

Employee Handbook

READING PUBLIC LIBRARY

Updated September 15, 2025



Employee Handbook

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Key Terms and Definitions

- **BOLT:** Board of Library Trustees is a public body made up of six (6) elected Reading residents. Trustees are responsible for the oversight of library finances and have "care and custody" of the building.
- **Division Head:** Senior staff member responsible for managing a specific operational division. (Public Services, Collection Services)
- **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.
- **Leadership Team:** Director, Assistant Director, Director of Equity, Division Heads, and Librarian IIs.
- **LIC (Librarian in Charge):** Designated staff member responsible for library operations during evening and weekend shifts. This is usually a member of the Leadership Team or the most senior Librarian on duty at the Children's or Research and Reader Services Desk.
- **MUNIS:** Municipal payroll system that tracks employee scheduled hours and calculates pay.
- **NOBLE:** North of Boston Library Exchange, the library consortium providing shared services.
- **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.
- **Scheduling Supervisor:** Staff member designated to coordinate and approve employee work schedules within each division.

I. General Information

A. Reading Public Library Introduction

VISION

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

MISSION

Building Community, Creating Connections.

Reading Public Library's mission is to connect all people with opportunities to grow and learn, and to provide resources to support a welcoming and engaged community.

CORE VALUES

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

- Education
- Equity
- Accountability
- Access

PLAN OF SERVICE

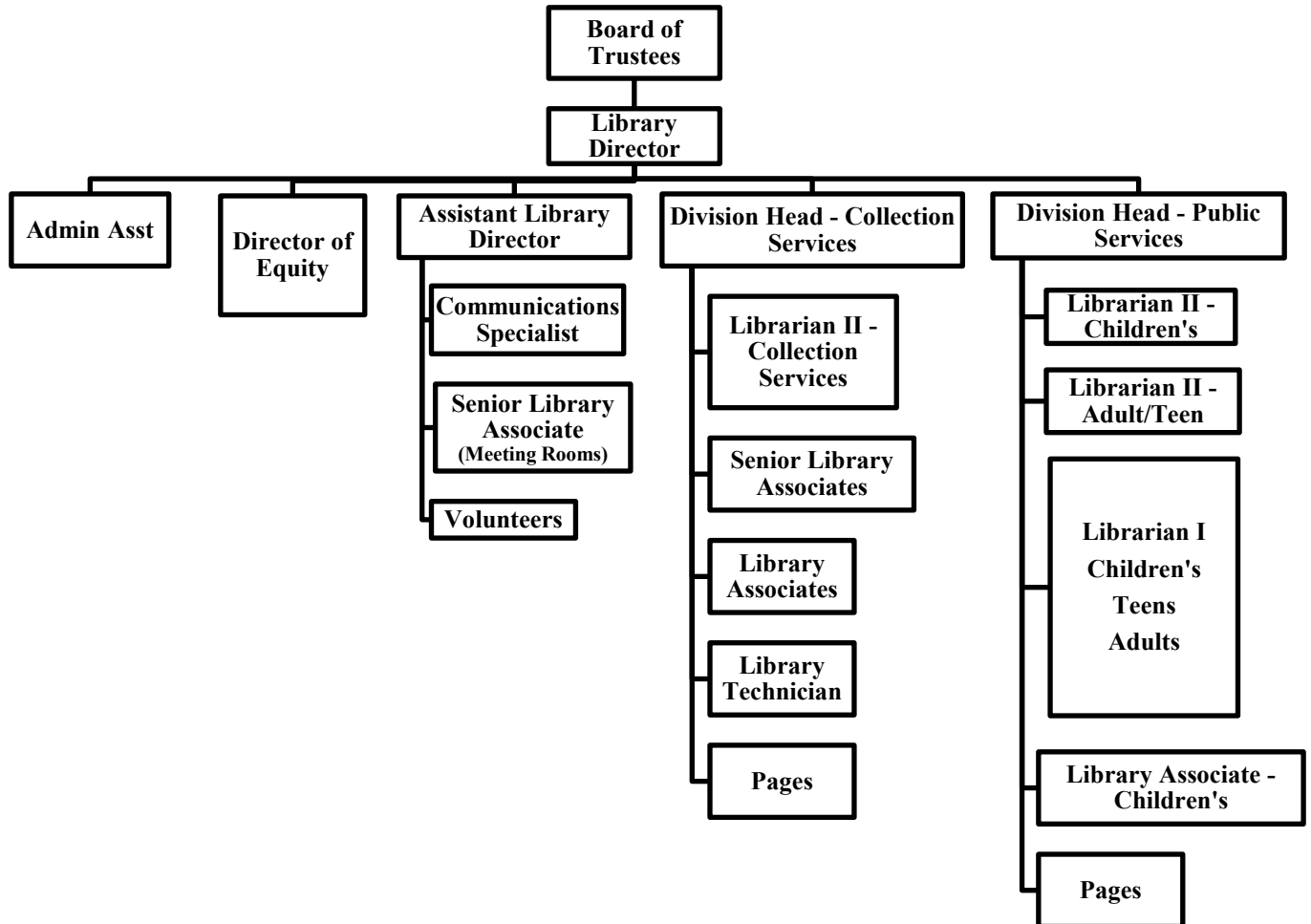
Every five years, the Library goes through a strategic planning process to develop a long-term "Plan of Service" filed with the Massachusetts Board of Library Commissioners. This document guides specific goals and projects, inspires new initiatives, and informs the Library's daily operations. The document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

