



**LEBANON LIBRARY BOARD OF TRUSTEES
NOVEMBER 22, 2022 - 7:00 PM
LEBANON LIBRARY DAMREN ROOM OR
REMOTE VIA VIRTUAL PLATFORM
LEBANONNH.GOV/LIVE**

-
- 1. Call to Order**
 - 2. Approval of Minutes**
 - A. Approve the October 25, 2022 minutes
 - 3. New Business**
 - A. Approve the financial report
 - B. Approve updates to the circulation and alternative work arrangements policy, new library complaint policy
 - 4. Committee Reports**
 - 5. Other Business**
 - A. Library Director report
 - B. Deputy Library Director report
 - 6. Adjournment**

Meetings are open for in-person and remote attendance. Members of the public that wish to attend remotely may do so by going to LebanonNH.gov/Live where you will find instructions on how to enter the meeting. Members of the public will be able to participate and ask questions through the City's virtual platform or by phone. Please note: Should technical difficulties occur during the meeting that disrupts virtual or phone connection(s), the meeting will continue without remote access capabilities.

DRAFT

**LIBRARY BOARD OF TRUSTEES
REGULAR MEETING MINUTES
Lebanon Library Damren Room OR
Remote Via Microsoft Teams
LebanonNH.gov/Live
October 25, 2022
7:00 PM**

MEMBERS PRESENT: Francis Oscadal (Chair), Emma Wunsch, Morgan Swan, Donna Hartford, Michael Stebbins, Susan Valiante (remote), Ann Sharfstein, Phil Bush (alternate), Doug Whittlesey (alternate)

MEMBERS ABSENT:

FOUNDATION MEMBERS PRESENT: Pat Hayes (remote), Denise Mackie (remote),
Renee Dunn (remote), Karen Zook

STAFF PRESENT: Sean Fleming (Library Director), Amy Lappin (Deputy Director),
Lauren Whittlesey (remote), Celeste Pfeiffer, Beatrice Couser, and
Nikki Rheume.

1. CALL TO ORDER – Chair Oscadal called the meeting to order at 7:00 PM

2. PUBLIC HEARING for the Acceptance of \$24,000 Gift from the Library Foundation

3. JOINT MEETING OF THE TRUSTEES AND THE FOUNDATION

The Foundation's report was presented. It was noted that the balance is \$126,238. Investments are spread within the markets, index funds, and a short-term bond. The target is 5% for emerging markets, 22.5% for large cap, 22.5% for social index, 45% for small cap, and 5% for international. The goal is growth. The stock to bond ratio is approximately \$5,000 of the approximately \$126,000.

The joint meeting was ended.

4. APPROVAL OF MINUTES: September 27, 2022

*Mr. Stebbins MOVED to approve the September 27, 2022 minutes, as amended.
Seconded by Ms. Valiante.*

Page 1 – Change “Under the City Funds the Library are...” to “Under the City Funds the Library is...”

Page 3, 1st paragraph – Add language “...by the City or State Good Samaritan Law at some point, “ and remove “Chair Oscadal asked about the Good Samaritan Law in terms of protecting Library staff,” later on the page.

Page 4, 2nd paragraph – Change from “weight in,” to “weigh in.

*** The Vote on the MOTION passed (7-0-0).**

5. NEW BUSINESS

A. Approval the Financial Report

Treasurer Stebbins reviewed the Special Funds report. He stated that, regarding the City Funds, this is \$11,600 under budget through September 30th. Full time wages are under budget by approximately \$11,000. Part time wages are over budget by approximately \$16,000. Repairs & Maintenance continues to be under budget by approximately \$23,000, helping to offset the electricity bill, which is approximately \$18,000 over budget. Regarding special funds, there is a surplus of approximately \$5,700.

**Ms. Sharfstein MOVED to accept the Financial Report, as presented.
Seconded by Ms. Wunsch.**

*** The Vote on the MOTION passed (7-0-0).**

B. Approve the Appendix to the City of Lebanon Handbook

Chair Oscadal explained that the Board previously discussed reviewing the City’s Employee Handbook regarding areas and times when the Library would like to differentiate itself from City policies. Libraries in the State function with a great deal of leeway in some areas, such as via the power of the Board of Trustees. This has varied with City Managers. The current City Manager recognizes the wording of the statute and the City code and what it affords to the Library Trustees. The City revised the Employee Handbook in April and now the Board can discuss the Handbook and related policies in terms of the Library. The appendix of the City Handbook notes areas where the Library behaves differently from other City entities.

