success, and may result in disciplinary action, up to and including dismissal.

Employees are expected to report to work when scheduled. Employees should immediately phone or text their Librarian II Team Leader and Division Head once they know they will be absent or late. The phone or text should be no later than one hour before the employee is due at work. Please speak with the Assistant Director or Director if these individuals are unavailable. When leaving a voicemail, employees should provide a number where they can be reached if needed.

When absence is due to illness, the Library reserves the right to require appropriate medical documentation (See Personnel Policies).

3. Purchasing

All purchasing requires Division Head, Director, or Assistant Director approval. Most library purchases use municipal funds (community taxes), state aid, gifts and donations, fines/fees, and income from trusts. The Board of Trustees reviews and approves all payments from these accounts. The Library processes two batches of bills (Warrants) each month, once on or near the Trustees' monthly meeting and once in between.

The following procedures, with appropriate planning, should accommodate the timely purchasing of supplies, materials, and equipment and payment to program providers. NOTE: Every request for payment through the Town (not the Friends) must have a complete account number that includes the ORG (8 digits) and OBJ (6 digits). Please see the Administrative Assistant or Director for more information on account numbers.

OFFICE SUPPLIES: Requests for general supplies require Division Head approval. Once reviewed and approved, please submit the request to the Administrative Assistant. Please include any item numbers, manufacturer name, quantity, and custom details (color, size, etc.) to order the correct supplies. The Collection Services Division Head may order through the Library's Amazon.com account if the Administrative Assistant cannot obtain the items through established vendors.

MATERIALS PROCESSING SUPPLIES: Please submit requests for supplies to process materials to the Collection Services Division Head for review and approval. Once approved, please work with the Administrative Assistant or the Collection Services Division Head to order supplies as appropriate. Please include any item numbers, manufacturer name, quantity, and custom details (color, size, etc.) to order the correct supplies.

FRIENDS of RPL: The Friends of RPL (FRPL) fund many library programs. Their primary form of payment is via check. All check requests should not include tax and require Public Services Division Head or Director approval. Please use the standard FRPL check request form for a:

1. completed check to be mailed directly to a third-party vendor/program provider. Please allow 7-10 business days for processing, mailing, and the arrival of the check. Invoice helpful, W9 required for new vendors.
2. completed check for a third-party vendor/program to be dropped off at the Library for the requesting RPL staff member. Please allow 5-7 business days. Invoice helpful, W9 required for new vendors.
3. reimbursement to a library employee who used a personal credit card or cash for approved supplies or equipment. Employees will not be reimbursed for taxes. Please allow 5-7 business days. Receipts required.

If a large purchase requires pre-payment or a service that will not take checks, please contact the Public Service Division Head and Director, who will work with the Friends to resolve the problem.

AMAZON.COM: The Collection Services Division Head uses the Amazon.com account to purchase materials (books, etc.) and other supplies or equipment for staff use. This is a tax-exempt account and may only be used for RPL business.

Requests for purchases using the Amazon.com account require Division Head, Assistant Director, or Director approval. Please include the appropriate account number (ORG/OBJ), item numbers, manufacturer name, quantity, and custom details (color, size, etc.) to order the correct items.

PCARD: The Library has a town-issued procurement card (PCARD). This credit card can be used to purchase tax-exempt goods and services. The PCARD may not be used to buy food or for travel. The Director, Assistant Director, or Division Head pre-approves all PCARD purchases and assigns an appropriate account number (ORG/OBJ). Once approved, the employee may check out the PCARD from Administration.

The PCARD may be used for:

1. Registration or enrollment in continuing education activities
2. Purchase from online vendors (no tax) (e.g., VistaPrint, Quality Logo)
3. Electronic licensing and subscriptions (e.g., Adobe Creative Cloud, MailChimp).

Any employee using the PCARD is responsible for sending the electronic receipt, the account number (ORG/OBJ), and proof of payment to the Administrative Assistant within twenty-four (24) hours. Accounting reconciles the PCARD every month.

TAX EXEMPT ACCOUNTS: The Library is a tax-exempt municipal government organization. Please contact the Administrative Assistant to set up or renew tax-exempt accounts with vendors and stores.

