# LIBRARY BEHAVIOR POLICY

The Dudley-Tucker Library Trustees believe that Library patrons and employees have the right to use/provide Library materials and services without being disturbed or impeded by abusive and/or disruptive Library patrons and/or employees; that Library patrons and employees have the right to an environment that is secure and comfortable; and that Library patrons and employees have a right to materials and facilities that are available and in good condition.

RULES:

1. No smoking, use of tobacco or cannabis in any form, e-cigarettes, or use of controlled substances in the Library.
2. Use of alcohol is prohibited in the Library (and on all Town property). (This prohibition may be temporarily lifted by mutual consent of the DTL Board of Trustees and Town of Raymond Board of Selectmen for specific programming purposes.)
3. Patrons are not allowed to eat or drink in the Library (unless refreshments are provided as part of a Library program).
4. No soliciting or distribution of leaflets within the Library.
5. Animals are not permitted (except for service animals).
6. Appropriate attire, including shirts and shoes, must be worn at all times.
7. The staff is not responsible for patrons' personal belongings left unattended.
8. The Library staff reserves the right to inspect any/all bags, purses, briefcases, packs, etc.
9. The materials and equipment in the Library are here for patron and staff use. Any purposeful damage done to materials, equipment, furniture, building or property of the Library is against the law (see RSA 202-A:24) and may be reported to the police.
10. The telephone at each circulation desk may be used by patrons (with permission of the staff) in cases of emergency.
11. Loud or boisterous behavior is prohibited outside of Library programs.
12. People's rights to privacy must be respected.
13. Harassment or intimidation by threatening language or behavior will not be allowed.
14. A patron may by required to leave personal belongings being used inappropriately with Library staff until s/he leaves the Library.
15. Library patrons must abide by posted hours of operation, not seeking to gain admission before the Library opens and not detaining staff beyond closing time. In case of an alternative closing time, Library staff will inform patrons, and the above pertains.
16. All staff and patrons will be held to both the Library Behavior Policy and the Town of Raymond Harassment Policy (attached). In the event/case of redundancy, the more restrictive policy will be enforced.

STAFF JUDGEMENT AND DISCRETION WILL BE USED AT ALL TIMES IN THE INTERPRETATION OF THE ABOVE RULES.

Adopted November 8, 1994. Revised and updated April 18, 2019.

# TOWN OF RAYMOND HARASSMENT POLICY

*(UPDATED 6/2017)*

The Town of Raymond is committed to providing a work environment that is free of harassment based on age, sex, race, color, marital status, physical or mental disability, religious creed, national origin, familial status, sexual orientation, gender identity or expression, pregnancy, childbirth, or related medical condition, genetic status, veteran status, or any other legally protected status. The Town of Raymond recognizes the harmful effects of harassment and will not tolerate it.

Such harassment by any Town Employee, officer, official, board member, volunteer, personnel, supervisor or other third parties is NOT allowed and will NOT be tolerated. Employees who take part in unlawful harassment will be disciplined, up to and including termination. All Employees, officers, officials, board members, volunteers, personnel, supervisors and other third parties are expected to follow this policy.

Examples of prohibited harassment: This policy prohibits offensive, intimidating, threatening, or otherwise unwelcome comments or conduct based on age, sex, race, color, marital status, physical or mental disability, religious creed, national origin, familial status, sexual orientation, gender identity or expression, pregnancy, childbirth, or related medical condition, genetic status, veteran status, or any other legally protected status Examples of prohibited conduct include, but are not limited to:

1. Written or spoken derogatory terms about sex, race, color, national origin, religion. Age, military or veteran status, physical or mental disability, marital status, pregnancy, or sexual orientation;
2. Slurs and epithets;
3. Unwelcome jokes;
4. Insults;
5. Threats of physical violence or harm to a person's property;
6. Display or circulation of materials, items, or images that are degrading or disparaging to individuals or groups based on the characteristics listed above;
7. Any other unwelcome conduct or comments directed at a person or group because of a particular protected characteristic (i.e., sex, race, age, etc.)

Specific Information About Sexual Harassment: The formal definition of sexual harassment includes unwelcome sexual advances, requests for sexual favors and other verbal, physical and non-physical conduct of a sexual nature when:

1. Submission to or rejection of such conduct is made explicitly or implicitly a term or condition of employment;
2. Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting that individual, or for awarding or withholding favorable employment opportunity, evaluation or assistance; or

3. Such conduct has the purpose of effect of unreasonably interfering with an individual's performance at work, or creating an intimidating, hostile or offensive work environment. Less formally, the types of conduct prohibited by this policy cover a wide range of inappropriate behaviors including but not limited to, the actual coercion of sexual relations, unwelcome comments, jokes, innuendoes, sexually suggestive materials, and other unwelcome sexually oriented actions.

While it is not possible to list all the types of conduct that might violate this policy, the following are some examples:

1. Unwelcome sexual advances, whether they involve physical touching or not;
2. Sexual epithets, jokes, vulgarity;
3. Written or oral references to sexual conduct;
4. Gossip regarding an individual's sex life;
5. Comments regarding an individual's body;
6. Comments about an individual's sexual activity, deficiencies, or prowess;
7. Displaying sexually suggestive objects, pictures, cartoons, electronic images;
8. Leering, staring, whistling, grabbing, pinching;
9. Sexual flirtation;
10. Brushing intentionally against someone's body;
11. Sexual gestures;
12. Suggestive or insulting comments;
13. Inquiries into one's sexual experiences; and
14. Discussion of one's sexual activities

Social Media Harassment: *(See Town Social Media Policy & Media Policy, Appendix H and I)* Employees are advised that any harassment, discrimination, retaliation, and/or conduct that creates and/or contributes to a hostile work environment which would not be permissible in the workplace is also not permissible via social media, even if it is done during non-working hours, outside the workplace, and on a personal device.

No Unauthorized Postings: Employees may not post anything on social media in the name of the Town of Raymond or on behalf of the Town of Raymond without prior written authorization from the Board of Selectmen or after being officially designated to speak on behalf of the Town of Raymond by the Board of Selectmen.

Retaliation will not be tolerated: The Town of Raymond requires Employees to report violations of this policy and will not tolerate any form of retaliation against an Employee who files a report or who participates in an investigation of a report under this policy. All incidents of retaliation must be immediately reported using the Reporting Procedures (Section 4)

• This policy applies to all Town of Raymond Employees, officers, officials, board members, volunteers, personnel and supervisors have a responsibility for keeping our work environment free of harassment. Any Employee, officer, official, personnel, or supervisor, who becomes aware of an incident of harassment, whether by witnessing the incident or being told of it, MUST REPORT IT IMMEDIATELY (*see Section #4 Reporting Procedures*) so that steps may be taken to protect the Employee from further harassment and appropriate investigative and disciplinary measures may be initiated. This policy prohibits conduct whether it is directed at men by women, at women by men, at men by men, or at woman by woman and regardless of whether the conduct occurs on or off the Town's premises or during

or outside of working hours. When management becomes aware that harassment might exist, it is obligated by law to take prompt and appropriate action, whether or not the victim wants the Town to do so.

• The Town accepts no liability for harassment or one Employee by another Employee. The individual who makes unwelcome advances, threatens or in any way harasses another Employee is personally liable for such actions and their consequences.

• All Employees, officers, officials, board members, volunteers, personnel and supervisors should understand that the use of the Town's equipment to harass others or even to communicate offensive jokes or remarks that may be considered offensive to another Employee is not allowed.

• Consequences for Violating the Policy:
Violations of this policy, whether intended or not, will be not tolerated. Any Employee who violates this policy will be subject to corrective and/or disciplinary action, up to and including termination of employment. Note that the Town of Raymond may take corrective and/or disciplinary action to address inappropriate conduct even if it does not rise to the level of unlawful harassment.

REPORTING PROCEDURES:
Any Employee who has observed, been made aware of or experienced conduct in violation of our policy against harassment or the policy regarding Diversity and Equal Employment Opportunity (collectively referred to in this Reporting Procedure as the "Policies"), must follow this reporting procedure to notify the Town of the problem so that the matter can promptly and thoroughly be investigated, and appropriate action taken.

1. Notify the Department Head and/or Town Manager of the conduct. An Employee can report the matter to any (or more than one) of these individuals, orally or in writing.
2. In the event that the report is about conduct engaged by the TOWN MANAGER, A MEMBER OF THE GOVERNING BODY, or DEPARTMENT HEAD, the Employee may choose to make the report directly to the Chair of the Governing Body or the Human Resource Coordinator either orally or in writing.

Investigation: The Town will investigate reports made through this Reporting Procedure promptly and fairly. The investigation will be conducted in such a way as to maintain confidentiality to the extent practicable under the circumstances. The investigation may be conducted internally or in appropriate circumstances, an outside investigator may be retained. Investigations will typically include private interviews with the person filing the report and with witnesses. The person alleged to have violated the Policies will also typically be interviewed. Any Employee asked to participate in an investigation is expected to cooperate fully and truthfully. When the investigation is complete, to the extent appropriate, the Town will inform the person filing the report and the person alleged to have violated the Policies of the results of that investigation.

Corrective/Disciplinary Action: Any Employee who has violated the Policies or otherwise acted inappropriately will be subject to corrective and/or disciplinary action, up to an including immediate termination of employment.

Retaliation is Prohibited: Employees who make reports in good faith under this Reporting Procedure and/or participate in good faith in any investigation under this Reporting Procedure have the Town's assurance that it will not tolerate any form of retaliation against them for their participation in the process. Any concerns regarding retaliation must be reported using the Reporting Procedures.

Indemnification: The Town shall provide all Employees with full indemnification from legal action as outlined in RSA 31:104; 31:104-1; 31:105;31-105-1; 31:106, 31-106-1**,** and 491:24 while in service to the Town of Raymond and acting within the scope of the position to which they are legally appointed to serve.