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Introduction

The Richmond Memorial RML (RML) Association was founded in 1924 by a group of Marlborough citizens interested in providing RML services for the Town. RML opened on October 11, 1924, in the Methodist Church. Their by-laws stated that any "good citizen could become an RML Association member for a fee not to be less or more than $1.00 per year". As the Town of Marlborough grew, so did the RML. In 1946, the collection was catalogued for the first time and the Town provided financial support of $175 that year. The RML was a community center and many local groups such as the Oak Beach Club, the Co-Weds, and the Ever Ready Group held their meetings there. During the 1960s the RML had 6,092 books and the librarian's salary was $600 per year. By the 1980s, the Town's population had grown to 4,777 and the RML located at the four corners was inadequate. During this decade, several factors contributed to the construction of a new RML. The Buell sisters donated $140,000 to be used for a new RML building and the Town donated the land on School Drive. In the winter of 1984 a ceiling radiator hanging over the new book section fell, impressing upon all the need for a new building. After many years of fund raising, a new 5,500 square foot building, the present site of the RML, 15 School Drive, was opened in January, 1987, and dedicated the same year, in March.

The 21st century brings the Town of Marlborough a public RML that offers much more than books and a few magazine subscriptions. We are a fully automated RML that is a member of the CONNECT consortium of libraries. We offer to our customers a wide range of RML activities and services, from story times to wireless Internet access. Looking toward the next century of service, it is hard to imagine where the transformation of information will go in the future. But, looking back and seeing how far we have come in less than a century, the Staff and RML Board will be prepared to meet it.

The purpose of this handbook is to introduce you to the Richmond RML, its philosophy of service, policies and general information about working conditions, employee benefits, expectations, and other policies affecting your employment. You should read and understand what is expected of you as an employee of this RML. No employee handbook can anticipate every situation or question. Modifications to policy will be made in writing, and each employee will receive an update as policies are changed as appropriate and approved by the Executive Board of the RML. This handbook is not to be construed as a contract of employment or a guarantee of future employment.

With the exception of the RML Director who shall be employed pursuant to the By-laws, all employment and compensation with the RML is "at will" which means that your employment can be terminated with or without cause, and with or without notice, at any time, at the option of either the RML or yourself except as otherwise defined by law.
Philosophy of Service

RML’s Mission: The RML is a resource center that provides access to information from a wide range of sources in a variety of formats. Its commitment is to serving the Marlborough community's evolving personal, educational, and cultural needs.

Because the main focus of our mission is access to information, every member of our RML staff must be committed to providing a level of service that will adapt itself to every type of customer we encounter. Information is the product of our business. Through skillful interviewing of the customer, we can determine his/her information needs. Nothing is more frustrating than going into a store and asking where something is and having the clerk say he does not know. The same applies to libraries. We work here; it is our job to know. If we don't know, and certainly knowing the contents of every item is impossible, we must make an attempt to help the customer find out. Even if the information is not available here, helping the customer navigate through our electronic resources and locating information elsewhere is expected of all employees and key to good customer service.

RML policies have been written to provide fairness to all. However, there are always occasions where exceptions may be made. As an employee you are empowered to grant discretionary exceptions to our policies. Our job is to satisfy the customer and help remove the barriers to successful RML use. Use your judgment to work within the policies to create good customer service. Apply the values of fairness, respect, and quality service to all situations.

RML employees are employed by the Richmond RML Association. However, our main source of funding comes from the Town of Marlborough. As our facility services the public, it is not in the best interest of the public for employees to express their personal opinions about Town government, politics or personnel while on the job and they will refrain from doing so, particularly where the expression of such personal opinions could substantially or materially interfere with the employee's bona fide job performance or the working relationship between the employee and RML and/or the Town of Marlborough.

Hiring and Employee Expectations

Equal Employment

The RML does not discriminate in employment opportunities or practices. It does not grant or rescind employment on the basis of race, creed, color, sex, political affiliation, religion, national origin, age, marital status, sexual orientation, disability or any other characteristic protected by law. Reasonable accommodations will be made, if necessary, for employees who are physically or mentally disabled as legally required.

As this institution embraces non-discriminatory policies, this philosophy extends to our treatment of our customers as well. Our customer service extends to all customers - all backgrounds, ages, characteristics, etc. Persons with disabilities will be accommodated and the staff will do everything within their means to provide equitable service. Values of fairness and respect will be extended to all persons entering the RML.
**Personnel Records**
The RML Association maintains all employee and payroll records. The employee must inform his or her supervisor of changes in address, telephone number, family status and dependents (where applicable to benefits administration), tax exemptions etc., as soon as possible. Personnel files will generally include information such as an employment application, resume, emergency contact information, wage-hour records, performance evaluations, disciplinary actions, and insurance/employee benefit information. With the employee’s written permission or where otherwise required or permitted by law, RML will release information the employee authorizes to individuals or institutions.

Employees or former employees, have the right to review the contents of their personnel file, or, through a physician, to review the contents of their medical file. This access includes examining the contents, in the RML’s offices, as well as obtaining copies for a reasonable charge. All requests to review or obtain copies of files should be directed in writing to the RML Director. Former employee’s files will be retained for seven (7) years.

**Privacy Protection Policy**
It is the policy of the RML to protect the privacy of our patrons and donors. We do not disclose any nonpublic personal information about anyone for any purpose that is not specifically permitted and required by law. The RML maintains physical, electronic and procedural safeguards that comply with federal and state law to protect the personal information of patrons and donors. In addition, the RML makes reasonable efforts to train employees to safeguard and protect the privacy of patron and donors as reflected below:

**Confidentiality of RML Records**
All RML records are confidential in accordance with the General Statutes of Connecticut, Sec. 11-25 which reads in part, "... personally identifiable information contained in the circulation records of all public libraries shall be confidential". All employees are responsible for upholding the confidentiality of RML records.

**Confidentiality of Fund Raising Information**
Personal information obtained through fund raising will not be used for any purpose other than for its original intention. Those employees, Board members and/or volunteers who have access to personal information will not disclose it to other sources or broker it in any way except as required by law.

**Employment Verification**
It is the policy of the RML to verify only dates of employment and position title when asked to complete an employment verification. If a current employee or former employee would like additional information shared, they need to request this in writing to the RML Director. This request must be signed, indicate the category of information to be shared and reflect the agency or company conducting the employment verification. Information that may be requested to be shared includes job performance, salary verification and re-hire potential.
**Harassment**
RML fosters an environment that is free from harassment of any sort. Sexual harassment refers to unwelcome sexual advances, requests for sexual favors and other verbal or physical contact of a sexual nature. Sexual harassment by an employee will not be tolerated. Further, such harassment which occurs from employee to customer or customer to employee will not be tolerated and will be investigated. Appropriate disciplinary action will be taken which could lead to discharge. Any employee who believes he or she has been the subject of any harassment should report the incident to a supervisor immediately. If the employee does not feel comfortable discussing this matter with a supervisor, he or she should contact the President of the Executive Board. All complaints will be handled in a timely and confidential manner.

Sexual harassment is a violation of Title VII of the Civil Rights Act of 1964 as well as the Connecticut General Statutes 46a-60(a)(8).

**Workplace Violence**
RML maintains a zero tolerance policy on violence in the RML. Any violent act is strictly prohibited. Participating in, provoking or otherwise contributing to any violent act in the workplace including but not limited to abuse, assault, battery, threats and/or harassment will result in disciplinary action, up to and including termination of employment. Anyone who engages in such conduct may also be personally subject to civil or criminal liability.

**Employment Categories**
Regular full time employees are those who are not in a temporary or probationary status and who are regularly scheduled to work a full time schedule which is 36 hours per week. They are eligible for RML benefit's package.

Regular part time professional employees are employees who are not assigned to a temporary or probationary status and who are regularly scheduled to work less than the full time workweek, but at least 18 hours per week. They have completed RML or information technology courses at the graduate level, hold a Master’s degree in either information technology or RML science and are eligible for some benefits sponsored by RML, subject to terms, conditions and limitations of each benefit program. They receive all legally mandated benefits.

Regular part time employees are those who are not assigned to a temporary or probationary status and who are regularly scheduled to work less than the full time work schedule, but at least 3 hours per week. They receive all legally mandated benefits (such as Social Security and Workers' compensation insurance).