REIMBURSEMENT (TRAVEL AND OTHER): All reimbursements require receipts and printed maps (e.g. Google Maps) to verify mileage. Mileage is calculated by the shortest or closer option:

- To and from the Reading Public Library
- The employee's start and return point

The Library will reimburse employees for approved work-related travel, and the IRS sets a mileage reimbursement rate each year. Employees should discuss

appropriate conference spending practices with their Division Head or the Director before booking and attending multi-day conferences. Please see “Memberships, Conferences, and Workshops” and “Outside Meetings and Committees” under “Professional Development” for more information.

On a limited basis, employees may purchase other supplies and equipment using their personal credit cards. However, please remember the Division Head needs to pre-approve all purchases. Also, the Town cannot reimburse the employee for the tax applied to any purchase.

A member of the Leadership Team can guide the employee through forms or processes required for the various types of approved expenditures.

4. Physical Safety and Security

Please see the Library's Emergency Response Guide for specific information and protocols. The guide includes essential contact information for various building systems and services.

WORKPLACE SAFETY: The Library has a representative on the Town of Reading Employee Safety Committee. Employees are expected to abide by any local, state, or federal safety mandates.

Additionally, employees should report unsafe conditions to the Director, Assistant Director, or Librarian in Charge.

The Emergency Response Guide includes protocols for employee and visitor accident-related injuries.

BUILDING ACCESS: The Administrative Assistant gets all employees an electronic key card or fob from Information Technology. Key cards and fobs are the individual employee's responsibility and should not be shared. Lost key cards or fobs should be reported to Administration immediately. The missing card/fob will be deactivated and replaced with a new one. The Administrative Assistant has an emergency key card that can be signed out and must be returned daily.

The Library Director works with Facilities to issue a security alarm code for all employees. The main security alarm keypad is in the vestibule at the main entrance, and a secondary keypad is located at the Borrower Services Desk.

Disarm: Enter code + 1

Arm: Enter code + 2

The police, fire, and a custodian are notified if the security alarm goes off. If an employee unintentionally triggers the security alarm, they should wait for the emergency response and explain the situation.

Use of key cards/fobs and alarm codes are automatically logged into the system. This information is not actively monitored and is used for investigative purposes only.

PANIC BUTTONS: There are panic buttons at each service desk and in the Director of Equity's office. Panic buttons send a silent alarm to the alarm company who coordinates with Reading Police Department.

VIDEO CAMERAS: The Library values and protects intellectual freedom and patron privacy. However, for security and safety purposes, the building has fixed cameras inside the building focused outwards near building exits and the main entrance. There are additional cameras on the exterior of the building with views of the parking lot, driveway, and pedestrian pathways. The video is not actively monitored and is for investigative purposes only. Information Technology, the Reading Police Department, and the Library Director have access to the recordings and video feeds.

LIBRARIAN IN CHARGE: All weekend and evening shifts have an assigned Librarian In Charge (LIC). The LIC is responsible for support of and response to patron, staff, or building issues. Support and response options include calling emergency services, custodians, or a member of the Leadership Team for assistance.

Evening and weekend staff are responsible for knowing the LIC during their shift, and the LIC has no specific additional duties. However, the LIC should be familiar with RPL and NOBLE policies and the Emergency Response Guide and comfortable implementing or enforcing any of these documents and protocols.

OPENING AND CLOSING PROCEDURES: A custodian is responsible for opening the building on Monday through Friday mornings. The regular shift for the morning custodian is approximately 7:00 a.m. to 3:00 p.m. Opening tasks include turning off the building alarm, turning on the master lights, opening and securing stairway doors, and a general check of the building.

Another custodian is responsible for closing the Library Monday through Friday. The regular shift for the evening custodian is approximately 3:00 p.m. to 11:00 p.m. Monday through Thursday and 11:00 a.m. to 7:00 p.m. on Fridays. Closing tasks include ensuring the building is empty, closing all doors, turning off the master lights, and setting the building alarm.

Custodians report to the Facilities Director, who also manages their schedules and time off requests, assigning substitute custodians as needed who may need to work slightly different hours.