B. Connect with Us

- [Readingpl.org](#)
- Instagram: [reading-public-library](#)
- Facebook: [Readingpl.org](#)
- YouTube: [ReadingPublicLibrary](#)

C. Staffing and Organization

1. RPL Organizational Chart



2. Descriptions of Divisions

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

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.

COLLECTION SERVICES: The Collection Services Division oversees the acquisition of and provides 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.

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 serves as the town's appointed ADA coordinator and 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 (BOLT)*

The Board of Library Trustees is a group of six elected Reading residents who oversee:

- library finances
- “care and custody” of the building and grounds
- library policies
- the Library Director

Two Trustees are elected or re-elected annually, each serving three-year terms. There are no term limits. Established by the **Town of Reading Home Rule**

Charter, BOLT also has its own **bylaws**. They meet monthly, and a quorum of four Trustees is required for official meetings and warrant approvals.

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

5. *Friends of the Reading Public Library (FRPL)*

A non-profit support group, the FRPL conducts fundraisers, sponsors the used book sale space, and asks for direct donations to pay for the majority of program expenses. For more information, visit: <https://www.friendsofreadingpl.org/>

6. *Reading Public Library Foundation*

The RPL Foundation maintains an endowment and provides the Library with income from this investment. They have supported larger programs, RPL on Wheels (book bike), the exterior pickup lockers, the digitization of the Reading newspaper microfilm collection, and the ongoing outdoor Library Terrace project.

For more information, visit: <https://readingplfoundation.org/rf/>

D. Town of Reading Personnel Policies

The Town of Reading Personnel Policies are approved by the Select Board and maintained by the Human Resources Department. Visit the [Town website](#) for details on benefits, retirement, employment opportunities, and the compensation and classification plans for regular and seasonal employees.

E. Work Hours and Schedules

1. *Hours of Work*

The Library is open to the public

- Monday, Tuesday, Wednesday: 9:00 a.m. to 9:00 p.m.
- Thursday: 1:00 p.m. to 9:00 p.m.
- Friday and Saturday: 9:00 a.m. to 5:00 p.m.
- Sunday (October to May): 1:00 p.m. to 5:00 p.m.

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

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

With approval from the scheduling supervisor or Division Head, employees may adjust their regular schedule to accommodate programs, events, and meetings outside their regular schedule.

The Library is closed for 12 holidays (see Personnel Policies Section 9.13). The Trustees may close the library or adjust hours for special circumstances.

2. Work Schedule

Regularly assigned shifts may include evening hours and Saturday rotation. Division Heads, Assistant Director, and Director approve regularly scheduled shifts for their direct reports.

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

Sunday shifts are voluntary and scheduled twice yearly (approximately August and November) through a signup process. Substitutes have priority for Sunday shifts to maintain skills through regular practice. All other Sunday shifts are open to any employee. The scheduling team considers equity when scheduling Sundays, overtime shifts, and extra hours.

Non-exempt (hourly) employees receive overtime pay at 1.5 times their regular rate for work on Sundays or any time exceeding 37.5 hours in one week. Per Town Personnel Policies Section 9.13.3, employees working on holidays receive pay at 2 times their regular rate. All overtime requires pre-approval from the employee's Division Head, Assistant Director, or Director.

3. Payroll

Non-union Town of Reading employees follow a two-week payroll schedule. Each pay period begins on Monday and ends on Sunday. Pay is available for direct deposit or live check on the Thursday following the end of the pay period. Live checks are mailed to the employee's address on file.

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

The scheduling supervisor or Division Head reviews and approves signed timesheets. Unless otherwise notified, timesheets are due to Administration by 5:00 p.m. on the Thursday before the last Sunday of the payroll period.

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

Employees must notify the Administrative Assistant and their Division Head of any timesheet changes via email by 9:00 a.m. on the day payroll is scheduled for release.

4. *Timekeeping*

Each employee receives 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 to regular hours worked.

Most employees are "scheduled" with an average number of hours per week. In this context, "scheduled" is a MUNIS/payroll term unrelated to the employee's specific shift schedule. Here, "scheduled" means MUNIS recognizes that the employee normally works a specific average number of hours per week and assumes the employee worked that number of hours each pay period by default.

Exceptions include any hours over (additional hours) or under (leave without pay) the employee's MUNIS scheduled hours. Other exceptions include vacation, sick, floating holiday, and leave with pay. Employees who are not "scheduled" in the MUNIS system are per diem or seasonal employees.

Employees are responsible for working the hours established by their Division Head. Employees with chronic absenteeism or tardiness may be subject to disciplinary action up to and including termination.

Additional or reduced hours, including regular time, overtime, and compensatory time, require advance approval by the Division Head or Library Director. The Division Head or Library Director may assign additional hours to provide adequate staffing levels as needed.

Employees must provide advance notice of any absence.

5. *Paid Time Off (PTO)*

Employees who average more than twenty hours per week are eligible for paid time off benefits.

Summary of Standard PTO (Town Personnel Policies Article 9)

- PTO "days" are calculated at 1/5 of weekly average (e.g., $37.5/5 = 7.5$ or $25/5 = 5$ or $32.5/5 = 6.5$).

- 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 issued.
- Some vacation hours may be carried over from one year to the next and must be used within six months.
- 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 appears on weekly paystubs and is available on the Employee Self Service (ESS) Portal. Employees may request copies of their PTO accruals from Administration in emergencies.

Compensatory Time and Additional Hours

The Director, Assistant Director, or Division Head must pre-approve any extra hours beyond regularly scheduled shifts. Additional hours may be paid or entered as compensatory time.

- Compensatory time or extra hours require prior approval.
- Compensatory time is accrued in one pay period and taken during a future pay period (Town Personnel Policies Section 6.2.7).
- Compensatory time does not expire; however, employees should use earned compensatory time within 30 days.
- Any weekly hours over 37.5 between Monday and Saturday constitute overtime and are calculated at 1.5 times the regular rate.
- Hours worked on holidays are calculated at 2 times the regular rate.

6. *Taking Time Off*

Planned Time Off

Employees must submit planned time off requests by email to the scheduling supervisor and Division Head at least five business days and at most four months before the requested date(s). Requests must include:

- Date(s) Requested
- Number of Hours Requested
- Type of Time Off Requested
- Comments

The Director, Assistant Director, and Division Heads review all planned time off schedules to ensure adequate staffing across the Library.

While requests are generally granted on a first-come, first-served basis, the scheduling supervisor and Division Head consider other factors before approving requests. Employees should include extenuating circumstances for consideration in their time off request. **Time off requests are not guaranteed.** The scheduling team considers equity when scheduling PTO.

Unplanned Time Off

Time off requests with less than five business days' notice are considered unplanned requests and are granted at the discretion of the Division Head. **Time off requests are not guaranteed.**

F. Library Closings

1. *Emergency Closings*

Inclement Weather

The decision to close the Library due to inclement weather is made with guidance and input from the Board of Library Trustees, Town Manager, Director of Public Works, Superintendent of Schools, and Emergency Services. The Library may close while other town buildings or schools remain open, or may remain open while other facilities are closed.

Employees should use common sense and best judgment when traveling to and from work in inclement weather, notifying their Division Head and scheduling supervisor if weather impacts their commute (Town Personnel Policies Section 9.19).

Emergencies

The Library may be closed for the safety and security of patrons, staff, or the general community. The order to close may come from Public Safety, Emergency Services, the Board of Health, or the Commonwealth of Massachusetts.

The Library Director maintains emergency response protocols and documentation.

Emergency Closing Pay

- Employees scheduled to work receive pay for their normally scheduled hours.

- 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 scheduled to work Sundays receive their regular rate for hours not worked due to emergency closing, not the 1.5 overtime rate for actual hours worked.
- To ensure 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 Director may 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

- Consult scheduling supervisor for changes to Saturday and Sunday rotations due to planned closings.
- A planned closing for Monday through Friday or partial Saturday is treated similarly to an emergency closing. Those scheduled to work receive pay for their normally scheduled hours provided they work their regular schedule while the Library is open.

Example: The Library closes at 1:00 p.m. on Friday. An employee normally working 9:00 a.m. to 5:00 p.m. must work 9:00 a.m. to 1:00 p.m. and will receive pay for the closed period (1:00 p.m. to 5:00 p.m.). All hours are entered as worked.

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

Example: The Library closes at 1:00 p.m. on Friday. An employee normally working 9:00 a.m. to 5:00 p.m. wishes 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 arrange substitute or fill-in shift coverage.

3. *Holiday Observances and pay*

- Employees who average twenty or more hours per week receive pay for their entire shift when holidays fall on or are observed Monday through Friday.
- Saturday holidays are observed on Fridays (Library is closed Friday and Saturday), and employees scheduled to work Friday receive pay for their typically scheduled hours.
- Sunday holidays are observed on Mondays (Library is closed Sunday and Monday), and employees scheduled to work Monday receive pay for their typically scheduled hours.
- Employees not scheduled to work on 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 receive pay at 2 times their regular rate.

G. 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.

H. 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. Employee 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 mailing address, beneficiaries, or emergency contact information.

II. Professional Standards and 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 takes pride in 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. 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 resolve personal differences and improve professional services.

A. 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).

B. Attendance

Employees are expected to report to work on time and avoid unnecessary absences. The Library recognizes that illness or circumstances beyond the employee's control may result in absence from work. Excessive absenteeism or frequent tardiness places 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. If an employee will be absent, late, or needs to leave early, they should phone or text their scheduling supervisor and Division Head and receive confirmation. If these individuals are unavailable, employees should also communicate with the Director and Assistant

Director. Absence and late arrival communications should occur no later than one hour before the employee is due at work. When leaving a voicemail or text, employees should provide a number where they can be reached if needed.

On weekends and evenings, employees should also inform the Librarian in Charge of absences and late arrivals for safety and security purposes.

When absence is due to illness, the Library reserves the right to require appropriate medical documentation (See Town Personnel Policies Section 9.2.1).

C. 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 generally processes two batches of bills (warrants) each month, once on or near the Trustees' monthly meeting and once between meetings.

The Town of Reading is committed to purchasing products that are environmentally preferable and/or made of recycled materials whenever such products meet quality requirements and are available at reasonable prices and terms. Please see the [**Buy Recycled Policy**](#) (2/24).

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). Consult the Administrative Assistant or Director for information on account numbers.

D. Office Supplies

Requests for general supplies require Division Head approval. Once reviewed and approved, submit the request to the Administrative Assistant. Include any link, item number, 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.

E. Materials Processing Supplies

Submit requests for supplies to process materials to the Collection Services Division Head for review and approval. Once approved, work with the Administrative Assistant or the Collection Services Division Head to order supplies as appropriate. Include any link, item number, manufacturer name, quantity, and custom details (color, size, etc.) to order the correct supplies.

F. Friends of the RPL

The Friends of RPL (FRPL) fund many library programs. FRPL provides a purchasing card for supplies and can issue payment via check. Use the standard FRPL check request form for:

- Completed check to be mailed directly to a third-party vendor/program provider. Allow 7-10 business days for processing, mailing, and check arrival. Invoice helpful, W9 required for new vendors.
- Completed check for a third-party vendor/program to be dropped off at the Library for the requesting RPL staff member. Allow 5-7 business days. Invoice helpful, W9 required for new vendors.
- 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. Allow 5-7 business days. Receipts required.
- Receipts after using the purchasing card (mark "PAID")

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

G. 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. Include the appropriate account number (ORG/OBJ), link, item number, manufacturer name, quantity, and custom details (color, size, etc.) to order the correct items.

H. Procurement Card

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, employees may check out the PCARD from Administration.

The PCARD may be used for:

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

Any employee using the PCARD is responsible for sending the electronic receipt and proof of payment to the Administrative Assistant within twenty-four hours. Accounting reconciles the PCARD monthly.

I. Tax Exempt Accounts

The Library is a tax-exempt municipal government organization. Contact the Administrative Assistant to establish or renew tax-exempt accounts with vendors and stores.

J. Reimbursements

All reimbursements require receipts and printed maps (e.g., Google Maps) to verify mileage. Mileage is calculated by the shorter 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. 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.

With prior approval, employees may purchase other supplies and equipment using their personal credit cards and request reimbursement. The Town cannot reimburse employees for tax applied to any purchase.

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

K. Physical Safety and Security

Consult 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 provides all employees with 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 department, and a custodian are notified if the security alarm activates. 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 is automatically logged into the system. This information is not actively monitored and is used for investigative purposes only.

Elevator Alarm

Alarm buttons located outside the elevator call emergency services, and they will always dispatch an officer. If a patron accidentally presses the alarm, notify Dispatch (911) that there is no emergency so they can inform responders. Emergency services will handle turning off the alarm once they are in the building.

Panic Button

Panic buttons are located at each service desk and in the Director of Equity and Social Justice's office. Panic buttons send a silent alarm to the alarm company, which coordinates with the Reading Police Department who will always dispatch an officer. If an employee accidentally sets off the panic alarm, notify Dispatch (911) so they can inform Dispatch there is no emergency, and alert others in the building to expect emergency services.

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. Additional cameras on the exterior of the building view the parking lot, driveway, and pedestrian pathways. The video is not actively monitored and is for investigative purposes only.

L. Librarian in Charge

All weekend and evening shifts have an assigned Librarian In Charge (LIC). The LIC is responsible for support 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. The LIC should be familiar with and comfortable implementing or enforcing any protocols within the RPL and NOBLE policies and the Emergency Response Guide documents.

M. Opening and Closing the Building

A custodian is responsible for opening the building 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 conducting a general building check.

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 manages their schedules and time off requests, assigning substitute custodians as needed who may work slightly different hours. Employees who arrive before 8:00 a.m. Monday through Friday should check and confirm a custodian has opened the building and use the main entrance if the building appears empty to disarm the alarm.

If there is no custodian on site at closing, employees should ensure the building is empty and then leave. The building automatically locks. A custodian is responsible for closing and ensuring the building is secure.

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.

Consult the Team Leader for opening and closing tasks specific to area responsibilities on Saturdays and Sundays.

N. 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.

E-mail

Employees are issued a NOBLE email that is part of the consortium's G Suite Account. Consult 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

- Confidentiality: Legal Request Procedure
- Third-Party Confidentiality Agreement
- Privacy Policy

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.

O. Communications

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.

Complaints

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

Consult Town Personnel Policies Articles 10 and 11 for additional resources regarding complaint procedures and disciplinary actions.

Bulletin Board and Intranet

Employees are responsible for reading the 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. 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.

P. Staff Meetings

The Library conducts periodic all-staff meetings each year. All-staff meetings help employees stay informed and educated on Library operations. Agendas are established 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.

Q. Open Door Culture

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

This open-door culture empowers employees to take responsibility when areas of their work cause concern. At the same time, the Leadership Team and 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.

R. Professional Development

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 establish specific project or work goals for the coming year. The employee's development and objectives include personal, Division, and Library-wide goals.

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 generally include a continuing education component. Substitutes are not required to attend staff meetings but may do so, 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.

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 in the complete policy detailed in Appendix C.

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 demonstrate 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.

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

GENERAL PROCEDURE

1. Email your scheduling supervisor and Division Head for approval
1. Your Division Head will review the Time off Request for conflicts with team scheduling needs. The priority is to ensure staffing for all programs and services.
2. The Division Head will approve or deny an employee's request.

PLANNED TIME OFF GUIDELINES

1. Look at RPL calendars and schedules to see already approved PTO.
2. Please consider the time of year and other scheduled programs and activities when requesting time off.
3. Submit requests at least five (5) business days (Monday through Friday in advance of the requested day(s) off. This includes partial shift time off requests.
4. Do not submit time off requests more than four (4) months in advance.
5. Time off requests are granted or denied ensuring sufficient staff is available to provide adequate coverage. Requests are generally granted on a first-come, first-served basis.
6. Special requests may be submitted to the Library Director, who will work with the Division Head to determine the next steps.
7. 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 should speak with both their scheduling supervisor and Division Hed as soon as possible. The best communication strategy may be by phone or text.
3. Information should include how long you expect to be out and what time off code (or type) you expect to use (Sick, Floating Holiday, Vacation, etc.).

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 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
- Responsibilities Regarding Minors 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 their 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: March 3, 2014

Amended: January 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, and related applications. 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 Ground Floor 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 Children's Desk work area unattended.