All paid positions on the RML staff are evaluated as to their exempt or non-exempt status. These determinations are done to identify which jobs are deemed **exempt** from the overtime provisions of the federal and state wage and hour laws and not eligible for overtime compensation (pay) and which jobs are deemed **non-exempt** from the overtime provisions and are eligible for overtime compensation (pay). In general these evaluations take into consideration salary (pay), professional designations and specific duties of each position.
Contract employees are those who are hired to accomplish special jobs on an annual basis or for a prescribed period of time. These employees are not eligible for insurance or other benefits.

Volunteers are persons, usually Town residents, who wish to aid the RML by donating their time to perform various tasks as directed by the RML staff. They are not paid for their work. Volunteers are selected, based on their qualifications and needs of the RML. Acceptance into our volunteer program is at the discretion of the RML Director.

**Probationary Period**
The probationary period is intended to give each new employee the opportunity to demonstrate ability to achieve a satisfactory level of performance and to determine whether the new position meets both their own and the RML's expectations. RML uses this period to evaluate employee capabilities, work habits, and overall performance. All new and re-hired employees work on a probationary basis for the first six months for non-management positions, first year for management positions, after the date of hire. There will be a written mid-term evaluation during the probationary period. Any significant absence will automatically extend the probationary period by the length of the absence. If the management determines that the designated probationary period does not allow sufficient time to thoroughly evaluate the employee's performance, the probationary period may be extended, with the employee's knowledge, for a specified period. If, by the end of the probationary period, the employee has not met the job performance expectations, he or she will no longer continue to be employed by the RML. A written evaluation will be given to each employee after the probationary period. Completion of the probationary period does not create any right to continued employment for any specific period of time. As during the probationary period, employment with RML shall remain on an at-will basis.

**Employee Screening**
Potential employees will be subject to background checks and fingerprinting. Employees may be hired pending successfully passing these checks.

**Falsification of Records**
Any applicant who knowingly misrepresents, falsifies or omits information during hiring procedures will be excluded from hiring consideration. If the person has already been hired and a misrepresentation, falsification or omission of information is discovered, the specifics will be researched and the employee's relationship with RML will likely be terminated.

**Dress Code**
Employees are expected to dress in a professional manner. Clothing and accessories with political slogans, symbols or words that may be offensive or inappropriate, cut-off shorts, tank tops etc. are not suitable in a public RML. Saturdays are considered dress down days and more casual attire may be worn. Cleanliness and neatness of appearance are never compromised.

Nametags will be worn by all staff. Employees may choose how they wish to be identified.
Personal Use of RML Equipment
Employees of RML may use RML equipment on their own time as long as their use of equipment does not interfere with RML operations. Concurrent with policy, they are treated like any other customer and are liable for any damage done to machines they use.

Employees are expected to pay for any telephone or fax charges they incur at the RML while using equipment for personal use. Employees may use the RML copier machine at no charge. However, this privilege should not be abused and does not extend to relatives of employees. Board members are to be charged for copies, unless doing RML business.

Personal telephone calls are to be kept to a minimum during working hours. Personal calls should never be taken at the Circulation Desk. Transfer to a work room telephone and ask a co-worker to cover the Desk for you if it is necessary for you to take the call.

Drug Free Work Place
RML wishes to foster a healthy work environment. Therefore, the illegal use, distribution, possession or abuse of controlled substances will not be tolerated on RML property. This includes the abuse of prescription drugs. Consuming alcoholic beverages in the RML or on RML property is prohibited. Smoking is not allowed in the RML. Violation of this policy will result in disciplinary action up to and including termination. It is expected that all employees arrive to work free of any influence of alcohol and/or the abuse of any controlled substance.

Performance Evaluation
Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Additional formal performance evaluations will be conducted to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals. Written evaluations will be prepared annually. It will be documented on such form that is attached (Attachment A), reviewed with the employee, signed by the employee and placed in the personnel file.

Grievances and complaints may either be discussed with the RML Director or submitted in written form. Notice of the problem may go to the Personnel Committee of the Executive Board.

Dismissal
As with all other terms of this handbook, the provisions regarding dismissal or any other form of disciplinary action are advisory in nature, and RML reserves the right, in its sole discretion, to skip or modify particular provisions, based on the seriousness of the conduct, and the particular circumstances present. Thus, in the event of an employee firing, the following steps will generally occur:

1. Verbal counseling between the employee and RML Director. The fact that the discussion took place, together with a brief summary of the performance issues discussed, response of the employee, corrective action required, and date for a follow-up review will be recorded. The
employee is asked to read and sign the record. The record will be place in the employee file at that
time. Signature by the employee is required but does not necessarily mean acceptance.

2. Written warning will be used by the RML Director if the job performance or behavior problem
has not been resolved. It will set forth corrective steps needed and be placed in employee’s file. The
employee shall receive a copy, and signatures by the RML Director and employee are required.

When an employee is placed on written warning, the RML Director will advise the Executive Board
in writing and will provide documentation of the issue, the associated corrective action and copies
of the verbal and written counseling sessions.

3. Dismissal may be warranted for serious misconduct or after failing to reach a satisfactory level of
performance, attendance or behavior.

In cases involving serious violations of rules and regulations, unlawful conduct, or risk of harm to
person or property, an employee is subject to immediate termination.

Parking
Employees should park in the RML parking lot far enough from the door to allow our customers to
use the spaces closest to the door.

Other Employment
Employees are free to accept positions with other employers as long as their other job does not
interfere with their ability to perform their work at RML. All employees will be judged by the same
performance standards and required to work their regular schedules regardless of any outside work
requirements. Employees, who may work elsewhere-selling products, are not allowed to sell
products at RML. Other employment will be considered a conflict of interest if it has an adverse
effect on RML. The employee may be asked to modify or terminate his/her outside work if he/she
wishes to remain with RML. RML is not liable for an employee injured while working elsewhere.

Voluntary Employment Termination
If an employee resigns (through voluntary resignation) or retires, at least two week prior notice is
expected.

Employee Internet Use, E-mail Accounts and Use of E-mail
RML may provide e-mail accounts for staff members. E-mail should only be used for RML related
communication as it directly relates to the employee’s job. These accounts are not for personal e-
mail or other personal use.

The employee may subscribe to a maximum of two job related listservs with this RML e-mail
account. Examples of RML related listservs would be ones maintained by the RML Connection,
CONNtech, OCLC, SIRSI, etc. and it is the employee’s responsibility to maintain or terminate the
subscription.

E-mail accounts are a result of your employment with the RML. Should you cease to be an
employee, your account will be terminated. Abuse of the account or excessive use of the account
by the employee will result in termination of the e-mail account. RML administration reserves the right to monitor individual employee’s use of RML electronic resources.

Staff may use the Internet and its resources only as it pertains to their job.

**Code of Ethics**
Criminal Behavior is not acceptable and such actions may result in dismissal.

In the course of performing their official duties for the RML, the employees and directors should avoid those situations that may result in a conflict of interest or that may give the appearance of a conflict of interest.

**Acceptance of Gifts, Fees or Honorarium**
While performing their official duties for the RML, employees and directors may personally accept insignificant gifts with a value no greater than $50. (promotional pens, calendars, coffee cups, etc.) Any other gifts, fees or honorarium of value may be accepted on behalf of the RML. Upon acceptance such items shall be disclosed to the RML Director and the Board of Directors and entered into the financial and/or property records of the RML.

As a general rule, if an employee or RML Director is asked to participate in an event, speak, or write an article and their official position or authority was a significant factor in the decision to extend the invitation, then it will be deemed to be in his or her official capacity. Reimbursement of reasonable expenses may occur.

**Work Procedures and Benefits**

**Work Hours**
The RML Director or the Assistant RML Director will determine hours of work. Because of the nature of our business, employees are expected to work at least one evening a week as well as weekend hours. Work schedules may vary from week to week to provide adequate coverage for the RML; the schedule is posted on the staff bulletin board. The workweek is Monday through Saturday. For non-exempt positions, any hours worked in excess of 40 hours per week are paid at a 1.5 rate and considered overtime. Employees are expected to accurately record hours worked on the sign in sheet each time they report for work. Hours worked must be documented. Employees are expected to report for work at the assigned hour and be ready to work. Altering, falsifying, tampering with time records, or recording time on another employee’s time record may result in disciplinary action, up to and including termination of employment. For each four hours worked, a paid 15 minute break may be taken. If scheduled for more than six (6) continuous hours of work, a half-hour unpaid break must be taken. Employees must indicate on their time sheet and "book off" when the break is taken; half hour breaks are not paid.