Director Fleming noted that City Manager Mulholland has reviewed this and believes it is acceptable.

Deputy Director Lappin asked about clarity regarding closings around the Christmas holidays.

Chair Oscadal explained that the Library creates conditions for employment. The City Code, Chapter 100-4, also notes that all Library employees shall be paid by the City and covered by the City's health insurance, as eligible, worker’s compensation, unemployment compensation, and any other provisions applicable to City employees. The last provision could cover a number of items. A draft for each administrative and council policies could be drafted to clarify and explain the Library’s position. This could be done through supplemental documents. These could then be reviewed and approved by the Trustees. Trustees can review these policies and let Director Fleming know if they are interested in working with Library staff to draft potential amendments or inclusions.

The Trustees agreed to use ADM 126.1 as a test-case, draft a supplemental document, and bring it back to the group for review. Trustees agreed to continue to review other policies to see which one might be reviewed next.

Ms. Sharfstein MOVED to approve the Appendix to the City of Lebanon Handbook, as amended.

Seconded by Mr. Swan.

**** The Vote on the MOTION passed (7-0-0).***

6. OTHER BUSINESS

A. Library Director Report

Director Fleming stated that he worked with City Hall to examine the System's Librarian position. The proposal is to change this to grade 11, which will have no budget impact for 2023. This still needs to be approved by the City Council.

Director Fleming stated that Kilton Library had a series of four break-ins in October. During the first one, some money was taken, and certain offices were damaged beyond repair. It was determined that the doors could be opened even when locked. That was fixed but break-ins continued to occur. The person was eventually apprehended and locks on the doors have been changed.

Director Fleming noted that Jeff Damren has not yet been approved as an alternate member by the City Council but is attending this meeting as a member of the public.

Director Fleming stated that staff is looking forward to a variety of upcoming trainings. Closing the Library for up-to a day in order to allow for the training would also alert the public as to how important this is. Professional development days could be built into the calendar in the future.

Director Fleming stated that the Ann Geisel Award of Merit from the State was recently bestowed to Deputy Director Lappin.

B. Deputy Library Director Report

Deputy Director Lappin thanked the Board for valuing professional development for the staff. She also noted that one of the Library Assistants is requesting to move from 40 hours to 28 hours. This has been approved.

6. ADJOURNMENT:

Ms. Wunsch MOVED to adjourn the meeting.

Seconded by Ms. Sharfstein.

**** The Vote on the MOTION passed (7-0-0).***

The meeting was adjourned at 8:22 PM.