Library staff members are responsible for opening the building on Saturdays and Sundays, and a custodian is responsible for closing tasks on Saturdays and Sundays. The weekend custodian is generally available 2 hours before closing.

5. Cyber and Data Security

Employees are expected to stay current on cyber and data security protocols issued by the Library or the Town of Reading.

EMAIL: Employees are issued a NOBLE email that is part of the consortium's G Suite Account. Please see the NOBLE policies for the use and security of these accounts.

- [G Suite Account Policy](#)
- [Library System Accounts Policy](#)
- [Employee Confidentiality Agreement](#)

EVERGREEN ILS: Employees are also issued a login for Evergreen, NOBLE's Integrated Library System (ILS). Evergreen holds private patron information, and Evergreen logins should not be shared. All RPL staff are responsible for understanding and abiding by privacy policies:

- [Confidentiality Policy \[PDF\]](#)
- [Confidentiality: Legal Request Procedure \[PDF\]](#)
- [Third-Party Confidentiality Agreement](#)
- [Privacy Policy \[PDF\]](#)

ADDITIONAL CONFIDENTIALITY: Employees must maintain appropriate confidentiality of all work-related information, including written documents, electronic files, and verbal communication. This includes library work performed outside the building, including, but not limited to, remote work and attendance at meetings or conferences.

Electronic files and computerized records must be safeguarded to protect against unauthorized disclosure or damage. Security measures include logging off or locking (sleep mode) computers while not at the workstation, ensuring doors to locked work areas are closed, and responsibly managing passwords.

Printing of confidential materials should be done securely.

B. Communications

1. External Communications

The Assistant Director and the Communications Working group are responsible for all external communication including social media posts, traditional media press releases, and updates on the RPL or Town website. Employees may not represent the Library in external communications without the guidance and approval of the Assistant Director, the Communications Specialist, or the Communications Working Group.

2. Complaints

Under normal working conditions, employees with a job-related problem, question, or complaint should go to their Librarian II Team Leader or Division Head to get the fastest and best solution. They may also contact any member of the Leadership Team or Human Resources.

Please see the Personnel Policies for additional resources for complaint procedures and disciplinary actions.

3. Bulletin Board and Intranet

Employees are responsible for reading important library and town announcements and information posted on the bulletin board in the staff lounge. Additionally, employees may use the staff intranet to post helpful information, and employees should limit posting information or announcements that are not work-related.

There is a public bulletin board space on the ground floor at the elevators. Flyers for community groups, residents, local businesses, etc., may be posted here. The Library reserves the right to remove any materials posted for any reason. The Administrative Assistant curates this space.

All solicitations or collections involving the public, such as Toys for Tots or the drive for the Reading Food Pantry, require advance permission from the Trustees.

4. Staff Meetings

All-staff meetings are generally held quarterly, with additional training such as safety drills scheduled as needed. All-staff meetings help employees stay informed and educated on Library operations. Agendas are set ahead of time, and employees are encouraged to submit questions or items for discussion before the meetings.

Other teams, committees, and working groups meet periodically as needed.

5. Open Door Culture

The Leadership Team encourages open communication, feedback, and discussion about any matter of importance to an employee.

This open-door culture empowers employees to take responsibility when areas of their work cause concern. At the same time, managers and supervisors as well as colleagues commit to listening with the intent to improve working relationships, address complaints, and foster employee understanding of the rationale for practices, processes, and decisions.

C. Professional Development

1. Annual Review Process

As part of the Town's policy, the Library conducts annual performance reviews for all employees. Pages or any other Seasonal staff are reviewed in December with Step or COLA increases effective January 1.

Regular employees are reviewed in May, and signed originals of the performance review documents are due to the Library Director by June 1. These are submitted for approval by Human Resources and the Town Manager, with Step or COLA increases effective in the last fiscal year pay period that includes July 1.

Reviews are used to assess current employee performance, outline learning objectives in an individual development plan, and set specific project or work goals for the coming year. The employee's development and objectives include personal, Division, and Library-wide goals.

2. RPL Training and Development

The Reading Public Library is a learning organization, and employees are encouraged to pursue professional development and continuing education opportunities. Division Heads, with input from Librarian II Team Leaders, work with employees to determine continuing education needs and expectations in the individual development plan or annual review goals.

Regular staff meetings, typically quarterly, generally include a continuing education component. Substitutes are not required to but may attend staff meetings dependent on funding and their individual development plan.

Additionally, the Library usually sets aside one day per year for a staff development retreat.

Employees should regularly communicate with their Librarian II Team Leader or Division Head about funding, scheduling, and applying for outside educational opportunities. Employees may be asked to briefly explain how professional development activities will apply to their work or professional goals.

Training and development may not interfere with the Library's daily operations and services.

3. Tuition Reimbursement Policy

The education and continuing development of a library's staff are essential factors in the quality of service available to the community. The Reading Public Library Board of Trustees recognizes that the Library is a learning organization and encourages and supports professional development for staff members. The Reading Public Library Board of Trustees also acknowledges the challenges library staff face in a constantly changing, technologically evolving educational environment. Trustees depend on staff members' dedication and commitment to renew and refresh their learning on an ongoing basis to provide outstanding services and programs for the community.

Therefore, to encourage staff members to pursue continuing education opportunities in library science and related fields, the Trustees elect to reimburse eligible library employees for a set amount of tuition each year, as outlined here. See Appendix C for complete details.

4. Memberships, Conferences, and Workshops

Librarian I and Librarian II employees are eligible for paid professional memberships with a maximum cost of \$175 per year. Division Heads and the Assistant Director are eligible for professional memberships with a maximum cost of \$350 per year. The Director will review employee requests that fall outside of this guideline.

Staff with conference attendance in their development plan or annual review goals or who can show a direct connection to their position goals and duties receive priority funding for these activities. The Library generally funds registration, travel, lodging, food, and weekday paid time for approved conference attendance. The amount of funding is not guaranteed and depends on the available Professional Development budget.

Employees may use their own funds and PTO for memberships, workshops, and conference activities.

5. Outside Meetings and Committees

The RPL is an active community member and participates in various community engagement activities. As such, employees may be interested in or recommended to participate in Town, NOBLE, statewide, or national meetings, committees, boards, etc.

Employees should discuss volunteering for non-RPL meetings, committees, boards, etc., with their Division Head. These volunteer opportunities should not interfere with daily operations and library services. The Division Head will work with the employee to establish reasonable time commitments and levels of involvement in any outside activities. However, the employee may be asked to limit participation or choose to participate on their own time.

The Library generally funds registration and limited weekday paid time for outside meetings and committee participation. The amount of funding is not guaranteed and depends on the available Professional Development budget.

Employees may use their own funds and PTO to volunteer for outside meetings and committees.

III. APPENDIX

A. Time Off Requests: Procedures and Guidelines

PROCEDURE:

Employee

1. Complete a Time off Request and email it to Librarian II Team Leader, Division Head, or Assistant Director/Director (Administration) for approval. [See EMAIL REQUEST FORMAT, below.]

Leadership Team Members

1. Review the Time off Request for correct dates, and ensure that dates are not conflicting with program/desk needs. NOTE: Team leader ensures programs and desks are fully covered.
2. Approve or Deny and notify both employee and Division Head or Director (Administration)
3. Action needed same day request is made. If the Team Leader is not available, the Division Head will review.

PLANNED TIME OFF GUIDELINES:

1. Time off requests must be submitted via email to the Librarian II Team Leader, Division Head, or Assistant Director/Director (Administration) at least five (5) business days (M-F) in advance of the requested day(s) off. This includes partial shift time off requests.
2. Time off may not be requested more than four (4) months in advance.
3. You will be notified within two business days (M-F) if your request is approved or denied.
4. Please consider the time of year and other scheduled programs and activities when requesting time off.
5. Time off requests are granted or denied to ensure sufficient staff is available to provide adequate coverage. Requests are generally granted on a first-come, first-served basis.
6. More than one week of consecutive time off requires approval from the Division Head or Assistant Director/Director.
7. Planned time off requests may also be reviewed by the Division Head and Assistant Director/Director.
8. Special requests may be submitted to the Library Director, who will work with the Division Head to determine the next steps.
9. Employees should remember that time off requests are not guaranteed. In the event of a conflict in time off requests, the Leadership Team will consider the staffing needs during the relevant period and grant requests accordingly.

UNPLANNED TIME OFF GUIDELINES:

1. Requests with less than five business days' notice are considered Unplanned. These requests are granted as library schedules allow and must be approved by the Librarian II Team Leader or Division Head.
2. Employees with emergencies requiring time off must contact their Team Leader as soon as possible. In their absence, please inform the Division Head.
3. Information should include how long you expect to be out and what time off code (or type) you expect to use (Sick, FH, etc.).
4. The Team Leader is responsible for filling any program/desk coverage and informing the rest of the Leadership Team.
5. EMERGENCIES: If employees need to call in absent with less than 24 hours' notice, they should still contact their supervisor. An email with this information is appreciated. However, we recognize that emergencies mean that the best communication strategy may be by phone or text.

EMAIL REQUEST FORMAT

1. Name
2. Planned or Unplanned: Planned time off is with 5 days' to 4 months' advance notice. Unplanned time off requests are submitted with less than five days' advance notice.
3. Date(s) Requested
4. # Hours Requested
5. Type of Time Off Request (indicate all that apply)
 - Vacation
 - Floating Holiday
 - Sick / Sick Family
 - Leave with Pay (Jury Duty, Bereavement)
 - Leave without Pay
6. Comments

B. Disruptive Behavior Procedures

The form for a written warning is available on the staff shared drive.

HANDLING DISRUPTIVE BEHAVIORS

Every incident is different, and employees should use their judgment when dealing with any behavioral issues. The first priority is always life safety and employees should immediately call emergency services or use the panic buttons located at the service desks if they feel the safety of any individual is at risk.

All employees are responsible for knowing all Reading Public Library and NOBLE policies and should refer to library policies to determine if an incident warrants corrective action. The most relevant policies to managing patron behavior are:

- Patron Rights and Responsibilities policy
- Internet Access Policy
- Safe Child Policy
- Meeting Room Policy
- History Room Use and Access Policy

The library advocates intellectual freedom, freedom of speech, and individual privacy. We do not judge or limit attitudes, thoughts, or expression. However, we are responsible for dictating the time, place, and manner of employee and patron behavior.

PROCESS

Generally, the librarian in charge is responsible for addressing disruptive behaviors. This includes clearly, courteously, and firmly communicating policy violations and consequences to patrons, and giving patrons a copy of this and any other relevant policies. At no time will any staff member touch a patron to enforce this policy or as disciplinary action. Additional enforcement actions include, but are not limited to:

- A verbal warning for general disruptive behaviors.
- Request to immediately leave the premises for more destructive or serious behaviors.
- Requesting police assistance if the situation escalates. The librarian in charge will warn individuals that the police have been called.
- A written warning from the Director or their designee that is handed or mailed to the individual. *If the incident involves a minor, a copy of the written warning is also sent to parent or guardian if known.*
- Issuance of a “No Trespass” order that prohibits access to library property for up to one (1) year depending on the severity of the violation. This order is signed by the Director or their designee, then filed with and enforced by the Reading Police. Permanent “No Trespass” orders may be issued in consultation with Public Safety and the Board of Library Trustees.
- Communications with parents/guardians when a minor receives a written warning or “No Trespass” order. “No Trespass” orders for minors may permit use of the library for school purposes when accompanied by a parent or guardian.

C. Tuition Assistance Policy

Philosophy

The education and continuing development of a library's staff is an important factor in the quality of service available to the community. The Reading Public Library Board of Trustees recognizes that the Library is a learning organization and encourages and supports professional development for staff members. The Reading Public Library Board of Trustees also acknowledges challenges library staff face in a constantly-changing, technologically evolving educational environment. Trustees depend on staff members' dedication and commitment to renew and refresh their learning on an ongoing basis to provide outstanding services and programs for the community.

Therefore, to encourage staff members to pursue continuing education opportunities in library science and related fields, the Trustees elect to reimburse eligible library employees for a set amount of tuition each year as outlined here.

Criteria

This policy provides financial support to employees in good standing for courses from an accredited program that either offers growth in an area related to the employee's position or that may lead to promotional opportunities. This education may include college credit courses, continuing education unit courses, seminars, and job-related certification tests.

This education and continuing development should be included in the employee's annual individual development plan devised by the employee and their supervisor.

Reimbursement is as follows

- Employees working 20-32 hours per week = \$500 per class with a \$1,000 maximum per year.
- Employees working 32.5-37.5 hours per week = \$1,000 per class with a \$2,000 maximum per year.

The Trustees may adjust these amounts to address funding issues.

Eligibility

To be eligible for this tuition reimbursement the employee must:

- have completed six months of employment at the Reading Public Library;
- meet the performance expectations of his or her current position;
- work an average of twenty (20) or more hours per week;
- provide receipts of paid tuition expenses;
- secure a passing grade of "B" or its equivalent or obtain certification, providing a copy of the final grade or certification received.

Approved classes and coursework are expected to be completed outside of work hours. If scheduling requires hours during normally scheduled shifts, the employee is expected to use PTO time.

Procedure

To qualify for and receive tuition assistance, interested employees should work with their supervisor to incorporate educational goals into their individual development plan.

Additionally, prior to enrolling, employees must apply in writing to the Director. The application should include:

- course title and description;
- a brief summary of how the proposed courses relate to the employee's career goals;
- educational institution;
- dates of the course;
- total tuition;
- approval of the employee's supervisor.

To receive reimbursement for approved courses or certification, employees must submit a standard reimbursement form within 60 days of course completion. Along with the form, the employee must provide:

- a receipt of tuition paid;
- documentation of the final grade of at least a "B" or its equivalent or a copy of the certification received;
- a copy of the Director's approval.

Adopted 3/3/2014

Amended 1/10/2022

D. Service Desks

INTRODUCTION

The public service desks are an essential part of the Library's mission. When employees offer a welcoming, empathetic, professional presence to RPL visitors, they ensure a successful and positive relationship with our patrons.

BASIC PROCEDURES

Employees at all RPL service desks are responsible for circulation, basic reference, room and museum pass bookings, and information about online services. When working at an RPL service desk, employees will use Evergreen, the RPL website, LibCal, and Assabet, and will direct patrons to all database products. Each service desk also has essential duties unique to that service area.

GROUND FLOOR DESK

This service desk answers all incoming calls to the Reading Public Library. Employees need to know how to open/close the phone system and how to forward or transfer calls. Employees at this desk also assist and monitor patrons on the ground floor, including in the computer lab and cafe area.

Employees should put the service desk computers in sleep mode if they need to briefly leave the Borrower Services work area unattended.

There is a binder of essential information located at this desk. All departments share responsibility for staffing this desk, and most employees should expect to work some shifts at this desk.

BORROWER SERVICES DESK

This service desk is responsible for the full range of circulation and library account needs for patrons of all ages. Employees at this service desk direct patrons throughout the Library; maintain the Library of Things collection; assist patrons with the AMH, the self-service copy/print/fax center, and the self-check stations; and monitor the reading room and the main lobby area as needed.

Employees should put the service desk computers in sleep mode if they need to briefly leave the Borrower Services work area unattended.

RESEARCH AND READER SERVICES DESK

This desk is responsible for all readers' advisory, reference, Local History, and teen services. Employees also monitor and troubleshoot the main floor computers, maintain the teen room, assist in the copy/print/fax self-service center, and maintain the Studio space. The staff members at this desk are the RPL points of contact for emergency services in the event of an emergency in the building.

Employees should put the service desk computers in sleep mode if they need to briefly leave the Research and Reader Services work area unattended.

CHILDREN'S ROOM DESK

This service desk is responsible for circulation, readers' advisory, reference, and space management in the children's area. Staff at this desk are also responsible for patron hold requests, library pets, child safety, and passive programming areas.

Employees should put the service desk computers in sleep mode if they need to briefly leave the Research and Reader Services work area unattended.