

# 2019 Policy Updates:

\*Additions will be **red**. Deletions will be ~~letters with line through~~.

\*Page numbering will be addressed throughout the handbook once the policy is finished. Revised dates at the bottom of the pages will also be updated. Tables of Contents will be updated.

\*All bookkeeper titles were changed from ~~bookkeeper~~ to **accountant** throughout the handbook.

\*All video or ~~videoes~~ were changed to **movie** or **movies** throughout the handbook.

## INTRODUCTION

### **Library Bill of Rights (adopted January 29, 2019)**

7. All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use. Libraries should advocate for, educate about, and protect people's privacy, safeguarding all library use data, including personally identifiable information.

Adopted June 19, 1939, by the ALA Council; amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; January 23, 1980; **January 29, 2019**.

Inclusion of "age" reaffirmed January 23, 1996.

Although the Articles of the *Library Bill of Rights* are unambiguous statements of basic principles that should govern the service of all libraries, questions do arise concerning application of these principles to specific library practices. See the documents designated by the Intellectual Freedom Committee as *Interpretations of the Library Bill of Rights* (<http://www.ala.org/advocacy/intfreedom/librarybill/interpretations>).

## LIBRARY POLICY

### HOURS, CLOSINGS, AND CANCELLATIONS

#### **Library Hours**

- **Bluffton Main Library**  
Special Service Hours (~~AV Booking~~ **Equipment Reservations, Meeting Room Booking Reservations**, Notary Service) Call for availability.
- **Ossian Branch Library**  
Special Service Hours (Meeting Room ~~Booking~~ **Reservations**, Notary Service)  
Call for availability.

#### **Weather Related Closings**

- In the event of hazardous weather conditions, the Library will use the **Department of Homeland Security County Travel Status** ([www.in.gov/dhs/traveladvisory/](http://www.in.gov/dhs/traveladvisory/)) as a minimum guideline for weather related closings.

## **Program Cancellations**

- If the following schools are cancelled, dismissed early, or call off evening activities due to weather, the library cancels programs for all ages **children and teen programs**. Two hour delays do not affect programs. **Decisions on cancelling adult programs will be made the day of the program by the librarian in charge of program. Adult program cancellations will be posted on the library website and social media.**

## **ACCESS TO INFORMATION POLICY**

### **Public Records**

- Any person may inspect and copy the public records of the Wells County Public Library during the regular business hours of the administrative office. **Wells County Public Library records are available to anyone by request. All requests need to be made to the director during administrative hours.** Requests for materials on weekends or at night will be deferred until the following business day. The requestor **may inspect and copy the public records and** is responsible for copying costs.

## **BOARD MEETING PUBLIC PARTICIPATION POLICY**

The public is encouraged to attend and observe the public portion of the meetings of the Wells County Public Library Board. The Library Board welcomes public comments at the meetings. The following guidelines will be followed to facilitate orderly discussion ~~of~~ **of** agenda items.

## **CIRCULATION POLICY**

### **Copyright**

- The Library Board directs that all borrowers of materials adhere to all provisions of Title 17 of the United States Code, entitled "Copyrights," to other ~~relative~~ **relevant** federal legislation and guidelines concerning the duplication of copyright materials, and to the Public Performance Law.

### **Damage**

- The Wells County Public Library will not be held responsible for damage to a patron's audiovisual ~~or computer~~ equipment as a result of the use of library materials.

### **Extended Use Fees**

- Periodically, the library director may designate a fine and fee amnesty time ~~period or accept pre-designated food or staple items in lieu of fines and fees owed by the borrowers.~~ The exchange rate **of items or tasks** will be determined by the library director.

### **Accepted Forms of Payment**

- The library accepts cash, checks, and credit or debit cards. ~~When using a credit or debit card in the library, the minimum charge is \$5.00.~~ When paying online, there is no minimum, but there is a \$0.50 service charge.

## **COLLECTION MANAGEMENT**

### **Removal & Replacement of Materials**

- Aids used in selecting material for removal or replacement: ~~Public Library Core Collection Nonfiction, Children's Core Collection, Best Books for Young Adults, Recommended~~

*Reference Books for Small and Medium-Sized Libraries and Media Centers, Evaluating and Weeding Collections in Small and Medium-Sized Public Libraries, Continuous Review Evaluation and Weeding.*

### **Selection Criteria**

- It is, therefore, left to each patron to determine what information is appropriate to ~~his~~ **their** needs.

### **Local Author Collection**

- The library ~~does not accept unpublished materials, unbound typescripts, eBooks, or other digital content in this collection.~~ **reserves the right to accept or deny materials and does not accept materials that can't be easily distributed to the public.**

## **DONOR RECOGNITION POLICY**

### **Annual Giving**

- The library will recognize cumulative giving by its donors. Counting the cumulative gifts removes a certain unfairness whereby a large one-time gift gets ~~recognizes~~ **recognized** while an equivalent amount contributed over a longer time period does not. All gifts are counted and included regardless of their purpose.

## **EXHIBIT & DISPLAY POLICY**

### **Exhibits**

- Exhibits at the Wells County Public Library are by the invitation of the ~~reference~~ **adult services** librarian, **the community relations manager**, the branch manager, the library director, or the Board of Trustees.

## **FIXED ASSET POLICY**

- Library materials (books, ~~audio~~ **media** material, software, etc.), property, and structures are inventoried and valued separately and therefore excluded from this fixed asset inventory.

## **HOTSPOT POLICY (New – Please Read All Policy)**

- Hotspots are available to any Wells County Public Library card holder 18 years old and older in good standing. Patrons must present their library card or valid ID upon checkout. Hotspots may not be checked out by reciprocal borrowers or PLAC card holders.
- Devices will be checked out for seven days. They must be checked out and returned to the WCPL circulation desk during operating hours. If a device is returned in the outside drop box, a \$10 fee will be added to the patron's account.
- Patrons may place holds on hotspots or reserve them. Hotspots will be held for 3 days after the pick-up date. If hotspots are not picked up by the end of the 3-day period, holds and reservations will be cancelled and the devices will move to the next patron in line.

- Patrons may only check out one device at a time. The devices may be renewed up to 1 time. Devices cannot be renewed if another patron is waiting for the item.
- Patrons will be required to sign a checkout agreement on their first use of a hotspot.

### **Damaged or Lost Hotspots**

- Once a hotspot is checked out to a patron, it becomes the responsibility of that patron. Hotspots should not be loaned or given to anyone other than the card holder.
- Any changes in the device's condition while in the patron's care will be the patron's responsibility.
- Patrons are responsible for costs associated with damage, loss, or theft of hotspots and their accessories. Patrons should make all reasonable efforts to maintain the security of the hotspot to avoid theft or damage.
- Upon check-in, the device will be examined to ensure it has not been tampered with. If damage to the device is discovered by library staff, these costs will be added to the patron's account.
- If the device or any associated material is lost or damaged, the patron will be charged the actual cost of the replacement or repair of these items.
- Patrons will be advised of approximate replacement costs at the time of checkout.

### **Overdue Devices**

- Overdue devices will have Internet access deactivated within 24 hours after their due dates. The overdue fine will be \$2 \$5 per day with maximum \$10 fine. Items 48 hours overdue will be declared lost, and full replacement costs will be charged.

### **Right of Refusal**

- The Library reserves the right to refuse service to patrons who abuse equipment or who have a history of returning items late.

## **INTERNAL CONTROL POLICY AND PROCEDURES**

### **Component Three: Control Activities**

#### **Purchases**

- ~~All orders are placed by the administrative assistant.~~ The administrative assistant maintains the purchase order log. Most orders are placed by the administrative assistant. When someone other than the administrative assistant places an order, they must first get approval and purchase order number. Purchase orders are created for all but immediate need purchases. Purchase orders are approved and signed by the library director.
- Purchase orders are encumbered into the accounting system by the ~~bookkeeper~~ accountant and monthly appropriation and encumbered reports are distributed available to all managers responsible for purchasing for departments or collections.

#### **Disbursement Activities**

- ~~Responsibility for acknowledging the receipt of goods or services is the department receiving the order.~~ Acknowledging the receipt of goods or services is the responsibility of the department receiving the order. The signed receiver receipt/purchase order is then given to the ~~bookkeeper~~ accountant for processing payment.

#### **Cash Activities**

- The ~~bookkeeper~~ **accountant** balances the petty cash ledger for both the main **library** and branch each month with the receipts for purchases.

#### Credit Card Transactions

- Receipts are given to ~~the bookkeeper~~ **accountant** to compile and compare to the monthly credit card statement.

#### Conclusion

- WCPL is committed to ~~the~~ maintaining a sound environment of communicated internal and external policies and procedures to control the risks that could prevent the library from accomplishing its mission and goals with accountability and transparency.

## INTERNET USE POLICY

### Rules for Internet Use

- **Misuse of the library computer or Internet access will be determined by the library staff and will result in loss of Internet privileges and possible disciplinary action.**

The patron is responsible for all pages printed.

- ~~Regular resident and paid~~ **All** cardholders receive a 50¢ printing credit per day. Additional printed pages are 10¢ each (b/w) and 50¢ each (color). Guest users receive no free prints.

## INVESTMENT POLICY

### Library Funds

#### Rainy Day Fund

- The Rainy Day Fund is subject to the same appropriation process as other funds that receive property or income tax money. Transfers to or from the Rainy Day Fund must be reported to the Department **of Local Government Finance (DLGF)**. Units must submit to the ~~Department~~ **DLGF** the resolution/ordinance from the fiscal body approving the transfer. The resolution/ordinance must include the name of each fund and the amount being transferred out of each fund to the Rainy Day Fund. The ~~Department~~ **DLGF** may not reduce the actual or maximum permissible levy of a unit as a result of a balance in the Rainy Day Fund of the unit.
- A unit's transfer of funds from a cumulative fund to its Rainy Day Fund would indicate to the ~~Department~~ **DLGF** that the property tax rate for that cumulative fund was no longer needed.
- **Tax Pass-Through Funds**  
The Sales Tax and Property Tax Pass-Through Funds were established in 2011 for the purpose of depositing and disbursing sales tax collected from meeting room rentals ~~and property tax collected from the café lease.~~

## LIBRARY PATRON POLICY

### Resident Card

- Teen and Kids' cards require a parent's signature **and parent/guardian's proof of address.**

### Teacher or Institutional Card

- ~~Teachers in Wells County, resident or non-resident,~~ **Individuals who teach in Wells County** may have a library card for use during the school year only. This same type of card may be issued to nursing homes and other institutions at the discretion of the library director.

### Standards of Patron Behavior

- Behave in a non-disruptive manner. Disruptive or unsafe behavior includes, but is not limited to, loud talking, loud audio equipment, inappropriate language, running, throwing things, hitting, pushing, or shoving.

## **MEETING ROOM POLICY**

### **General Statement**

- Activities disruptive, abusive, or dangerous to the building, library materials, exhibits, furnishings or individuals in the building (including, but not limited to, ~~the burning of candles~~ **open flames**)
- Conduct interfering with the library's mission, the ~~customer's~~ **patrons'** use of the library, or the library employee's service to ~~customers~~ **patrons**.
- Any activity that interferes with traffic flow at library entrances or causes undue congestion at those entrances.
- All meetings must begin **and end** within regular library hours. **Non-library use of the meeting rooms must be finished and the room vacated 15 minutes before the library closes.**  
~~Arrangements for library meeting room use beyond regular hours must be cleared in advance. Meetings must adjourn and the building must be vacated within two hours of the library's closing time on weekdays and three hours after the library's closing time on Saturdays. No meetings may be scheduled for days the library is closed.~~

## **PEST CONTAINMENT POLICY (New – Please Read All Policy)**

The Wells County Public Library (WCPL) strives to keep all circulating items in good condition as a service to the community. Library customers are expected to keep borrowed Library materials free from damage and from pests.

As bed bugs become increasingly more common in North American public spaces, WCPL employs a proactive approach to minimize the risk of their presence.

The library acknowledges that proactive inspections, staff training, promptly reporting of sightings and destroying bed bugs immediately are the most important actions it can take toward mitigating bed bug problems.

WCPL is committed to providing a positive library experience for all of its customers as well as a safe working environment for its staff. As part of this commitment the library has implemented a comprehensive and pro-active policy and procedure involving inspections of facilities by pest control professionals and training for staff on the identification and containment of bed bugs.

### **Prevention Policy and Protocol**

All library staff are aware of procedures related to handling materials contaminated with bed bugs. In the event that a customer discovers bed bugs in borrowed materials, containment and proper handling is extremely important. Guidelines for patrons who suspect bed bugs in library materials are available in the document ***General Questions About Bed Bugs and the Library*** available at any service point.

### **Policy**

- When library patrons return borrowed materials, WCPL staff will inspect all items before re-shelving them.

- If library staff find returned material contains pests or evidence of pests (insects, rodents, etc. alive or dead), and the evidence is unequivocally connected to a specific borrower, library staff will take the following actions:
  - The incident will be noted on the patron's record.
  - The patron will be showed the materials and bugs whenever possible. The patron will be informed of the condition of the item(s) as well as the consequences of future infractions.
  - The patron will be given a copy of the Pest Policy and a sealable plastic bag in which to return all borrowed library materials in the future.
  - In order to discontinue using the sealable plastic bag for borrowed library items, the library patron must provide a paid and dated receipt for pest extermination and/or inspection with clean results at the customer's address. The address on the receipt must match the patron's address in the library's records.
  - The patron will be asked not to use book drops for materials with live bed bugs or signs of bed bugs.
- If the same customer checks out and returns library item(s) containing pests or evidence of pests a second time, all patron accounts within this household will be blocked and they will no longer be permitted to check out library materials.
  - In order to restore borrowing privileges, the patron must provide a paid and dated receipt for pest extermination and/or inspection with clean results at the patron's address. The address on the receipt must match the patron's address in the library's records.
- Materials will either be treated or discarded at the Library's discretion.
  - If all evidence of pests cannot be removed from an item without destroying the item, or if the item cannot be repaired, the appropriate patron will be charged for the cost of replacing the item.
- All library materials found to contain pests or evidence of pests will be treated to remove the pests and thoroughly inspected before being returned to the circulating collection.

### **Public Donations Protocol**

Donors are kindly asked to inspect materials prior to donating them to the library and to deliver them in sealed bags or containers. Library staff will perform an intake inspection as soon as possible. The library reserves the right to discard materials with signs of past or present bug activity.

## **SERVICES POLICY**

### **Equipment Loan**

- The library loans several pieces of equipment, including but not limited to the following: multi-media projector, video camera, overhead projector, slide projector, ~~Apollo amplifier sound system~~, screen.
- Patrons with a valid adult library card may check out the equipment for a period up to 72 hours. Equipment must be picked up and returned to the ~~Audiovisual Department at the main library~~ **or branch**.
- ~~User fees and deposits may be charged for equipment use. The Library Board approves these charges.~~

### **Exam Proctoring**

- ~~Students who are registered library card holders in good standing with the Wells County Public Library are~~ **Anyone is eligible for to utilize** this service.
- There is no charge for each exam proctored. There is a ~~\$3~~ fee charged if faxing or mailing is required. All fees are payable just prior to taking the exam.
- Tests offered in a computer format must be compatible with the hardware and software available on the Library workstations. ~~Tests taken over the Internet are limited to two hours in duration.~~

### Reference Service

- ~~Reference materials generally do not loan, but photocopiers are available. Up to fifty cents (50¢) worth of copies may be made without charge from these items per day.~~
- ~~Materials may loan overnight with the permission of the reference librarian, director, branch manager, or assistant branch manager.~~

### Children's Story Hour Room

- Due to several safety and equipment concerns, the Main library's story hour room will be reserved for library-related activities only **programming. All other activities may be approved at the discretion of the director or children's services manager.**
- The Ossian Branch library's story hour room is used for library programming ~~and for studying, or small meetings at the discretion of the branch librarian.~~ **All other activities may be approved at the discretion of the director or branch librarian.** Library programming always has priority.

### Electronic Communications

(moved to Standards of Patron Behavior Manual)

- ~~The following guidelines should be followed when using electronic devices:~~
  - ~~Set electronic device to vibrate or silent while in the library.~~
  - ~~Step away from other patrons and staff when using electronic communication.~~
  - ~~Use the lobby or step outside the building for extended conversations.~~
  - ~~Keep the volume of your voice low and refrain from abusive language.~~

## PERSONNEL POLICY

### **Employee Handbook Introduction (New – Please Read All Policy)**

Welcome to Wells County Public Library (WCPL). This Employee Handbook describes, in summary, the personnel policies and procedures that govern the employment relationship between WCPL and its employees. The policies stated in this handbook are subject to change at any time at the sole discretion of WCPL Board of Trustees. You may receive updated information concerning changes in policy from time to time, and those updates should be kept with your copy of the employee handbook.

This employee handbook is drafted to familiarize employees with policies. This handbook does not create a contract of employment between WCPL and its employees. While WCPL hopes that your employment relationship will be long-term, either you or WCPL may terminate this relationship at any time, for any reason, with or without cause or notice, unless otherwise prescribed by applicable law. Our relationship remains at-will notwithstanding any provision in this handbook to the contrary. No supervisor, manager, or representative of WCPL other than the Director has the authority to enter into any agreement (approved in writing) with you regarding the terms of your employment that changes our at-will relationship or deviates from the provisions in this employee handbook. WCPL complies with all applicable laws governing the employment relationship. None of the policies in this Handbook



will be applied to prevent employees from discussing their terms or conditions of employment or to otherwise interfere with their rights under applicable laws.

WCPL management and staff are expected to support the philosophies and direction provided in our Mission and Vision Statements.

### Mission Statement

“The Wells County Public Library provides the communities it serves with access, knowledge, and growth supporting research, popular interests, and lifelong learning.”

### Vision Statement

The Wells County Public Library is committed to providing library service that is all encompassing, oriented for lifelong learning, economically and equally accessible, inviting and offers a “small town” atmosphere, committed to innovative technology, professional and forward thinking and customer focused.

The Wells County Public Library will be considered essential to the community, embrace technology, produce innovative programs for all ages, seek continual improvement in its facility, its people and its processes, serve patron’s individual informational, enrichment and entertainment needs, seek cost-effective, convenient knowledge delivery, be the best source of information about Wells County.

## **History of Wells County Public Library (New – Please Read All Policy)**

The Bluffton Public Library had its beginning May 15, 1902, when a seven-member Library Board met in the home of Mrs. James P. Hale for the purpose of organizing a public library. The Library was first housed in the southeast basement room of the Court House; soon afterwards, it was moved to the northwest corner room. Because of the early twentieth century was the era of Andrew Carnegie’s philanthropy to public libraries, the secretary of the Library Boards was instructed to write to other cities in the state that had Carnegie Libraries to obtain information concerning the method of application to these funds. The secretary and twenty or more other prominent citizens wrote to Mr. Carnegie to request money for a library. Mr. Carnegie agreed to furnish Ten Thousand Dollars to erect a Free Public Library Building for Bluffton.

After the promise of the money, the Board chose the Mary E. Stoddard property on West Washington Street and was purchased for \$2,975. The Board members next actions was to confer with architects about the plans and specifications for the erection of a library building. The Library Board sent a copy of these plans and specifications to Mr. Carnegie with a request that he contribute \$2,000 more than he promised. Mr. Carnegie responded by increasing the amount of his gift to \$13,000. After campaigning for the difference the total amount received was \$18,909.20 with which the lot was purchased, the building erected and the interior furnishing acquired. The lowest bidder, Fred Illingsworth and Company, was granted the contract. After two and one-half years of planning and construction, the Library was opened to the public on May 15, 1905.

In November 1937, a two cents levy was approved for the townships, and the Library was opened to the county. With the county system established, book collections were then provided to the county schools. The Library mailed books to patrons until locations for book stations were in operation.

Stations were eventually opened at Uniondale, Ossian and McNatt, which were open ten hours per week.

On June 1, 1939, the Board met to discuss the best way to meet the needs of the county. A book trailer was favored. Later that year a twenty-foot semi-trailer, pulled by a one-half ton pick-up truck, was purchased from Sylvan Tonner. The trailer feature three skylights and ventilators on the roof. It held approximately 2,000 books. The book trailer was the pride of the community. Circulation increased by fifty percent with the addition of the book trailer, since one-half of the cardholders resided outside of the Bluffton city limits. By 1951, seventy-seven percent of the total circulation figure was attributed to the county residents.