117 Respectfully submitted,
118 Kristan Patenaude
119 Recording Secretary

MTD AND YTD REVENUE/EXPENSE FOR CITY OF LEBANON

Balance As of 10/31/2022

GL Number	Description	2022 Amended Budget	Activity For 10/31/2022	YTD Balance 10/31/2022	Encumbrance 10/31/2022	Available Balance 10/31/2022	% Bdgt Used
Fund: 1100 GENERAL FUND							
Account Category: Expenditures							
Department: 4550-0000 LIBRARY							
1100-4550-0000-1100-0000	FULL TIME WAGES	702,870.00	53,091.84	569,271.80	0.00	133,598.20	80.99
1100-4550-0000-1120-0000	PART TIME WAGES 20-24	0.00	12,535.36	61,748.50	0.00	(61,748.50)	100.00
1100-4550-0000-1125-0000	PART TIME WAGES 25-29	0.00	8,824.36	92,380.92	0.00	(92,380.92)	100.00
1100-4550-0000-1200-0000	TEMPORARY PT WAGES	228,610.00	7,813.87	62,783.04	0.00	165,826.96	27.46
1100-4550-0000-1300-0000	OVERTIME WAGES	0.00	(638.40)	181.91	0.00	(181.91)	100.00
1100-4550-0000-2100-0000	HEALTH/DENTAL INSURANCE	0.00	0.00	0.00	0.00	0.00	0.00
1100-4550-0000-2150-0000	LIFE & DISABILITY INSURANCE	8,670.00	724.22	6,544.80	0.00	2,125.20	75.49
1100-4550-0000-2200-0000	FICA & MEDICARE TAXES	71,270.00	6,125.33	59,185.71	0.00	12,084.29	83.04
1100-4550-0000-2301-0000	RETIREMENT: MUNICIPAL	98,830.00	7,464.68	80,544.66	0.00	18,285.34	81.50
1100-4550-0000-2450-0000	TRAINING/LICENSES/DUES	6,980.00	0.00	3,848.99	0.00	3,131.01	55.14
1100-4550-0000-2600-0000	WORKERS' COMPENSATION	3,400.00	441.01	3,076.75	0.00	323.25	90.49
1100-4550-0000-3000-0000	LEGAL SERVICES	0.00	0.00	0.00	0.00	0.00	0.00
1100-4550-0000-3410-0000	SOFTWARE: SUPPORT/SERVICE/SUBSCRIP	0.00	2,554.00	8,337.61	0.00	(8,337.61)	100.00
1100-4550-0000-4110-0000	WATER	2,000.00	0.00	1,364.67	0.00	635.33	68.23
1100-4550-0000-4120-0000	SEWER	1,500.00	0.00	1,056.80	0.00	443.20	70.45
1100-4550-0000-4225-0000	LAWN CARE/SNOW PLOWING	0.00	570.00	12,250.00	0.00	(12,250.00)	100.00
1100-4550-0000-4300-0000	REPAIR/MAINTENANCE SERVICES	59,950.00	3,129.81	24,562.90	6,189.00	29,198.10	120.67
2021			0.00	26,880.00	14,000.00		
2020			20,900.00	20,900.00	0.00		
2019			0.00	0.00	184.00		
1100-4550-0000-4420-0000	RENTAL OF EQUIPMENT & VEHICLES	2,050.00	260.53	2,698.41	0.00	(648.41)	131.63
1100-4550-0000-5000-0000	OTHER PURCHASED SERVICES	18,380.00	700.00	8,553.08	0.00	9,826.92	46.53
2020			0.00	0.00	1,145.00		
1100-4550-0000-5300-0000	COMMUNICATIONS	9,600.00	53.91	1,863.05	0.00	7,736.95	19.41
1100-4550-0000-5335-0000	INFORMATION ACCESS	0.00	0.00	5,382.99	0.00	(5,382.99)	100.00
1100-4550-0000-5400-0000	ADVERTISING	1,000.00	0.00	0.00	0.00	1,000.00	0.00
1100-4550-0000-5800-0000	TRAVEL	14,900.00	0.00	4,574.66	0.00	10,325.34	30.70
1100-4550-0000-5875-0000	MILEAGE	1,000.00	5.00	36.22	0.00	963.78	3.62
1100-4550-0000-6000-0000	OFFICE SUPPLIES	5,000.00	136.95	1,503.84	0.00	3,496.16	30.08
1100-4550-0000-6100-0000	GENERAL SUPPLIES	15,000.00	1,326.31	18,341.53	0.00	(3,341.53)	122.28
1100-4550-0000-6220-0000	ELECTRICITY	48,000.00	3,975.98	57,762.28	0.00	(9,762.28)	120.34
1100-4550-0000-6230-0000	BOTTLED GAS	1,500.00	0.00	970.54	0.00	529.46	64.70
1100-4550-0000-6240-0000	FUEL OIL	2,930.00	30.77	1,112.39	0.00	1,817.61	37.97
1100-4550-0000-6260-0000	GASOLINE	0.00	0.00	0.00	0.00	0.00	0.00
1100-4550-0000-6400-0010	BOOKS/PERIODICALS/AUDIO/VISUAL SUP	50,000.00	0.00	33,412.60	0.00	16,587.40	66.83
1100-4550-0000-7500-0000	FURNISHINGS, SMALL TOOLS & EQUIPME	30,000.00	99.99	11,801.24	0.00	18,198.76	39.34
Total Dept 4550-0000 - LIBRARY		1,383,440.00	130,125.52	1,182,931.89	21,518.00	242,099.11	85.51
Expenditures		1,383,440.00	130,125.52	1,182,931.89	21,518.00	242,099.11	85.51
Fund 1100 - GENERAL FUND:							
TOTAL EXPENDITURES		1,383,440.00	130,125.52	1,182,931.89	21,518.00	242,099.11	
Current Year Exp.			109,225.52	1,135,151.89	6,189.00		
Prior Year Exp.			20,900.00	47,780.00	15,329.00		

Lebanon Public Libraries Trustee Accounts

Profit and Loss

January - October, 2022

	TOTAL
Income	
Contributions Income	
Foundation Contribution (deleted)	165,000.00
Restricted Income (deleted)	12,149.00
Total Contributions Income	177,149.00
Interest Income -	7,133.26
Carter Funds (deleted)	3,849.16
Fees/Fines Savings Int (deleted)	3.86
Total Interest Income -	10,986.28
Other Income	9,671.72
Total Income	\$197,807.00
GROSS PROFIT	\$197,807.00
Expenses	
Accounting/Bookkeeping Services	300.00
Art/Framing	498.95
Books/Subscr/CD/DVD/Tapes	30,524.37
Budget Deficit	6,231.51
Capital Improvements -	
Building Improvements	130,000.00
Equip/Furn Costs - (deleted)	319.99
Total Capital Improvements -	130,319.99
Community Relations	1,056.78
Entertainment	1,048.82
Miscellaneous Exp	987.83
Office/Operating Supplies	3,222.44
Postage/Delivery	276.85
Professional Fees	
Advertising/Marketing	870.60
Total Professional Fees	870.60
Programs	2,250.72
Repairs/Maintenance	10.90
Grounds (deleted)	13,298.05
Total Repairs/Maintenance	13,308.95
Web Hosting/Domain Fees	394.17
Total Expenses	\$191,291.98
NET OPERATING INCOME	\$6,515.02
NET INCOME	\$6,515.02

Lebanon Public Libraries Trustee Accounts

Balance Sheet

As of October 31, 2022

	TOTAL
ASSETS	
Current Assets	
Bank Accounts	
Citizens Bank - Carter Trust	0.00
Citizens Bank - Charter Trust	0.00
Ckbk MSB #926522757	0.00
Main MSB Checking Acct 773	14,209.03
Petty Cash - Lebanon	75.00
Petty Cash - West Lebanon	75.00
Salomon Smith Barney (deleted)	
CD Lane Dwinell 6.5% 2/23/01	0.00
CD-Budget Carryovr 6.5% 2/23/01	0.00
SSB Money Funds Cash Port A	0.00
Total Salomon Smith Barney (deleted)	0.00
Total Bank Accounts	\$14,359.03
Other Current Assets	
Amount Due Leb Libraries Found	0.00
Total Other Current Assets	\$0.00
Total Current Assets	\$14,359.03
Other Assets	
Long Term Assets- Other	
Savings Account MSB 5568114	
General Savings	4,021.32
Rainy Day Fund (City Surplus)	112,460.46
Total Savings Account MSB 5568114	116,481.78
Total Long Term Assets- Other	116,481.78
Total Other Assets	\$116,481.78
TOTAL ASSETS	\$130,840.81
LIABILITIES AND EQUITY	
Liabilities	
Current Liabilities	
Accounts Payable	
Accounts Payable	0.00
Total Accounts Payable	\$0.00
Total Current Liabilities	\$0.00
Total Liabilities	\$0.00

Lebanon Public Libraries Trustee Accounts

Balance Sheet

As of October 31, 2022

		TOTAL
Equity		
Net Assets		124,325.79
Opening Bal Equity		0.00
Unrealized Gain / Loss		0.00
Net Income		6,515.02
Total Equity		\$130,840.81
TOTAL LIABILITIES AND EQUITY		\$130,840.81

Lebanon Public Libraries

Circulation Policy

Purpose

The purpose of this document is to explain the circulation of items from the Lebanon Public Libraries.

All library cardholders will be treated equally regarding access to library materials. No restrictions will be imposed based on the type of card held by the patron (teacher, staff, non-resident, etc.). ~~Materials are labeled only by classification or as a directional aid. Children, young adult, and adult collections are differentiated based on reading level, language comprehension, and audience. These collections may be housed in designated areas to aid in discovery. Parents and legal guardians have sole responsibility for what their children read, view, or hear. Only parents and guardians may restrict their own children's access to library materials. Library materials in public areas are accessible to all patrons.~~

Eligibility for a Free Library Card

- Any resident of the City of Lebanon may make a statement of residency attesting that they live in Lebanon and obtain a free library card. They can provide a physical description of their residence if not the address.
- ~~Any resident of the City of Lebanon may obtain a free library card upon proof of residency. Proof of residency may be in the form of a valid driver's license, received or USPS canceled mail, rent receipts, utility bills, tax receipts, or any such items showing the applicant's name and street address. If they do not have any of these documents, they can make a verbal statement of residency attesting that they live in Lebanon. They can provide a physical description of their residence if not the address.¶~~
- Ownership of property in the City of Lebanon will qualify a person to receive a free library card.
- Any City of Lebanon employee will be issued a free card regardless of place of residency.
- Any staff member or student in the Lebanon schools or enrolled in a college located in Lebanon will be issued a free card regardless of place of residency.
- Any Lebanon business or non-profit agency will be issued a card in the name of the owner or CEO. The business must provide an official business letter stating that the

owner is responsible for all items borrowed and any charges incurred. The card must be presented when borrowing.

- Individuals may obtain a free library card at the Library Director's discretion in special circumstances.

Provisional Cards

New patrons who register online, will be given a provisional card and asked to provide proof of residency within 30 days of the card being issued. Provisional cards automatically expire one month from the date the card is created, and will be changed to a non provisional card once proof or statement of residency is provided.

Non-Residents

Any person **not** meeting the above conditions may obtain a library card at the following rates:.

Patron Type	Yearly Membership	6-month Membership
Non-resident family	\$75	\$40
Senior citizens	\$60	\$35
Senior residents of Hartford, VT (age 60 and over)	\$20	-
Residents of Hartford, VT with a child in school through High School		

Lost or Damaged Items

When a patron loses an item or returns library material that cannot be easily repaired or cleaned, they must pay the replacement charge listed in the borrowed item's record or purchase a replacement copy. The replacement copy must be a new copy of the title and be the exact edition that was damaged or lost. In extenuating circumstances, the library director may authorize the acceptance of another edition. For damaged items, once paid for or replaced, the library patron may keep the damaged item. If a patron finds an item within 30 days of paying for it, the library will refund the payment.

Patrons may not return an item that has been removed from the system. They will need to pay for the item as they would if it was lost. ~~The item will be on their record in the note field until paid.~~ The patron is welcome to keep the item.

For items with no price in the record, the retail cost of the item will be charged.

Overdue Materials

Patrons will not be charged an overdue fine for returning items after their due date.

Patrons will be restricted from checking out materials if they have materials which are overdue by more than 14 days. Patrons are encouraged to renew items they wish to keep longer than the original check out period.

Missing Items

When patrons state they have returned items that are still on their record, the items should be checked in and marked missing.

Loan Period

Items may be borrowed for the following time periods:

Item Type	Circulation Period
Books and audiobooks	3 weeks
DVDs, magazines, and CDs	2 weeks
Games, puzzles, and Cool Stuff Collection	1 week
Museum passes	3 days
Interlibrary Loan items	Determined by loaning library

All items except museum passes and interlibrary loans may be renewed up to three (3) times by library patrons unless there is a hold placed on the item. Library staff may renew items for patrons beyond the three renewal limit as they see fit. Interlibrary loan renewals are determined by the library that owns the materials.

Some items must be used only at the library. Reference, local history, and any library equipment typically should be used in-house. Library staff may allow exceptions to this rule.

Adopted by the Board of Trustees: 6/17/03 Revised: 1/24/06; 4/24/07; 1/26/10, 6/22/10; 9/28/12;
11/26/13; 5/6/14; 1/1/2015; 5/26/15; 11/24/15; 5/24/16;10/25/16; 3/28/2017; 3/26/2019;
11/23/2021; 1/25/22

Lebanon Public Library Complaint Policy Working Draft

The purpose of this policy is to clarify and explicate the City of Lebanon Administrative Policy [\(ADM\) 126.1](#) "Complaints and Investigations" as it pertains to Library employees. The policy is written considering the special relationship of Library employees to the City. Library employees are hired by, and their work conditions, rules and regulations are determined by the Library Trustees. At the same time "All library employees shall be paid by the City and covered by the City's health insurance (as may be eligible), worker's compensation, unemployment compensation and any other provisions applicable to City employees. All payment by the City to the library employees shall be chargeable to the library's appropriation." (Lebanon Code, Chapter 100, Section 100-4) The Library adheres to the provisions of ADM-126.1 with the following clarifications or exceptions to be in effect:

1. Where ADM-126.1 refers to city employees and administrators, the language also governs Library employees and members of the Board of Trustees.
2. No Library employee will be penalized in any way for submitting a complaint or concern in good faith. (ADM-126.1, Section 5.1.10; and [RSA 275-E](#))
3. Responsibility for investigating and resolving Library employee complaints rests ultimately with the Library Board of Trustees.
4. Initiating a Complaint

Library employees with a concern about a coworker, administrator, Trustee, member of the public, or who are aware of a problematic situation may address their concern by informal or formal action.

Employees may initiate an informal or formal complaint in person, by email, text, social media, letter or by telephone.

4.1 An informal complaint, e.g., a disagreement with a coworker, might be resolved by speaking with all parties involved.

4.2 An informal complaint may be taken to a formal level if any of the parties involved choose to file a formal complaint. The person filing the formal complaint is not required to notify involved parties in advance of filing.

4.3 A formal complaint may be filed with a direct supervisor, the Deputy Library Director, the Library Director, a Library Trustee, or by going outside

the Library, for example by contacting the City Human Resources Director or the City Manager.

4.4 A complaint filed with a direct supervisor or the Deputy Director will be forwarded to the Director unless the Director is an involved party in the complaint. (ADM-126.1, Section 5.1.1)

4.5 The Director will inform the Trustees of any formal complaint; the Director will also either recommend that the Trustees allow the Director to resolve the complaint or ask the Board of Trustees to resolve it.

4.6 Formal complaints involving Library personnel reported to the City will in turn be reported, i.e., forwarded to the Chair of the Board of Trustees, who will then inform the entire Board. (ADM-126.1, Section 5.1.2).

4.7 Complaints concerning the Library Director may be filed with the Deputy Library Director, directly with the Library Trustees, the City, i.e., the Human Resources Director or the City Manager, the Federal Equal Employment Opportunity Commission and/or the NH Human Rights Commission.

4.8 A complaint filed against the Library Director with the City will be reported by the City Manager to the Board of Trustees for action.

4.9 Complaints concerning Library Trustees will be forwarded to the City Council for action. (ADM-126.1, Section 5.1.3)

4.10 Complaints may involve legal issues or other City policies, e.g., Ethics (ADM-108), Anti-Harassment, EEO, and Sexual Harassment (ADM-123.1). In such cases the Trustees will notify the appropriate city officials.

5. Complaints received by the Board of Trustees may be handled in the following ways:

5.1 The Trustees can choose to investigate a complaint internally (within the library). If it is suspected that the complaint may violate City policies or laws, the Trustees will report the complaint to the City Manager and/or Human Resources.

5.2 The Trustees can contact an independent investigator or company to investigate. If the complaint is determined to be exonerated (not in violation of

City or Library policies or law), the Trustees may choose to contact an independent mediator to help resolve the basis of the complaint.

5.3 The Trustees can ask the City to investigate the complaint. The resulting report will be submitted to the Library Trustees to take appropriate action. If there are any legal violations, the City will report them to the appropriate authorities.

6. Procedures for conducting and documenting complaints:

6.1 Procedures for Informal Complaints

As noted above some informal complaints can be addressed verbally with the complainant and the employees or officials involved. If the matter isn't resolved between the parties, they may ask for assistance from Library administrators or the Trustees.

6.2 Procedures for Formal Complaints

Formal complaints will always require documentation as detailed below.

6.2.1. Complete a complaint form. To file with the City, use the following form: . To file a complaint internally, submit the following form: (pdf and/or online form links to follow).

6.2.2. Conduct necessary interviews as appropriate, including employees and gather any other information relevant to the matter. (This step is determined by the Board of Trustees as to whom it will be assigned)

6.2.3. The Board of Trustees should notify the employee(s) of the allegations and interview the employee(s) (or assign this step as determined by the Trustees).

6.2.4. The investigator completes a memorandum outlining the complaint and the investigation to include the findings and provide the report to the Board of Trustees to determine the appropriate action(s) if any are necessary to implement.

6.2.5. The Board of Trustees will notify affected employees of the results of the complaint process.

7. Findings of Investigations.

The person(s) assigned to investigate a complaint will submit their findings to the Library Board of Trustees which shall include one of the following determinations:

7.1. Sustained- The complaint is substantiated by the evidence available.

7.2. Unfounded- The complaint is not factual.

7.3 Exonerated- There is evidence to indicate the incident occurred; however, the actions of the employee were lawful and not in violation of City or Library policy.

7.4 Not Sustained- The complaint is unsubstantiated based upon the evidence available.

8. If an investigation substantiates and sustains a complaint, appropriate corrective and/or disciplinary action will be taken by the Board of Trustees in consultation with Library administrators as appropriate. The Library will follow the guidelines for disciplinary action as presented in the City "Employee Handbook," Section 6.7 (Page 11). Disciplinary action is the jurisdiction of the Trustees or the Library Director (if so delegated by the Trustees).

