

## WORKPLACE POLICIES

### 4.1 Code of Service

- **Respect for all.** WCPL treats all library users and each other as valued, responsible individuals. Everyone will receive friendly, courteous and prompt service without discrimination.
- **Integrity.** WCPL follows the highest ethical standards of honesty and openness.
- **Service.** “WCPL provides the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased responses to all requests.” *Code of Ethics of American Library Associations*
- **Confidentiality.** WCPL safeguard all library users’ rights to request and obtain information in confidence within state and federal statutes.
- **Resources.** WCPL provides information on all aspects of most subjects in a non-judgmental manner in response to changing user needs.
- **Staff Development.** WCPL strives for excellence in the workplace by maintaining and enhancing our own knowledge and skills.

### 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.~~

#### **4.10 Children in the Workplace**

Employees who have young children demanding attention may bring them to the library when they are working only in an emergency situation and with the approval of the library director.

#### **4.11 Non-Disclosure Statement**

Protection of confidential business information is vital to the interests and success of WCPL. Employees who improperly use or disclose confidential business information will be subject to disciplinary action up to and including termination of employment, and possible legal action, even if they do not actually benefit from the disclosure of the information. Such information includes, but is not limited to

- information about the termination of a staff member
- patron information including borrowing records, names, addresses, or other information about patrons, except under specific court order.

Only the library director or the accountant may acknowledge dates of employment, position, and salary and wage information regarding employees for the purposes of credit checks, etc.

### **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.~~