In 1970, a self-contained bookmobile replaced the book trailer, which had been in operation for thirty-two years. It was twenty-nine feet long and featured air-conditioning. The new unit was a single unit vehicle like a school bus rather than the common truck rig style having a separate cab and chassis. It arrived in Bluffton on September 30, 1970, just in time to begin the busy school schedule. Because of its many stops throughout the county and its stops at the schools, up to 40 percent of the library's circulation was handled by the mobile unit. The bookmobile had three thousand five hundred books aboard and served as a branch library to towns and schools throughout the county.

On December 8, 1979, the Ossian branch library was opened to the northern Wells county residents. In 1989, the library purchased the northwest corner of Jefferson and Mill Streets in Ossian, with the hopes of building a new branch facility.

Citizens of Zanesville in northwest Wells County petitioned the Library Board for a branch facility in their town. In May 1986 a new branch library was opened in Zanesville. It subsequently closed in 1990 as demographics shifted.

The Library was bursting at the seams and expansion was a necessity was not questioned. After many months of controversy, divisive meetings, plans adopted, pursued and then ultimately rejected, a compromise was finally achieved and the county was ready to move forward in their pursuit of an all-new, modern library. The former jail lot on Washington Street was to be the new home for the 24,000 square foot, \$2.6-million-dollar library. The new library in Bluffton was officially dedicated on August 25, 1991. The staff, along with hired movers, had carted much of the equipment, furniture, supplies and materials across the street in the weeks preceding moving day, which arrived on a sunny Saturday morning, September 7, 1991. Two hundred ninety-six volunteers participated in the well-orchestrated move. The new library officially opened its doors for business on Tuesday, September 24, 1991.

The decade of expansion was just beginning for Wells County residents. Once the need for a new central library was met, the people began to focus on the southern part of the county and what could be done to better serve the people there. Southern Wells and the library entered into a cooperative agreement whereby the school would provide space for a small library branch in exchange for use of the catalog during the day. The Southern Wells Branch opened on May 2, 1993. It was open two nights a week to serve both adults and children during non-school hours.

Once the central and the southern parts of the County were well situated, it was time to move on to Ossian's Branch. The ground breaking ceremony for the Ossian Branch was held on Sunday, October 31 and a little over a year later on Sunday, November 14, 1994 the new facility was dedicated and open for services.

When the library was built in 1990, no one dreamed how important public technology would be or that the library would become a vital social and learning center for Wells County. The number of computers grew from 12 to 81. The media collection has more than doubled in 13 years. There is also a shortage of programming and storage space. Because of the need for more space because of services have increased an expansion to Wells County Public Library was proposed. The project expanded the library from 22,180 square feet to 39,280 square feet – a 77% increase in floor space. The Wells County Council unanimously voted for the \$3.050 million – 15-year bond project. The new library addition was opened to the public on January 2, 2007 and is currently WCPL today.

## **Purpose of this Handbook (New – Please Read All Policy)**

WCPL's personnel policies reflect its belief that its employees are one of its most valuable assets. This employee handbook (1) answers some of the questions you will have, (2) provides information WCPL believes you should know about your employment, and (3) informs you of some of the rules, regulations and policies related to your employment.

The matters discussed in this employee handbook are of great importance. Every employee is expected to comply with each of the rules and policies discussed in this handbook as well as any others adopted by WCPL in the exercise of its right to manage its library.

You should understand that a violation of any of WCPL's rules or policies may result in discipline up to and including termination.

## **NON-DISCRIMINATION POLICIES**

### **1.1 Equal Employment Opportunity Policy (New – Please Read All Policy)**

Wells County Public Library (WCPL) is committed to nondiscrimination in the consideration of employment and the employment terms and conditions of all WCPL applicants and employees. No applicant or employee will be discriminated against or treated unfavorably because of race, color, religion, national origin, sex, age, physical or mental disability (except where the disability prevents the individual from being able to perform the essential functions of the job and cannot be reasonably accommodated in full compliance with the law), genetic information (including family medical history), veteran status or other legally-protected status. All WCPL policies and procedures will be regularly reviewed to assure their full adherence to our equal employment opportunity objectives.

Any person who is aware of any potential violation of this policy should report such concerns to Human Resources or the Director as soon as possible. WCPL will thoroughly investigate and promptly resolve all such complaints in strict compliance with applicable laws. Any employee violating this policy or retaliating in any way against complainants under the policy will be subject to discipline, up to and including termination of employment.

### **1.2 Sexual Harassment Policy (New – Please Read All Policy)**

It is the policy of WCPL to provide an environment free of sexual and sex-based harassment. It is against our policy for any employee, whether a manager, supervisor, or coworker, to sexually harass another employee. Sexual harassment or sex-based harassment occurs when unwelcome conduct of

a sexual nature becomes a condition of an employee's continued employment, affects other employment decisions regarding the employee, or creates an intimidating, hostile, or offensive working environment. WCPL also prohibits harassment by third parties, including vendors or visitors.

Sexual and sex-based harassment may include:

- Requests for sexual favors;
- Unwanted physical contact, including touching, pinching or brushing the body;
- Verbal harassment, such as sexual innuendoes, suggestive comments, jokes of a sexual nature, sexual propositions and threats;
- Non-verbal conduct, such as display of sexually suggestive objects or pictures, leering, whistling or obscene gestures;
- Acts of physical aggression, intimidation, hostility, threats or unequal treatment based on sex (even if not sexual in nature);
- Inappropriate or adverse treatment because an employee does not fit a gender stereotype.
- Sexually suggestive or offensive dress.

Any employee who believes he or she has been sexually harassed should report the conduct immediately to Human Resources or the Director. No victim retaliation or discrimination will result from any good-faith complaint made under this policy.

A thorough and impartial investigation of all complaints will be conducted in as timely and confidential a manner as reasonably possible under the circumstances and applicable legal constraints. Any employee of WCPL who has been found, after appropriate investigation, to have violated this policy will be subject to disciplinary action up to and including termination.

### **1.3 Anti-Harassment Policy (New – Please Read All Policy)**

In providing a productive working environment, WCPL believes that its employees should be able to enjoy a workplace free from all forms of discrimination, including harassment on the basis of race, color, religion, gender, national origin, age, mental or physical disability or other legally-protected status. It is WCPL's policy to provide an environment free from such harassment.

It is against policy for any employee, whether a manager, supervisor or coworker, to harass another employee. Prohibited harassment occurs when verbal or physical conduct that defames or shows hostility toward an individual because of his or her race, color, religion, gender, national origin, age, mental or physical disability or other legally-protected status, or that of the individual's relatives, friends, or associates, creates or is intended to create an intimidating, hostile, or offensive working environment; interferes with or is intended to interfere with an individual's work performance; or otherwise adversely affects an individual's employment opportunities.

Harassing conduct includes, but is not limited to the following:

- Epithets, slurs, negative stereotyping, or threatening, intimidating, or hostile acts, that relate to race, color, gender, age, religion, national origin, disability or other legally-protected status.
- Verbal or graphic material that defames or shows hostility or aversion toward an individual or group because of race, color, gender, age, religion, national origin, disability or other legally-protected status, that is electronically communicated or placed on walls, bulletin boards, or elsewhere on WCPL's premises, or that is otherwise circulated in the workplace

- Offensive slogans, pictures or messages on t-shirts, sweatshirts, other items of clothing, or tattoos.

Any employee who believes he or she has been harassed in violation of this policy should report the conduct immediately to the Human Resources or the Director. No victim retaliation or discrimination will result from any good-faith complaint made under this policy.

A thorough and impartial investigation of all complaints will be conducted in as timely and confidential a manner as reasonably possible under the circumstances and applicable legal constraints. Any employee who has been found, after appropriate investigation, to have harassed another employee in violation of this policy will be subject to disciplinary action up to and including termination.

#### **1.4 Disability Accommodations Policy (New – Please Read All Policy)**

Employees who believe they have a mental or physical disability and require reasonable accommodation to perform the essential functions of their job should contact the Human Resources or the Director. WCPL will then engage in an interactive dialog with the individual employee to verify the existence of a disability covered under applicable law, identify possible accommodations, and determine which accommodations WCPL can and will reasonably provide under the specific circumstances.

## **~~INTRODUCTION AND EMPLOYMENT POLICIES~~**

### **2.1 Employment Policies**

The appointment of the library director is the direct responsibility of the Library Board. Professional staff appointments are made on the recommendation of the library director with final approval of the Library Board. All other staff appointments are made by the library director and reported to the Library Board. All employees, regardless of employment status, are subject to all ~~work~~ WCPL rules and procedures.

### **2.3 Categories of Employees**

#### Part-time Employees

Part-time employees are those employees working less than 30 **hours** per week or less than 130 hours per month year-round.

#### Volunteers

Volunteers are those persons **not employed at the library** who contribute work hours without compensation.

### **2.4 Posting of Job Openings (New Wording – Please Read All Policy)**

~~All job openings or additional scheduled hours will be posted in the staff area of all branches and on the library intranet.~~

It is the policy of WCPL to fill all positions with the best-qualified people. WCPL also prefers to promote from within whenever possible. As positions become available, management will, at its discretion, either promote or transfer a qualified current employee or open the position for application by internal and/or external candidates.

If a position is opened externally for application, it will be posted at each department desk of all branches and on WCPL's website and remain open for at least five workdays. The required qualifications for each open job will be indicated on the listing. Job vacancies may be advertised with outside sources during the same time they are announced internally.

## **2.5 Selection of Employees**

Employees are selected solely on merit. **WCPL believes in equal employment opportunity for all without regard to race, color, religion, sex, age, national origin, disability or veteran status.** Careful consideration is given to education, skill, experience, and personal attributes of the candidate. ~~regardless of race, color, sex, religion, or politics.~~ All candidates must complete an Application for Employment (See Appendix B - Forms).

Wells County Public Library reserves the right to reimburse interview expenses under certain circumstances for professional employees.

**New employees will be hired for positions that have been approved by the Director and Library Board. Each position will have established credentials as required by WCPL standards.**

~~Appointment of an immediate family member of a Library Board member or the Director is prohibited. Immediate family members include spouse, children, parents, parents-in-law, grandparents, grandchildren, or siblings regardless of whether or not they are financially dependent.~~

~~Appointment of a dependent of a present employee is prohibited. A dependent is defined as any of the following~~

- ~~• A spouse~~
- ~~• A child, stepchild, or adoptee who is not emancipated and less than 18 years of age~~
- ~~• Any financially supported individual.~~

~~Staff members may not supervise an immediate family member regardless of dependency. Appointments and promotions that create such a situation are prohibited.~~

### **Interviewing (New – Please Read All Policy)**

WCPL is committed to hiring and retaining qualified persons. Managers and Human Resources or Director are involved in the entire pre-hire process. Qualified applicants are selected for interviews with the department Manager and Human Resources or Director. WCPL has prepared questions that are lawful and job related. Interview notes are taken during the interview. This process helps with making the decision whether a candidate is the most qualified for the position and that impermissible criteria is not used in the hiring decision.

### **Background Checks (New – Please Read All Policy)**

WCPL conducts background checks for positions. The only exceptions are for minors or summer interns since they do not receive keys to WCPL. The purpose of these background checks is to confirm and supplement personal information about qualifications, experience, and character and assist WCPL in determining suitability for employment. These checks may be performed at any time during the employment relationship as well as prior to employment.

Applicants and employee will be required to complete the necessary documentation to authorize background checks. Refusal to execute this documentation may result in denial or dismissal of employment. Further, false or misleading information provided to WCPL or any material omissions made by an employee in connection with obtaining or retaining employment will be grounds for immediate discharge regardless when discovered.

### **Reference Checks (New – Please Read All Policy)**

Managers, Human Resources or the Director may perform reference checks to check applicant and employee references, job histories and educational qualification.

### **Employment of Relatives (New – Please Read All Policy)**

WCPL is committed to hiring and retaining qualified persons. At the same time, WCPL recognizes that hiring and retaining close relatives of current employees might raise serious questions regarding the objectivity of the hiring decision, work assignments, confidentiality preservation, performance evaluations, and other employment decisions despite qualifications. WCPL will not employ close relatives of Library Board members or the Director. WCPL will not employ close relatives if such employment results in individual being placed in a position under, or having supervisory influence over (actual or perceived), a relative or partner. Employees who are married to each other, or live together in a spousal relationship though not married, may not work in the same department. However, all employment decisions will be administered on a case-by-case basis.

If an employee subsequently becomes a manager with supervisory influence over a relative, as described above, they must immediately bring the relationship to the attention of the Director for an employment decision to be made.

For the purpose of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage, specifically including spouses, parents, children, grandparents, grandchildren, brothers, sisters or in-laws (mother, father, sister, brother) and partners. Failure to follow this policy may result in discipline, up to and including dismissal.

### **Job Offer (New – Please Read All Policy)**

After the Manager, Human Resources and Director make their decision on best qualified person for the position. Human Resources or Director will call the best qualified candidate to offer them the position. The candidate has 24 hours from the offer to accept the position. If the candidate does not call or respond back in 24 hours, then the offer will be given to the next qualified candidate. If there are no other qualified candidates, then WCPL will reopen the position.

## **2.6 Orientation, Job Duties and Responsibilities** **(New – Please Read All Policy)**

New employees will participate in orientation, beginning on their first day of employment. General orientation will include WCPL mission, training programs, library and personnel policies. Interns will receive the same orientation as employees.

During orientation, supervisors will explain job responsibilities and the performance standards expected. The new employee will also receive a job description for their position setting forth the essential functions of that position. Job responsibilities, however, may change at any time during employment and the employee may be asked from time to time to work on special projects or to assist with other work necessary or important to their department or to WCPL. Cooperation and assistance in performing such additional work is expected. WCPL reserves the right, at any time, with or without notice, to alter or change job responsibilities, reassign, or assign additional job responsibilities.

## **2.9 Dismissal Rules and Regulations**

**(This section was entirely reworked – Please Read All Policy)**

The following set of rules and regulations is intended to serve as general guideline in governing appropriate employee behavior. The list is not intended to include all offenses for which an employee may be disciplined or terminated.

- Abuse – Mental or physical abuse of co-workers, patrons or others during the performance of library business or employment.
- Attendance – pattern of absenteeism/tardiness/leaving early, or being absent. Absence without notification and approval.
- Sick leave abuse.
- Confidential Matters – Discussing or revealing confidential information with individuals outside of WCPL or with individuals within WCPL who are not authorized to have such information.
- Criminal Activity – Being convicted of or pleading guilty to crime that reflects unfitness for the job or raises a threat to the safety or well-being of WCPL, employees, patrons or property.
- Public and Coworker Relations – Mistreating, abusing, or intimidating co-workers, patrons or others with whom WCPL has contact.
- Detrimental Behavior – Making false, misleading, or malicious statements about other employees, WCPL or its practices, or engaging in conduct which undermines, or is intended to undermine, WCPL's reputation.
- Dishonesty – Falsification of employment application, interview information, or other employment-related documents or activities. Falsifying, altering, or making an omission on any business record; giving false information to management personnel or concealing defective work.
- Drugs and Alcohol – Use or being under the influence while at work on library property. Possession or being under the influence of illegal drugs.
- Equal Employment Opportunity/Anti-Harassment/Sexual Harassment/Anti-Retaliation – Failing to support, or violating, WCPL's Equal Employment Opportunity, Anti-Harassment, Sexual Harassment or Anti-Retaliation Policies.
- Illegal Activity – Participation in or knowledge of illegal activity on library property or during the performance of library business or employment.
- Insubordination – Failing or refusing to follow or comply with instructions or assigned work in a timely manner, or addressing a supervisor or management personnel in a disrespectful, abusive, noncompliant manner.
- Failure to Cooperate – Failing or refusing to cooperate in an investigation conducted by WCPL.



- Firearms – Carrying firearms or other weapons while on duty. (Employees who are legally permitted to possess firearms may store such firearms out of sight in their locked automobile while the employee is working.)
- Mishandling Property – Mishandling, misusing, stealing or improperly accounting for WCPL, co-workers or patrons' money, funds, or property.
- Poor Performance – Failing to produce quality and timely work or meeting performance expectations. Repeated violations of library regulations.
- Safety – Failing to use equipment, materials, and supplies in accordance with WCPL's policies and practices; violating rules or practices or engaging in horseplay or other conduct that creates a safety or health hazard.
- Sleeping – Sleeping on the job.
- Unauthorized Use of WCPL Time/Property – Using WCPL time or property for non-work related activities. Inappropriate or illegal use of the Internet or e-mail.
- Violence – Fighting, baiting, or other behavior that instigates fighting or other conduct.
- Non-compliance with Laws/Regulations – Failing to comply with local, state and federal laws and/or regulations.
- Inappropriate Language or Conduct – Using profane, offensive, or abusive language, or antagonistic, caustic or belligerent conduct, toward another co-worker, patron or in the work place generally.

All staff members are expected to perform their jobs and to conduct themselves in a fashion that supports cooperation among staff members and provides quality library service.

If an employee demonstrates unsatisfactory work performance, violates work rules, or otherwise engages in work-related misconduct, they will receive discipline appropriate for such misbehavior or performance shortcomings. The degree of discipline in each case, up to and including termination, will be determined by the severity of the situation involved.

All dismissals will result in an immediate separation of the employee from WCPL employment with all rights, privileges, and benefits offered to employees forfeited, other than those guaranteed by law (e.g., compensation for time worked and vacation accrued at time of dismissal).

### **Verbal and written warnings**

~~In the case of a performance or behavior problem, the supervisor may discuss that problem with the staff member and issue a verbal warning.~~ During the course of employment if a performance problem is detected, the supervisor will discuss the problem with the employee and offer any appropriate assistance needed to remedy the situation (verbal warning). If improvement does not occur in a reasonable and stated period of time, the supervisor may issue a written warning and continue discussions. A written warning is formal notice that a performance or conduct problem will not be tolerated. A written warning will define the problem, suggest corrective actions, and set times for further discussion, evaluation, and action.

Whenever a disciplinary action is documented, the employee will be asked to acknowledge that they have been given a copy of the document by signing the original. This signature will not signify agreement with the contents of the document. Refusal to acknowledge by signature will be grounds for dismissal.

If the employee successfully corrected a problem for which they were previously disciplined and revert back to the problem, they may be dismissed without repeating the steps of disciplinary action. Continued poor performance or conduct may result in dismissal. Employees

may be placed on leave to allow WCPL time to review fully the circumstances related to a potential disciplinary matter. A staff member's dismissal will be sent in writing by the library director and a copy of the letter shall be sent to all Board members.

### **Immediate Dismissal**

All library staff members are expected to observe high standards of personal and professional conduct in their roles within the library. Behavior that is contrary to these standards may result in immediate dismissal. A staff member's dismissal will be sent in writing by the library director and a copy of the letter shall be sent to all Board members. The Director must handle all dismissals of employment.

(Reworked and Moved to the beginning)

Such behavior includes, but is not limited to, the following:

- ~~Insubordination (refusal to perform assigned work or follow any reasonable instruction of an appropriate supervisor).~~
- ~~Falsification of the employment application, interview information, or other employment-related documents or activities.~~
- ~~Repeated violations of library regulations.~~
- ~~Absence without notification and approval.~~
- ~~Disregard of the library's Equal Employment Opportunity and Affirmative Action Policy.~~
- ~~Sleeping on the job.~~
- ~~Possession or being under the influence of illegal drugs.~~
- ~~Use or being under the influence of alcohol while at work on library property.~~
- ~~Sexual harassment or misconduct on library property or during the performance of library business or employment.~~
- ~~Participation in or knowledge of illegal activity on library property or during the performance of library business or employment.~~
- ~~Mental or physical abuse of co-workers or others during the performance of library business or employment.~~
- ~~Theft, destruction, or misuse of library, staff, or patron property.~~
- ~~Threats or acts of violence.~~
- ~~Conviction of a criminal offense which endangers library business or staff.~~
- ~~Carrying firearms or other weapons on their person while on duty. (Employees who are legally permitted to possess firearms may store such firearms out of sight in their locked automobile while the employee is on duty.)~~
- ~~Inappropriate or illegal use of the Internet or e-mail.~~

Any employee who has been dismissed shall be entitled to a hearing before the Library Board provided the employee files a written request for a hearing with the secretary of the Library Board and the library director within 10 days after notification of dismissal. The Library Board shall hear from the employee and the library director. The decision of the Library Board shall be final.

Employees dismissed by WCPL will not be eligible for re-employment and forfeit their right to any accrued PTO. The employee must return all property in their possession, including but not limited to: keys, iPads, laptops and/or credit cards before the last day of work.

## **2.10 Resignation (New Wording – Please Read All Policy)**

~~Resignations should be submitted in writing to the library director. Professional employees should give 4 weeks' notice and nonprofessional staff should give 2 weeks' notice.~~

If the employee chooses to resign from employment, they are expected to give their supervisor a minimum of two weeks' notice and should be submitted in writing to the Director. Professional employees should give 4 weeks' notice. If the decision to resign is based on a situation that could be corrected, the employee is encouraged to discuss it with their supervisor, the Director or Human Resources before making a final decision. Any employee who does not provide a two-weeks' notice will forfeit their right to any accrued PTO pay which otherwise would have been paid upon termination of employment and may not be eligible for re-employment at a later date. Employees are expected to work the entire two-week notice period and will not use benefit or unpaid time in lieu of notice unless the time off is required by a physician's restriction.

Human Resources or Director may offer an Exit Interview.

Upon resignation of employment, the employee must return all property in their possession, including but not limited to: keys, iPads, laptops and/or credit cards before the last day of work.

## **2.11 Workplace Employee Dress Code (Moved from Workplace Policies)**

Clerk and Librarian attire is "casual professional." Staff should be identifiable as an employee with neat, comfortable, and professional attire. Attire should adhere to the following guidelines:

- No t-shirts or sweatshirts with imprints unless it is a library shirt.
- No revealing attire (**too short, low-cut or see-through**).
- No shorts. Pant lengths need to be at least below the knee. Skirts and dresses need to be no more than two inches above the knee.
- No flip-flops.

Clean, neat jeans may be worn on Fridays and Saturdays, but must be worn with a "casual professional" library logo shirt or reading program logo shirt during the reading program timeframe. Jeans may also be worn on special days approved by the director.

Shelver and Custodial Staff attire is more casual. Clean, neat jeans may be worn. Casual professional shorts or capris pants may be worn, if they hit at the top of the knee or below. However, with the exception of jeans, shorts and capris pants, attire should also adhere to the above guidelines.

**WCPL reserves the right to determine whether particular attire is inappropriate for work and ask that attire be changed.**

All staff working in public service should wear the library name badge.

## **2.12 Personnel Files**

Personnel files of library employees, volunteers, and applicants with noted exception in the law (IC 5-14-3-4) are confidential. An "Emergency Information Form" for each employee is kept in a location accessible to all personnel. (See Appendix B – Forms)

**Personnel Files (New – Please Read All Policy)**

WCPL maintains personnel files on each employee. They contain documentation concerning employment, including but not limited to, employee application, performance reviews, job descriptions, records of training, compensation, taxes, and other employment information. Personnel files are the property of WCPL and access to the information they contain is restricted. Generally, only supervisors and management personnel who have a legitimate reason to review information in a file are allowed to do so. Current employees may review their personnel file in the presence of the Director or Human Resources. At no time will the employee be permitted to alter or destroy any documentation contained in their personnel file. However, employees may ask that a note be placed in their file regarding any problems or concerns the employee may have with the contents of their personnel file at the time of the review. Current employees may request copies of documents from their personnel files (fee may apply).

#### **Changes in Employment Information (New – Please Read All Policy)**

It is the responsibility of each employee to promptly notify Human Resources of any changes in personal data, to include change in name, mailing address, telephone numbers, emergency contacts, marital status, or voluntary payroll deductions. It is the employee's responsibility to make sure Human Resources has the most current and accurate information.

### **2.13 Furnishing Information to Outside Sources**

#### **Furnishing Information to Outside Sources (New – Please Read All Policy)**

With written authorization, WCPL will limit employment information for a current employee given to outside sources to: (1) verify employment with WCPL; (2) dates of employment; and (3) job title and basic duties. If an employee desires more information to be released to an outside source other than the limited information described above, Human Resources must receive an executed release holding WCPL and the third party harmless of such disclosure and its use. WCPL reserves the right, in its discretion, not to respond to a request for additional information.

#### **Reference Request (New – Please Read All Policy)**

All requests for an employment reference must be directed to the Director or Human Resources. No manager, supervisor, or other employee is permitted to provide a reference for current or former employees without prior authorization from the Director. The general policy regarding references for employees who have left WCPL is dates of employment and position(s) held. No further information will be disclosed to prospective employers or third parties without an executed release holding WCPL and the third party harmless for such disclosure and its use. WCPL reserves the right, in its discretion, not to respond to a request for additional information.

### **2.14 Outside Employment (New – Please Read All Policy)**

Performing work for another employer is permitted unless it adversely affects job performance. The employee should consider whether the demands of that work will interfere in any way with employment here. Outside employment will not be considered a valid reason for poor job performance, absenteeism, tardiness, leaving early or a changed schedule. Employees are to disclose possible conflicts of interest with management.

Outside employment will not be permitted during any leave period, including FMLA-protected leaves.

## **2.15 Non-Fraternization (New – Please Read All Policy)**

While WCPL does not wish to interfere with the off-duty and personal conduct of its employees, certain types of off-duty conduct and relationships may interfere with WCPL's legitimate business interests. To prevent unwarranted sexual harassment claims, confidentially lapses, uncomfortable working relationships, morale problems among other employees, and even the appearance of impropriety, managers of WCPL are strictly prohibited from engaging in consensual romantic or sexual relationships with any manager, supervisor or subordinate employee of WCPL.

This policy is intended to supplement our existing sexual harassment policy. If an employee has any questions concerning the intent of this policy or its application to any existing or contemplated relationship, consult the Human Resources or Director. All such inquiries will be treated confidentially and consistently with the legitimate business needs to WCPL.

## **2.16 Representing WCPL (New – Please Read All Policy)**

WCPL respects the privacy interest of their employees and recognizes their right to conduct their personal lives free from interference from their employer. Nonetheless, employees should keep in mind that, even while off duty, they represent the library to the public and should strive to preserve WCPL's reputation.

Although employees are expected to treat each contact with the public as a representation of WCPL, no employee, other than the Community Relations Manager and Director, has the authority to speak on behalf of WCPL (including but not limited to speaking to any member of the media), or to bind WCPL contractually (whether orally or in writing). If approached by any member of the media, or any organization or person seeking to enter into a business relationship with WCPL, the employee should direct them to the Director. Anyone who, without express permission from the Director, speaks to the media on behalf of WCPL or about WCPL's business, or attempts to bind WCPL to a contractual or business arrangement with another person or entity, may be disciplined up to and including dismissal.

WCPL or a third party representing WCPL may take pictures or recordings of employees engaged in work-related activities for use in advertising, brochures, etc. If the employee objects to being included, they should notify the individual taking the pictures/recording. If objection is not voiced, it will be presumed there is none. Employees will not be compensated for use of their likeness in a library photograph. Members of the news media may also take pictures of employees at library-related events or other news worthy events. Any objections to the new media's use of pictures are to be directed to the organization taking the pictures.

## **~~WAGES, WORK WEEK AND~~**

## **COMPENSATION & WORK WEEK POLICIES**

### **3.3 Work Week**

#### **Standard Work Week**

A standard work-week for a full-time employee consists of five 8 hour days unless approved by the library director.

A standard work-week for a part-time employee is **at least** 12 hours consisting of at least three 4-hour shifts or other combination of hours totaling 12 hours, unless approved by the library director.

#### **Volunteering**

Paid library staff are not permitted to volunteer ~~at library functions~~ **for WCPL in any capacity** including Friends of the Library ~~Book Sale functions~~. The Fair Labor Standards Act states public sector employers may not allow their employees to volunteer, without compensation, additional time to do the same work for which they are employed.

### **3.4 Attendance (New – Please Read All Policy)**

Punctual and regular attendance is an essential function of each employee's job at WCPL. Any tardiness or absence causes problems for fellow employees and supervision. When an employee is absent, his or her work must be performed by others.

Employees are expected to report to work as scheduled, on time and prepared to start work and remain at work for the entire work schedule, except for break periods or when required to leave on library business.

All employees must contact WCPL at least 30 minutes prior to their starting time to report their absence from work. In all cases of absence or tardiness, employees must provide their supervisor (or on-call personnel when applicable) with an honest reason or explanation. Documentation of the reason may be required. Employees also must inform their supervisor (or on-call personnel when applicable) of the expected duration of any absence. In the event of an extenuating circumstance in which an employ will be absent and not reporting to work for their regular starting time, the employee must call in as soon as possible. This applies to any day in which the employee is scheduled to work. Texting is not an acceptable means of notification. Not calling WCPL in advance of their regular starting time on any day may result in discipline and if repeated may result in dismissal.

When agreeing to work, the employee is expected to fulfill their commitment, however there may be reasons to be relieved of those hours: 1) vacant position for which accepted hours become filled, those hours will be assumed by the employee filling the position, or 2) if the hours the employee accepted will incur overtime, those hours may later be given to an available staff who will not incur overtime.

### **3.5 No-Call/No-Show (New – Please Read All Policy)**

#### **~~Reporting Absence from Work~~**

~~All employees must contact the library at least 30 minutes prior to their starting time to report their absence from work.~~

Any employee who does not report for work or does not call with an excused absence will be treated as a "voluntary quit" employee under Indiana law and as such will not be eligible for unemployment

compensation. The Wells County Public Library reserves the right to require a doctor's statement for unusual absences. An unexplained absence of more than 5 days may be grounds for dismissal.

When absences of 4 hours or more are scheduled in advance, a request must be submitted through the time clock software prior to the absence.

### **3.6 Timekeeping Requirements (New – Please Read All Policy)**

Employees must accurately record time worked and eligible benefit time on WCPL's time clock software for payroll purposes. Employees are required to clock in and out at the start and end of each work segment. If access to the time clock software is not available at the end of the work shift, the time must be recorded before Monday at 8pm.

WCPL has a "zero-tolerance" policy to permitting or requiring non-exempt employees to work off the clock. It is against policy for any supervisor or manager to expressly or implicitly permit non-exempt employees to perform any services for WCPL without being paid for them. The policy requires non-exempt employees to perform no work without recording their time.

No manager is permitted to bypass or interfere with this requirement. Employees are required to promptly notify the Director or Human Resources if any manager ever requires or permits a non-exempt employee to work off the clock. Non-exempt employees are expressly assured within this policy that they will not be discriminated or retaliated against for making a good faith complaint under this policy.

Any employee or manager who violates this policy in any respect will be subject to discipline up to and including dismissal.

### **3.7 Off-the-Clock Work (New- Please Read All Policy)**

WCPL prohibits non-exempt employees from engaging in any off-the-clock work and from performing any work-related duties outside of their work schedule, unless off-the-clock work is preapproved by the Director. All work time must be recorded and will be paid. WCPL prohibits non-exempt employees from engaging in any off-the-clock work that includes but is not limited to email, phone calls and texts after-hours. If an employee fails to comply with the policy, the off-the-clock work may result in discipline and if repeated may result in dismissal. If a supervisor fails to comply with the policy and encourages employees to perform off-the-clock work, they may receive discipline and if repeated may result in dismissal

### **3.8 Payday and Release of Direct Deposit Wage Summary (New – Please Read All Policy)**

Employees are paid bi-weekly (every other Friday). Each pay represents wages earned by the employee during the two-week period ending on the previous Monday at mid-night. If payday is a holiday, WCPL releases pay the prior work day. If an error is found in pay, it should be reported to the Accountant immediately.

Employee pay will be direct deposited to the banking institution of the employee's choice. Direct deposit wage summary will be emailed electronically to the employee's email account of choice.

### **3.9 Payroll Deductions and Garnishments (New – Please Read All Policy)**

WCPL is required by law to withhold from each employee's pay federal income withholding tax, state and local income taxes, and the employee's portion of Social Security taxes.

According to state law, the County Treasurer may take action to force all government units to withhold funds from an employee's wages for property taxes. Courts also may order garnishments in instances of spousal maintenance or child support payments. In such instances, WCPL will withhold the court-ordered amount from the employee's pay as a garnishment.

The employee must authorize any other legally permissible deduction, such as insurance premiums, etc., in writing.

### **3.10 Compensation**

#### **Professional Meetings and Travel**

- **Multi-Day Conferences**

Staff members are compensated for regular 8 hour workdays while attending approved multi-day conferences **and travel time on non-conference days**. The library arranges all lodging. The library reimburses attendees for 3 meals per conference day (unless meals are included in the conference registration) provided a receipt is turned in. The library director makes decisions involving special circumstances.

#### **Severe Weather**

The library director may shorten library hours in the event of severe weather. Should a city or county weather emergency be called, the library will remain closed. ~~Full-time~~ **All** staff are paid for hours regularly scheduled. ~~Part-time employees already working at the time of the closing are paid for the remaining scheduled hours. Part-time employees scheduled, but not working at the time of the closing, have the option of taking the time off without pay or rescheduling the time missed at a time approved by the library director or the supervisor.~~

## **WORKPLACE POLICIES**

### **4.2 Corporate Compliance (New – Please Read All Policy)**

WCPL is dedicated to providing quality library service to our patrons and community in an environment characterized by strict conformance with the highest standards of accountability for administration, library, marketing and financial management. WCPL's leadership is fully committed to the need to prevent and detect fraud, fiscal mismanagement and misappropriation of funds and has developed an Internal Control Policy and Procedures to ensure ongoing monitoring and conformance with all legal and regulatory requirements. Further, the library is committed to the establishment, implementation and maintenance of the Internal Control Policy that emphasizes (1) prevention of wrong doing – whether intentional or unintentional, (2) immediate reporting and investigation of questionable activities and practices without consequences to the reporting party and (3) timely correction of any situation which puts the library, its leadership or employees, funding sources or patrons at risk.



The Director serves as the library's primary point of contact for all library compliance issues. Any person wishing to submit a report of any suspected case of fraud, fiscal mismanagement or wrongdoing can do so confidentially and without fear of retaliation or reprisal.

### **4.3 Employee Protection (New – Please Read All Policy)**

If any employee reasonably believes that a policy, practice, or activity of WCPL (or another individual or entity with whom WCPL has a business relationship) is in violation of law or clear mandate of public policy, a written complaint must be filed by that employee with the Director. Examples of reportable activities would include such activities as discrimination/harassment/retaliation; questionable accounting practices; stealing, safety violations; criminal conduct; or any other violation of law.

It is the intent of WCPL to adhere to all laws and regulations that apply to the library. The underlying purposes of this policy are to support the library's goals of legal compliance. The support of all employees is necessary to achieving compliance with various laws and regulations. An employee is protected from retaliation when the employee brings the alleged unlawful policy, practice or activity to the attention of WCPL and provides WCPL with a reasonable opportunity to investigate and correct the alleged unlawful activity.

Employees are protected from retaliation when they comply with all aspects of this policy. Any employee who retaliates against or harasses another employee for making a written complaint will receive appropriate discipline, up to and including dismissal.

### **4.4 Duty to Report/Cooperation (New – Please Read All Policy)**

WCPL believes that everyone who works here has a duty of loyalty to the library and is responsible for reporting any actual or suspected misconduct, including but not limited to worker's compensation or FMLA abuse; theft, misappropriation, or unauthorized disclosure of confidential information; sabotage or abuse to equipment or resources, illegal behavior, and any other detrimental conduct or acts of dishonesty against WCPL. Reports of such misconduct should be directed to the Director or Human Resources. Employees also have a duty and are expected to fully cooperate with any internal and external investigation into any alleged wrongdoing.

Failure to cooperate with an investigation, including providing false or misleading information, may result in discipline up to and including dismissal.

### **4.5 Internal Compliant Procedures (New – Please Read All Policy)**

WCPL intends to treat each employee fairly. WCPL will do all it reasonably can to make this a good place to work. If an employee has a problem or complaint concerning employment, or if the employee believes they are not being treated fairly, they are expected to take the appropriate steps, as set forth below, to see that the matter is resolved. This policy provides an orderly manner for an employee to voice an opinion or discuss a problem with management without prejudice or fear of retaliation. In presenting concerns, the employee must do so in a truthful and respectful manner.

Step 1: Talk to Supervisor: First, the employee should discuss concerns with their supervisor, who, in most cases, will be able to resolve the situation. Even if they think their supervisor should be aware of the problem, their problem may not be resolved unless and until the employee takes this step. If no satisfactory solution is found, the staff member can take next step of action.

Step 2: Communicate Concerns to the Director: Second, there may be times when the nature of a particular problem is such that the employee does not feel they can discuss it with their supervisor, their supervisor does not give them a prompt answer, or their supervisor does not give them a satisfactory answer. If so, then the employee should take their problem directly to the next level supervisor by arranging an appointment. The library director will meet with both parties and then present a solution or alternatives as the case may warrant.

Step 3: If the employee's problem or complaint has still not been resolved to their satisfaction in Step 2 then they should take their problem directly to the Library Board by requesting a hearing before a majority of the Library Board. This request must be made in writing to the president of the Library Board and the Director. All decisions made by the Library Board are final.

- If the library director would have a grievance of a personal nature or finds a procedure that requires action, the director may file, in writing, a request to the Board president for a hearing before the majority of the Board. All decisions of the Library Board are final.
- If the grievance is with the library director, the staff member should consult with the board president. The board president is responsible for investigating and consulting with other Trustees as needed. All decisions made by the Library Board are final.

No one may criticize, penalize, or treat the employee differently in any way for using this fair treatment procedure.

The procedure is not intended to prevent the employee from discussing any matter with any level of management, including the President, at any time, but the employee is encouraged to follow the procedure as set forth in the steps of this policy. The Board of Directors gives the Director authority to determine appropriate resolution to all employee grievances or complaints.

Any employee who reasonably believes unethical or fraudulent activity has occurred or is occurring by the Director, should report such activity immediately to Human Resources. Human Resources will make a record of the discussion and will submit to the WCPL Board President within 24 hours. The Board of Directors will be responsible for a timely investigation and appropriate legal action, if necessary.

### **Sexual Harassment / Discrimination**

#### **(Moved to Non-Discrimination Policies)**

~~The Wells County Public Library rules prohibit sexual harassment of an employee by another employee, or supervisor, or any other person over whom we have control. The library does not seek~~

to regulate anyone's personal morality, but must assure that no employee is sexually harassed in the workplace.

## **What is Sexual Harassment?**

### **Quid Pro Quo Harassment**

Quid pro quo sexual harassment arises whenever an individual explicitly or implicitly conditions a job, job benefit, or the absence of a job detriment, upon an employee's acceptance of sexual conduct.

### **Hostile Environment Harassment**

In this circumstance, sexual harassment is so severe and pervasive that it alters the conditions of the victim's employment, creating a hostile and abusive working environment. It is actionable even if it leads to no tangible or economic job consequences.

### **Although, not inclusive, the following actions are considered sexual harassment:**

- unwelcome sexual advances
- requests for sexual favors
- other verbal or physical contact of a sexual nature
- offensive sexual remarks
- sexual propositions
- offensive sexual flirtations
- display of sexually suggestive objects or pictures
- verbal comments about an individual's body
- sexually suggestive or offensive dress

### **The prohibitions on sexual harassment apply to male/ female, female/male, male/male, and female/female situations.**

### **Grievance Procedures**

If an employee feels victimized or observes sexual harassment, the incident should be reported immediately to a supervisor. In the event an employee is, for any reason, uncomfortable in approaching the supervisor about sexual harassment, the employee should contact the director or board president.

The Wells County Public Library strongly disapproves of sexually harassing conduct related to the work place and will take appropriate corrective action against those who violate this policy.

## **4.6 Drug-Free Workplace Certification**

The Wells County Public Library provides a drug free workplace. WCPL is committed to providing a safe and productive work environment. WCPL expects employees to report to work each day fit to perform their jobs. To meet these objectives, as well as WCPL's obligations under applicable federal and state laws, WCPL must take a firm and positive stand against substance abuse. This policy is intended to ensure a drug-free work environment for the benefit of our employees and patrons.

- Employees that unlawfully manufacture, distribute, dispense, possess, or use a controlled substance are subject to immediate dismissal under the terms of the Rehabilitation Act of 1973 and prosecution under the laws of the State of Indiana. The library will cooperate in any drug

rehabilitation programs as prescribed by law enforcement agencies in Wells County, Indiana, but will not be financially responsible.

- Drug rehabilitation and counseling programs are available to all employees through the services of Park Center in Bluffton, Indiana at the employee's expense.
- All employees must notify the library director in writing of his/~~her~~ **their** conviction for a violation of a criminal drug statute no later than 5 days after conviction. The library will notify any federal agency under which funds are received within 10 calendar days after receiving notice from the employee.

The Wells County Public Library provides a smoke-free workplace. There is no use of tobacco products or electronic cigarettes on Wells County Public Library property.

#### **4.7 Computer, Internet, and E-mail Use**

WCPL provides computers, Internet and e-mail access in an attempt to improve business communication and productivity as well as provide employee access to business related information. These services are intended to be used solely for business purposes. Every employee has a responsibility to maintain and enhance the library's public image and to use the library's computers, e-mail system and Internet access in a professional and responsible manner.

Employees' computer, Internet, and e-mail use is not necessarily private and may be monitored. Employees are expected to use these services appropriately and are not to abuse them. Staff members should set cell phones to vibrate and conduct personal phone calls only in non-public places. Personal use of the Internet should be conducted out of public view and not on library time (including, but not limited to: e-mail, on-line ordering, game playing, etc.).

WCPL prohibits non-exempt employees from engaging in any off-the-clock work that includes but is not limited to email, phone calls and texts after-hours. If an employee fails to comply with the policy, the off-the-clock work may result in discipline and if repeated may result in dismissal. If a supervisor fails to comply with the policy and encourages employees to perform off-the-clock work, they may receive discipline and if repeated may result in dismissal.

#### **4.8 Credit Card Usage (New – Please Read All Policy)**

Credit cards issued to WCPL employees are to be used only for library business. Under no circumstances is a library credit card to be used for personal items even if repayment to the library is planned.

#### **4.9 Library Van Use**

WCPL's van should be used for work-related travel whenever possible, rather than personal vehicles. The library van shall be used by licensed staff members when doing library business and for the transport of library materials. The Library Board must be given notification of out-of-state meetings or overnight use of the van.

##### **Van Rules**

- Driver must be a staff member and must have their valid driver's license on them.

- Be aware and observe all safety precautions and requirements in driving the vehicle, as required by law.
- All passengers and drivers use seat belts at all times.
- Accidents are reported immediately to WCPL Director.
- Report all mechanical or maintenance problems to WCPL's Maintenance Manager.
- No smoking or vaping in vehicles.

## Workplace Dress Code (Moved to Employment Policies)

Clerk and Librarian attire is "casual professional." Staff should be identifiable as an employee with neat, comfortable, and professional attire. Attire should adhere to the following guidelines:

- No t-shirts or sweatshirts with imprints unless it is a library shirt.
- No revealing attire (~~too short, low-cut or see-through~~).
- No shorts. Pant lengths need to be at least below the knee. Skirts and dresses need to be no more than two inches above the knee.
- No flip-flops.

Clean, neat jeans may be worn on Fridays and Saturdays, but must be worn with a "casual professional" library logo shirt or reading program logo shirt during the reading program timeframe. Jeans may also be worn on special days approved by the director.

Shelver and Custodial Staff attire is more casual. Clean, neat jeans may be worn. Casual professional shorts or capris pants may be worn, if they hit at the top of the knee or below. However, with the exception of jeans, shorts and capris pants, attire should also adhere to the above guidelines.

~~WCPL reserves the right to determine whether particular attire is inappropriate for work and ask that your attire be changed.~~

All staff working in public service should wear the library name badge.

## Grievance Procedures (Moved & reworded)

~~No organization can expect to function without some personal conflicts and differences of opinion. Complaints and grievances are bound to occur and the following procedure is outlined to deal with such circumstances.~~

- ~~When a grievance first arises, the direct supervisor will be able, in most cases, to resolve the matter. If no satisfactory solution is found, the staff member may appeal the matter to the library director. The library director will meet with both parties and then present a solution or alternatives as the case may warrant. Still failing to reach a mutually satisfactory solution, the staff member may request a hearing before a majority of the Library Board. This request must be made in writing to the president of the Library Board and the library director. All decisions made by the Library Board are final.~~
- ~~If the library director would have a grievance of a personal nature or finds a procedure that requires action, the director may file, in writing, a request to the Board president for a hearing before the majority of the Board. All decisions of the Library Board are final.~~

- ~~If the grievance is with the library director, the staff member should consult with the board president. The board president is responsible for investigating and consulting with other Trustees as needed. All decisions made by the Library Board are final.~~

## EMPLOYEE BENEFITS

### 5.1 Holidays

Full-time & Part-time employees are entitled to the following holidays with pay **if regularly scheduled to work**:

- \*New Year's Day \*\*\*
- Presidents' Day
- Good Friday
- Memorial Day
- \*Independence Day \*\*\*
- Labor Day
- Thanksgiving Day \*\*\*
- Friday after Thanksgiving
- \*\*Christmas Holiday

\* When Independence Day or New Year's Day falls on Saturday, the library will be closed on Friday. When Independence Day or New Year's Day falls on Sunday, the library will be closed on Monday.

\*\* The library is closed December 24-26. If any of these days falls on a Sunday, the library is closed December 23-26. Full-time Employees **regularly scheduled to work** are paid for any of these closed days that fall on Monday through Friday.

\*\*\* Full-Time & Part-time employees may use personal, vacation time or reschedule time missed when the library closes early to observe holidays.

Part-time employees regularly scheduled to work at least 24 hours per week year round are entitled **to holidays with pay for the hours regularly scheduled to work on the observed holidays. Holiday hours are only given on the above observed holidays, not for hours the library closes early to observe holidays.** ~~to 32 hours of pay for the above holidays recognized by the library with pay per calendar year. Part-time employees regularly scheduled to work at least 24 hours per week year round are granted one additional 8-hour holiday after 15 years of part-time service. These holidays can be used only on days the part-time employee is regularly scheduled to work. Employees hired at or increasing to 24 hours per week, receive prorated holiday hours from starting date to December 31<sup>st</sup>. If an employee drops below 24 hours per week during the calendar year, the employee will no longer qualify for holiday benefits. all unused holiday hours will be forfeited. An employee increasing to full time during the calendar year is automatically entitled to all remaining designated library holidays with pay. Therefore, any unused part-time holiday hours will be forfeited at the full-time commencement date. Holiday time is not cumulative per year, and no compensation is made for unused holiday time upon resignation, retirement, or termination.~~

~~For the remaining holidays part-time employees may~~

- ~~Take time without pay.~~
- ~~Take the hours lost as a personal or vacation day.~~
- ~~Reschedule the time missed at a time agreed on by the library director or the supervisor and the staff member.~~

### 5.3 Vacation

- If an employee working less than 24 hours per week increases hours to 24+ hours per week, the anniversary date changes and the employee is granted 24 (part-time) or 80 (full-time) hours of vacation immediately, provided the employee has completed one year of employment. If the employee increases hours to earn vacation during the first year of employment, the anniversary date changes, but no vacation is granted until the first anniversary of 24+ hours per week worked.
- When an employee who is currently scheduled at 24+ hours per week drops below the 24 hour average for an extended period of time, their benefits will appropriately reflect the policy for part-time employees. If they remain employed by the library and increase their hours back to 24+ per week, their anniversary date will be reset to reflect the date when their hourly average increased back to 24+ hours. Any previous years of service at the 24+ hour rate will be taken into consideration when updating the employee's benefits

Vacation time cannot be accumulated. All vacation time must be taken prior to an individual's anniversary date.

### 5.4 Sick Leave

Sick leave will be determined in the following manner

Sick Leave is granted on January 1<sup>st</sup> each year as follows

Full Time = 96 hours (cumulative to 480 hours)

Part Time = 36 48 hours (cumulative to 180 hours)

(Part-time sick hours can only be used for days the employee is regularly scheduled to work)

Sick leave abuse may result in discipline up to and including termination.

### 5.5 Funeral Bereavement Leave

When an employee loses a family member they may take bereavement time. Immediate family members include spouse, child, parents, mother- and father-in-law, stepparents, stepchildren, siblings and half or stepsiblings. Extended family members include grandparents, grandparents-in-law, aunt, uncle, grandchildren, step-grandchildren, brother-and sister-in-law, and daughter-or son-in-law.

Full Time (Regularly scheduled for 40 hours/week)

Full-time employees may use up to ~~5 days~~ 40 hours of regularly scheduled hours with pay for each death of an immediate family member spouse, child, or parent and up to ~~3 days~~ 24 hours with pay for each death of an extended family member. ~~sibling, brother or sister-in-law, father or mother-in-law, son or daughter-in-law, grandparent or grandchild. The library director may approve additional time off to be used as sick leave, vacation, personal, or time off without pay.~~

Part Time (Regularly scheduled for 24 or more hours/week)

Part-time employees may take up to 24 hours of regularly scheduled hours with pay for each death of an immediate family member. ~~spouse, child, or parent~~ and up to 8 12 hours with pay for each death of an extended family member. ~~sibling, brother or sister-in-law, father or mother-in-law, son or~~

~~daughter-in-law, grandparent, or grandchild. The library director may approve additional time off to be used as sick leave, vacation, personal, or time off without pay.~~

### Part Time (Regularly scheduled under 24 hours/week)

Part-time employees may take up to 5 days of regularly scheduled hours without pay for each death of an immediate family member and up to 3 days without pay for each death of an extended family member.

The library director may approve additional time off to be used as sick leave, vacation, personal, or time off without pay.

## **Social Security & Medicare Payroll Deductions** **(Reworded & Moved to Compensation & Work Week)**

~~Social Security and Medicare Payroll deductions are made from salaries of employees as outlined in the Old-Age and Survivors Insurance Acts as provided by Chapter 313, Acts of 1951 and 1990, as amended and as they may be amended, and as they may be implemented by regulations of the state agency.~~

### **5.13 Certification**

All library directors, library department or branch heads, and professional assistants **and applicable staff** must hold a certificate according to Indiana state law (see State Certification Manual).

Employees are responsible for their own certification fees. It is the staff member's responsibility to obtain the necessary LEUs (library education credits) required for their position and certification.

## **APPENDIX A – SCHEDULES**

### **BORROWER / USER FEE SCHEDULE**

#### **Equipment**

- ~~A \$2.00 maintenance fee is charged for each use of each piece of audiovisual equipment used outside the library.~~

#### **Genealogy**

- A \$2.50 fee is charged for every 15 minutes of Genealogy researched by library staff.
- Patrons are charged 10¢ per copy.
- Patrons are responsible for paying their own postage.

### **EXTENDED USE FEE SCHEDULE**

- Most overdue library materials are charged 25¢ per item per day to a maximum of \$5.00 per item. The exceptions are entertainment ~~videos~~ **movies**, and equipment, **cake pans**, **hotspots**, **Playaway Launchpads & Playaway Views**.
- Overdue entertainment ~~videos~~ **movies**, **cake pans**, **equipment**, **Playaway Launchpads** and **Playaway Views** are charged \$1.00 per item per day to a maximum of \$20.00 per item.
- Overdue hotspots are charged ~~\$2.00~~ **\$5.00** per item per day to a maximum of ~~\$4.00~~ **\$10.00** per item.
- ~~Overdue equipment is charged a day's rental for each day overdue.~~
- ~~Overdue portable computers are charged \$1.00 per hour each.~~

### **MEETING ROOM FEE SCHEDULE (New – Please Read All Policy)**



### Main Library Meeting Room Fees

Small Meeting Room (every 2 hours)	\$10.00
Large Meeting Room (every 2 hours)	\$25.00
Both Meeting Rooms (every 2 hours)	\$35.00
Parlor Meeting Room (every 2 hours)	\$25.00

### Ossian Branch Meeting Room Fees

Meeting Room (every 2 hours)	\$10.00
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- The library director or branch manager must approve all exceptions.
- Prevailing sales tax will be charged to for-profit organizations and individuals. Not-for-profit organizations must provide a copy of Form ST-105 (Indiana Department of Revenue General Sales Tax Exemption Certificate) each year.

### Penalties

Groups failing to vacate the meeting rooms by the time specified on the application form, without permission from the library director, are charged an extra fee of \$100.00 and further use of the meeting rooms will be denied.

Those using the meeting rooms are expected to:

- Leave the room clean, tidy and organized
- Clean the kitchen area, tables, chairs and floors (with a vacuum and/or broom)
- Remove all trash-a dumpster is located behind the library

Failure to follow these rules may result in fees and/or denial of future room use. The fees are as follows:

- \$10.00—If trash is not removed from room
- \$10.00—If kitchen is left unclean
- \$15.00—If Small or Ossian Room is left unclean
- \$30.00—If Large Room is left unclean
- \$40.00—If Parlor is left unclean
- Replacement/repair Costs for damage to room or equipment

### **REPLACEMENT COSTS SCHEDULE – (Costs & Fees Updated)**

A patron will compensate the library for lost or damaged items at the cost of replacement. The patron may be charged a \$10.00 processing fee for lost or damaged items in addition to the replacement cost as listed below.

#### Items with Replacement Cost

The cost of replacing items will be determined by consulting the cost field in the item record in the circulation system.

#### Items without Replacement Cost

Items with no listed replacement cost will be charged the following

ITEMS	REPLACEMENT COST	PROCESSING FEE
ART PRINTS		

Art Prints	\$50.00	\$10.00
Art Print Bags	\$25.00	
<b>AUDIO</b>		
Audio Book Artwork	\$1.00	
Audio Book CDs (per CD)	\$10.00	
Audio Book Case	\$7.00	
Audiokits (Book & CD)	\$20.00	\$10.00
Audiokits Replacement Bags	\$9.00	
<b>BOOK CLUB KITS</b>		
Replacement Bag	\$24	
<b>BOOKS</b>		
Books – Fiction: Hardback	\$20.00	\$10.00
Books – Fiction: Paperback	\$8.00	\$10.00
Books – Non-Fiction: Hardback	\$35.00	\$10.00
Books – Non-Fiction: Paperback	\$20.00	\$10.00
Books – Toddler	\$7.50	\$10.00
<b>CAKE PANS</b>		
Cake Pan	\$20.00	\$10.00
Replacement Bag	\$8.00	
Replacement Instructions	\$2.00	
<b>GRAB &amp; GO BAGS</b>		
Replacement Bags	\$24	
<b>HOTSPOTS</b>		
AC Adapter	\$15	
Case	\$10	
Hotspot	\$70	\$10
USB Cable	\$10	
<b>INTERLIBRARY LOAN</b>		
Interlibrary Loan Materials	Determined by Owning Library	\$10.00
<b>PLAYAWAY</b>		
Audio Book	\$35.00	\$10.00
Audio Book Battery Cover	\$1.00	
Audio Book Case	\$6.00	
Audio Book Artwork	\$1.00	
Bookpack (Book & Playaway)	\$70.00	\$10.00
Bookpack Case	\$10.00	
Launchpad Tablet	\$120.00	\$10.00
Launchpad AC Adapter	\$10.00	
Launchpad Case	\$13.00	
Launchpad Bumper	\$9.00	
Launchpad USB Cord	\$7.00	
View	\$100.00	\$10.00
View Case	\$6.00	
View Cord	\$15.00	
<b>MAGAZINES</b>		
Magazines	\$5.00	\$10.00
<b>MOVIES</b>		
Artwork	\$1.00	
Blu-Ray	\$25.00	\$10.00
Blu-ray/DVD Combo Packs	\$30.00	\$10.00
DVDs	\$20.00	\$10.00
Case	\$1.00	
<b>MUSIC</b>		

Artwork	Cannot be replaced Must pay for entire item	
Case	\$1.00	
CD	\$15.00	\$10.00
<b>PUZZLES</b>		
Children's Puzzles	\$10.00	\$10.00
Replacement bag	\$9.00	
<b>WEEKEND EXPERIENCE BAGS</b>		
Replacement Bags	\$24	

## Repairable Damages

Repairable damages billed at staff discretion.

New barcode label: \$1.00

Other issues (torn pages, broken spines, etc.): \$1.00 per page

Water-damaged books are not repairable.

Repair staff, head of circulation, or branch manager may be consulted concerning questionable damages.

## Library Cards

The replacement cost of an unexpired patron card that is stolen or lost is one dollar (\$1.00). Damaged cards presented at the library are replaced free of charge.

## Equipment

Damaged or lost equipment will be charged the fair market value for repairing or replacing the item, plus processing fee.

# STANDARDS OF PATRON BEHAVIOR MANUAL

## Expectations of Library Patrons

- Use the library, furniture, equipment, **computers, Internet** and materials for their intended function.

## General Guidelines to Problem Situations

- **ALWAYS** fill out an INCIDENT REPORT. Whenever you have a problem situation, **you should always** fill out an incident report and make a copy for the library director or branch manager when applicable. Incident forms are available at all service desks.

## Specific Problem Situations

### Patrons who are Angry or Irate

- Empathize with the patron and try to understand how he **they** feels.
- Repeat what the patron has said (paraphrase) and ask the patron if your paraphrase was an accurate restatement of what he **they** said.
- When you understand the situation, take immediate action:
  - If the patron's complaint is not legitimate and he **they** wants you to alter established

- policy, be firm. Explain the library's policy. Show the patron a written copy if necessary.
- o **ALWAYS** file an INCIDENT REPORT.

## **Loitering**

- ~~o Loitering is not permitted in the library. Anyone who sits doing nothing or wanders around for 15 minutes or more without apparent purpose is considered to be loitering. They may be questioned and asked to leave if deemed loitering.~~

## **Feet on Tables or Chairs**

Placing feet on tables ~~and chairs~~ is prohibited in the library. Staff should remind the patron of the rule. If this problem becomes habitual, the patron may be asked to leave.

## **Disciplinary Procedures**

### **Order of Procedure for each offense**

Handing the offender, a copy of the "Expectations of Library Patrons" policy is always a good idea and often a deterrent of future misbehavior.

- First offense – give patron a warning.
- Second offense - ask patron to leave for the day. If it is late in the day, another day may be added.
- Third offense - suspend patron from library property for 1 month.
- Fourth offense - suspend patron from library property for 3 months.
- **Fifth offense – suspend patron from library property for 6 months.**  
At the end of a ~~3~~ **6-month** suspension, the patron and parent or guardian (if under age 18) must schedule an appointment with the director or young adult librarian before the patron is allowed back in the library.
- ~~Fifth~~ **Sixth** offense – suspend patron from library property for 1 year.  
**At the end of a year suspension, the patron and parent or guardian (if under age 18) must schedule an appointment with the director or young adult librarian before the patron is allowed back in the library.**
- ~~Sixth~~ **Seventh** offense – if patron is under 18, patron is suspended until age 18. Adult patrons are permanently banned from library property.

**Patrons may be forgiven for past offenses after an offense free period at the discretion of the library.**

### **Procedure when Suspended Patron Enters Library**

It is a good idea to ask the patron if ~~he~~ **they** realize that ~~he~~ **they are** ~~is~~ suspended and ask ~~him~~ **them** to leave. A patron serving a long suspension may ~~be coming~~ **come** in to check their **expiration** date of **their suspension**.

- A patron who knowingly violates a suspension is suspended for an increased amount of time. A 1-month suspension becomes 3 months; a 3-month suspension becomes **6 months** ~~1 year~~; **a 6-month suspension becomes 1 year**; a 1-year suspension becomes 2 years; the next step is to call police and issue a trespass warning.

### **Involving the Police**

~~Unless there is immediate danger, contact the library director or librarian in charge before contacting the police.~~ Call the police for the following:

### **Incident Reports**

- Ask the offender(s) for ~~his~~ **their** name, but complete the form even if you do not have a name.

