

GOFFSTOWN PUBLIC LIBRARY

PERSONNEL MANUAL

Effective: August 21, 2024

Contents

| | |
|---|----|
| PURPOSE..... | 5 |
| ORGANIZATIONAL CHART | 6 |
| DEFINITIONS OF EMPLOYMENT..... | 7 |
| RECRUITMENT, SELECTION AND APPOINTMENT OF EMPLOYEES..... | 7 |
| NON-DISCRIMINATION STATEMENT | 7 |
| REASONABLE ACCOMMODATION FOR INDIVIDUALS WITH DISABILITIES..... | 8 |
| VACANCIES..... | 9 |
| RECRUITMENT | 9 |
| APPLICATION | 9 |
| APPOINTMENT | 9 |
| PERSONNEL FILE..... | 10 |
| GENERAL HOURS OF WORK..... | 10 |
| LACTATION BREAKS..... | 11 |
| OVERTIME..... | 11 |
| COMPENSATORY TIME..... | 11 |
| PAYROLL/PAYDAY | 12 |
| LONGEVITY | 12 |
| EMPLOYEE PERFORMANCE EVALUATION..... | 12 |
| GOFFSTOWN PUBLIC LIBRARY PERFORMANCE-BASED PAY INCREASE..... | 13 |
| GENERAL CONDUCT AND WORK RULES FOR ALL EMPLOYEES..... | 14 |
| WORK ATTIRE AND APPEARANCE | 16 |
| SMOKING, TOBACCO and NICOTINE PRODUCTS | 17 |
| CONFIDENTIALITY OF LIBRARY RECORDS | 17 |
| CELL PHONE AND PERSONAL ELECTRONIC DEVICES | 18 |
| IT RESOURCES..... | 19 |
| DISCIPLINE..... | 19 |

| | |
|--|----|
| GRIEVANCE PROCEDURE..... | 20 |
| RESIGNATIONS | 21 |
| REVIEW | 21 |
| RESIGNATIONS | 22 |
| HARASSMENT POLICY and SEXUAL HARASSMENT POLICY | 22 |
| DRUG-FREE WORK PLACE POLICY | 23 |
| FAMILY, MEDICAL and OTHER LEAVE..... | 25 |
| Unpaid and Paid Leave and Benefits / FMLA..... | 25 |
| Reporting While on Leave | 27 |
| Intermittent and Reduced Schedule Leave | 27 |
| Returning To Work..... | 27 |
| No Work While On Leave | 28 |
| Parental Leave | 28 |
| Military Leave (adapted from Town of Goffstown Personnel Plan) | 29 |
| Workers’ Compensation Leave..... | 30 |
| Temporary Alternative Duty (adapted from Town of Goffstown Personnel Plan) | 30 |
| Leave Of Absence..... | 30 |
| Leave for Judicial Purposes (formerly Jury Duty Leave)..... | 31 |
| Bereavement Leave..... | 31 |
| Sick Leave..... | 31 |
| Sick Bank | 33 |
| Vacation Leave | 34 |
| Crime Victim Employment Leave Act Policy | 35 |
| Right to Leave Work..... | 35 |
| Substitution of Paid Leave | 35 |
| HOLIDAYS (see new language on floating holidays) | 36 |
| HEALTH, DENTAL, LIFE AND DISABILITY INSURANCE | 37 |
| INSURANCE AND BENEFIT PLANS (from Town of Goffstown Personnel Plan)..... | 37 |

Plans Offered and Eligibility: On the first day of the month following the date of hire, full-time regular employees shall be eligible for participation in the following insurance and benefit plans:
..... 37

TERMS OF INSURANCE POLICIES TO GOVERN..... 38

MILEAGE REIMBURSEMENT 39

TUITION REIMBURSEMENT 39

SECTION 1 EDUCATIONAL REIMBURSEMENT INCENTIVE 39

 Section 2 Approved Program..... 39

 Section 3 Library’s Share..... 40

 Section 4 Course Approval 40

 Section 5 Employee Advancement 40

 SECTION 6 Repayment of Library’s Share 40

LIBRARY CLOSURE..... 41

GOFFSTOWN PUBLIC LIBRARY PERSONNEL MANUAL..... 42

LIBRARY BOARD OF TRUSTEES APPROVAL 42

GOFFSTOWN PUBLIC LIBRARY PERSONNEL MANUAL..... 43

EMPLOYEE ACKNOWLEDGEMENT and AGREEMENT 43

Appendix A – Approved IT policies..... 44

Information Systems Acceptable Use Policy 45

Password Management Policy 52

Email Usage Policy..... 59

Remote Work Policy..... 68

PURPOSE

The purpose of this Personnel Manual is to establish policies and procedures as to promote consistent treatment and administration of personnel employed by the Library. The Library does not discriminate against applicants and employees on the basis of age, sex, gender identity, race, creed, color, marital status, familial status, physical or mental disability, religion, sexual orientation, veteran status, or genetic information.

The policies stated in this Manual are intended as guidelines only and are subject to change, at any time, with or without notice, at the sole discretion of the Library Board of Trustees. Any change made to the content of these policies will be distributed in writing to those employees affected. This manual should not be construed as, and does not constitute, a contract guaranteeing employment or guaranteeing any term or benefit of employment.

As designated in the NH RSA 202, the Library Board of Trustees is responsible for appointing a Library Director and all other employees of the Library. The Board is likewise responsible for discharging or removing any Library employees. In addition, the Library Board of Trustees may also become active in employee performance evaluations, discipline and other matters in the role of review or appeal.

The Library Director is responsible for administering the policies in this manual. Each employee will be given a copy of this Personnel Manual and a signed acknowledgement of receipt of this manual will be placed in the employee's personnel file. Questions will be referred to the Library Board of Trustees.

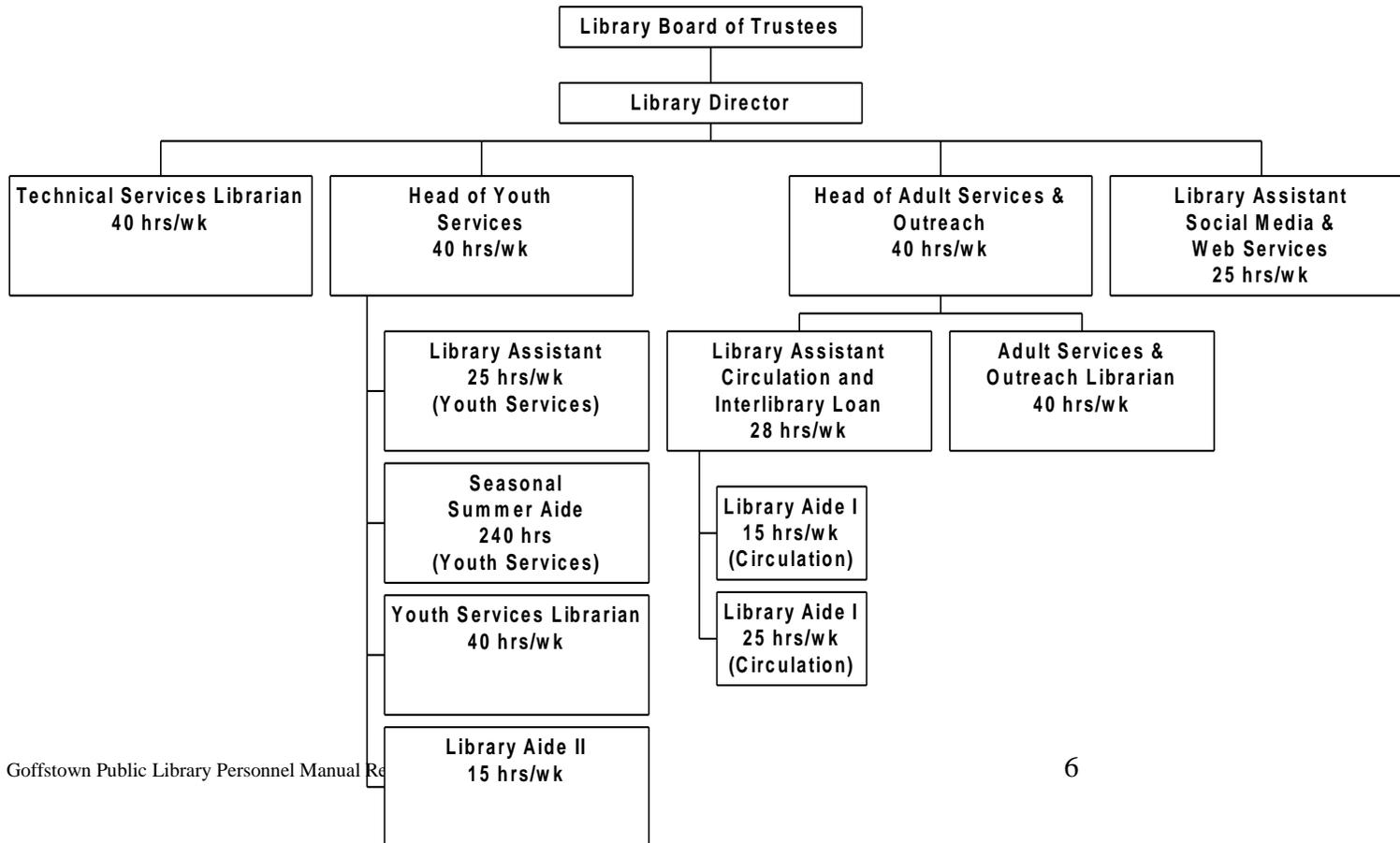
This manual is intended to provide guidance on the policies and procedures that apply to all Goffstown Public Library employees. It may be revised at any time by the Goffstown Public Library Board of Trustees. None of the benefits listed are contractual in nature and do not guarantee continuance of said benefits. This manual shall not supersede federal or state laws.

This Manual supersedes all prior personnel manuals and policies issued by the Library with the exception of any personnel policies that have been individually adopted by the Goffstown Library Board of Trustees.

ORGANIZATIONAL CHART

Goffstown Public Library

2024



DEFINITIONS OF EMPLOYMENT

Whenever used in the Goffstown Public Library policies and procedures, the terms listed below will be defined as follows:

- Full-time Employee: An employee whose regularly scheduled workweek is a minimum of 40 hours.
- Regular Part-time Employee: An employee whose regularly scheduled workweek is 20 to 39 hours. Part-time regular employees who work less than 30 hours but at least half of the regular work schedule for the assigned job classification per week, are eligible for vacation, personal, and sick leave; holiday pay; **and longevity proportionate to hours worked.**
- Part-time Employee less than 20 hours: An employee whose regularly scheduled work week is less than 20 hours per week and receives no benefits.
- On-Call, Per Diem Employee: An employee, paid on an hourly basis for a minimum of two hours for each day worked, who fills in as a substitute employee on a temporary basis.

In addition to being in one of the definitions above, each employee is also categorized as one of the following:

- Hourly Employee: An employee whose compensation is based on an hourly rate of pay for each hour worked during a pay period. Generally, these employees are eligible for overtime pay for hours worked in excess of 40 in a work week.
- Salaried Employee: An employee whose compensation is not based on an hourly rate of pay but on a weekly salary, and whose position is classified as “Exempt” under the Fair Labor Standards Act. Salaried exempt employees are not eligible for overtime pay.

RECRUITMENT, SELECTION AND APPOINTMENT OF EMPLOYEES

NON-DISCRIMINATION STATEMENT

The Library Board of Trustees strives to select the best-qualified person for each position and does not discriminate against applicants and employees on the basis of age, sex, gender identity, race, creed, color, marital status, familial status, physical or mental disability, religion, sexual orientation, veteran status, or genetic information. This policy of non-discrimination applies to all terms and conditions of employment, including but not limited to recruitment, hiring, transfer, promotion, and demotion.

Any employee who feels that they have experienced discrimination in violation of this policy must report the concern to the Library Director or the Library Board of Trustees. In addition, all employees are free to discuss any equal employment opportunity-related questions with the Library Director or the Board.

Any employee who has been found to have engaged in conduct in violation of this policy will be subject to appropriate corrective and/or disciplinary action, up to and including termination of employment.

The Library Director and the Library Board of Trustees encourage the reporting of complaints and cooperation with investigations to help protect others from being subjected to similar inappropriate behavior. Neither the Library nor the Library Board of Trustees will tolerate retaliation against any employee for raising concerns regarding discrimination or for cooperating in a Library investigation.

REASONABLE ACCOMMODATION FOR INDIVIDUALS WITH DISABILITIES

In accordance with the Americans With Disabilities Act of 1990 (“ADA”), section 504 of the Rehabilitation Act, and applicable state law, the Library will make reasonable accommodations to ensure equal opportunity for qualified individuals with disabilities in the application process, in performing essential job functions, and in enjoying the same benefits and privileges of employment as are enjoyed by employees without disabilities.

Employees who require an accommodation to perform the essential functions of their job should notify the Library Director. The Library Director may request that medical information regarding the disability and possible accommodations be provided. This information will be kept confidential and will only be used to identify reasonable accommodations.

The Library reserves the right to decline to provide accommodation in certain circumstances, including but not limited to when: (1) the requesting applicant or employee is not a qualified individual with disabilities within the meaning of applicable law; (2) the accommodation is not reasonable or would cause an undue hardship to the Library, our employees, or our visitors; and/or (3) the employee poses a direct threat in the workplace to their own health or safety or the health or safety of others, even with the benefit of reasonable accommodation.

Employees with questions or concerns about disability discrimination or reasonable accommodation should speak with the Library Director.

VACANCIES

Generally, vacancies will be posted within the Library at a designated location for five days prior to public posting. An employee interested in a posted position must submit a letter of interest and a resume to the Library Director or designated member of the Library Board of Trustees within the time frame noted. The Library may, within its discretion, choose to post vacancies publicly either sooner or at the same time as the internal posting.

RECRUITMENT

When a Library Director position vacancy occurs, the Library Board of Trustees is responsible for appointing or hiring to fill the position.

When a Staff position vacancy occurs, the Library Director will notify the Library Board of Trustees of the date of the vacancy, position title and description, and other pertinent facts as soon as possible and before recruitment is initiated. After consultation with the Library Board of Trustees, the Library Director will be responsible for posting the appropriate position announcements at the Library and publicly.

When the Library Director wishes to establish a new position, the Library Board of Trustees must be notified in writing, including justification for the request, budgetary implications, and title and position description. Approval of the Library Board of Trustees is required for the establishment of new positions and revision of job descriptions.

APPLICATION

Application for employment with the Library must be submitted as advertised by the Library Board of Trustees. Applications must be complete, truthful, and signed by the applicant.

It is the Library Board of Trustees' policy to employ, retain, promote, terminate, and otherwise treat all employees and job applicants based on merit, qualifications, and competence.

APPOINTMENT

Appointment to fill a position will be made after the Library Director completes a review of all applicants. The Library Director will present their recommendation to the Library Board of Trustees for its review and final decision.

The Library Director will recommend a pay rate at the time of an offer of employment and confirm the regularly scheduled hours of work for each position, and pass this to the Library Board of Trustees for approval and authorization.

Prior to employment, the Library Director or Library Board of Trustees may conduct any reference, motor vehicle, criminal, and/or credit checks that are deemed necessary for the position. The applicant will be required to sign a waiver form for the background checks to be done. If such checks are required by the Library, the offer of employment will be contingent upon the results of such checks.

PERSONNEL FILE

A personnel file will be maintained for each Library employee and kept in a locked file cabinet in the Library. The contents of the personnel file are treated as non-public Library information and maintained as confidential information. Generally, this file contains demographic data, copies of all pertinent documents concerning the individual as developed or issued by the Library, a copy of the employment application, performance evaluations, promotion statements, wage and salary changes, commendations, and any disciplinary warnings or actions.

The personnel files are kept locked. Access is limited to authorized individuals only. The Library Director will provide reasonable opportunities for an employee to inspect their file. An appointment to view the file will be made at the mutual convenience of the employee and the Library Director. An authorized person must be present with the employee when the file is being reviewed. Copies of the file contents will be made available to the employee within a reasonable period of time. Nothing may be removed from the employee's file without the mutual agreement of the Library Director and the employee. If the employee disagrees with any information in the file and the employer and employee cannot agree upon removal or revision of the information, the employee may submit a written statement explaining their version of the information, together with any supporting evidence. This statement shall be maintained as part of the employee's personnel file. Any changes in marital status, dependents (for employees eligible for benefits), mailing or physical address, or phone number should be reported immediately to the Library Director so that personnel and payroll information is kept current.

GENERAL HOURS OF WORK

As of the date of this policy, the Library is open to the public an average of 53 hours a week. Work schedules vary for each employee, and operational demands may necessitate variations in starting and ending times, as well as total hours worked. Employees will be notified of their regular work schedule and any changes to such schedule.

The Library Director will be scheduled for a minimum of forty hours a week exclusive of mealtimes.

All employees will receive a 15-minute paid break for every five hours worked. A 30-minute unpaid break is provided after five- and one-half consecutive hours worked. These breaks will not be scheduled at the start or the end of shift. There are no restrictions on the number of hours that may be worked in a day.

LACTATION BREAKS

The Library recognizes the value and importance of breast-feeding, and supports our employees' desire to breast-feed infants.

The Library provides a 30-minute unpaid break for every three hours of work performed by a nursing employee for the purpose of expressing milk. Nothing shall preclude the employee from using existing break or meal periods already provided. A nursing employee shall notify the Library Director at least two (2) weeks prior to needing regular break periods and sufficient space for expression of milk during work hours.

OVERTIME

According to the Fair Labor Standards Act and their job descriptions, the Library Director, Head of Adult Services & Outreach, and Head of Youth Services are “exempt.” Overtime compensation for work over forty hours a week does not apply to these positions. However, exempt employees are expected to work whatever time is necessary in order to fulfill the responsibilities of their respective positions.

Other employees of the Library are “non-exempt” employees. They are paid hourly for all hours worked up to and including forty hours.

When unusual circumstances warrant overtime, the Library Director or Library Board of Trustees may authorize a reasonable period of overtime for non-exempt (hourly) employees to meet operational needs. Overtime should not be worked by non-exempt employees without the prior approval of the Library Director or the Library Board of Trustees.

For all hourly employees, any time worked over forty hours in a work week will be paid at one and one-half times their regular rate of pay for each hour in excess of forty that is worked.

COMPENSATORY TIME

Compensatory time does not apply to any Library personnel.

Non-exempt hourly employees will not be asked to volunteer their time to work for any Library related or sponsored functions or programs.

PAYROLL/PAYDAY

Employees will be paid as per the Town of Goffstown pay schedule for work performed during the previous week. Currently, pay day is on Thursday for work performed in the week ending on the prior Sunday. Timecards must be turned in to the Library Director no later than 2:00 p.m. on Friday, or other day specified by Library Director in order for payroll to be processed properly. If information is not received on time, any adjustments to wages will be made the following week.

LONGEVITY

Upon the eighth (8th) year of service, and every two (2) years thereafter through the twentieth (20th) year, employees hired prior to 1/1/17 will accumulate longevity pay at the rates shown below:

Upon the fifteenth (15th) year of service, and every two (2) years thereafter, through the twenty-seventh (27th) year, employees hired after January 1st, 2017, will accumulate longevity pay at the rates show below.

All longevity to be paid in a lump sum in the first week of December:

| YEAR | YEAR | FLAT RATE |
|-----------------------|--------------------|------------------|
| Hired prior to 1/1/17 | Hired after 1/1/17 | |
| 8 - 9 | 15-16 | \$ 400 |
| 10-11 | 17-18 | \$ 800 |
| 12-13 | 19-20 | \$1,200 |
| 14-15 | 21-22 | \$1,600 |
| 16-17 | 23-24 | \$2,000 |
| 18-19 | 25-26 | \$2,400 |
| 20+ | 27+ | \$2,800 |

This benefit will be calculated on a twelve (12) month period from the first (1st) week of November to the first (1st) week of November. Employees who separate prior to November shall be paid on a pro-rata basis for the year.

EMPLOYEE PERFORMANCE EVALUATION

Feedback on work performance is important to professional growth and development. Thus, the Library requires periodic evaluations, both informal and formal, of its staff's job performance.

The intent of performance evaluations is to provide feedback that will help an employee: execute the responsibilities associated with their job role, meet the expectations of the Library Director, the Library Board of Trustees, and fellow co-workers; understand areas of strength and where improvement is needed; and be aligned with the Library's mission.

Performance reviews provide a vehicle for employees and the Library Director to set performance standards and goals and to communicate concerns, career development ideas, and other comments with each other on the employee's role within the Library staff.

The Library Board of Trustees evaluates the performance of the Library Director on a regular basis. The Library Director or designee evaluates all other employees. Evaluations are done annually. Coaching sessions or interim performance reviews may be scheduled as needed at any time, if determined to be warranted by the employee's supervisor, Library Director, or the Library Board of Trustees. All parties will be presented with their evaluation results and will have an opportunity for response and feedback. Employees are required to sign the written evaluations to confirm they have received the evaluation.

Any employee under the Library Director's supervision may discuss their evaluation with the Library Board of Trustees within ten (10) working days of the review completed by the Library Director or their designee. All evaluations, with any of the employees' feedback and written comments, are maintained in the respective employee's personnel file.

GOFFSTOWN PUBLIC LIBRARY PERFORMANCE-BASED PAY INCREASE

All employees of the Goffstown Public Library shall receive an annual review and evaluation. The Library Director will be reviewed by the Board of Trustees; all other paid staff will be evaluated by the Library Director or designee using a 'point system' to provide feedback on job performance and a basis for awarding a performance-based pay increase. All parties will be presented with their evaluation results and will have an opportunity for response and feedback. All employees who have completed one year of service from April 1 to March 31 will be eligible for a performance-based pay increase using the Goffstown Public Library compensation plan.

Staff will be notified by the Library Director of their pay increase after their evaluation is finalized. Funding is contingent upon the annual budget development process as proposed to the Town by the Library Board of Trustees and the Library Director, in their discretion, and the annual Town budget approval by the voters.

Employees hired or receiving a change of status prior to December 31st will receive their first review in the 12th month following their date of hire or assumption of new position. The Library Director will initiate paperwork for performance-based pay increases for eligible employees

effective on the review date. Employees hired or receiving a change of status between January 1st and March 31st will receive their first review during the standard review period in the following year. The Library Director will initiate paperwork for performance-based pay increases for these employees effective July 1.

GENERAL CONDUCT AND WORK RULES FOR ALL EMPLOYEES

Rules regarding employee behavior are necessary for the efficient operation of the Library and for the benefit and safety of all employees and visitors. Conduct that interferes with operations, discredits the Library, and/or is offensive to visitors or co-workers will not be tolerated.

Employees are expected to conduct themselves in a positive manner at all times, so as to promote the best interests of the Library in its role of providing services to the community. Such conduct includes but is not limited to:

- Reporting to work punctually as scheduled, ready for work at the assigned starting time;
- Giving proper advance notice whenever unable to work or report on time;
- Communicating concerns to supervisor or Library Director in a timely manner to assist smooth operations and quick resolution of potential problems;
- Complying with all safety and security procedures and policies issued by the Library and/or the Town. The Library Director is responsible for informing all employees and volunteers of safety and health requirements related to their work area and duties and ensuring these requirements are strictly adhered to;
- Preventing accidents and conditions that may result in injury, work interruption, or damage or destruction of equipment, material, or property. Each employee is responsible for reporting any conditions or procedures which they feel are unsafe, to the Library Director as soon as possible;
- Wearing clothing appropriate to a public workplace and the work being performed, as determined by the Library Director and the Library Board of Trustees;
- Maintaining a clean and orderly workplace;
- Treating all Library visitors and coworkers in a courteous manner;
- Refraining from behavior or conduct deemed offensive or undesirable, or which is contrary to the best interests of the Library visitors and employees. This includes, without limitation, harassment, threatening behavior, or disruptive unprofessional conduct;
- Performing assigned tasks efficiently and in accordance with established quality standards;

- Reporting to the Library Director, a Library Trustee, or the Town authorities, suspicious, unethical or illegal conduct by coworkers, visitors, or suppliers;
- Cooperating with any internal Library or Town investigations;
- Abiding by the Library's stated policies including but not limited to the policies in this manual and policies that are individually adopted by the Library Board of Trustees;
- Reporting any work-related accident, injury, or illness to their supervisor as soon as possible. The supervisor will ensure that all applicable forms are completed in a timely manner and submitted to the Town office.
- Improper conduct is prohibited, will be cause for disciplinary action, and/or may result in termination of employment for good cause. Such conduct includes but is not limited to:
 - Reporting to work under the influence of alcohol and/or illegal substances; the use, sale, dispensing or possession of alcoholic beverages and/or illegal substances on Library premises;
 - Using profanity, or threatening or abusive language;
 - Possessing weapons, armaments or explosives on Library premises;
 - Being insubordinate or refusing to follow management's instructions concerning work-related matters;
 - Failing to conduct themselves in a professional and cooperative manner while carrying out duties for the Library;
 - Neglecting duties; failing to perform work-related responsibilities;
 - Continuing or not resolving violations of Library employment policies;
 - Conducting themselves, including speech or gestures, in a manner that physically harms or threatens others, or that is abusive or disrespectful to coworkers or other members of the public;
 - Stealing, destroying, misappropriating, using without authorization, defacing or otherwise misusing Library property;
 - Falsifying, altering, or being dishonest in any Library record, report or communication;
 - Engaging in inappropriate workplace behavior, including harassment;
 - Disclosing confidential information improperly;
 - Failing to comply with safety requirements.

When leaving Library employ, each employee must account for and turn over all Library and Town equipment and information in their possession, including but not limited to phones, keys, computers, printers, external storage devices, files, and all information contained on storage media of any type.

The employee must inform the Library Director in writing within 5 calendar days of an arrest or conviction for a misdemeanor or felony. If it is the Library Director, the Library Director must report to the Library Board of Trustees. A criminal record is not an automatic disqualification from employment. Each case will be assessed on an individualized basis.

WORK ATTIRE AND APPEARANCE

The Goffstown Public Library is a public service organization. All employees have contact with visitors. Consequently, each employee best represents the Library by following good personal hygiene habits and presenting a clean and neatly dressed appearance to the public and visitors. Employees are expected to report to work each day neatly groomed and in attire appropriate for their position and interactions with each other, the public and our visitors. To accommodate sensitive individuals, employees are discouraged from wearing or applying excessive amounts of perfume, cologne, body wash, or scented lotions in the workplace.

Each staff member should use their best judgment when maintaining appropriate attire and appearance. However, management reserves the right to determine appropriateness. Any Library staff member who is improperly dressed, lacks neatness or cleanliness or is not well groomed will be subject to corrective action and/or discipline, and may be sent home to change. Continued disregard of this policy may be cause for further disciplinary action, which may result in termination.

Examples of acceptable work attire include but are not limited to the following:

- Slacks
- Chinos
- Khakis
- Shorts in the summer (at knee length) or cropped pants
- Collared shirts, Polo Shirts with Collar, V-neck and crew neck tops
- Loafers, closed toe shoes, boots, sandals
- Sweaters and Cardigans

Examples of unacceptable work attire include but are not limited to the following:

- Spandex and Lycra
- Tank Tops
- Tube Tops
- Halter Tops
- Sweatshirts

- Beachwear
- Cutoffs
- Wrinkled, torn, stained, dirty, patched, ripped, frayed, malodorous clothing
- High heels (spike)

The Library will make reasonable accommodations to qualified employees who require exceptions to this policy due to religious or disability-related requirements provided such reasonable accommodation does not create an undue hardship.

Failure to report to work in good hygiene, dressed in an appropriate manner may result in disciplinary action up to and including immediate discharge. The Library reserves the right to determine if an employee's hygiene and appearance are appropriate. Employees who are not in compliance with this policy will be sent home to change. Time away from work will be unpaid unless otherwise required by law for salaried employees.

SMOKING, TOBACCO and NICOTINE PRODUCTS

In keeping with the Library's efforts to provide a safe and healthy work environment, smoking and the use of nicotine or tobacco-related products are prohibited throughout the building. Nicotine patches for smoking cessation are not included in these restrictions.

Smoking/tobacco / nicotine products and materials must be disposed of properly. For purposes of this policy, "smoking" includes the use of lighted cigarettes, cigars, pipes, and other devices designed to produce the effect of smoking including, without limitation, e-cigarettes, personal vaporizers, etc.

CONFIDENTIALITY OF LIBRARY RECORDS

The protection of Library records and other confidential information is an obligation of all Library employees. Pursuant to state law, Library records which contain the names or other personal identifying information regarding cardholders and visitors of the Library are confidential and must not be disclosed to anyone outside of the Library unless such disclosure is permitted and in accordance with RSA 202-D:11, II, and III. Internally, such information should be disclosed only to those individuals within the Library who have a specific need to know. Disclosure of information of this type may be considered unlawful, could result in liability, and is grounds for disciplinary actions, up to and including termination of employment for good cause.

While it is not possible to list all types of confidential information that an employee may come into contact with, confidential information that must be protected includes, but is not limited to, the following examples:

- Records (in any form or media) related to the circulation and use of Library materials and services;
- Records of materials that have been viewed or stored in electronic form;
- Lists of cardholders or visitors;
- Contact information of cardholders and visitors;
- Titles of items checked out by cardholders and visitors;
- Overdue items;
- Fines owed or paid by cardholders and visitors;
- Login information of cardholders and visitors;
- E-commerce account information.

For the protection of our visitors and cardholders, employees must not access, use, or copy confidential information for their own use or for any use not specifically authorized by the Library. To further safeguard confidential information, employees are not permitted to download confidential information to personal laptops, personal digital assistants (such as tablets and smart phones), cell phones, portable drives, or other personal electronic devices, nor remove any confidential records from the Library.

The Library provides training to employees regarding the protection of confidential information.

Any employee who becomes aware of or suspects a violation or a threatened violation of this policy must report such knowledge to the Library Director or to any member of the Library Board of Trustees immediately. All requests for Library information from third parties must be referred to the Library Director.

CELL PHONE AND PERSONAL ELECTRONIC DEVICES

While at work, employees are expected to refrain from using personal smart phones, cellular phones and/or other personal electronic devices (such as tablets, ear buds etc.) at their workspace or anywhere in the vicinity of visitors. Excessive personal communications (including, but not limited to phone calls, texting, emails, internet usage, etc.) and use of personal devices during the workday can interfere with employee productivity and be distracting to others.

Whenever possible, personal phones and other devices must be either shut off or placed in "vibrate" or "silent" mode. Generally, personal communications should be limited to non-working time. Personal communications during work time are permitted only for urgent and compelling personal needs, and must not be in the vicinity of visitors. Employees are asked to make any other personal communications on non-work time and to ensure that friends and

family members are aware of the Library's policy. Flexibility will be provided in circumstances demanding immediate attention.

The Library will not be liable for the loss of personal phones or other devices brought into the workplace.

IT RESOURCES

The most recent update to the Town's acceptable use policies that have been approved by the Select Board are included in Appendix A.

DISCIPLINE

Disciplinary action may take a number of forms including verbal warning, written warning, coaching strategies, retraining, policy reminder, improvement plan, or termination. The corrective and/or disciplinary action to be used will be determined at the Library Director's sole discretion, and there may be circumstances when one or more steps are bypassed or repeated. Any form of corrective and/or disciplinary action will be documented in writing and become part of the employee's personnel file.

Certain disciplinary actions are issued under the following procedures:

Formal Verbal Warning: Supervisor or director will inform employee face to face of their unsatisfactory performance or behavior issue that is in violation with Library policy. The supervisor or director will discuss expectations for the area(s) of improvement in a coaching session and outline the steps the employee must take to correct their performance or behavior. A written summary of the conversation including the nature of the warning and remedial recommendation(s) will be documented and entered into the employee's personnel file.

Written Warning: A written warning will be issued if the unsatisfactory performance continues or reoccurs, or for a serious offense which dictates more than a verbal warning. In a face-to-face meeting the employee and director will discuss the nature of the written warning and outline the steps the employee must take to correct their performance or behavior. Upon completion of the meeting, the director will request the employee's signature. The signature acknowledges only that the warning was received and does not constitute agreement with its contents. The employee may refuse to sign. The signed warning or documentation of refusal will be entered into the employee's personnel file. The Library Director will then notify the Library Board of Trustees.

Improvement Plan: If an employee's performance requires remedial measures and/or does not improve after prior remedial or disciplinary action, the Library Director will meet with the employee to develop an Improvement Plan. The Plan will include the nature of performance problem or offense, remedial plan(s) of correction including timeline, date of offense, and possibility of future disciplinary action. A copy of the Plan is reviewed with the employee and placed in their personnel file. The Library Board of Trustees will be notified of Improvement Plans given by the Library Director.

Termination: The Library Director may recommend to the Library Board of Trustees that employment be terminated if they believe that an employee's performance has not improved despite opportunities to do so as outlined in the improvement plan, or the behavior is so egregious termination is warranted,

The Library Director will submit a written recommendation for termination, which includes the grounds and reasons, and previously attempted remedial or disciplinary action(s), if applicable, to the Library Board of Trustees. After compiling and reviewing the pertinent facts and discussing the situation with the Library Director, if a majority of the Library Board of Trustees determines that good cause for termination of employment exists as required by RSA 202-A:17, the employee will be terminated. Notice shall be given to the employee not less than 15 days and not more than 30 days prior to the effective date of termination. The termination letter to the employee will include the date and nature of the offense. A copy of this letter will be placed in the personnel file.

GRIEVANCE PROCEDURE

In the case of a verbal or written warning, an employee may request a review, in writing, by the Library Director within five workdays of the action. The Library Director shall respond, in writing. Generally, the response will be made within five workdays of receiving the request for review, unless this is unreasonable or the Library Director is unavailable, in which case the response will be made within a reasonable period of time thereafter. If not satisfied with the Library Director's decision, the employee may request a review, in writing, by the Library Board of Trustees within five workdays of the decision. The Library Board of Trustees shall respond in writing. Generally, the response will be made within ten workdays of receiving an appeal request, unless this is unreasonable or the Library Board of Trustees are unable to meet, in which case the response will be made within a reasonable period of time thereafter. The Library Board of Trustees' decision shall be final.

An employee may request a hearing by the Library Board of Trustees within thirty days of receipt of a notice of termination; the hearing will be held in non-public session unless the employee requests that such hearing be held in public session. The Library Board of Trustees shall hold the hearing not more than thirty days after the receipt of the request, and if the Library Board of Trustees, upon due hearing, shall find good cause for termination, they shall order the employee's termination. There shall be no change in wages or salary of the employee during the proceedings for termination until the final effective date of the Library Board of Trustees' order.

RESIGNATIONS

The resignation of an employee, once submitted, shall be deemed to have been accepted by the Library and shall not be subject to a grievance procedure. Employees may be asked to participate in an Exit Interview with a member(s) of the Library Board of Trustees.

REVIEW

In the case of a verbal or written warning, an employee may request a review, in writing, by the Library Director within five (5) workdays of the action. The Library Director shall respond in writing. Generally, the response will be made within five (5) workdays of receiving the request for review, unless this is unreasonable or the Library Director is unavailable, in which case the response will be made within a reasonable period of time thereafter. If not satisfied with the Library Director's decision, the employee may request a review, in writing, by the Library Board of Trustees within five (5) workdays of the decision. The Library Board of Trustees shall respond, in writing. Generally, the response will be made within ten (10) workdays of receiving an appeal request, unless this is unreasonable or the Library Board of Trustees are unable to meet, in which case the response will be made within a reasonable period of time thereafter. The Library Board of Trustees' decision shall be final.

An employee may request a hearing by the Library Board of Trustees within thirty days of receipt of a notice of discharge; the hearing will be held in non-public session unless the employee requests that such hearing be held in public session. The Library Board of Trustees shall hold the hearing not more than thirty days after the receipt of the request, and if the Library Board of Trustees, upon due hearing, shall find good cause for discharge, they shall order the employee's discharge. There shall be no change in wages or salary of the employee during the proceedings for discharge until the final effective date of the Library Board of Trustees' order.

RESIGNATIONS

The resignation of an employee, once submitted, shall be deemed to have been accepted by the Library and shall not be subject to a grievance procedure. Employees may be asked to participate in an exit interview with a member(s) of the Library Board of Trustees.

HARASSMENT POLICY and SEXUAL HARASSMENT POLICY

Harassment¹ undermines the employment relationship by creating an intimidating, hostile or offensive work environment and will not be tolerated. All Library employees should be able to enjoy a work environment free of harassment and have the opportunity to report violations of this policy without jeopardizing their current or prospective employment status. No harassment of employees by other employees or by non-employees (visitors, vendors, contractors, consultants, etc.) is permitted.

This policy refers, but is not limited, to harassment based on age, race, color, national origin, religion, gender, sexual orientation, marital status, physical or mental disability, veteran status, or any other characteristic covered in the Library's non-discrimination statement.

The types of conduct covered by this policy are prohibited regardless of the intent of the person(s) engaging in the conduct (i.e. to be intentionally offensive, a misguided attempt at humor, attempts at establishing a romantic relationship, etc.). Prohibited conduct includes conduct that is direct as well as indirect (e.g. overheard conversations, e-mail messages sent or forwarded by accident, etc.).

Conduct may also constitute harassment when engaged in by a Library employee in a position to influence employment decisions when:

- submission to such conduct is made, either expressly or implicitly, a condition of the recipient's continued employment; or
- submission to or rejection of such conduct by the recipient is used as the basis for employment decisions affecting the recipient.

Any employee who believes that they have been the target of any form of harassment is encouraged to notify the Library Director, the Library Board of Trustees, and/or Town of

¹ **Harassment:** Unwelcome conduct based on a person's race, color, religion, sex including sexual orientation, gender identity, and/or pregnancy status, national origin, older age, disability, or genetic information. **Sexual harassment** includes unwelcome sexual advances or requests for sexual favors. It can also include offensive comments about someone's sex (EEOC).

Goffstown Human Resources officer. Library employees have an obligation to report offensive conduct directed at others.

Harassment/Discrimination Investigation: When the Library Director or Library Board of Trustees receive a complaint of harassment, the allegation will be investigated promptly. The Library will treat all complaints as confidential to the extent consistent with the Board's obligation to look into and remedy any harassment or discrimination. For most matters, the investigation will include an interview with the person filing the complaint, an interview with the person alleged to have committed the harassment, and to the extent necessary, interviews with coworkers or other witnesses. All employees are expected to be truthful, forthcoming, and cooperative in connection with a complaint investigation.

In fulfilling their obligation to maintain a positive, productive work environment, the Library Director is expected to immediately halt any harassment brought to their attention by reminding the employee of the policy, documenting the concern and the action taken, and applying disciplinary action when necessary.

If it is determined that inappropriate conduct occurred, the Library Director and the Library Board of Trustees will act promptly to eliminate the offending conduct, and where it is appropriate, impose disciplinary action, up to and including suspension or termination. There may be instances when, depending upon the nature of the allegations of harassment or discrimination, an alleged wrongdoer will be suspended, with pay, pending investigation. Such a suspension pending investigation should not be considered as a conclusion of wrongdoing.

Retaliation against any employee for filing a complaint or cooperating with an investigation will not be tolerated. Anyone found to have engaged in such retaliation against a person who has registered a complaint under this policy or to have retaliated against anyone for assisting in the investigation of a complaint will be subject to disciplinary action up to and including suspension or termination. Any employee who believes that they are being retaliated against should bring it to the attention of the Library Director, the Library Board of Trustees, and/or Town of Goffstown Human Resources officer so that appropriate action may be taken.

DRUG-FREE WORK PLACE POLICY

As a condition of employment, all employees are required to abide by the following:

Employees shall not use, possess, sell, trade, manufacture, or offer for sale alcohol or drugs that are illegal under federal or state law (referred to in this policy as "illegal drugs"), or otherwise engage in the use of alcohol or drugs on the job (or at any time during their workday, including breaks) or at any time on Library premises.

Employees must not report to work (or otherwise work) under the influence of illegal drugs or alcohol.

Over-the-counter medication and prescription medication prescribed for the employee and taken in accordance with the prescription are permitted. However, an employee who will be driving on Library business or supervising minors in connection with a Library-related activity, and who is prescribed medication that may impair their ability to safely perform their job functions must inform the Library Director immediately and must not perform such job functions unless authorized by the Library Director to do so. If it is the Library Director who is prescribed such medication and who will be performing such job functions, then the Library Director must inform the Chair of the Library Board of Trustees.

Employees must not report for a shift in a condition that is not fit for work. In addition to being under the influence as mentioned above, other indications of a lack of fitness for duty are smelling of alcohol, appearing to be hung over, or otherwise appearing or being unable to effectively interact with visitors and co-workers and work safely and properly without impairment.

Any employee who is convicted of a criminal drug offense or a violation which occurred in the workplace must notify the Library Director in writing within five calendar days of the conviction.

The Library encourages employees to voluntarily seek assistance for the early resolution of drug and alcohol problems. Employees needing such assistance are encouraged to contact the Library Director and/or the Town's human resources department, to receive information regarding local services, medical insurance coverage for substance abuse programs (if applicable), and other assistance programs. Employees will not be disciplined or terminated for voluntarily seeking assistance for a drug or alcohol problem. Employees who undergo voluntary counseling or treatment and who continue to work must meet all established standards of conduct and job performance. The fact that an employee is in treatment for alcohol or drug abuse does not preclude the Library from taking disciplinary action for violation of its policies or standards of conduct. Likewise, an employee who has violated this Drug-Free Work Place Policy cannot avoid disciplinary action, including termination, by voluntarily requesting treatment for alcohol or drug abuse.

The Library reserves the right to require any employee reasonably suspected of being unfit for duty to submit to a fitness for duty exam, which may include testing for the presence of drugs and/or alcohol. Any employee requested to submit to a fitness for duty exam must consent (and fully cooperate) as a condition of employment. An employee who refuses to consent or

who does anything to tamper with the exam or test or the results thereof will be subject to disciplinary action, up to and including termination of employment for good cause.

Compliance with this policy is a condition of employment for all staff. Employees who violate this policy will be subject to disciplinary action, up to and including termination of employment for malfeasance or misfeasance.

FAMILY, MEDICAL and OTHER LEAVE

Family and Medical Leave (from Town of Goffstown Personnel Plan)

The Family and Medical Leave Act (FMLA) of 1993 requires that job-protected leave of up to 12 unpaid weeks in a 12-month period be granted to employees for the following qualifying events:

- For the birth of a child and to care for the newborn child within one year of birth;
- For the placement with the employee of a child for adoption or foster care and to care for the newly placed child within one year of placement;
- To care for the employee's spouse, child, or parent who has a serious health condition;
- For a serious health condition that makes the employee unable to perform the essential functions of their job;
- For any qualifying exigency arising out of the fact that the employee's spouse, son, daughter, or parent is a covered military member on "covered active duty;" or
- Twenty-six workweeks of leave during a single 12-month period to care for a covered servicemember with a serious injury or illness if the eligible employee is the servicemember's spouse, son, daughter, parent, or next of kin (military caregiver leave).

The 12-month period to be used in calculating an employee's entitlement to (FMLA) will be based on the rolling year which begins on the date of the first leave for any of the reasons listed above.

Unpaid and Paid Leave and Benefits / FMLA

FMLA leave is unpaid, except that an employee must exhaust any applicable paid leave benefits including sick pay, personal time, vacation etc. during an FMLA leave, and the remainder of the 12 weeks will be unpaid. The personnel rules, regulations, and administrative policies for sick, personal, vacation leave will continue to govern requests for those leaves whether or not they qualify as part of the (FMLA) 12-week entitlement. This includes the requirement for a doctor's

certificate and a 30-day advance notice when possible. An employee may also apply for short-term disability or workers compensation benefits (if applicable) while on FMLA leave. The time during which the employee receives such benefits will be counted towards the 12-week FMLA entitlement.

Payment of health, life, and disability insurance shall be paid by the employer at the same level during the 12 weeks leave as paid by the employer during active employment. If the employee fails to return after the 12-week period, the employer may recover health, life, and disability premiums paid by the town, as permitted under the FMLA. When the 12-week period has ended, an extension may be requested from the Library Board of Trustees with healthcare, life, and disability premiums being paid by the employee. Extensions of leave time beyond what is permitted under this policy are within the Board's discretion.

Certification: The Library requires that the employee provide a medical certification of their need for leave because of a serious health condition (whether the employee's, child's, spouse's, parent's, or next of kin's) whenever the leave is expected to extend beyond three (3) consecutive working days or will involve intermittent or part-time leave. When an employee has used three (3) consecutive sick leave days or was admitted to a medical care facility for inpatient care, then the Library Director shall notify the Town's Finance Office (as a prompt) who shall send an FMLA notice to the employee and a copy to the Library Director within five (5) days of the Library Director's notification. The employee must provide a medical certification of their ability to resume work after an FMLA leave for a serious health condition that extends beyond ten (10) consecutive working days.

If possible, the employee must provide the medical certification within 15 days after their requested leave. If the employee provides at least thirty (30) days' notice of their need for medical leave, they should provide the medical certification in a timely manner or the leave may be delayed until certification is provided. The Library, at its or the Town's expense, may require an examination by a second healthcare provider designated by the Town. If the second healthcare provider's opinion conflicts with the original medical certification, the Library or the Town, at its expense, may require a third, mutually agreeable, health care provider to conduct an examination and provide a final and binding opinion. The Library or the Town may require subsequent medical recertification. Failure to provide requested certification within fifteen (15) days if such is practicable may result in delay of further leave until certification is provided.

If the FMLA leave is taken for a qualifying exigency associated with military service and involves meeting with any third party, the Library may contact the third party for purposes of verifying a meeting or appointment schedule and/or the nature of the meeting or appointment. The

Library may also contact the Department of Defense to request verification that a covered military member is on active duty or call to active duty status.

Reporting While on Leave

If the employee takes a leave because of their own serious health condition or to care for a covered relation with a serious health condition, the Library Director shall be contacted on a prescheduled basis regarding the status of the medical condition and the intention of the employee to return to work. In addition, the employee must give notice as soon as practicable (within two business days if feasible) if the dates of leave change or must be extended.

Intermittent and Reduced Schedule Leave

Under certain conditions, employees may take FMLA leave on an intermittent or reduced schedule basis. "Intermittent leave" is leave taken in separate blocks of time rather than in one continuous period of time. It may range from an hour or more to several weeks at a time. A "reduced leave schedule" is one that reduces the usual number of hours/days per workweek and/or hours per workday. For example, it might involve a full-time employee reducing their schedule to three days/week or working only mornings or afternoons to meet the employee's requirements. Eligible employees may take FMLA leave on an intermittent or reduced schedule basis when medically necessary or when necessitated by military exigency. Employees may not take leave for birth or placement of a child on an intermittent or reduced schedule basis.

Whenever possible, an employee granted intermittent or reduced schedule FMLA leave should try to schedule time out of work in such a manner so as not to unduly disrupt the Library's operations. Depending on the circumstances, the Library may have the right to transfer an employee taking intermittent or reduced schedule FMLA leave to an equivalent job that is more suitable to recurring periods of leave.

Returning To Work

If the employee returns from an approved family/medical leave not in excess of 12 weeks within a 12-month period, they will be reinstated to their previous position or an equivalent position with the same status, pay, benefit, accrual, and seniority, which existed prior to the leave, unless the employee has been designated as a "key employee" under FMLA. If the employee takes leave because of their own serious health condition (except if they are taking intermittent leave), they must provide medical certification that they are able to resume work before their return. A return-to-work medical certification form must be obtained from, completed and returned to the Library Director, who will forward it to the Town. Employees

failing to complete the return-to-work medical certification form will not be permitted to resume work.

No Work While On Leave

Working at another job (including self-employment) while on family/medical leave or any other leave may lead to disciplinary action, up to and including discharge, depending upon the circumstances. (end of FMLA section)

Parental Leave

All staff may take parental leave 1) following the birth of a child OR 2) following an adoptive or foster placement of a child with the employee. Employees filing for FMLA may use the same documentation to show eligibility for parental leave. Eligibility may also be documented by one of the following: 1) proof of a newborn child's birth; 2) an authorized adoption placement document; or 3) a signed placement order for foster care.

FMLA leave will run concurrently with parental leave for those who are eligible for FMLA leave. Employees must use their accrued sick pay, personal time, and vacation time in accordance with the policies governing those accrued time benefits. When available paid time off has been exhausted, the remaining leave will be unpaid. Employees who are eligible shall also apply for short-term disability benefits, if applicable.

Employees on parental leave who are not eligible for FMLA leave or who have exhausted their FMLA available leave weeks will be allowed to continue to participate in the library's health insurance benefit for the period of leave covered by the employee's accrued paid time off benefits. When those benefits expire, the employee's eligibility for participation in the Library's health insurance benefit will also expire and the employee will be eligible to continue medical insurance coverage at their own expense while on parental leave.

An employee on parental leave must notify the Library Director every thirty (30) days of their status and intention to return to work at the conclusion of the parental leave. In addition, an employee on parental leave must contact the Library Director at least one week prior to the conclusion of the leave to schedule and plan for their return to work.

When the employee is able to return to work, their original job or a comparable position will be made available unless business necessity makes this impossible or unreasonable. An employee who cannot be returned to their original or a comparable position will remain eligible to apply for any available position within the Library or the Town for which they are qualified.

Military Leave (adapted from Town of Goffstown Personnel Plan)

The Library will compensate employees called to active duty service with the United States Armed Forces for annual training duty, the difference between the total pay received for military service and the amount of straight time earnings lost by reason of such service, based upon the employee's regular straight time rate. Such payment shall be made upon receipt of satisfactory evidence of the amount of total pay received for military service. The employee shall be entitled to 15 days of such compensation for military leave per training year.

Extended Military Leave. Extended military leave is defined as more than two (2) consecutive weeks.

The Library follows the federal Uniformed Services Employment and Reemployment Rights Act of 1994, as amended. Any reservist or member of the National Guard who is returning from active duty lasting 5 years or less, unless otherwise exempt from the five-year limitation, shall be guaranteed a position equivalent to the position that the employee vacated to perform the active duty.

The Library may ensure that an employee called to active duty shall not suffer a wage loss during their period of involuntary active military duty. As such, the employee may request differential pay from the Library provided that proof of military wages is presented.

The Library may authorize the continued payment of wages amounting to the difference between the employee's total military pay rate and their current straight time pay rate, at the time of duty, for up to 6 months. The Library Director may authorize an extension of this differential pay with the approval of the Select Board.

For employees currently enrolled in the Library's group insurance plans, the Library may continue to provide the same insurance coverage to the employee, spouse and/or family for up to 6 months. The employee shall have their premium cost-share deducted from their pay differential, or shall coordinate repayment of their premium cost-share upon return from active duty, if they are not eligible for a pay differential while on active duty. If an employee is required to terminate their employment due to a disabling illness, injury, or death, no premium cost-share will be due to the Library. The Library Director may authorize an extension of this continued health insurance with the approval of the Select Board.

Vacation and sick time will not accrue during an extended military leave of absence. Any accrued vacation and sick time will be frozen during the military leave of absence and monthly accruals will be reinstated upon returning to work for the Library.

Employees who voluntarily leave the Library's employ to enlist into full-time active uniformed services are not eligible to receive the pay differential or continued insurance coverage, other than the required COBRA benefits.

Workers' Compensation Leave

All employees of the Town shall be subject to the appropriate benefits of Worker's Compensation regardless of their status in the Town's service, in accordance with RSA 281-A.

A leave of absence will be granted to an employee who is absent because of a work-related accident or illness covered by Workers' Compensation Insurance and the employee may apply for workers' compensation benefits. The State of New Hampshire's workers' compensation law as amended shall govern reinstatement rights.

Employees who are injured on the job, no matter how slightly, should report the incident immediately to their supervisor or the Library Director. Employees should report any condition that could lead or contribute to an employee accident to the Library Director.

Workers' compensation coverage covers the cost of medical treatment for qualifying injuries and illnesses and provides a weekly benefit to employees who are out of work due to such injuries and illnesses. The amount of the weekly benefit is set by the New Hampshire Department of Labor. The weekly benefit is based on a percentage of an employee's average weekly wages. These benefits are paid by the Library's workers' compensation carrier to eligible employees after a waiting period.

Temporary Alternative Duty (adapted from Town of Goffstown Personnel Plan)

Per RSA 281-A:23-b, regular and probationary employees injured while in the line of duty, determined to be compensable under Worker's Compensation Law, and unable to perform their regular duties, shall in compliance with state statutes be provided temporary alternative work opportunities.

Subsequent to said injury or illness, employees may return to duty in a temporary alternative position as soon they have been released by the treating physician to lighter duties than the current position requires. Such reassignment may be to different duties or a different work schedule. The employee will be paid at the level the Library Director feels most closely fits the job description of the position the employee is temporarily filling. If the amount is less or the hours reduced, the Worker's Compensation Fund will pay as the law requires.

Leave Of Absence

All employees may be granted a leave of absence without pay for compelling personal reasons for a reasonable period of time of up to thirty (30) calendar days. All other accrued leave must

be exhausted prior to requesting a Leave of Absence. Requests for a leave of absence must be submitted in writing to the Library Director. If they support the leave request, the Library Director must obtain approval from the Library Board of Trustees or designee before the leave is granted. Reinstatement after a leave is not guaranteed. However, if reinstatement is granted, it is the employee's responsibility to report to work at the end of the approved leave. If the employee fails to report to work on the day after the leave expires, they will be considered to have voluntarily terminated employment. No annual, sick, or personal leave shall be accumulated during a Leave of Absence.

Leave for Judicial Purposes (formerly Jury Duty Leave)

An employee called as a juror will be paid the difference between the fee received for such service and the amount of straight time earnings lost by reason of such service. Satisfactory evidence of such service must be submitted to the employee's immediate supervisor. Employees who are called to jury duty and are excused from jury duty for a day(s) shall report to their regular work assignment as soon as possible after being excused. If an employee is subpoenaed to appear before a court, the Library agrees to pay the difference between the employee's regular pay and the amount received from the court.

Bereavement Leave

In the event of a death in the immediate family (as defined below), the employee will be granted up to five (5) days off, one of which will include the day of the funeral. If an employee leaves work early on the day they are notified of the death, that day will not count as bereavement leave. In addition to bereavement leave, an employee may, with approval by the Library Director or Library Board of Trustees, use any available vacation for additional approved time off as necessary. Immediate family is generally defined to mean spouse, parent, child, sibling, parent-in-law, child-in-law, grandparents, grandchild, domestic partner, significant other, or an adult who stood in loco parentis to the employee during childhood.

Sick Leave

An employee whose regularly scheduled workweek is a minimum of twenty (20) hours is eligible for sick leave.

Qualifying Events: Sick leave shall be allowed only for the following qualifying events:

- actual sickness or disability of the employee;
- to meet dental or doctor appointments of the employee;
- other sickness prevention measures of the employee;

- upon the birth or adoption of an employee's child. For the non-birthing parent, one (1) week post-birth shall be considered the normal qualifying event period.

Accrued sick leave, at the discretion of the Library Director, may be used for an instance of illness of a member of the employee's immediate family.

Accrual: Sick leave credit shall accrue at the rate of one and one-quarter (1¼) days for each completed month of service. Days are defined as 1/5 of regular work week.

Unused sick leave credit may be accumulated to a maximum of thirty (30) days at the same rate at which it was earned.

Sick leave time used shall not be counted as service time for the accumulation of sick leave credit.

Employees accrue sick leave from date of hire and are entitled to use sick leave after thirty (30) days of service to the Library.

Employees who are initially employed in a temporary status, and who are subsequently appointed to a regular status, without a break in service, shall be allowed credit for the time served in the temporary status towards accrual of sick leave benefits.

Accrued sick leave is not paid out at the time employment ends for any reason, except that upon retirement or upon leaving employment after ten (10) years or more of service to the Library, accumulated sick pay will be paid directly to the retiree or employee, at the rate of one (1) day's pay for every two (2) days sick leave accumulated.

Procedures for Reporting Sick Leave:

To receive compensation while absent on sick leave, staff members who are not able to report for work must call the Library Director before 7:30 a.m. on that day, or as may be specified by the Library Director, regardless of the start time of their scheduled shift. When the Library Director is not available, the call must be made to the staff member's direct supervisor. At the discretion of the Library Director, a doctor's certificate may be required for an employee's health-related absence of more than three (3) days. However, proof of illness, injury, or disability may be required at any time by the Library or the Library Board of Trustees. Abuse of sick leave privilege may be cause of dismissal. Sick leave shall be recorded regularly in the personnel records. The Library Director shall review all sick leave records periodically and shall investigate any causes which indicate abuse of privilege.

Sick Bank

Effective each January 1st, full-time employees who have accumulated their thirty (30) days maximum sick leave credit may deposit further sick leave credits at the rate of two (2) days per year into a sick leave bank. This first deposit must be made in writing and will only be credited after the sick leave is earned. Employees are eligible to use all or part of the Goffstown Municipal Sick Bank for an illness or injury when an absence due to sickness exceeds their regular accumulated sick leave. Only those employees contributing to the bank will be eligible to withdraw days from the bank.

When the employee has reached 30 days of sick time and has chosen in writing to deposit time in the sick bank for the new calendar year, they will be allowed to use up to 15 days (as defined) of sick time in each calendar year without losing their eligibility in the sick bank for the following year. When an employee who is in the bank will not have 30 days as of January 1 for that coverage, the employee must receive permission from the Library Board of Trustees based upon the unique circumstances of that employee, to remain in the Sick Bank.

The sick bank will provide the difference between an employee's regular wages and the amount provided by the employee's short term disability plan for 6 months while employed by the Library. After the short-term plan has run out the sick bank will pay the difference between the long-term disability plan and the employee's regular wages. If the employee has chosen not to carry the disability plans, the sick plan will still only pay 33 1/3% of the regular wages for six months and 40% for the remaining time.

The sick bank's payments will continue until the employee has been placed on long term disability by the Social Security Office or by NH Retirement Disability or the sick bank's accumulated days have run out. Under no circumstance shall the sick bank payments continue beyond 12 months for any employee.

Personal Days

Every employee who works 20 or more hours per week is entitled to two (2) paid personal days per calendar year. "Personal Day" shall be defined as an absence during working hours for the purpose of attending to personal and family matters.

Days are defined as 1/5 of the work week. Employees are entitled to the use of a personal day after six months of service to the Library. Unused personal days do not carry over to the next calendar year.

All personal leave time must be approved in advance by the Library Director. Accrued personal leave is not paid out at the time employment ends for any reason.

Vacation Leave

Annual leave shall be accrued in hours each year to be used in the following year.

New hires shall immediately receive a day of vacation (1/5 of an average work week) for each month remaining in the current year, up to a maximum of ten (10) days.

Upon completion of each calendar year, the employee will be credited with annual leave each successive January first for use in that newly beginning year based on the following schedule:

| Employment Period | Leave |
|--------------------------|-----------------------------|
| First Year | Two (2) normal work weeks |
| Sixth Year | Three (3) normal work weeks |
| Tenth Year | Four (4) normal work weeks |
| Twentieth Year | Five (5) normal work weeks |

The vacation credited for the first full year will be credited on the first January 1 on which the employee was employed. The vacation credited for the sixth year will occur on the sixth January 1 on which the employee was employed. The vacation credited for the tenth year will occur on the tenth January 1 on which the employee was employed. The vacation credited for the twentieth year will occur on the twentieth January 1 on which the employee was employed. Variations in work week shall cause pro-ration of annual leave.

Vacation time not used may not be carried forward from one year to the next, excepting when upon application by an employee, the Library Director and Library Board of Trustees shall have granted an exception to this section.

Any vacation time to be taken in excess of ten (10) workdays at any one time in any one (1) calendar year for staff employees shall be taken at the discretion of the Library Director. A request for vacation leave must be submitted a minimum of fifteen (15) days in advance, but shorter notice requests should be granted if practicable. All requests require Library Director approval.

Employees who are initially employed in a temporary status, and who are subsequently appointed to a regular status, without a break in service, shall be allowed credit for the time served in the temporary status towards accrual of vacation benefits.

Crime Victim Employment Leave Act Policy

The Library complies with the New Hampshire Crime Victim Employment Leave Act, N.H. RSA 275:61.

Definitions for purposes of this policy:

- “Crime” means an offense designated by law as a felony or a misdemeanor.
- “Victim” means any person who suffers direct or threatened physical, emotional, psychological, or financial harm as a result of the commission or the attempted commission of a crime. “Victim” also includes the immediate family of any victim who is a minor or who is incompetent, or the immediate family of a homicide victim.
- “Immediate” family means parent, stepparent, child, stepchild, sibling, spouse, grandparent, or legal guardian of the victim; or any person involved in an intimate relationship and residing in the same household with the victim.

Right to Leave Work

The Library will permit an employee who is a victim of a crime to leave work so that the employee may attend court or other legal or investigative proceedings associated with the prosecution of the crime. This time will be considered an authorized unpaid leave of absence. The employee will not lose seniority while taking this leave.

Substitution of Paid Leave

The employee must substitute any accrued vacation leave, personal leave and/or sick leave for any part of the unpaid leave provided for under this policy.

Notice Required: Before taking leave under this policy, the employee must provide the Library Director with a copy of the notice of each scheduled hearing, conference, or meeting that is provided to the employee by the court or agency responsible for providing notice to the employee. The Library Director will maintain the confidentiality of any written documents or records submitted by the employee relative to the employee’s request for leave under this policy.

Limitations on Leave: The Library may limit the leave provided under this policy if the employee’s leave creates an undue hardship to the Library.

No Discrimination: Library employees will not discharge, threaten, or otherwise discriminate against any employee regarding the employee’s compensation, terms, conditions, location, or privileges of employment because the employee has exercised their right to leave work as

provided under this policy. In addition, Library employees will not be discharged or discriminated against because they are victims of domestic violence, harassment, sexual assault, or stalking. Complaints of discrimination should be brought to the attention of the Library Board of Trustees immediately. Complaints of discrimination will be investigated and, if appropriate, remedial action will be taken.

HOLIDAYS (see new language on floating holidays)

Generally, the Library observes the following holidays, but the Library Board of Trustees reserves the right to revise the holiday schedule annually for the upcoming calendar year.

| | |
|------------------------|---|
| New Year's Day | Veteran's Day |
| Martin Luther King Day | Day before Thanksgiving (close at 2:00) |
| Memorial Day | Thanksgiving Day |
| Independence Day | Day before Christmas (close at 2:00) |
| Juneteenth | Christmas Day |
| Labor Day | |

Floating Holidays: The Library will be open on the following holidays. Part-time staff (20 hours or more) scheduled to work will be granted another day off, after working the day. All full-time staff get the benefit, whether scheduled to work or not. Floating holidays must be used during the year they are accrued; they may not be carried over into a new year.

- Presidents' Day
- Columbus Day

Juneteenth is a staff training day. The Library is closed to the public, and staff are required to attend training. To replace this holiday, the Library will be closed the day after Thanksgiving.

Holidays are generally observed on the dates specified by the laws of the State of New Hampshire. Holidays falling on a Sunday will be observed on the following Monday; holidays falling on a Saturday will be observed on the preceding Friday unless scheduled otherwise. All regular full-time employees will receive holiday pay, and all regular part-time employees will receive pay for those holidays which are observed on a day on which the employee would normally be scheduled to work. However, employees who are absent without authority on workdays directly preceding or following a holiday will not be paid for the holiday. They may be required to submit a note to their supervisor from a health professional indicating that they were unable to work on that day. An employee scheduled to be off on a holiday to accommodate their regular Saturday rotation must take a comparable number of hours off

work during the same work week. Employees are not authorized to work on a holiday and then substitute holiday hours for another day.

An employee on an unpaid leave of absence will not be eligible for holiday pay for those holidays that fall during the leave.

HEALTH, DENTAL, LIFE AND DISABILITY INSURANCE

Employees may be eligible to participate in the Town’s group benefit policies, such as health, dental, life and/or disability insurance, as outlined in the Personnel Plan of the Town of Goffstown, which is made available to all employees, and as allowed by and in accordance with the respective benefit plan documents and summary plan descriptions. Such benefit plans are subject to review by the Town, and may be changed, added to, reduced, or eliminated at any time by the Town. If there are any conflicts in the information provided by the Personnel Plan of the Town and the official plan documents, the plan documents will govern. For further information regarding the Town’s group benefit policies, please contact the Town’s human resources department.

INSURANCE AND BENEFIT PLANS (from Town of Goffstown Personnel Plan)

Plans Offered and Eligibility: On the first day of the month following the date of hire, full-time regular employees shall be eligible for participation in the following insurance and benefit plans:

- Health Insurance Plans
- Dental Insurance
- 457 Deferred Compensation Plans
- Section 125 Flex Benefit Plan
- Disability Insurance (STD and LTD)
- Life Insurance

Employer Contribution: The Town of Goffstown will contribute the following percentages towards the premiums of health and dental insurance plans in which the employee is enrolled:

- Access Blue (AB) 84.5%
- Access Blue - Site of Service 20/40 1K DED 100%
- Lumenos 2500 (This is a H.S.A. eligible plan.) 80%
 - For employees that elect the Lumenos 2500 Plan, the Town will contribute into an Employee’s Health Savings Account (HSA)

| Plan | Deductible | Town’s HSA Contribution | |
|----------------|------------|-------------------------|---------|
| Lumenos Single | \$2,500 | 80% | \$2,000 |

| | | | |
|--------------------|---------|-----|---------|
| Lumenos Two Person | \$5,000 | 80% | \$4,000 |
| Lumenos Family | \$5,000 | 80% | \$4,000 |

- Delta Dental 1S (BPM 2000) 85%

The Town of Goffstown pays 100% of the Disability (STD and LTD) and Life Insurance Premiums. Life Insurance coverage equals the employee’s base salary and is capped at \$100,000.

Family members employed by Town: In the event a spouse or dependent are also employed by the Town, the Town shall provide one health and dental insurance benefit to the family, at the applicable benefit level. The Town shall pay up to 100% of the total cost of the Access Blue and Delta Dental plans.

Declination of Health Insurance: An employee must select at least one health insurance option unless they can demonstrate coverage from another source. Any employee not participating in a town health insurance plan will receive a portion of the monthly premium savings as a weekly opt out stipend. Employees can elect to take all or part as cash, deposit all or part into a 457 Deferred Compensation or 125 Flex Plan. The amount of the weekly optout stipend is \$147.50 / week.

RETIREMENT (adapted from Town of Goffstown Personnel Plan)

The Library Board of Trustees shall take the steps necessary to provide employees in the Library classified service membership in the State of New Hampshire Retirement System. Eligibility to participate and the terms and conditions of such participation shall be governed by the State of New Hampshire Retirement System. No set retirement age has been established; each individual may continue in service as long as they are able to fulfill the responsibilities of their present position.

For further information regarding the Town’s Retirement policies, please contact the Town’s human resources department.

Pension Plan: The Library shall pay the employer’s share for all full-time employees of the Library for participation in the New Hampshire State Retirement System for that portion of the employee’s service to the Library.

TERMS OF INSURANCE POLICIES TO GOVERN

The extent of coverage under the insurance policies and self-insured plans referred to herein shall be governed by the terms and conditions set forth in said policies or plans. Any questions

or disputes concerning said insurance policies or plans or benefits thereunder shall be resolved in accordance with the terms and conditions set forth in said policies or plans. The failure of any insurance carrier(s) or plan administrator(s) to provide any benefit for which it has contracted or is obligated shall result in no liability to the Library and/or the Town of Goffstown.

MILEAGE REIMBURSEMENT

When employees use their personal vehicle for Library business they shall be reimbursed on a per mile basis. This rate is changed annually by the Town of Goffstown. The applicable reimbursement rate at the time of travel shall apply.

Any employee using their personal vehicle must have a valid driver's license and the vehicle must be currently inspected and in good working order.

TUITION REIMBURSEMENT

The Goffstown Public Library offers tuition reimbursement for eligible full-time employees. Funding is contingent upon the annual budget development process as proposed to the Town by the Library Board of Trustees and the Library Director, in their discretion, and the annual Town budget approval by the voters.

SECTION 1 EDUCATIONAL REIMBURSEMENT INCENTIVE

An education reimbursement and degree incentive applies to full-time Library employees who complete non-required, but approved courses relating to their current employment, when it is part of a career development program approved in advance by the Library Director, based on the sections which follow in this policy. Requests for reimbursement should be submitted to the Library Director by May 1st of the year prior to enrollment to allow sufficient time for budgeting purposes. There is no guarantee that all timely requests will be included in the budget process conducted by the Board and the Library Director, but the Library will treat all requests in a fair and impartial manner.

Section 2 Approved Program

The Library agrees to provide reimbursement, as indicated in Section 3 to eligible employees who complete approved courses relating to their current employment, as part of an approved career development plan, or organizational goals.

Section 3 Library's Share

The Library shall not pay more than fifty percent (50%) of the cost of such courses not to exceed the total amount budgeted for the program, nor duplicate funding from other sources. The cost of a course includes the tuition and charges for the course and the cost of required books only.

Section 4 Course Approval

Courses must be requested in writing and approved in advance by the Library Director as meeting the requirement that the course is related to the employee's job, as part of a career development plan, or organizational goals. Approval of a course in any year is not a guarantee that courses in subsequent years will be approved.

Section 5 Employee Advancement

Once a course has been approved, an advance will be made to the employee of one-fourth (1/4) the cost of tuition and books. The remainder of the course reimbursement will be paid to the employee upon successful completion of the course as determined by the Library Director and submission of proof of completion and receipts for costs. Employees must be employed at the time of payment of advances and remainder reimbursements, and be continuously employed throughout the course.

SECTION 6 Repayment of Library's Share

Upon successful completion of the course and receipt of 50% reimbursement, the employee agrees, as a condition to receiving this benefit, to maintain employment with the Library for four (4) months for each course taken or upon completion of degree programs, the employee must maintain employment with the Library according to the following schedule:

- Bachelor's Degree - two (2) years
- Master's Degree - three (3) years
- Doctorate Degree or Juris Doctor - four (4) years

If an employee resigns, retires, or is discharged for cause prior to the completion of the required term of employment as set forth above, then the employee must repay the tuition reimbursement paid by the Library for courses taken on a prorated basis within the same schedule as set forth above.

Upon course approval, the employee shall sign an agreement in which the employee agrees a) to repay to the Goffstown Public Library the full amount of tuition reimbursement paid by the

Library if employment ends prior to the completion of the required term of employment stipulated in Section 6 and b) authorizes the Library to deduct from the employees' final pay and pay out of vacation time any amounts owed under this policy.

This section shall not apply to an employee killed in the line of duty or who retires due to a duty related injury.

The employee (or former employee) retains the right to request an extension of payback time periods for reasons to include, but not limited to, financial hardship, death of a family member, or injury. The employee (or former employee) may request such an extension through the Library Director, and if denied, shall retain the right of appeal to the Library Board of Trustees.

Should an employee die after leaving the service of the Library while still owing a debt under this article, the Library Board of Trustees shall not seek reimbursement through the estate of the former employee.

LIBRARY CLOSURE

Policy for Emergency Closings

In order to provide the best service, libraries are open for scheduled service whenever possible. The Library is, however, concerned about the safety of its employees and visitors. During extreme weather situations or community emergencies, the Library Director or designee may close the Goffstown Public Library at their discretion. Employees scheduled to work on that day will be paid for their regular hours. If such an event occurs, the Library Director or designee will inform the Library Board of Trustees and Goffstown Police Department of the decision.

The Library Director or designee will also inform local radio and television stations of the closing.

GOFFSTOWN PUBLIC LIBRARY PERSONNEL MANUAL
EMPLOYEE ACKNOWLEDGEMENT and AGREEMENT

I acknowledge that I have received and read the Goffstown Public Library Personnel Manual. I acknowledge that I have read all the policies and agree to abide by these policies in all respects. I also understand that this form, once completed, will be kept in my personnel file.

A copy of this signature form will be made for and given to me.

EMPLOYEE

Printed Name:

Signature:

Date:

SUPERVISOR

Printed Name:

Signature:

Date:

Appendix A – Approved IT policies

Information Systems Acceptable Use Policy



TOWN OF GOFFSTOWN

Information Systems Acceptable Use Policy

| | |
|-----------------------|---------------------|
| Policy # | TOG-IS-001 |
| Policy Type | Information Systems |
| Adopted Date | 05/09/2022 |
| Adopted By | Select Board |
| Effective Date | 06/09/2022 |
| Revised Date | |

PURPOSE

To outline the acceptable use of information systems and equipment, including those dealing with voice, data, and video, at the Town of Goffstown (Town). These rules are in place to protect the Town of Goffstown, employees, vendors, volunteers, and other workers at the Town from harm caused by the misuse of Information Systems and data. Inappropriate use exposes the organization to risks including malware infections, compromise of network systems and services, loss of productivity, and legal issues related to data leakage.

SCOPE

This policy applies to employees, vendors, volunteers, and other workers at the Town, including all personnel affiliated with third parties, using information, electronic and computing devices, and network resources to conduct business or interact with internal networks and business systems, whether owned or leased by the Town of Goffstown, the employee, or a third party. All employees, vendors, volunteers, and other workers at the Town and its subsidiaries are responsible for exercising good judgment regarding appropriate use of information, electronic devices, and network resources in accordance

with the Town policies and standards, and applicable laws and regulation. Exceptions to this policy are documented in the Monitoring section.

POLICY

DEFINITIONS

Users: Every person who has access to any of the Town's Information Systems. This includes permanent employees and temporary employees, volunteers, contractors, agencies, consultants, customers, and business partners.

Systems: All IT equipment that connects to the Town network or accesses Town applications. This includes, but is not limited to, desktop computers, laptops, smartphones, tablets, printers, data and voice networks, networked devices, software, electronically-stored data, portable data storage devices, third party networking services, telephone handsets, and all other similar items commonly understood to be covered by this term.

GENERAL USE AND OWNERSHIP

1. Any data stored on the Town's systems is the property of the Town. Users should be aware that the organization cannot guarantee the confidentiality of information stored on any Town system except were required to do so by local laws.
 - The Town's systems exist to support and enable the organization to perform its daily functions. A small amount of personal use is, in most cases, allowed. However, it must not be in any way detrimental to the user's own or their colleagues' productivity nor should it result in any direct costs being borne by the Town other than for trivial amounts (e.g., an occasional short telephone call).
 - Users shall not store persona, non-business-related files or data on business computing or storage systems.
 - Any information that is particularly sensitive or confidential must be encrypted and/or securely stored so that unauthorized access is prevented (or at least made extremely difficult). However, this must be done in a way that does not prevent, or risk preventing, legitimate access by all properly authorized parties.
 - Users have a responsibility to promptly report the theft, loss, or damage of information systems to their supervisor and/or the Information Technology Office Help Desk.
 - For security and network maintenance purposes, authorized Town personnel may monitor and/or audit equipment, systems and network traffic at any time without prior notice. All efforts will be made to notify users if monitoring activities are expected to impact user productivity.

- Users shall have no expectation of privacy when using the Town information systems. Information stored or transmitted utilizing the Town owned systems may be reviewed and monitored by authorized Town personnel. This may include (except where precluded by privacy laws) examination of the content stored within the email and data files of any user, and examination of the access history of any users.

SECURITY AND PROPRIETARY INFORMATION

- If data on the Town's systems is classified as confidential, efforts shall be made to clearly indicate the confidential nature within the data and/or the user interface of the system used to access it. Users must take all necessary steps to prevent unauthorized access to confidential information. Users must not send, upload, remove on portable media, or otherwise transfer to a non-Town system any information that is designated as confidential, or that they should reasonably regard as being confidential to the Town, except where explicitly authorized to do so in the performance of their regular duties.
- Users may not utilize consumer-based cloud products and/or services (i.e., Dropbox, Google Docs, etc.) that have not been authorized by the Town for the storage, transmission, and/or transfer of confidential or business information. The Town utilizes contracted secure cloud storage solutions that can be provided to Users on a per need basis.
- Because information on portable devices, such as laptops, tablets, and smartphones, is especially vulnerable, special care should be exercised with these devices: sensitive information shall be stored in encrypted folders only, or the device shall be encrypted. Users may be held responsible for the consequences of theft or disclosure of information on portable systems entrusted to their care if they have not taken reasonable precautions to secure it.
- Users must keep passwords secure and not allow others to access their accounts. Users must ensure all passwords comply with the Town's **Password Management Policy**. Providing access to unauthorized individuals, either deliberately or through failure to secure its access, is prohibited.
- All workstations (desktops or laptops) and computing devices must be secured with a lock-on-idle policy with default automatic activation after 10 minutes of inactivity. Users must manually lock the screen or log off when leaving the device unattended. Exceptions will be determined by job function.
- Users who have been charged with the management of information systems are responsible for ensuring that they area at all times properly protected against known threats and vulnerabilities as far as is reasonably practicable and compatible with the designated purpose of those systems.

- Users must at all times guard against the risk of malware (e.g., viruses, spyware, Trojan horses, rootkits, worms, backdoors) being imported into the Town's system by whatever means and must report any actual or suspected malware infection immediately to the Information Technology Office Help Desk.
- The Town may use software to identify inappropriate, illegal, or sexually explicit Internet sites. Such sites may be blocked from access by Town networks. In the event you nonetheless encounter inappropriate, illegal, or sexually explicit material while browsing on the internet, immediately disconnect from the site, regardless of whether the site was subject to Town filtering software.

UNACCEPTABLE USE

The activities listed below are not exhaustive but attempt to provide a framework for activities which fall into the category of unacceptable use. Should an employee need to breach these guidelines in order to perform their role, they should consult with and obtain approval from their manager and/or the Information Technology Office before proceeding.

- All illegal activities. These include theft, computer hacking, malware distribution, violating copyright and patent laws, and using illegal or unlicensed software or services. These also include activities that violate federal and state data protection regulations.
- All activities detrimental to the success of the Town. These include sharing sensitive information outside the organization, such as confidential information, as well as defamation of the organization.
- All activities undertaken for personal benefit only that have a negative impact on the day-to-day functioning of the Town. These include activities that could slow down the computer network (e.g., streaming video, playing networked video games, etc.).
- Reveal account passwords to others or allow others to use the accounts of authorized users. This includes family and other household members when work is being done offsite (e.g., working at home).
- Using another account holder's credentials.
- Use a computing asset to actively engage in procuring or transmitting material that is in violation of sexual harassment or hostile workplace laws and Town policies.
- Intentionally accessing websites referenced in the **Security and Proprietary Information** section of this policy or attempting to circumvent the software put in place by the Town to block those sites.
- Make fraudulent offers for products, items, or services originating from any the Town account user or email account.
- Facilitate security breaches or disrupt network communications. Security breaches include, but are not limited to, accessing data of which the user is not an intended

recipient or logging into a server or account that the user is not expressly authorized to access, unless these duties are within the scope of regular duties. For purposes of this section, “disruption” includes, but is not limited to, network sniffing, pinged floods, packet spoofing, denial of service, and forged routing information for malicious purposes.

- Introduce malicious programs into the network or server (i.e., viruses, worms, Trojan horses, e-mail bombs, etc.). Execute any form of network monitoring, which will intercept data not intended for the User’s host, unless this activity is a part of the User’s normal job/duty.
- Circumvent the Information Systems security systems and protocols which the Town has put in place.
- Provide information about, or lists of, the Town employees to parties outside the Town, unless expressly authorized.
- Engage in any activity that may compromise or interfere with the integrity, function or usability of the organization information systems and equipment. This includes destruction, defacement, or alteration of IT hardware and devices.

MONITORING

The Information Technology Office will verify compliance to this policy through various methods, including but not limited to, business tool report, internal and external audits, and feedback to the Information Technology Office. Any exceptions to this policy must be approved by the Information Technology Office in advance.

ENFORCEMENT

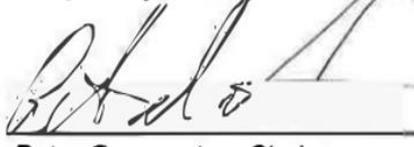
Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

DISTRIBUTION

This policy is to be distributed to all Town of Goffstown Employees.

POLICY APPROVAL

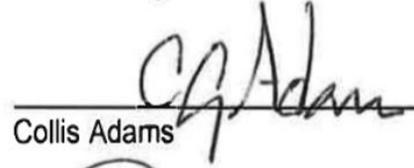
Adopted by the Select Board on 5/9/22



Peter Georgantas, Chair



Kelly Boyer, Vice Chair



Collis Adams



Jim Craig



Mark T. Lemay

USER AGREEMENT

USER AGREEMENT TO IS ACCEPTABLE USE POLICY

I certify that I am an employee, volunteer, vendor or contractor working for or on behalf of the Town of Goffstown and that I have read the IS Acceptable Use Policy and understand my obligations as described herein. I understand that this policy was approved by the Town and applies to all Information Systems users. I understand that failure to observe and abide by these obligations may result in disciplinary action, which may include dismissal and/or contract termination. I also understand that in some cases, failure to observe and abide by these obligations may result in criminal or other legal actions. Furthermore, I have been informed that the Town will retain the signed Agreement on file for future reference. A copy of this Agreement shall be maintained in the personnel file and/or in the Information Technology Office Administrative file.

Name:

Signature:

Date:



TOWN OF GOFFSTOWN

PASSWORD MANAGEMENT POLICY

| | |
|-----------------------|---------------------|
| Policy # | TOG-IS-002 |
| Policy Type | Information Systems |
| Adopted Date | 05/09/2022 |
| Adopted By | Select Board |
| Effective Date | 06/09/2022 |
| Revised Date | |

PURPOSE

Passwords are an important aspect of computer and information security. A poorly chosen password may result in unauthorized access and/or exploitation of the Town of Goffstown's resources. All users, with access to Town of Goffstown systems, are responsible for taking the appropriate steps, as outlined below, to select and secure their passwords.

The purpose of this policy is to establish a standard for creation of strong passwords, the protection of those passwords, and the frequency of change.

SCOPE

This policy applies to all system users, including employees, vendors, volunteers, and other workers who have or are responsible for an active directory account (or any form of access that supports or requires a password) on any system that resides at any Town of Goffstown (Town) facility, has access to the Town network, or stores any non-public Town information.

POLICY

DEFINITIONS

Encryption: Cryptographic transformation of data (called “plaintext”) into an unreadable form (called “cipher text”) that conceals the data’s original meaning to prevent it from being known or used.

Example: *The plaintext word “Password” is converted to the cipher text “E7CF3EF4F17C3999A94F2C6F612E8A888E5B1026878E4E19398B23BD38EC221A” when encryption is applied.*

Plaintext: Ordinary readable text before being encrypted into cipher text or after being decrypted.

Cipher text: The encrypted, unreadable form of a message.

Dictionary Attack: A method of breaking into a password-protected computer or server by systematically entering every word in the dictionary as a password.

User: A person, Town entity, or automated process that accesses a system, whether authorized to do so or not. This includes permanent employees and also temporary employees, volunteers, vendors, agencies, consultants, and business partners.

Simple Network Management Protocol (SNMP): The protocol governing network management and the monitoring of network devices and their functions. A set of protocols for managing complex networks.

GENERAL

- All system-level passwords (e.g., root, Windows Administrator, application administration accounts, etc.) must meet or exceed the complexity requirements of this policy. System level passwords are not required to be changed unless password compromise is suspected or confirmed. It is recommended that corporate system account credentials are stored in a secure password management system.
- All user-level passwords (e.g., email, web, desktop computer, etc.) must meet or exceed the complexity requirements of this policy. Passwords must be changed if there is suspicion or confirmation of password compromise. Passwords must be changed yearly, or more frequently where required by state and/or federal requirements.
- User accounts that have system-level privileges granted through group memberships must have a unique password from all other accounts held by that user.
- All user-level and system-level passwords must conform to the guidelines described below.

PASSWORD CONSTRUCTION

All Town users should be aware of how to select strong passwords.

Strong passwords have the following characteristics:

AVOID WEAK PASSWORDS

Weak passwords have the following characteristics:

- The password contains less than ten characters;
- The password is a word found in the dictionary (English or Foreign);
- The password is a repeated character or series of characters (e.g., AAAaaa , 12345); The password is a keyboard series of characters (e.g., qwerty, poiuy, qwaszx);
- The password is written down and stored somewhere near your computer;
- The password utilizes the username in any form (i.e., all capitals, doubled, reversed); The password is a common usage word such as:
 - Names of family, pets, friends, co-workers, fantasy characters, etc. Computer terms or names, commands, sites, companies, hardware, software
 - The words “Goffstown”, “Town”, “Town of Goffstown”, “Gtown”, or any derivation Birthdays and other personal information (i.e., addresses, phone numbers)
 - Any of the above words spelled backwards
 - Any of the above preceded or followed by the number 1 (e.g., password1, 1password)

USAGE OF PASSPHRASES

Passphrases are not the same as passwords. A passphrase is typically composed of multiple words strung together to create a longer, more secure key. Because of this, a passphrase is more secure against "dictionary attacks".

A good passphrase is unique and memorable. Your passphrase might be based upon a favorite childhood memory, favorite food, or place you've visited, experiences you've had, or some combination of these things.

Examples: *SportsCampCheeseburgers2!* is based upon a favorite childhood memory and favorite food; *Cr0ch3t!cel@nd* is based on a hobby and your vacation spot.

Passphrases are preferred over passwords to ensure account security due to the complexity and the ability to provide increased encryption.

PASSWORD PROTECTION STANDARDS

- Always use different passwords for Town accounts from other non-Town accounts (e.g.,

social media, private email, online banking, etc.).

- Do not share Town passwords with anyone. All passwords are to be treated as sensitive, confidential Town information.
- Passwords should never be written down or stored on-line without encryption.
- Do not reveal a password in email, chat, or other electronic communication unless authorized for Information Systems functions.
- Do not speak about a password in front of others.
- Do not hint at the format of a password (e.g., “my family name”) Do not reveal a password on a questionnaires or security forms.
- If someone demands a password, refer them to this document and direct them to contact the Information Technology Office.
- Always decline the use of the “Remember Password” feature of browsers.

If an account or password compromise is suspected, immediately report the incident to the Information Technology Help Desk at (603) 497-8990 x800.

STORING OF PASSWORDS

- Passwords shall not be stored in an unencrypted format.
- Users shall not store passwords in a plain text, written format, or unencrypted applications such as email.
- User-level passwords shall be stored in an encrypted format in the Active Directory password database. System-level passwords shall be stored in an organization approved encrypted password management solution.

CHANGING PASSWORD AFTER COMPROMISE OR DISCLOSURE

The IT Office shall, in a timely manner, reset passwords for user accounts or require users to reset their own passwords in situations where continued use of a password creates risk of unauthorized access to the computing account or resource.

Examples of these situations include but are not limited to:

- Disclosure of a password to an unauthorized person; discovery of a password by unauthorized person System compromise (unauthorized access to a system or account)
- Unsecure transmission of a password
- Replacing the user of an account with another individual requiring access to the same account Password must be provided to Information Technology Office personnel to resolve a technical issue (rare occurrence)
- Account password is communicated to a user by the IT Office

REMOTE ACCESS USERS

For users requiring remote network access, access will be configured by the IT Office. Access may be provided through an approved Virtual Private Network (VPN) connection, the VPN will be controlled using either a one-time password authentication or a public/private key system with strong passphrase. User access will be controlled by configured security groups and users will be required to utilize the current Multi-Factor Authentication (MFA) solution to authenticate.

MONITORING

- The Information Technology Office will verify compliance to this policy through various methods, including but not limited to, business tool reports, internal and external audits, and feedback to the Information Technology Office. Password cracking or guessing may be performed on a periodic or random basis by the Information Technology Office or its delegates. If a password is guessed or cracked during these exercises, the user will be required to change it.
- User accounts that are discovered to have an expired password that exceeds fourteen (14) days will be disabled by the Information Technology Office. The accounts are then only to be enabled by the Information Technology Office upon request of Department Head. Any disabled or inactive accounts that exceed ninety (90) days will be removed from the system.
- Any exceptions to the policy must be approved by the Information Technology Office in advance. Exceptions may be granted in cases where security risks are mitigated by alternative methods, or in cases where security risks are at a low, acceptable level and compliance with minimum security requirements would interfere with legitimate organization needs.

ENFORCEMENT

Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

DISTRIBUTION

This policy is to be distributed to all Town of Goffstown employees.

POLICY APPROVAL

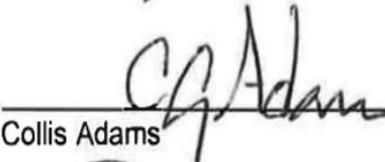
Adopted by the Select Board on 5/9/22



Peter Georgantas, Chair



Kelly Boyer, Vice Chair



Collis Adams



Jim Craig



Mark T. Lemay

USER AGREEMENT

USER AGREEMENT TO PASSWORD MANAGEMENT POLICY

I certify that I am an employee, volunteer, vendor or contractor working for or on behalf of the Town of Goffstown and that I have read the Password Management Policy and understand my obligations as described herein. I understand that this policy was approved by the Town and applies to all Information Systems users. I understand that failure to observe and abide by these obligations may result in disciplinary action, which may include dismissal and/or contract termination. I also understand that in some cases, failure to observe and abide by these obligations may result in criminal or other legal actions. Furthermore, I have been informed that the Town will retain the signed Agreement on file for future reference. A copy of this Agreement shall be maintained in the personnel file and/or in the Information Technology Office Administrative file.

Name:

Signature:

Date:



TOWN OF GOFFSTOWN

EMAIL USAGE POLICY

| | |
|-----------------------|---------------------|
| Policy # | TOG-IS-003 |
| Policy Type | Information Systems |
| Adopted Date | 05/09/2022 |
| Adopted By | Select Board |
| Effective Date | 06/09/2022 |
| Revised Date | |

PURPOSE

Email is often the primary communication and awareness method within an organization. At the same time, misuse of email can pose many legal, privacy and security risks, thus it's important for users to understand the appropriate use of electronic communications.

The purpose of this email policy is to:

- Reduce email related security and business risks faced by the Town of Goffstown (Town) Inform staff of the permitted uses of the Town email systems
- Provide employees with examples of email etiquette best practices
Help the Town satisfy its legal obligations regarding email use

SCOPE

The scope of this policy includes all system users, including employees, vendors, volunteers, and other workers who have or are responsible for an active directory account that has been configured with an email account on any system that resides at any Town of Goffstown (Town) facility, has access to the Town network, or stores any non-public Town information.

POLICY

DEFINITIONS

Inappropriate Content: Content that includes pornography, racial or religious slurs, gender-specific discrimination, information encouraging criminal skills or terrorism, or materials relating to cults, gambling, and illegal drugs.

This definition of inappropriate content or material also covers any text, images, or other media that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.

GENERAL EMAIL GUIDELINES

All use of email must be done so in accordance with Town policies and procedures for ethical conduct, safety and compliance with applicable laws and proper business practices. Being that email is the organization's primary communication medium, users must check their email inboxes regularly.

BUSINESS EMAIL USE

The Town of Goffstown recognizes that email is a key communication tool and encourages its employees to use email whenever appropriate.

For instance, staff members may use email to:

- Communicate with business contacts and third-party associates in a secure manner
- Market Town endorsed meetings and community events
- Communicate with fellow employees for business, educational or professional development purposes.

PERSONAL USE OF EMAIL

The Town also recognizes that email is an important tool in many people's daily lives. As such, employees are authorized to use their Town email account for limited personal reasons, with the following stipulations:

- Personal email use should be of a reasonable level and restricted to non-work times, such as breaks and during lunch.
- All rules described in this policy apply equally to personal email use. For instance, inappropriate content is always inappropriate, no matter whether it is being sent or received for business or personal reasons.
- Personal email use must not affect security or the email service available to other users. For instance, opening malware messages or sending exceptionally large files by email could slow access for other employees.
- Users may access their own personal email accounts at work, if they can do so via our public internet connection and their personal computing device. For instance, a staff member may check their Yahoo or Google email during their lunch break via their personal phone or tablet over the public internet connection.
- Using personal email accounts for business purposes is prohibited. Such use may lead

to disciplinary action up to and including termination. Additionally, use of a personal account for business purposes could be subject to discovery proceedings and legal actions.

Note: Business email and personal email must not be opened at the same time, on the same workstation, as this greatly increases the chance of accidentally transposing a message to the incorrect email system.

AUTHORIZED USERS

- Only people who have been authorized to use email at the Town of Goffstown may do so.
- Authorization for email usage is provided by an employee's manager via the Information Technology Office. Access rights are granted when a new employee is assigned their login credentials for the appropriate information systems.
- Third party, non-Town employees, including volunteers, vendors, or contractors, may be provided with a Town email account as necessary. Access must be requested by the Department Head or designee, via submission of an Information Systems Access Request Form to the Information Technology Office.
- Unauthorized use of the organization's email system is prohibited. Users who access Town email without authorization — or who provide access to unauthorized individuals — may have disciplinary action taken against them up to and including termination.
- Email users shall have no expectation of privacy in anything they store, send, or receive on the Town email system. All users could be subject to discovery proceedings and legal actions as well as internal audit and review of email content.

RETENTION

- In addition, archival and backup copies of e-mail messages may exist, despite end-user deletion, in compliance with Town record retention policies. The goals of these backup and archiving procedures are to ensure system reliability, prevent business data loss, meet regulatory and litigation needs, and to provide business intelligence.
- Backup copies exist primarily to restore service in case of failure. Archival copies are designed for quick and accurate access by authorized Town users for a variety of management and legal needs. Both backups and archives are governed by the Town's policies.

EMAIL SECURITY

Used inappropriately, email can be a source of significant information security risk for the organization. Users of the Town email system **must NOT**:

- Click on links from unknown or suspicious sources, as they may be of a malicious nature.
- Open email attachments from unknown or suspicious sources, as they could contain a virus, Trojan, spyware or other malware.

- Disable security or email scanning software. These tools are essential to protect the organization from security threats.
- Access another user's Town email account, unless it is a requirement of their job duties or is authorized by the Department Head. If a user requires access to a specific message (for instance, while an employee is out sick), they should approach their supervisor for authorization.

Staff members must always consider the security of the organization's systems and data when using email. If required, help and guidance is available from supervisors and the Information Technology Office Service Desk.

Users are prohibited from automatically forwarding the Town of Goffstown email to a third-party email system (noted below). Individual messages which are forwarded by the user must not contain confidential Town information or above information.

Users are prohibited from using third party email systems and storage servers such as Google, Yahoo, and MSN Hotmail etc. to conduct Town business, create any binding transactions, or to store or retain email on behalf of the Town. Such communications and transactions should be conducted through proper channels using Town approved documentation.

The transmission of confidential data, to recipients outside of the Town email system (i.e., without an @GoffstownNH.gov address), via email shall only be used as a last resort option and must be done so in accordance with the procedure for sending encrypted email, outlined in the **Using Town Secure Email** procedure on **Page 10**.

NOTE: Email is not inherently secure. Most emails transmitted over the internet are sent in plain text. This means they are vulnerable to interception and unauthorized review. Although such interceptions are rare, it's best to regard email as an open communication system, not suitable for confidential messages and information.

MOBILE DEVICE EMAIL

Email may be accessed via mobile devices if the devices follow security requirements outlined in the Town **Mobile Device Policy**.

Mobile device email will be enabled by the Information Technology Office Service Desk, utilizing the Office 365 Exchange administration tools.

Users requesting mobile device email access are required to complete the Information Technology Office **Mobile Device Acceptable Use and Confidentiality Agreement (Attachment A)**.

INAPPROPRIATE EMAIL CONTENT AND USE

The organization email system must not be used to send or store inappropriate content (defined below) or materials.

It is important employees understand that viewing or distributing inappropriate content via email is not acceptable under any circumstances.

Users must not:

- Write or send emails that might be defamatory or incur liability for the organization. Create or distribute any inappropriate content or material via email.
- Use email for any illegal or criminal activities. Send offensive or harassing emails to others.
- Send messages or material that could damage the Town of Goffstown's image or reputation.

Any user who receives an email they consider to be inappropriate should report it to their supervisor.

COPYRIGHT

The Town of Goffstown respects and operates within copyright laws. Users may not use organization email to share any copyrighted software, media or materials owned by third parties, unless permitted by that third party.

Employees must not use the organization's email system to perform any tasks that may involve breach of copyright law.

Users should keep in mind that the copyright on letters, files and other documents attached to emails may be owned by the email sender, or by a third party. Forwarding such emails on to other people may breach this copyright.

CONTRACTS AND LIABILITY

Users must be careful about making commitments or agreeing to purchases via email.

An email message may form a legally-binding contract between the Town and the recipient — even if the user has not obtained proper authorization within the organization.

EMAIL MARKETING

The Town of Goffstown may use email to market to residents and non-residents and will adhere to legislation governing the appropriate use of bulk email and use of email for marketing.

All email marketing campaigns must be authorized by the Department Head and implemented using the organization's email marketing process.

All questions about email marketing should be directed to the Town Administrator and/or Information Technology Office.

ALL-USER (BULK) EMAIL

All-user emails shall be used for business purposes only. All-user emails may not be used for personal messages or solicitations (e.g., raffles, gambling pools, school fundraiser items, non-Town charity pledges, etc.).

EMAIL DISCLAIMER

Organization emails shall include a disclaimer. Users must not remove or change this when they send messages. The approved Town of Goffstown email disclaimer is:

NOTICE: All emails are for Official Town of Goffstown Business only and privacy should not be assumed. Emails are public record unless subject matter is protected by State or Federal Laws. If you are not the intended recipient of this email and the email contains subject matter protected by State or Federal law, please notify the sender immediately and permanently delete this email. Further disclosure, copying, dissemination, or use of confidential and/or privileged information protected by State or Federal Laws in this email is prohibited.

MONITORING

The Town email system and software are provided for legitimate business use. The Town therefore reserves the right to monitor employee use of email. Email users shall have no expectation of privacy in anything they store, send or receive on the Town email system. Any such examinations or monitoring will only be carried out by authorized personnel. Additionally, all emails sent or received through the Town's email system are part of official Town of Goffstown records. The organization can be legally compelled to show that information to law enforcement agencies or other parties.

Users should always ensure that the business information sent via email is accurate, appropriate, ethical, and legal.

Monitoring for policy compliance will occur through various methods, including but not limited to, periodic walkthroughs, business tool reports, internal and external audits, and feedback to the Information Technology Office.

COMPLIANCE

Knowingly breaching this email use policy is a serious matter. Users who do so will be subject to disciplinary action, up to and including termination of employment. Where appropriate, the Town will involve the police or other law enforcement agencies in relation to breaches of this policy. However, the Town is unlikely to take formal action if a user fails to adhere to the Email Best Practice guidelines.

ENFORCEMENT

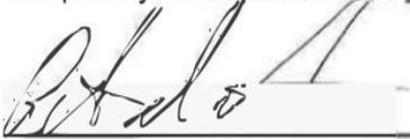
Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

DISTRIBUTION

This policy is to be distributed to all Town of Goffstown employees.

POLICY APPROVAL

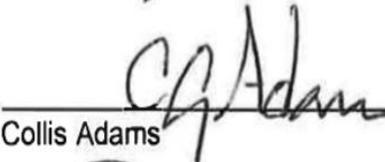
Adopted by the Select Board on 5/9/22



Peter Georgantas, Chair



Kelly Boyer, Vice Chair



Collis Adams



Jim Craig



Mark T. Lemay

USER AGREEMENT

USER AGREEMENT TO EMAIL USAGE POLICY

I certify that I am an employee, volunteer, vendor or contractor working for or on behalf of the Town of Goffstown and that I have read the Email Usage Policy and understand my obligations as described herein. I understand that this policy was approved by the Town and applies to all Information Systems users. I understand that failure to observe and abide by these obligations may result in disciplinary action, which may include dismissal and/or contract termination. I also understand that in some cases, failure to observe and abide by these obligations may result in criminal or other legal actions. Furthermore, I have been informed that the Town will retain the signed Agreement on file for future reference. A copy of this Agreement shall be maintained in the personnel file and/or in the Information Technology Office Administrative file.

Name:

Signature:

Date:

Remote Work Policy



TOWN OF GOFFSTOWN

REMOTE WORK POLICY

| | |
|-----------------------|---------------------|
| Policy # | TOG-IS-004 |
| Policy Type | Information Systems |
| Adopted Date | 05/09/2022 |
| Adopted By | Select Board |
| Effective Date | 06/09/2022 |
| Revised Date | |

PURPOSE

Teleworking, telecommuting, e-commuting, working from home, and working remotely are synonymous phrases that mean a work arrangement has been established that allows staff not to have to travel/commute to the workplace. Staff working from a remote location should always utilize Town of Goffstown-supplied computer devices to perform their job responsibilities.

The purpose of this policy is to establish the protective measures that should be taken by the staff member to maintain the security of the Town of Goffstown (Town) Information Systems (IS) and highlight the responsibilities of the Town and of the staff member.

SCOPE

The scope of this policy applies to any staff eligible to work remotely.

POLICY

Staff should use only Town-issued and/or Town-owned compute devices and supported equipment and applications while working remotely. Town owned equipment would need to be

pre-approved and appropriately tracked in the Information Technology (IT) Office hardware management software prior to the equipment being deployed to staff for remote work.

Before equipment is issued, the IT Office should ensure hardware is configured in compliance with Town hardware and software security practices. This includes all software deployed to protect the Town's IS from malicious activities and actors.

For remote network access, access should be through the Town Virtual Private Network (VPN) and should utilize current Multi-Factor Authentication (MFA) solution.

Before working remotely for the first time, staff should be current with cybersecurity training obligations. The staff member's immediate supervisor should determine the acceptable work hours.

When working remotely, staff should remain compliant with all Town policies, procedures, obligations, and instructions.

SUPPLIED EQUIPMENT FOR WORKING FROM HOME

The following equipment can be supplied to a staff member that has been approved to work from home:

- Laptop – contains required keyboard, camera, microphone, and speakers
- Docking station – required to connect to laptop, external monitors, power, and ethernet, if requested
- Mouse, if requested
- Keyboard, if requested
- 24" monitor and monitor cable
- Second 24" monitor and monitor cable, if requested, role requires it, and is approved by Department Head
- Headset, if requested, role requires it, and is approved by Department Head
- Power strip, if requested
- Standard software
 - Current Windows Operating System
 - Office 365 License
 - Malware and End Point Protection Software
 - VPN Connection

All items are subject to availability and may be substituted with like item(s) pursuant to IT Purchasing Plan.

TOWN SUPPORT FOR STAFF WORKING FROM HOME

The following support is provided from Town IT Office Service Desk staff to staff members working from home:

- Only supplied equipment (listed above)
 - Troubleshoot or replace
- Windows updates/patches
- Supported application updates/patches VPN Connection to Town IS
- Microsoft Office 365 Applications

The following support is **not provided** from the Town IT Office Service Desk staff to staff members working from home:

- Staff owned devices:
 - Computers, printers, monitors, mice, keyboards, modems, cell phones, routers, switches, etc.
- Home network connectivity which includes:
 - Ethernet cabling
 - Wi-Fi connections or configurations
- Troubleshooting non-supported applications
 - Includes any applications not installed in standard deployment of laptop when received by staff member
- Any hardware/equipment that is added to the Town's initially supplied equipment above Household electrical issues
- Issues with staff member's Internet Service Provider (ISP)
- Issues with staff member's Electrical Power Provider Desks
- Chairs
- Office related equipment
- Lighting

GUIDELINES FOR WORKING FROM HOME

Whether working from home, or working from any non-Town location, staff should be sure to follow these standard guidelines:

- Be sure you are pre-approved by your Department Head to work remotely.
- Determine your technological needs and agree on securing Town assets. Town assets should be tracked and validated by Town IT Office staff prior to deployment.
- Get appropriate training to ensure productivity when working remotely. Work only in a safe and secure work area.
- Be free from distractions or the possibility that citizens, colleagues, vendors, or co-workers will overhear inappropriate content from your surrounding area.
- Have existing high speed internet access at home via either of the following:

- Wired (Ethernet) connection – **Preferred.**
 - Secured (password protected) wireless connection – If a wireless connection is needed, it is highly recommended by the Town IT Office that the network connection is private, from a router that you own, and that is installed in your home office work area.
- Use strong passwords or passphrases.
 - Have steady and dependable electrical (power) to adequately supply the equipment needed for staff to function appropriately.
 - Should have the ability to work a set schedule.
 - Utilize appropriate communication methods to stay connected with supervisor, co-workers, citizens, colleagues, and vendors.
 - Update your email, voicemail greeting, staff calendar, on a regular basis with your schedule, availability (or not) and contact information.
 - Check your email and voicemail frequently.
 - Demonstrate trustworthiness by being predictable, dependable, taking promises seriously, and following through with commitments.
 - Set up an appropriate workspace that is separate and distinct from your “home space” and conducive to working effectively without interruptions.
 - Design your workspace for efficiency, with documents and materials you need.
 - Create a healthy workspace – good light, comfortable temperature, ergonomic adjustable chair, computer keyboard and mouse suited to your needs, unified communications headset, etc.
 - Set boundaries with your family members.
 - Ensure your family members understand that although you are home, you are working.
 - Establish ground rules with individuals in your surroundings for work hours, interruptions, noise, etc.
 - Do not use working from home as a substitute for childcare.
 - Town staff should always be connected to the Town VPN.
 - Town staff should always be connected to the Town VPN and system left on when required by the IT Office for updates or patching procedures.

GUIDELINES FOR TROUBLESHOOTING YOUR WORKING FROM HOME

When working remotely from any non-Town location, staff should be familiar with the basic troubleshooting requirements:

- Validate that your router has internet connectivity.
- If you have Internet slowness, freezing, or other quality issues:
 - Unplug the power cord to your router – and the modem too if it is a separate device. Wait 2 minutes. Then reconnect the power.
 - Reduce the number of smart devices, online gaming, and video streaming on your network. Extra network traffic will cause slowness.
 - If you are near your router, consider plugging your laptop into the router with a Cat 6 Ethernet cable. This direct connection will provide the highest speed based

- on your router and your Internet Service Provider limits.
 - Cat 6 cables and Ethernet adapters are available at retailers such as Amazon, Best Buy, Newegg, or Staples.
 - If your ISP issued you network equipment that is more than three years old, reach out to your provider to inquire about updated equipment.
 - Do you own an older router – that is, one that did not come from your ISP? Consider upgrading to a newer, more powerful one, especially if you have multiple devices competing for bandwidth.
 - If you are vying with others for bandwidth on your home network, your data package may no longer meet your needs. Your ISP often holds the key to your household bandwidth. Even though a newer router can give you greater speed, this is useless if your provider has allocated only 20 Mbps to you. Contact your provider to explore a data package with more bandwidth.
- If you have no internet connection
 - Are other devices connected to the Internet working?
 - If no other devices are working you can assume that there is an issue within the home/location network.
 - Make sure you are plugged into the Ethernet port on your docking station; look for the computer connection icon to your bottom right windows screen, appears as a Monitor icon.
- Run an internet speed test – your ISP can provide you with the proper link to test.
 - You can test your connection speed to the Internet using links such as speedtest.xfinity.com, speedtest.att.com, or fast.com.
- Check your cables.
 - One of the most common problems with home networks is that a cable is loose or unplugged somewhere. Check to make sure everything is hooked up properly.
- Check a different website.
 - If you cannot connect to a particular website, try a few others to see if any of them load. If one website loads and another does not, the problem is probably with that website and not your network.
- Try resetting your devices.
 - You could try “power cycling” your devices, which means rebooting all the pieces of your network one at a time.
 - To power cycle your network:
 - Unplug your modem for at least 10 seconds; plug it back in
 - Unplug your router for at least 10 seconds; plug it back in
 - The lights on your router should start blinking
 - When the light comes on the router that shows you have an Internet connection, reboot your laptop device
- What can I do if I need to use Wi-Fi, but my internet connection drops frequently?
 - If your home Wi-Fi offers a choice of connecting at 5 GHz or 2.4 GHz, connect to the 5 GHz band. The higher band is less crowded but has a smaller range.
 - If your device connects to the Internet initially, but the connection keeps

dropping, there are a few tricks that might help you get a better signal.

- Move closer to your router.
- If your device is portable, move it closer to the router and try again.
- Reduce interference.
 - Another potential problem is that your network may be experiencing interference from other networks or electronic devices. Products such as microwaves, cordless phones, and Bluetooth devices could be interfering with your wireless signal. If that is the case, try shutting off the devices that may be causing the interference.
- Why is my connection weak in certain parts of the house?
 - If you have a large house, or if you are experiencing interference from your neighbors' wireless networks, it is not uncommon to find "dead zones", or areas your wireless network cannot reach. Here are a few things to try:
 - Moving your router.
 - It is possible your router is not in an ideal location. Try moving the router to the location where it can cover the largest area of your home.
 - Be sure to place your router in a place where it will not be blocked. Higher up is generally better, and you will want to make sure your router is not tucked away in a drawer or closet where it cannot effectively broadcast a signal.
 - Get a more powerful router.
 - Perhaps your router is just not powerful enough or is using outdated/older wireless technology. Replacing it with a newer, more powerful model may allow you to increase the coverage area in your home.
 - Wireless network extenders.
 - Wireless network extenders pick up the signal from your router and re-broadcast it to create a larger area of coverage.
 - Powerline extenders.
 - Powerline extenders work by sending a signal through the electric wires that already exist inside your home, letting you extend your network to any location where there is an electrical outlet.
 - Contact your service provider.
 - If the above steps have not gotten you re-connected, you might have to call your ISP to make sure that there is not a service outage or a change to your service plan that you were not aware of.

REQUESTING SUPPORT

If you have validated and gone through all the steps above, please follow the procedure below:

- Reach out to a colleague and ask if they are encountering similar issues.
- Contact your supervisor to let them know you are having issues.

- Open a service ticket through the Town IT Office Service Desk portal if you can or have your supervisor submit one for you. (Access to the Service Desk portal is available via Cell Phone browser and mobile app)

EQUIPMENT DEPLOYMENT AND RETURNS

Process for Deploying and Returning of equipment for Remote Staff

Deploying equipment:

- Department Head will submit a service request through the Town IT Office Service Desk portal:
 - Portal:
 - <https://service.goffstownnh.gov/?format=portal>
 - <https://townofgoffstown.samanage.com/?format=portal>
 - Create Service Request and include the following:
 - Name of staff member
 - Home address or location at which equipment will be deployed
 - Mobile phone number for staff receiving equipment
 - Choose required equipment
 - Choose deployment method and timeframe
- Town IT Office Staff will confirm the following:
 - Staff member has been assigned all required licensing.
 - Staff has successfully completed IS Security trainings.
- Town IT Office Staff will configure all equipment being assigned to staff member.
- Town IT Office Staff will schedule deployment based on Department Head request.

Returning equipment:

- Department Head will submit a service request through the Town IT Office Service Desk portal:
 - Portal:
 - <https://service.goffstownnh.gov/?format=portal>
 - <https://townofgoffstown.samanage.com/?format=portal>
 - Create Service Request and include the following:
 - Name of staff member
 - Home address or location at which the equipment will be returning from
 - Mobile phone number for staff returning equipment
 - Choose equipment being returned
 - Choose date of return
- Town IT Office Staff will schedule return of equipment based on Department Head request.
- Town IT Office Staff will adjust licensing, if required.
- Town IT Office Staff will confirm all equipment that will be returned by staff member and adjust inventory assignment accordingly.

ENFORCEMENT

Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

DISTRIBUTION

This policy is to be distributed to all Town of Goffstown employees.

POLICY APPROVAL

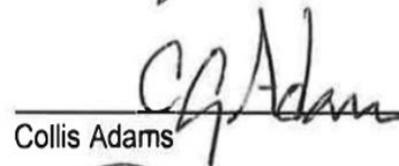
Adopted by the Select Board on 5/9/22



Peter Georgantas, Chair



Kelly Boyer, Vice Chair



Collis Adams



Jim Craig



Mark T. Lemay

USER AGREEMENT

USER AGREEMENT TO REMOTE WORK POLICY

I certify that I am an employee, volunteer, vendor or contractor working for or on behalf of the Town of Goffstown and that I have read the Remote Work Policy and understand my obligations as described herein. I understand that this policy was approved by the Town and applies to all Information Systems users. I understand that failure to observe and abide by these obligations may result in disciplinary action, which may include dismissal and/or contract termination. I also understand that in some cases, failure to observe and abide by these obligations may result in criminal or other legal actions. Furthermore, I have been informed that the Town will retain the signed Agreement on file for future reference. A copy of this Agreement shall be maintained in the personnel file and/or in the Information Technology Office Administrative file.

Name:

Signature:

Date: