

Durham Public Library



PERSONNEL PLAN FOR NON-UNION EMPLOYEES

Approved by the Durham Public Library Board of Trustees
April 18, 2013

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Town of Durham
Personnel Plan for Durham Public Library Non-Union Employees

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I. AUTHORITY, PURPOSE AND SCOPE:

A. AUTHORITY:

The following policies and procedures are promulgated by the Durham Public Library Board of Trustees, upon recommendation of the Library Director for the public library of the Town of Durham, New Hampshire in accordance with the authority vested in Articles 4 & 6 of the Town's Charter.

B. PURPOSE:

The purpose of this Personnel Plan is to inform the Library's non-unionized employees of the working conditions regarding their employment.

1. These policies are not a contract. **All non-union employees are employees-at-will.** No employee shall accrue any contractual or vested rights from this Personnel Plan.
2. The adoption of this Personnel Plan by the Board of Trustees supersedes all previous personnel policies. Nothing in this manual is intended to imply or modify the Town's Charter relating to the Administration of Town Government. These policies are subject to regular review and amendment by the Board of Trustees upon recommendation from the Director from time to time. All amendments must be posted and shall become effective one month after approval by the Board of Trustees, unless vetoed by the Trustees within that period.
3. All employees should remember that they are employed by the Town to provide services to the community paid for primarily with tax dollars. A primary expectation of each employee is that they shall report for work when required to do so unless specifically excused by proper authority. Excessive absences can hamper the team effort of providing community services. Infractions or violations of any of these rules are justification for disciplinary action up to and including termination.

C. RELATION TO STATE AND FEDERAL STATUTES:

The provisions of this Personnel Plan (as may be amended from time to time) are intended to govern the working conditions of all non-unionized employees of the Durham Public Library. In the event that there is a conflict with any State or Federal statute or Town or Town Department Administrative Regulation, or library policy, the Statute or Regulation shall take precedence.

SECTION ONE – DEFINITIONS

The following words and terms, wherever used in this Personnel Plan, shall have the meaning indicated unless the context requires otherwise.

BOARD OF TRUSTEES – elected officials, and alternates, responsible for overseeing library finances and policy, and with power of approval to hire Library employees, including the Director. The Board also serves as arbiter during disciplinary proceedings.

EMPLOYEES – When referenced in this Personnel Plan “employees” shall refer to all non-union employees of the Durham Public Library.

FULL-TIME REGULAR EMPLOYEES – Year round employees scheduled for thirty-five (35) or more hours per week. These employees shall be eligible for specified benefits as indicated.

FULL-TIME TEMPORARY EMPLOYEES – Employees scheduled for full-time work of thirty-five (35) or more hours per week for a specified period of time. These employees shall not be eligible for any benefits.

HOURLY EMPLOYEES – Employees whose compensation is based on an hourly rate.

HOURLY EMPLOYEES WORKDAY – The normal workday for full-time regular hourly employees shall consist of eight (8) hours per day, five (5) days per week, Monday through Saturday and/or as required to meet the services provided by the Library. Part-time hourly employees shall be scheduled as necessary to augment coverage.

LIBRARY – As used in the Personnel Plan shall refer to the Library Director, Assistant Director, and the Board of Trustees as agents of the Town of Durham.

PART-TIME REGULAR EMPLOYEES – Year round employees scheduled for twenty (20) or more hours per week. These employees shall be eligible for specified benefits on a proportional cost basis as indicated.

PART-TIME TEMPORARY EMPLOYEES – Employees scheduled for part-time work of twenty (20) or more hours per week for a specified period of time. These employees shall not be eligible for any benefits.

SALARIED EMPLOYEES – Employees whose compensation is determined on an annual basis without a conversion to an hourly rate or number of hours worked per week in accordance with FLSA criteria. These employees are exempt from the overtime rules.

SUBSTITUTE EMPLOYEES – Employees scheduled to work as needed to cover shifts for vacation time or to work on temporary projects. These employees shall not be eligible for benefits.

TOWN – Town as used in this Personnel Plan shall refer to Town Administrator, Department Head, or appropriate Town supervisor.

WORKWEEK – The workweek is defined as seven consecutive twenty-four (24) hour periods beginning at 0001 hours Monday and running through 2400 hours Sunday.

SECTION TWO - CONDITIONS OF EMPLOYMENT FOR NON-UNION EMPLOYEES

II. SELECTION

The Board of Trustees, upon recommendation of the Director, is the appointing authority for all employees. No applicant shall have been hired unless approved by the Board of Trustees and until the Director and the Town Administrator approve said action by signing a Personnel Action Form indicating the initiation of employment.

A candidate who is given a tentative offer of employment shall understand that he/she will be required to give authorization for a criminal record check.

III. CONDITIONS OF EMPLOYMENT

A. ORIENTATION PERIOD:

All newly hired employees shall be subject to a ninety (90) day orientation period, which may be extended for up to ninety (90) additional days by the Director. The orientation period serves as an extension of the hiring process. During the orientation period newly hired employees will be carefully evaluated to ensure a good placement for the organization. If the placement is not satisfactory, the employment relationship shall be terminated. Employees are eligible for paid holidays during this period. Sick leave shall accrue but may not be used and shall be forfeited in the event that regular employee status is not obtained. Upon successful completion of the orientation period, the employee shall be credited with vacation time equal to that which the employee would have accrued during the orientation period.

B. EMPLOYEE EVALUATIONS:

All non-union employees will be evaluated by the Director annually,. Any employee who disagrees with the content of his/her evaluation shall have ten (10) calendar days to file a written response to the disputed evaluation, which shall be attached to the evaluation and both shall be placed in the employee's personnel file.

C. RELATIVES:

Nothing in the Library's policy shall be interpreted as preventing the Town from reasonably limiting the employment of relatives of current employees.

D. PROMOTIONS AND TRANSFERS:

Promotions shall be awarded on the basis of merit, as determined by the Director. The Library encourages the advancement of current employees whenever possible, although the Library reserves the right to hire an individual who is not a current employee.

In order to facilitate the proper operation of Library services, the Library may request an employee to perform duties not part of their job description as needed.

E. GENERAL RULES AND REGULATIONS, GROUNDS FOR DISCIPLINARY ACTION AND DISCIPLINARY PROCEEDINGS:

The Library strives to provide a workplace that is comfortable and progressive, where communications are open, and problems can be discussed and resolved in a mutually respectful atmosphere, taking into account individual circumstances.

All employees shall, at all times, conduct themselves in a professional manner, respectful of other employees and the public, as evidenced by the following. Each employee shall, at a minimum:

1. report for work at the designated time;
2. not be tardy or absent without permission;
3. notify the Director, Assistant Director, or Librarian in Charge of an inability to report for work promptly, at least an hour before the designated time to start work. Any employee who does not call or show up for work for three (3) consecutive workdays shall be deemed to have voluntarily quit his/her employment with the Library;
4. report for emergency overtime work unless an employee's absence is approved by the Director or Assistant Director;
5. know the locations, contents and use of first aid materials, police and fire alarms and fire-fighting equipment;

6. not use, possess, or be under the influence of any alcoholic beverage or controlled substance during work hours;
7. not be insubordinate;
8. conduct themselves in a courteous and respectful manner at all times;
9. dress in a professional and appropriate manner, according to the needs of his/her position.
10. exert due care in the performance of all duties and with all Town property. Employees should only use, adjust and repair machines and equipment if they are properly trained and qualified to do so;
11. remain impartial in conducting Library business and not give preferential treatment to any person, group, or organization;
12. not solicit or accept any gift or gratuity which may result in or create the appearance of the use of their office for private gain or of influencing the performance of his/her duties. Employees shall report all gifts to the Director. Excluded are awards, which are publicly presented in recognition of public service, nor does it prohibit the acceptance of any gift that would have been offered or given to the employee if the employee were not an official or employee of the Library or the Town;
13. not accept, engage in, or be associated with any activity, employment, or self-employment which shall constitute a conflict of interest, or reflect discredit upon the employee, the Library, or the Town of Durham, or adversely affect the proper performance of the employee's duties in the Library's service;
14. not solicit or engage in any employment or self-employment during their assigned Library working hours;
15. not appropriate or use Library or Town owned, leased or rented property, or job-related services of any Library or Town official or employee, for other than official business; and
16. not personally profit or benefit from any agreement, purchase, contract, sale or service between the Library or the Town and any person or company; nor shall they accept any free or preferred services, benefits, gifts or concessions from any person, company, or agency.

The Director may take disciplinary actions against an employee for failure to comply with any of the above regulations or for other "just cause." The Director

taking disciplinary action is encouraged to impose a progressive discipline in increasing order of severity as follows:

- Verbal Reprimand
- Written Reprimand
- Suspension (with or without pay)
- Demotion
- Dismissal – with approval of the Board of Trustees

The Library recognizes, however, that there are appropriate cases that may warrant the bypassing of progressive discipline due to the degree of the violation. Disposition of disciplinary matters will normally occur as follows:

1. An immediate supervisor or the Director or Assistant Director may verbally warn an employee with remedial suggestion(s) offered. The date, time, nature of warning and remedial suggestion(s) will be noted in the employee's personnel file. In these instances, the employee may file a written response to be kept with the verbal reprimand.
2. An employee, against whom more severe action is being considered, is entitled to a hearing before the Director. This hearing must be initiated within ten (10) workdays from the time the offense became known to the employee.
3. Should a disciplinary action result, other than a verbal reprimand, the employee will be given written notice within three (3) workdays of the hearing informing him/her of the basis of the charge, the action taken, and the employee's right to appeal the Director's decision to the Board of Trustees.
4. Within five (5) workdays of receipt of the Director's written notice, the employee must submit a written request for an appeal hearing to the Board of Trustees. The Board of Trustees will conduct a hearing on the merits of the appeal within seven (7) workdays of receipt of such appeal.
5. Should the Board of Trustees uphold the Director's action, the employee will be given written notice within three (3) workdays. A complete accounting of the matter will be placed in the employee's personnel file. In the event that disciplinary action against the aggrieved party is overturned by the Board of Trustees, the petitioning employee shall be made whole; i.e. removal of the warning from the files or reimbursement of any lost pay and/or benefits that may have occurred as a result of the appealed disciplinary actions.

F. EMPLOYEE REMOVAL PROCESS

“NH RSA Title XVI 202-A:17 Employees; Removal. – No employee of a public library shall be discharged or removed from office except by the library trustees for malfeasance, misfeasance, or inefficiency in office, or incapacity or unfitness to perform the employee’s duties. Prior to the discharge or removal of any such employee, a statement of the grounds and reasons therefor shall be prepared by the library trustees, and signed by a majority of the board, and notice thereof shall be given to the employee not less than 15 days nor more than 30 days prior to the effective date of such discharge or removal. Upon receipt of said notice and within 30 days thereafter, but not otherwise, the employee may request a public hearing. If such request is made, the library trustee shall hold a public hearing on such discharge or removal. The hearing shall be held not more than 30 days after receipt of the request for the hearing, and if the trustees, upon due hearing, shall find good cause for discharge or removal of the employee, they shall order the employee’s discharge or removal from office. There shall be no change in salary of such employee during removal. The provisions of this section shall apply to the employees of any public library except in a case where the city or town has personnel rules and regulations which apply to such employees and which make provision for a public hearing in the case of such discharge or removal.”

G. TERMINATION OF EMPLOYMENT:

When an employee decides to resign from employment with the Library, he/she shall provide at least two (2) weeks advance notice. An employee who has provided the Library with thirty (30) calendar days notice shall be paid a portion of his/her accrued and unused sick time as outlined in the Sick Leave Section of this Policy.

The employee is responsible to notify the Library of address changes during the calendar year, as well as the year in which his/her employment ends.

IV. COMPENSATION PLAN

A. PAY INCREASES:

All regular full-time and part-time employees in good standing shall be eligible to receive wage adjustments contingent upon the results of a successful annual performance review, subject to approved fiscal year funding.

Comment [t1]: Remove this entire section and add as an amendment once a classification plan has been developed

B. PAYMENT OF WAGES:

Wages shall be paid every other Thursday. Whenever a Town-recognized holiday falls on a normal payday, the wages shall be paid no earlier than 4:00 pm on the preceding Wednesday.

C. HOURS OF WORK AND OVERTIME:

1. For full-time, hourly employees the normal workweek shall consist of seven (7) or more hours per day, five (5) days per week, and/or consistent with the services provided by the Library. Work schedules for part-time employees shall be arranged to augment coverage.
2. Hourly employees shall be compensated at one and one-half (1½) times their regular hourly rate for any hours or fractions thereof actually worked beyond forty (40) in the week. Fractional overtime shall be computed and paid to the nearest one quarter (1/4) hour by use of the rounding method.
3. Salaried employees shall generally work at least eight (8) hours per day, five (5) days per week and, in addition, shall work whatever additional hours are requested by the Director or are needed to fulfill the responsibilities of their positions.
4. Salaried employees are not eligible to receive overtime pay.
5. The Library reserves the right to change an employee's regular work schedule. Except in emergency situations, as determined by the Director or Assistant Director, an employee shall be given advance notice of at least seven (7) calendar days when his/her work schedule is to be changed.
6. If an hourly employee is required to appear in court on behalf of the Town on that employee's regularly scheduled time off, he/she shall be paid a minimum of three (3) hours at his/her overtime premium rate. All remuneration received by an employee from any source for such court appearances shall be remitted to the Town.
7. Employees are entitled to a lunch break of one-half (1/2) hour whereby the employee is considered to be off duty and may leave his/her work site. One short break may be allowed during each four (4) hour block of work if it does not interfere with the operations of the Library.
8. Compensation shall not be paid more than once for the same hours.

D. LONGEVITY PAY:

Longevity pay shall be awarded to all regular full-time employees as a means of compensating them for their long-term service to the Library. Payment shall be made by the end of the second week of December provided that the employee is still employed by the Library on that date.

<u>Length of Service</u>	<u>Annual Longevity Payment</u>
5-9 Years	\$ 250.00
10-14 Years	\$ 500.00
15-19 Years	\$ 750.00
20 and above Years	\$1,000.00

V. BENEFITS

A. OVERVIEW:

All regular full-time employees shall be eligible for the benefits specified in this chapter. Regular, part-time employees shall receive only specified benefits and on a proportional cost basis as indicated. No benefits shall be available to temporary employees or any employees scheduled for less than twenty (20) hours per week.

B. LIFE INSURANCE:

The Town provides life insurance for each full-time regular employee effective on the first of the month following the date of hire in the amount of \$50,000. Any employee may purchase additional insurance, if available, up to a total of \$100,000, through the Town's insurance carrier.

C. ACCIDENTAL DEATH AND DISMEMBERMENT INSURANCE:

The Town provides accidental death and dismemberment insurance for each full-time regular employee effective on the first of the month following the date of hire up to \$50,000.

D. HEALTH AND DENTAL INSURANCE:

All regular full-time employees shall be eligible for enrollment in the **SchoolCare Open Access+ or HMO Health Insurance Plans** and the Dental Option plan **without Orthodontia** then being offered by the Town. The Town shall contribute ninety (90%) percent of the **appropriate (Single, Two Person or Family)** monthly premium.

Full-time regular employees wishing to enroll in the **POS SchoolCare** health insurance plan offered by the Town may do so by contributing eighty (80%) percent of the **POS** premium.

Full-time regular employees wishing to enroll in the Dental Option plan **with Orthodontia** may do so by contributing the difference in premiums between ninety (90%) percent of the **Dental Option Plan without Orthodontia and the full premium price of the Dental Option Plan with Orthodontia**.

E. HEALTH AND DENTAL INSURANCE CREDIT:

An insurance “buy-out” option shall be included for full-time regular employees provided:

- o That the employee is covered by health and/or dental insurance from any other source other than the Town;
- o That the employee elects not to be covered by the Town’s health and/or dental insurance; and
- o That the employee proves to the satisfaction of the Town that he/she has sufficient alternative health insurance coverage.

The Town shall reimburse the employee meeting the above criteria forty-five (45%) percent of the Town’s share of the employee’s **HMO health and dental without Orthodontia** insurance premium. Said buy-out shall be included as a taxable benefit “insurance credit” paid bi-weekly with the employee’s paycheck. The employee shall furnish the Town with proof of alternative coverage on a yearly basis.

F. DEFERRED COMPENSATION:

The Town offers employee-funded deferred compensation benefit programs for employee savings and retirement planning. Employee contributions are with pre-tax earnings through payroll deductions. The IRS establishes maximum annual contributions for these programs.

G. HOLIDAYS:

All regular full-time and regular part-time employees are entitled to a day off with pay for the following holidays if they are scheduled to work that day:

New Year’s Day	Martin Luther King Civil Rights Day
Memorial Day	Independence Day
Labor Day	Columbus Day
Veteran’s Day	Thanksgiving and the following day

Christmas and the day before or after (as determined each year)

If the holiday falls on a weekend, the Director will designate an alternate day off.

Employees who desire to observe a religious holiday, provided such observance does not create an undue hardship for the Town, shall be entitled to use personal or vacation leave.

H. VACATION LEAVE:

Vacation leave shall be granted to all full-time employees on a completed month accrual basis. Accrual for the first month of service shall be awarded only if the employee was hired on or before the 10th of the month. Thereafter, vacation leave shall accrue and be credited for usage on the first day of the following month for each month of service. Regular, part-time employees shall accrue vacation leave pro-rated to a forty (40) hour workweek.

No vacation leave shall be used or accrued during an employee's orientation period. Upon the successful completion of the orientation period, an employee shall be awarded vacation time equal to the amount the employee would have accrued during that period if not serving his/her orientation period.

Eligible employees may request vacation leave at any time of the year. Requests for vacation leave shall be submitted for approval using the Request for Leave form at least fourteen (14) days in advance of the requested leave. Vacation leave shall be granted subject to the needs of the department. Requests for vacation leave submitted less than fourteen (14) days in advance may be granted at the discretion of the Director. In cases of conflicting vacation requests, and absent any extenuating circumstances, the employee placing the first request shall be given preference.

Vacation leave shall accrue at the following rates based on continuous, completed years of service:

<u>Completed Years</u>	<u>Accrual Rate</u>
0-5 Years	8 hours per month
6-10 Years	12 hours per month
10 or more Years	14 hours per month

All regular full-time employees may accrue up to a maximum of two hundred and forty (240) hours of vacation leave. Upon termination from employment with the Town, employees shall be compensated for unused vacation leave, not to exceed two hundred and forty (240) hours, at their regular and current rate of pay.

I. SICK LEAVE:

Regular full-time employees shall accrue sick leave at a rate of eight (8) hours per month. Accrual for the first month of service shall be awarded only if the employee was hired on or before the 10th of the month. Thereafter, sick leave shall accrue and be credited for usage on the first day of the following month for each month of service. Regular part-time employees shall accrue sick leave pro-rated to a forty (40) hour workweek.

Sick leave shall accrue to maximum levels based on continuous, completed years of service:

<u>Completed Years</u>	<u>Maximum Accrual</u>
0-5 Years	720 Hours
6-10 Years	840 Hours
10 or more Years	920 Hours

Employees who retire from service or voluntarily terminate their employment with at least thirty (30) days notice shall receive payment at the rate of twenty-five (25%) of their unused, accrued sick leave. Employees who are involuntarily terminated or leave without the required thirty (30) days notice shall forfeit payment for all accrued sick leave.

Sick leave shall accrue for but may not be used during an orientation period. Any employee not completing the orientation period shall forfeit all accrued sick leave.

Sick leave may be used for personal illness, medical and dental appointments, or to care for a family member whose illness or condition requires the employee to remain at home for up to three (3) days. Employees absent for the above reasons shall report their absence to the Director, Assistant Director, or Librarian in Charge at least one (1) hour before their regularly scheduled starting time. Verification of illness/disability from a medical doctor may be required by the Department Head at any time.

J. BEREAVEMENT LEAVE:

Bereavement leave, for a period not to exceed three (3) consecutive work days, shall be granted to regular full-time and regular part-time employees upon the death of an immediate family member. For the purpose of this section, immediate family member shall mean spouse, domestic partner, child or stepchild, son-in-law or daughter-in-law, brother or sister, stepbrother or stepsister, parent or stepparent, guardian, parent-in-law, or any relative that had been permanently domiciled in the employee's household prior to death.

Regular full-time and regular part-time employees shall be allowed one (1) day off with regular pay in the event of the death of the employee's brother-in-law, sister-in-law, aunt, uncle, grandparent, grandchild, or spouse's grandparent.

Under extenuating circumstances, the Director may grant extensions of bereavement leave for two (2) additional days with pay.

K. FAMILY AND MEDICAL LEAVE ACT (FMLA):

Eligible employees may take unpaid leave for up to a total of twelve (12) workweeks in a twelve (12) month period due to his/her personal illness or to care for a family member with a serious health condition.

An employee is eligible for FMLA leave if he/she has been employed by the Town for at least twelve (12) months and has worked at least one thousand two hundred fifty (1,250) hours during the previous twelve (12) month period.

Health and dental and life insurance benefits shall continue through the employee's FMLA leave provided the employee pays his/her portion of any and all premiums. If the employee does not return to work following the leave, he/she shall be required to reimburse the Town for premiums paid by the Town during the leave.

After a FMLA leave, an employee shall be returned either to the same position or to a position equivalent in pay, benefits, and conditions of employment unless circumstances make such reinstatement or placement impossible or unreasonable.

If the leave was due to the employee's health, a written release stating the employee is fit to return to duty from the health care provider is required prior to his/her return to duty.

L. MATERNITY LEAVE:

It is the policy of the Library to grant regular full-time female employees a pregnancy leave of absence without pay of up to one hundred and eighty (180) consecutive calendar days. Health and dental and life insurance benefits shall continue through the employee's maternity leave provided the employee pays her portion of any and all premiums. If the employee does not return to work following the leave, she shall be required to reimburse the Library for premiums paid by the Library during the leave.

Any employee seeking an extension beyond the one hundred and eighty (180) days limit must consent to an independent medical evaluation by the Library if requested.

Each employee seeking such leave of absence may be required to present to the Library a written statement from her attending physician indicating the commencement date of the leave. The Town may determine an earlier commencement date if the employee is found not to be able to fulfill the essential elements of her position or if her presence poses a danger to the public or to her fellow workers.

To obtain such leave of absence, the employee must, in good faith, signify her intent to return to her employment at some date on or before the end of the one hundred and eighty (180) day period unless mutually agreeable arrangements extending such period are made between the employee and the Library.

It will be the employee's responsibility to notify the Director at least thirty (30) days in advance of her return to work. Upon return to employment, such employee shall be reinstated to her original job or to an equivalent position with equivalent pay unless circumstances within the Library make such reinstatement impossible or unreasonable.

While in a paid leave status, employees shall continue to accrue sick and vacation leave, which may also be taken during said maternity leave. Employees in an unpaid status shall not be paid for a holiday occurring during their leave, however, they will continue to accrue sick and vacation leave.

M. PATERNITY LEAVE:

A male employee may use accrued sick or vacation leave to care for his wife/significant other during any period of her disability while she is on maternity leave.

N. PERSONAL LEAVE:

Personal leave days are intended to afford full-time employees with the opportunity to address unanticipated events or emergencies of short duration. Eligible employees shall be awarded one (1) personal leave day after completion of one (1) year of service and thereafter on the employee's anniversary date through the completion of five (5) years of service whereby employees shall be entitled to two (2) personal days each year. Personal days may not be accrued beyond what is allotted each year and shall be used within twelve (12) months from when they were awarded. There shall be no payment for unused personal days upon termination of employment with the Town.

O. WORKER'S COMPENSATION INSURANCE:

The Town provides all of its employees, regardless of status, with Worker's Compensation coverage.

When a regular full-time or regular part-time employee is on temporary disability leave due to work-related injuries, the Town shall continue to provide the affected employee with health, dental, and life insurance coverage at the same level as before the disability leave began, and the employee shall continue to accrue sick and vacation leave until his/her return to work or eighteen (18) months, whichever comes first. The employee's co-pay portion of the health/dental premiums shall be paid to the Town no later than six (6) days prior to the first of each month. Employees who had opted out of the insurance plans before the disability leave began shall receive the credit offered while on said leave.

P. SHORT-TERM DISABILITY INSURANCE:

For non-work-related injuries, the employee shall be entitled to short-term disability payments equal to sixty (60%) percent of their regular weekly earnings, but not to exceed One Thousand and Two Hundred (\$1,200.00) Dollars per week, for a maximum of twenty-six (26) weeks, after a waiting period of eight (8) days, commencing with the first day following the date of disability. An insurance policy may be purchased by the Town or self-funded, at the sole discretion of the Town.

Q. VESTING:

Employees of ten (10) years continuous service or more who retire from Town service may elect to continue in the Town's health and dental insurance programs as made available by the vendor. Continued participation in any program will be at the cost of the employee (100%) and there will be no contribution from the Town to any program unless specified otherwise in the state statutes.

**RECEIPT AND ACKNOWLEDGEMENT OF THE DURHAM PUBLIC LIBRARY'S
PERSONNEL PLAN FOR NON-UNION EMPLOYEES**

I have received a copy of the Durham Public Library's Personnel Plan for Non-Union Employees and I understand that I am responsible for reading it.

I understand that this Personnel Plan replaces all prior Personnel Plans and may be changed at any time by the Board of Trustees upon recommendation of the Director in accordance with Section 1.B.2 of the Plan. I acknowledge that my employment at-will may be terminated, either by the Library or myself, at any time regardless of the length of my employment or the granting of benefits of any kind. I further understand that this Personnel Plan does not create nor is it intended to create a contract of employment or of any other kind, either express or implied between the Library and/or an employee or employees.

If I have questions regarding the content or interpretation of this Personnel Plan, I shall bring them to the attention of the Director.

EMPLOYEE NAME _____

DEPARTMENT _____

EMPLOYEE SIGNATURE _____

DATE _____

(Original to be placed in employee's personnel file)

ADDENDUM A – to be inserted into the DPL Personnel Plan for Non-Union Employees on page 7 between Promotions and Transfers and General Rules and Regulations.

EXPECTATIONS FOR CUSTOMER SERVICE

In fulfilling its mission, the Durham Public Library strives at all times to provide excellence in customer service with friendly, knowledgeable staff providing assistance to patrons.

1. Library staff will treat every patron with equal respect and every request with equal importance, regardless of age, race, ethnicity, religion, gender, sexual orientation, or physical limitations.
2. Courtesy and attention to the needs of the library user will be the key to all interactions. Staff will be flexible in meeting library patrons' needs.
3. Staff will use their knowledge of library resources to fulfill requests in a timely manner or will present alternatives when requests cannot be met immediately.
4. Staff are expected to act in a friendly, helpful and courteous manner with the goal of making every interaction a positive one.
5. Staff will maintain confidentiality for all interactions and transactions with patrons and will discuss these only in a professional context.

Approved by the Durham Public Library Board of Trustees
April 1, 2015