If an employee cannot report to work at the assigned hour due to illness or for other reasons, he or she must call the Director or Assistant Director as soon as he/she knows that he/she will be unable to report. In the event of a long-term inability to meet the employee's work schedule, the Director will attempt to work with the employee to change her/his hours. In the event that the change is not beneficial to the RML, or does not meet the Staff scheduling demands, the employee may lose those
hours. Excessive or unexplained absences will be noted in the employee's record. Unexplained absences may be interpreted as self-termination of employment.

**Time Sheets**
Individual time sheets are provided for each employee and must be filled out accurately each day. Employees must sign their time sheets at the end of each workweek.

**Paydays**
Paychecks are issued every other Wednesday. There usually are 26 pay periods in the fiscal year. Each paycheck will include earnings for all work performed through the end of the previous payroll period. In the event that a regularly scheduled payday falls on a holiday, employees will receive pay on the last workday before the regularly scheduled payday.

**Emergency Closing**
In the event of an emergency such as inclement weather or loss of power, the Director or Assistant Director will issue the order to close. Public safety will be a priority in determining closing. In case of a weather related closing, contact will be made with either the First Selectman's office or the Town Garage. Radio stations (such as WTIC, 1080 AM; WRCH 100.5 FM, WZMX 93.7) will be notified of an early closing. If neither the Director or Assistant Director can be reached, staff present in the building will use their judgment in determining the order to close and notifying others scheduled to work. If the closing occurs after an employee has reported to work, they will be paid for their scheduled time. If the RML closes before the employee reports for work, the employee will not be paid. If the RML is open, staff who are scheduled but decide not to work must use vacation or personal time. Once this decision has been made by the employer, vacation or personal time will be charged regardless of whether the RML is open or closed.

**Employee Benefits**
Eligible employees are provided benefits. A number of the programs (such as Social Security, Medicare and Workers’ Compensation) cover all employees in the manner prescribed by law.

Benefits eligibility is dependent upon employee classification and length of service. There may be a waiting period for some benefits. The following benefit programs are available to eligible employees:

- Continuing Education
- Holidays
- Sick Leave Benefit
- Retirement Plan
- Vacation Benefits
- Compensated Leave
- Medical Leave
- Other Leave
Holidays
RML will grant paid time off to regular full and part time professional employees (working 18 or more hours per week) normally scheduled to work on the day of the holiday. Holidays set by the Town are considered when holidays are determined. The holidays observed are:

- New Year's Day
- Martin Luther King, Jr. Day
- President's Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veteran's Day
- Thanksgiving
- Christmas Eve Day
- Christmas
- New Year's Eve Day (1/2 day)
- 1 floating holiday to be determined by the eligible employee

If the holiday falls on Saturday, it will be observed on the preceding Friday; Sunday holidays will be observed on Monday. If a holiday falls on a day during a staff member's vacation, the employee may either opt for their normal holiday pay or an extra vacation day. If the RML decides to open on a holiday employees normally scheduled to work will be given the opportunity to decline to work that day.

Vacations
Request for vacation time will be made to the Director in writing no more than six months in advance. Only one employee may be on vacation at a time. The employee who requested the vacation time first is given priority. There are no paid vacation benefits for part time employees. However, vacation leave may be granted at the discretion of the RML Director, not to exceed 6 weeks per year. Being absent or unavailable for work due to vacation greater than 50% of the employee’s normally scheduled work week is considered a vacation week. Employees may request vacation time after six months of continuous employment. Full time employees eligible for paid vacation will be paid at their normal rate. All employees may accrue vacation time not to exceed the number of days earned in one year. Earned but unused vacation time will be given to a departing employee upon separation from employment. Request to carry over unused vacation time may be granted, with the approval of the Board President.

Full time employees are eligible for the following vacation time:

- After one year employment - 5 working days off
- 2-5 years employment - 10 working days off
- 6-10 years employment - 15 working days off
More than 10 years - 15 days working days off plus one day added for each additional year of service up to 15 additional days

**Purchasing Materials through the RML**
Employees may take advantage of Richmond RML's purchasing discounts by buying materials through RML accounts. Items such as books, compact discs and software may be ordered at the same time a regular order is being placed. Purchases are requested by writing the pertinent information and submitting the request to the RML Director or the employee who orders for that area. The employee will be notified when their purchases have arrived and will be given a statement. It is the employee's responsibility to reimburse the RML for their purchases. Reimbursements must be completed within thirty days.

**Continuing Education**
All employees are expected to maintain up-to-date job knowledge and skills as they relate to their position at the RML. Employees shall attend at least two job related workshops, seminars or courses per calendar year at the approval of the RML director. The RML will pay all fees associated with the employee attending the workshop and will compensate the employee for hours spent in training as well as mileage if necessary.

With Board approval, the RML will fund tuition reimbursement for up to $1,000 per fiscal year (July 1 through June 30) upon completion of a minimum of three courses during the fiscal year for continuing education in an accredited program in the field of RML science for any employee who has one of more years of continuous employment. Transcript must be presented for reimbursement.

**Birthdays**
Employees are granted six hours paid time during the pay period in which their birthday falls if they are regularly scheduled to work twelve or more hours per week. Regularly scheduled employees who work fewer than twelve hours per week are granted three hours of paid time. Employees may either take this time off with the appropriate pay or take the hours in additional pay, not to result in overtime payment.

**Compensation for Attendance at Professional Meetings**
Employees who attend professional meetings or conferences will be compensated for their travel time and meeting time. If the employee’s vehicle is used to attend the meeting, mileage will be reimbursed at the rate of the IRS business mileage rate. Any other expenses associated with meetings must receive authorization by the RML Director for reimbursement. Employees who attend meetings or conferences must be prepared to report to the Director or Assistant Director on the contents of the meeting. Mileage forms must be accurately completed. Permission to attend meetings must be granted by the RML Director. Meeting expenses which exceed $100.00 require prior approval of the Executive Board.

**Sick Leave**
No compensation is given for part time employees who are absent due to illness. In the event of illness, the employee should notify the RML Director or Assistant Director before the scheduled start of their workday. If an employee is absent three or more consecutive days due to illness or injury, a physician's statement may be requested. Abuse of sick leave may be cause for disciplinary
action. Regular full time employees earn 1.25 sick days per month, 15 days per year after three months of employment. They may be accumulated up to 13 weeks. Sick days may be used for employee illness or for any immediate family illness. Immediate family is defined as spouse, civil union partner, parents, and related children of the employee. In the event of resignation, retirement or death, a regular employee is entitled to the following reimbursement of his/her unused accumulated sick leave based on the following reimbursement schedule:

- 24-48 continuous months = 10% of unused, accumulated sick leave
- 49-72 continuous months = 15% of unused, accumulated sick leave
- 73-96 continuous months = 20% of unused, accumulated sick leave
- 97-120 continuous months = 25% of unused, accumulated sick leave
- 121-144 continuous months = 30% of unused, accumulated sick leave
- 145-180 continuous months = 35% of unused, accumulated sick leave
- 180+ continuous months = 40% of unused, accumulated sick leave

**Request for Leave Forms**
Employees will complete a request for leave for any absence. Forms should be submitted to the RML Director at least 14 days prior to planned absence.

**Family and Medical Leave**
Richmond RML provides family and medical leave of up to 12 weeks within a 12 month period absence without pay to eligible employees who are temporarily unable to work due to a serious health condition, for the birth and care of the newborn child of the employee or for placement with the employee of a son or daughter for adoption or foster care. Documentation from a physician may be necessary.

An employee must provide at least 14 days advance notice before Family/Medical Leave is to begin if the need for the leave is foreseeable based on an expected birth, placement for adoption or foster care, or planned medical treatment for a serious health condition of the employee. If 14 days notice is not possible, such as a medical emergency, notice must be given as soon as possible.

Employees who are covered under the health insurance plan shall continue to be covered by the plan on the same basis as prior to leave. The employee will be restored to the same position held prior to the leave, or to an equivalent position with the same pay and benefits.

Eligible employees are those who have completed their probationary period.

**Personal Leave**
Unpaid leaves of absence may be granted when unusual or unavoidable circumstances require an employee to be absent for an extended time of up to 12 weeks. Appropriate forms should be submitted to the RML Director at least 14 days prior to absence.

**Compensated Leave**
All part time employees having completed at least five years of consecutive employment shall be entitled to compensated leave. Compensated leave shall be accrued periodically at a rate equivalent to one hour of leave for each 52 hours actually worked. Paid leave hours may be accumulated for a
maximum of three years. At the time of termination, there is no payout for accumulated compensatory leave.

Jury Duty
In the event an employee is called for jury duty, the employee should show the summons to the Director or Assistant Director as soon as possible so that RML operations are not disrupted. Employees regularly working 30 or more hours per week who are called for jury duty shall be paid regular wages, up to eight hours pay per day, for the first five days of jury service, as required by state law. Employees should provide written verification of juror attendance for each day jury duty is served. Employees working less than 30 hours per week shall not be paid any regular wages during jury service but instead may be eligible for a state judicial department per diem payment of up to $50. per day.

If you are released from jury duty before the end of your workday or if you are temporarily released from jury duty, you are expected to notify your supervisor.

RML Fines for Staff and Board Members
Overdue fines are not charged for RML staff. However, staff will be charged the appropriate amount for lost or damaged items. This privilege does not extend to Board members; they are assessed overdue fines. Although staff is not charged fines, they are expected to return RML items in a timely manner, according to the date due.

Library Operations

Safety
Working in a public building, employees should act in a manner that will create a safe environment for customers and employees. Each employee is expected to obey safety rules and to exercise caution in all work activities. Any unsafe condition must be reported immediately. Such reports are necessary to comply with laws, initiate insurance and workers' compensation benefits procedures, and to enable RML to promptly determine the cause of any accident(s), the extent and accuracy of injury reports, and how best to prevent similar occurrences in the future. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or where appropriate, remedy such situations, may be subject to disciplinary action, up to and including termination of employment. In the case of accidents that result in injury, employees should immediately notify management. Such reports are necessary to comply with laws and initiate insurance and workers' compensation benefits procedures.

Minor first aid treatment may be offered if necessary. Disposable gloves are available and should be worn before any contact is made with body fluids. Any injury beyond basic first aid should be referred to 911 or the Middlesex Hospital Emergency Clinic depending on the urgency. Staff should not transport injured or ill persons. Janitorial assistance may be provided by the town.

Safety Bell
There is a panic button located under the Circulation Desk. When pressed, this bell will ring at the State Police barracks in Colchester. This is to be used in an emergency only.
**Communication Bell**
There are two buttons at either service desk. These buttons ring in the RML Director’s office and can be heard in the staff area and should be used when more staff is needed out in the public service area.

**Children Left Unattended**
Children should not be left unattended in the RML. A parent or guardian is responsible for their child’s behavior even if the child is conducting RML usage on their own. At closing time, if minors are present (defined by the State of Connecticut as someone under the age of 18), staff should ask them if they need to call for a ride. Staff (at least two persons) should wait with the child until an adult picks up the child. Staff should never give a ride to a child. In the event a child is still not collected 15 minutes after closing, the parents should be called. If they are not reached, the police should be called.

**Unruly Behavior**
There may be times when customers exhibit unruly behavior. In those cases the following steps should be taken:

1. Issue a verbal warning with the statement that the person(s) will be asked to leave if the behavior does not cease.
2. Request that the person(s) leave the building.
3. Call the police.

In the case of a juvenile exhibiting disruptive behavior, staff may elect to call a parent or guardian. If at any time a staff member feels a customer’s behavior is threatening to anyone’s safety, staff or others in the building, police should be called immediately.

**Staff Bulletin Board**
RML maintains a staff bulletin board for a variety of purposes, including community announcements, scheduled RML functions and workshops. This board is also for official notices for RML employees. Employees are responsible for checking this official bulletin board for changes in policy, government notices, and other important items regarding employment terms. If you wish to place any item on the official bulletin board, you must have approval from your supervisor.
Request for Personnel File

I hereby request that my employee file be made available to me.

Employee Signature ____________________________________________________________

Printed Name _________________________________________________________________

Date______________________________________________________________
Receipt of Document

I have received and read a copy of the RML Personnel Handbook, dated January 1, 2009. My signature below indicates that I understand the terms and conditions as described in the document.

Employee Signature

Printed Name

Date

Date Received by the RML Director

RML Director’s Signature
Attachment A – Employee Performance Appraisal Form

Performance Appraisal

Name

Position

Date

Evaluation Criteria

Initiative – The degree to which the employee acts independently in new as well as everyday situations; the extent to which the employee sees what needs to be done and does it without being told.

☐ Excellent
Little or no supervision needed. Highly resourceful in new situations.
☐ Fully Competent
Thinks and acts independently. Resourceful in familiar situations.
☐ Competent
Initiative is satisfactory. Requires occasional supervision in routine situations.
☐ Needs Improvement
Requires frequent instruction and close supervision.

Comments:

Productivity – The actual work output of the employee, relative to established standards.

☐ Excellent
Definitely a top producer. Consistently completes assignments ahead of deadline with extreme accuracy.
☐ Fully competent
 Produces more than most – above average. Usually completes assignments ahead of deadline
and with few errors.

- Competent
  Output meets requirements. Meets deadline with an acceptable level of accuracy.
- Needs improvement
  Low output – below average. Sometimes meets deadlines, often is late.
- Unsatisfactory
  Extremely low output – definitely not acceptable. Rarely meets deadlines.

Comments:

**Quality** – Freedom from errors and mistakes; accuracy, quality of work in general.

- Excellent
  Consistently highest possible quality. Accurate and thorough.
- Fully competent
  Often perfect work. Usually few errors and mistakes.
- Competent
  Quality acceptable – with some mistakes but of a tolerable level.
- Needs improvement
  Barely meets minimum standards. Frequent mistakes, improvement needed.
- Unsatisfactory
  Excessive errors and mistakes. Very poor quality.

Comments:

**Dependability** – The extent to which the employee can be relied on to be available for work and do it properly. The degree to which the employee is reliable.

- Excellent
Completely reliable. Even goes beyond limits of tasks with little or no supervision when a need is perceived to do so. Always on time and ready for work at the assigned hour.

☑ Fully competent

Usually reliable in spite of most difficulties. Occasionally late.

☑ Competent

Needs direction at times. Will often seek support from others rather than risking a solution independently. Sometimes late.

☑ Needs improvement

Sometimes unreliable. Avoids responsibility. Seems to be satisfied to get by. Often late.

☑ Unsatisfactory

Employee lacks knowledge to perform task properly. Training has produced little or no improvement. Usually late.

Comments:

Job Knowledge – Knowledge of techniques, processes, procedures, services, equipment and materials required to do the job.

☑ Excellent

An authority on own tasks and superior knowledge of related jobs.

☑ Fully competent

Well informed about present tasks and related jobs

☑ Competent

Satisfactory knowledge of his/her job and sufficient knowledge of related jobs

☑ Needs improvement

Minimum knowledge for current position. Additional training necessary.

☑ Unsatisfactory

Employee lacks knowledge to perform task properly. Training has produced little of no improvement.

Comments:
**Relationships to Others** – Fosters good working relationships with co-workers and customers to forward the mission of the organization.

- **Excellent**
  Always inspires teamwork and enthusiasm. Readily assists others when needed. Outstanding customer service skills.
- **Fully competent**
  Usually works well with others. Usually demonstrates awareness and consideration of others’ viewpoints.
- **Competent**
  Acceptable relations with others. Does not always step forward to assist or does not anticipate customers’ needs
- **Needs improvement**
  Occasionally causes conflict with others.
- **Unsatisfactory**
  Usually creates a negative work environment whenever interaction with other is necessary to complete and assigned task.

Comments:

**Customer Service** – The ability to serve and satisfy our customers.

- **Excellent**
  Consistently highest possible service. Always aware of the customer and anticipates his needs. Always greets customers.
- **Fully competent**
  Aware of customer and enjoys helping him.
- **Competent**
  Quality acceptable. Average interaction with customer, usually offers help.
- **Needs improvement**
  Barely meets minimum standards. Rarely acknowledges customer or offers help.
- **Unsatisfactory**
  Very poor quality. Does not acknowledge customer; poor service. Does minimum service to get customer out the door.
Future work goals:

I have discussed this performance review with my supervisor.

______________________________  ______________________
Signature                        Date