9. Findings relative to other Library or City policies.

Complaints regarding infractions or violations of other policies will follow the provisions of those policies to the extent they are not inconsistent with this policy. Such policy examples include ADM-108 Ethics, and ADM-123.1 Anti-Harassment, EEO, and Sexual Harassment.

10. Confidentiality.

The investigation of complaints or the conduct of an internal review involving Library employees, Library Director, City employees, City officials and Board of Trustees shall remain confidential. All information and documents regarding complaints and the investigation of those complaints shall remain confidential in accordance with the exemptions as proscribed in RSA 91-A, other related state/federal statutes as may be interpreted by state and federal courts. (ADM-126.1, Section 5.3.3)

11. Records and document retention.

Documents relating to complaints, the investigation of those complaints, findings and recommendations shall be maintained in accordance with records retention schedules under New Hampshire law, administrative rule or the City's record retention policies. (ADM-126.1, Sections 5.3, 5.3.1, 5.3.2)

Alternative Work Arrangements Policy

Policy Statement

The Lebanon Public Libraries may provide alternative work arrangements in order to help employees balance work and personal commitments, or to enhance employees' job performance and productivity, if:

- Organizational efficiency and service are not adversely affected;
- Regular desk hours are not curtailed; and
- Undue burdens are not placed on other employees or supervisors.

Alternative work arrangements may include modifications to work schedule, work location, and other arrangements that differ from the library's usual standards and practices.

Decisions about whether to accept or approve a request for an alternative work arrangement rests with a committee that will be composed of three management team members, which shall include the Library Director, the Deputy Library Director, and the employee's supervisor if applicable. ~~In the case where the Library Director or Deputy Director requests alternative work arrangements, two trustees and a management team member will review the request.~~ In the case where the Library Director or Deputy Director requests alternative work arrangements, two trustees and a management team member will review the request.

~~While nothing in this policy shall be construed as requiring the approval of any flexible work schedule or alternative work arrangement request,~~ This policy and New Hampshire law prohibit retaliation against an employee solely because the employee has requested a flexible work schedule.

Definitions

Examples of alternative work arrangements include:

- Compressed work schedule: Employees perform their work over the course of fewer days in a workweek.
- Flexible start and end times: Employees have the flexibility to change when they start or end work as long as they are consistently working during

department-established core hours, if deemed applicable by the Library Director.

- Reduced hours: A work schedule that is less than full-time.
- Job-sharing: Two part-time employees share the responsibilities of one full-time job at prorated pay.
- Remote work: An arrangement in which employees work at home or at an alternative worksite, either full- or part-time, during their regular work schedule.

Procedure:

Employees should direct alternative work arrangement requests to their immediate supervisor ~~in a format and with sufficient detail that is reasonable for the arrangement being requested in a document clearly outlining the type of arrangement requested~~; the supervisor may present the request to the Library Director for consideration. Depending upon the particular circumstances, alternative work arrangements may include a trial period, phased implementation, and a communications plan to assess the ongoing feasibility of the arrangement and to make adjustments, if needed. The employee and their supervisor, or in the case of the Library Director, the Board Chair, will conduct periodic assessments of the alternative work arrangements.

Not all positions lend themselves to alternative work arrangements. If it is determined that a request for an alternative work arrangement cannot be granted, the supervisor should explain the rationale to the requesting employee. In all cases, a department may end an alternative work arrangement with reasonable notice to the employee(s).

In determining the feasibility of an alternative work arrangement, the requesting employee and their supervisor should consider the arrangement's potential impact on department operations and budget, the delivery of services, and the distribution and flow of work among department employees. Any alternative work arrangement should have either a neutral or a positive impact in these areas. Other factors that may be considered include the employee's performance record, and what will or may happen if circumstances change and the alternative work arrangement is no longer beneficial or feasible. With due consideration to privacy concerns, alternative work arrangements should be transparently communicated to the employee's colleagues, including new employees and supervisors who begin working while the arrangement is already in place, in order to prevent misunderstandings or work disruptions.

Employees and supervisors with questions about an alternative work arrangement request should contact the Library Director. For questions related to the evaluation and implementation process, or about specific approval and denial decisions, employees and supervisors should also contact the Library Director.

The Alternative Work Arrangements policy is not intended to be utilized when alternative arrangements are requested or granted as an accommodation due to an employee's disability, impairment, serious health condition, or other circumstances that may be covered by the Americans with Disabilities Act or the Family and Medical Leave Act. Employees requesting accommodations under the Americans with Disabilities Act should contact the City of Lebanon Human Resources Director. Employees requesting Leaves of Absence, Short-Term Disability, or Medical/Family Leaves should refer to those policies for guidance.

Approved by Board of Trustees: 4.28.20

Buildings and Grounds Issues

report generated on Nov 08, 2022

Fix the compost situation at Kilton

In progress

1. make additional bins
 - Assigned to:

LAN rooms need separate key

To do

1. contact Gatekeeper
 - Assigned to:

burning bush needs to be removed at Leb Library

To do

1. get in touch with PW about truck
 - Assigned to:
2. chainsaw work
 - Assigned to: ken.louzier@leblibrary.com

conduit outside the Tech Services entrance at Kilton is inadequately sealed

To do

1. cap it
 - Assigned to: ken.louzier@leblibrary.com

curb cut needed on Bank St by Lebanon Library for handicapped space

To do

1. take pictures of area and send to DPW
 - Assigned to:

elm trees are up against the Kilton, prune pears and service berries

To do

1. make sure Greenshield does the work
 - Assigned to:

Done

1. contact Greenshield
 - Assigned to:

emergency exit door is rusting at Kilton

To do

1. Rust remover and paint
 - Assigned to: ken.louzier@leblibrary.com

exterior steel rusting at Kilton

To do

1. Make sure this is part of the painting contract, or that it gets done by library staff

- Assigned to:

front book box at Leb Library needs new locks and also fix hinge

To do

1. contact Fortified Lock
 - Assigned to:

front book box door at Leb out of alignment, needs another key or entire lock?

To do

1. contact Fortified Lock and Safe
 - Assigned to:

front stair treads at Kilton are in need of repair

In progress

1. get recommendations for contractor
 - Assigned to: ken.louzier@leblibrary.com

growth on the membrane roof at Kilton

To do

1. contact Rodd Roofing about a maintenance program
 - Assigned to:

issues with the chimney at Leb Library detected during inspection

To do

1. schedule the work
 - Due on: May 01, 2023
 - Assigned to:
2. seal off the unused fireplace flues
 - Assigned to:
3. repoint the damaged mortar joints in the second course
 - Assigned to:
4. Properly seal the unused thimble
 - Assigned to:
5. Reline the chimney
 - Assigned to:

Done

1. issue check for 50% down
 - Assigned to:
2. get invoice for 50% down
 - Assigned to:
3. sign quote with Chimney Savers
 - Assigned to:

light is out at Kilton above copier

To do

1. contact GMES
 - Assigned to:

one community garden bed needs to get fixed

To do

1. clamp and reinforce corners
 - Assigned to:

paint the exterior of Kilton

In progress

1. contact George Hadlock in the spring 603-448-7645
 - Due on: Apr 10, 2023
 - Assigned to:

Done

1. find out when Hadlock intends to do the work
 - Assigned to:
2. sign contract with Hadlock painting
 - Assigned to:
3. contact contractors
 - Assigned to:

parking lot at Kilton has cracks

problems with lights at Kilton

To do

1. determine what bulbs we have in the fixtures Eric was looking at
 - Assigned to: ken.louzier@leblibrary.com
2. The lights sometimes will not come on/stay on in the patron areas - fix this.
 - Assigned to:
3. Eliminate the delay that occurs between flipping the switch on all overhead lights in patron areas and when they finally come on.
 - Assigned to:

In progress

1. get pricing from Green Mountain Electrical Supply/Andrew Hatch/Teddy
 - Assigned to:

Done

1. determine cost for upgrading lighting to LED, improving the entire lighting system
 - Assigned to:

stripe the parking lot at Kilton

To do

1. find a contractor to get the work done
 - Assigned to:

underlayment in floor tiles at Kilton failed

In progress

1. schedule the work to be done
 - Assigned to:

Done

1. sign quote
 - Assigned to:
2. get quote from Tony
 - Assigned to:
3. contact Valley Floors
 - Assigned to:

using too much electricity at Kilton

In progress

- 1. get quote for further work from RBG
 - Assigned to:

water on floor in boiler room Leb Library

To do

- 1. make sure VT Mechanical gets the work done
 - Assigned to:

Done

- 1. contact Milestone
 - Assigned to: