

2020 Policy Updates

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

*Page numbering, Revised dates and Tables of Contents will be addressed throughout the handbook once the policy is finished.

*All Reference, Technical Services, and AV titles were changes to Adult Services, Materials Services and Media Services, respectively.

LIBRARY POLICY

HOURS, CLOSINGS, AND CANCELLATIONS

~~Staff In-Service~~ Additional Closings

The library will close for a half-day on a Friday in the spring ~~for staff in-service during a Friday in the spring~~, with the date to be determined by the director.

BOARD MEETING PUBLIC PARTICIPATION POLICY

Please notify either the library director or the library board president at least ~~48~~ 96 hours in advance of the meeting if you would like to be placed on the agenda.

In the event a meeting is allowed and must be conducted virtually, information will be posted on social media and the library's website indicating the process for joining the meeting at least 24 hours in advance.

**Added in response to the need for virtual meetings during the COVID-10 shutdown*

CIRCULATION POLICY

Loans, Holds & Renewals

Holds may be placed on most circulating material. Holds may be placed in person, by phone, or via ~~Internet~~ the library's online catalog.

Most circulating material may be renewed in person, by phone, or via ~~Internet~~ the library's online catalog.

Extended Use Fees

Library patrons are charged for overdue materials. The extended use fee is set by the Library Board. There is no grace period. However, in the event of an extended library closure, the library may determine it is necessary to implement a grace period. This will be determined by the Director or Library Board.

**Added grace period statement as a result of implementing a grace period during the COVID-19 shutdown*

COLLECTION MANAGEMENT POLICY

Selection Aids

The following are representative of the aids used for selection of materials

- Professional Journals: *Baker & Taylor Forecast, Booklist, Horn Book, Kirkus, Library Journal, New York Times Review of Books, School Library Journal, Video Librarian, and Voice of Youth Advocates.*
- Other: In addition, the following works may be consulted: *Best Books for Children, Best Books for Young Adults, Children's Core Collection, general□periodicals, Public Library Core Collection Nonfiction, Recommended Reference Books for Small and Medium-sized Libraries and Media Centers, trade journals, other authoritative subject bibliographies.*

Local Author Collection

To support, encourage, and foster access to local talent, Wells County Public Library will maintain a **Local Author Collection**. The mission of the Local Author Collection is to **continually** improve **continually** library service to the public by providing free access to books by local authors, enriching the community with books and music created by local authors and musicians, and promoting individual achievements in authorship. This collection features donated books and music from local authors and artists.

Items included in the **Local Author Collection** must meet the following guidelines:

- At least one copy of the material must be donated to WCPL.
- Donated materials become property of WCPL and subject to WCPL's collection management policy.
- Material content must be consistent with the library standards.
- Donated items which do not circulate regularly may be withdrawn from the collection as space dictates.
- Regardless of genre, all items in this collection will be labeled as "LOCALAUTHOR" **on the spine label and in the library's ILS** and include the name of the author or musician/band.

Reconsideration of Library Materials Procedure

The **American Library Association's ALA's** Library Bill of Rights is adopted as part of the Collection Management Policy which states in part:

**Specified how items will be labeled LOCALAUTHOR*

**Typed out ALA for individuals who do not know what ALA is an abbreviation for*

DONOR RECOGNITION POLICY

General Recognition Practices

- The library will maintain a donor database.
 - Donors **will** receive prompt acknowledgement of their gifts.
 - Donors **are will be** informed of the destination and intended use of their gifts.
 - Donors **are will be** recognized in the manner set forth by this policy.
 - When appropriate, donors **will** receive meaningful information about the impact of their gifts.
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FIXED ASSET POLICY

Criteria

For insurance and informational purposes, the library may keep an inventory list with a lower threshold **of \$100** separate from the one required by the State Board of Accounts.

**Changed per Accountant*

HOTSPOT POLICY

Hotspots are available to any Wells County Public Library card holder **18 years old and older in good standing** who is in good standing and 18 years of age or older. Patrons must present their library card or valid ID upon checkout. Hotspots may not be checked out by reciprocal borrowers or PLAC card holders.

Damaged or Lost Hotspots

Patrons will be advised of approximate replacement costs at the time of **checkout signing the agreement.**

**Our Circ staff notify patrons of the approximate costs at the time of signing the agreement, not necessarily at each checkout.*

INTERNAL CONTROL POLICY AND PROCEDURES

INTRODUCTION

The Wells County Public Library **services serves** its citizens and funds these services through taxation, fees, fines, donations, and grants. WCPL aims to make the most effective and efficient use of these resources in rendering its services. A sound internal

control system provides reasonable assurance that the library will accomplish its mission and objectives with accountability and transparency. WCPL strives to ensure that the five components of internal control are present, functioning, and operating throughout our system.

WCPL maintains accountability and ethical behavior through the following measures:

COMPONENT ONE: CONTROL ENVIRONMENT

- Board members are carefully selected and introduced to their roles and responsibilities as listed in the *IN the Public Trust* Trustee Manual.

COMPONENT THREE: CONTROL ACTIVITIES

D. Receipting Activities

3. The Administrative Assistant and Branch Manager handle all meeting room invoices and receipts. For library patrons, the patron's account is charged and the money is receipted by the desk staff. ~~Payments received from non-library patrons are receipted by the administration assistant and turned over to the person doing the daily deposit.~~ For non-library patrons, a Meeting Room only patron account, for Meeting Room use only, is created in the library's ILS and that account is charged and the money is receipted by the desk staff.

H. IT Controls

3. ~~The~~ Only admin profiles are assigned to the IT Manager and Library Director.

COMPONENT FOUR: INFORMATION AND COMMUNICATION

WCPL establishes policies and procedures, including internal control, to address all identified risks. These are included in the Employee Handbook, and ~~it is~~ the Employee Handbook is made available online and in hard copy. A staff committee and the library board review and update the Employee Handbook annually. Changes are communicated verbally and in writing, and employees are required to acknowledge in writing that they are informed and understand any changes made.

**D. 3. Added Branch Manager.*

**Changed policy to reflect daily procedure*

INTERNET USE POLICY

Rules for Internet Use

All users must have their library card.

In order to ensure patron privacy, it is the responsibility of the cardholders to have their card and PIN in order to log on to the Internet computers. Proper identification must be provided to the ~~reference~~ Adult Services staff to obtain their PIN.

Use is on a first come, first serve basis.

Patrons are usually limited to 60 minutes unless no one else is waiting. There is to be only one person per computer. Exceptions must be approved by the ~~reference~~-Adult Services staff.

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

**Updated department name*

INVESTMENT POLICY

Annual Meeting

The Wells County Public Library Board of Finance shall meet ~~annually after the first Monday and on or before the last day of January~~ directly following the first board meeting of the year to elect a president and secretary, review the written report of the investments made by the library during the previous calendar year, and review the investment policy of the library. (IC 5-13-7-6, IC 5-13-7-7)

Deposits

All funds received by the library shall be deposited in one or more designated depositories. The library makes deposits ~~on~~ Monday through Friday ~~on~~ business days.

Library Funds

- **Rainy Day Fund**
State Board of Accounts (SBOA) has advised that transfers to the Rainy Day Fund are prohibited from funds receiving dedicated revenues for specific projects or purposes, such as MVH and LRS. Moreover, a balance in a cumulative fund may be transferred to the Rainy Day Fund only if the purpose of the cumulative fund has been fulfilled.
- **State Technology-Fund Grant Fund**

**Annual Meeting date clarified*

**Spelled out State Board of Accounts for staff who are unfamiliar with the term*

**Removed "Fund" due to redundancy*

LIBRARY PATRON POLICY

Library Cards

(This agreement was changed to reflect what patrons read when they sign the user agreement upon receiving their card).

"I understand I am responsible for this card and all materials checked out on this

card until this card is reported lost or missing. I am further responsible for any charges that may result from late return, loss, or damage of materials borrowed.”

~~“I accept responsibility for all uses of this card, including fees, penalties, and payment for lost, damaged, or stolen materials. I understand and will abide by library policies and copyright/performance laws. I will report a lost card or any change in my contact information.”~~

Property Owners

Non-residents who pay property or personal property tax in Wells County are issued a library card valid for ~~one~~ **three** years. Non-residents need to show tax receipts yearly.

Standards of Patron Behavior

Wells County Public Library requires that all visitors comply with all applicable federal, state, and local laws as well as the following rules and regulations. Behavior that interferes with library services and activities (including the ability of library staff to perform their work and the ability of other patrons to effectively use and enjoy the library facilities) is prohibited in all areas of the library building. ~~Library patrons are expected to conduct themselves in a manner that enables all patrons and staff to accomplish their intended library tasks in a safe, pleasant, and orderly atmosphere.~~

- Avoid bringing animals, except for service **or support** animals, into the library without prior permission of the library director.

Patron Privacy

Efforts are given to maintain a patron’s sense of privacy and safety. If individuals call or enter the building looking for a patron, staff will not provide information to those individuals. Patrons are welcome to walk through the building. Staff will not use the phone system to page an individual at the request of another individual. Staff may take a name and phone number to pass along if they see the individual. WCPL staff are not privy to personal relationships or protective orders between individuals and want to protect the safety of the patrons in our building.

**Library card agreement updated to match the agreement patrons sign when receiving their new library card.*

**Property Owners – changed from one to three so property owners not living in county have the same privileges as those living in the county*

**Copied wording about complying with all applicable federal, state and local laws from another library’s patron policy.*

**Added support animals as they are allowed in public spaces*

MEDICAL EMERGENCY POLICY

Locations of AEDs will be updated upon construction completion and installation of AEDs.

MEETING ROOM POLICY

General Statement

Prohibited activities include:

- ~~Buying, selling, advertising or trading products or services for cash or other consideration to the public except in support of the library~~

Responsibilities

Beverages, Food, Smoking & Decorations

The kitchen~~ette~~ areas at the Main library and Ossian Branch may be used to serve food and beverages. The kitchenette in Ossian includes a refrigerator and microwave for the renter's use. **The Parlor and large meeting room at the Main library include an oven, refrigerator and microwave.**

Refrain from adhering or attaching items or decorations to any walls, doors, or windows. Doing so may incur damage fees.

**Removed statement about prohibiting buying, selling, advertising, etc. to open up our meeting spaces to more community events such as Parlor City Christmas.*

**Updated equipment found in each meeting space after construction*

**Refraining from adhering/attaching items because the walls are now paint and more susceptible to damage from adhesives*

PUBLIC HEALTH POLICY

Entire policy is new.

SERVICES POLICY

Equipment Loan

- Equipment may be reserved up to 3 months in advance during **audiovisual Media Services Department** service hours.

Interlibrary Loan (ILL)

- ~~Loaned ILL materials are renewable at the discretion of the ILL clerk.~~

Notary Public

Notary public service is provided for a \$2.00 charge for each use of a notary stamp. ~~This~~ **As this** service is subject to the availability of the notary public on staff and may not be available during all library hours, ~~so please call first~~ **patrons should call** prior to coming to the library. All persons signing the document must be present and bring a valid id. Documents must not be signed ahead of time. If your document requires a personal witness, please have your personal witness present at the time of signing.

~~And No person~~ **Notary** may represent someone in court or a legal proceeding, or charge and collect a fee for such representation ~~unless they are licensed to practice law in that state.~~

Special Room Use

Study Rooms

Rooms are available at the discretion of the librarian to adults and young adults. ~~Capacity per room is limited to no more than four patrons at a time.~~ **Room capacities vary and are based on fire code regulations.** Reservations may be made in two (2) hour increments. Reservations may be made up to two (2) weeks in advance.

Patron Use of Library Phones ~~Electronic Communications~~

**ILL librarian requested removal of renewable ILL materials as most materials cannot be renewed.*

**Room capacity information changed to be more inclusive of all rooms. At the time of reading the policy, room sizes were not known.*

**Patron Use of Library Phones changed to more accurately describe that section*

EMPLOYEE HANDBOOK INTRODUCTION

Vision Statement

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~~ facilities, its people and its processes. It will serve patrons' ~~individual~~ informational, enrichment and entertainment needs, seek cost-effective, convenient knowledge delivery, and be the best source of information about Wells County.

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 Community Schools 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. The Southern Wells Branch has since ceased service.

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 had more than doubled in 13 years. There was also a shortage of programming and storage space. An increase in the services provided led to a proposed expansion of ~~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.~~

In 2018, the library began the process of collecting community input through surveys and community meetings regarding what the community would like to see the library provide in both physical space and services. The results of these surveys, along with staff input, led the library to determine the need to reorganize the library's physical space into one which better meets the needs of the community as a place of learning and as a "third place." Working with MKM Architecture, planning began in 2019. The finalized plans offered more study rooms, sound baffling measures for public spaces, a larger Story Hour room, more gathering areas, a larger space for teens and a dedicated space for research and quiet study. After many tenuous weeks of answering questions and defending the community's need for the library, the County Council approved a \$3 million bond. Construction began in January 2020 and was completed in November.

**Final paragraph added to include the new construction project in the library's history*

NON-DISCRIMINATION POLICY

1.4 Employee Protection 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 comply 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.

**This section added because it is referred to in 2.9 Rules and Regulations as Anti-Retaliation but is listed in Personnel Policy -> Workplace Policies -> 4.3 as Employee Protection.*

EMPLOYMENT POLICIES

2.3 Categories of Employees

Employees in Training

Employees in training are employees who maintain a training status for the first 6 months of employment or the first 6 months of a new position.

Background Checks

WCPL conducts background checks through the Indiana State Police for positions for individuals who are more than 18 years of age and who apply to the public library for employment or volunteer work; or are currently employed by or perform volunteer work for the public library. Minors and summer interns are excluded because they do not receive keys to the library building. ~~The only exceptions are for minors or summer~~

~~interns since they do not receive keys to WCPL.~~

2.7 Training Period

All employees are employees-in-training for the first 6 months of employment **or the first 6 months of a new position.**

2.9 Rules and Regulations

- Equal Employment Opportunity/Anti-Harassment/Sexual Harassment/~~Anti-Retaliation~~ **Employee Protection**– Failing to support, or violating, WCPL’s Equal Employment Opportunity, Anti-Harassment, Sexual Harassment or ~~Anti-Retaliation~~ **Employee Protection Policies**
- Mishandling Property – Mishandling, misusing, stealing or improperly accounting for WCPL, **co-workers’** or patrons’ money, funds, or property
- **Inappropriate or illegal use of the Internet or e-mail**
- **Under no circumstance should staff transport library patrons or enter their homes.**

2.10 Resignation

~~If the employee chooses to resign from employment, they are expected to give their supervisor a minimum of two weeks’ notice and should submit their resignation in writing to the Director.~~ **If the employee chooses to resign from employment, and in order for the employee to receive any accrued PTO pay, they will be expected to give their supervisor a minimum of two-weeks’ notice.** Professional employees should give 4 weeks’ notice. This notice should be submitted in writing to the Director. 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~~ **the** Director, or Human Resources before making a final decision. Any employee who does not provide ~~a~~ **a** two-weeks’ notice will forfeit their right to any accrued PTO pay which otherwise would have been paid upon termination of employment, and **the employee** 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.

2.11 Employee Dress Code

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. Literary-themed shirts may be worn on Fridays with library logo attire (i.e. cardigan/jacket) and on**

Saturdays with your name tag.

- 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 **without tears, holes or distressing** 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 **without tears, holes or distressing** may be worn.

2.12 Personnel Files

Personnel Files

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 ~~to~~ 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).

2.15 Non-Fraternization

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~~ **confidentiality** 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 the Director. All such inquiries will be treated confidentially and consistently with the legitimate business needs to WCPL.

3.4 Attendance

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 must also 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~~ee~~ 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 on 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.

3.5 No-Call/No-Show

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~~ ~~an~~ unexplained absence of more than 2 working days may be grounds for dismissal.

3.8 Payday and Release of Direct Deposit Wage Summary

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

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 ~~from each employee's pay~~.

3.10 Compensation

Professional Meetings and Travel

Employees attending prior-approved library-related workshops, conferences and meetings are compensated for the time spent attending and traveling. Any such

attendance and travel must receive prior approval from the library director. The library pays registration fees at the professional member rate. The library van is used for most travel. For mileage and meal reimbursement, a "Travel Expense Information" form must be filled out by the employee and submitted to the library director immediately following the attendance. (See Appendix B – Form H) **Standard federal mileage rates will be used.**

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. All staff are paid for hours regularly scheduled.

If the library is open and a staff member does not work because of the inclement weather, the employee may:

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

In the event the library closes early, patrons who are expecting to be picked up may be stranded. In these cases, allow them to make a short phone call to arrange to be picked up. If a patron is unable to contact their ride, try to find an alternative. Staff should not abandon minor patrons. However, in no circumstance should staff transport library patrons.

Workmen's Compensation

When a work related injury or illness occurs, the following steps must be taken immediately:

1. Employee reports to their supervisor giving a description of the illness or accident, including (for accidents) the location of the accident, and names of witnesses or first persons to arrive on the scene.
2. The supervisor assists in obtaining immediate medical attention for the employee if needed. If the employee seeks medical attention, they should tell their doctor that it is a worker's compensation matter. Employee should also take the Member Benefit Card (get card from their Department Head), provided by the library's insurance company with them to show the doctor.
3. An Incident Report must be completed. A supervisor must complete a First Report of Injury Form (State Form 34401). This form is located **on the U-drive in Sharepoint** – Shared Documents – Forms PDF. Both forms should be sent to the Director or HR immediately.
4. Director/HR will call Cincinnati Insurance (877-242-2544) to report the injury or illness and forward both forms. If Director/HR are not here the supervisor on duty needs to call to report. Claims need to be reported within 24 hours of injury.

5. When an employee submits medical bills to the library, the Director/HR will immediately send in claims to Cincinnati Insurance.

3.11 Scheduled Closings

In the event of a planned early closing or delayed opening (eve of holiday, special event, etc.), full-time employees are expected to work an 8-hour day. If the library is not open for 8 hours, full-time employees are expected to work the hours open. Part-time employees are only paid for hours actually worked.

In the event the library closes early, patrons who are expecting to be picked up may be stranded. In these cases, allow them to make a short phone call to arrange to be picked up. If a patron is unable to contact their ride, try to find an alternative. Staff should not abandon minor patrons. **However, in no circumstance should staff transport library patrons.**

**Employees in Training – wording changed per Director/HR*

**Background Checks – wording changed to match SEA410.*

**3.5 – change received from board*

**3.8 – electronically redundant*

**3.9 – Professional Meetings -> change from Accountant*

WORKPLACE POLICIES

- **Confidentiality.** WCPL safeguards all library users' rights to request and obtain information in confidence within state and federal statutes.

4.6 Drug-Free Workplace

Drug rehabilitation and counseling programs are available to all employees through the services of Park Center and Crosswinds Counseling in Bluffton, Indiana at the employee's expense. **There is limited financial assistance provided for all staff to utilize Crosswinds Counseling.**

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. **Remember, you**

are in the library van with our logo and should operate the vehicle in a safe, courteous and efficient manner. A binder with the Library Van Use Policy can be found in the van's glovebox.

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.
- Lock the vehicle at all times when unattended.
- Immediately report any accident by calling 911.
- Accidents are reported immediately to the WCPL Director.
- Report all mechanical or maintenance problems to WCPL's Maintenance Manager.
- No smoking or vaping in vehicles.
- Vehicle operators must not
 - Transport persons not on official library business.
 - Transport hitchhikers or strangers
 - Leave the vehicle unattended with the motor running.
 - Leave the keys in an unattended vehicle.
 - Leave library property (other than emergency equipment) in an unattended vehicle overnight.
 - Operate the vehicle when under the influence of alcohol, drugs or narcotics.
 - Leave the scene of an accident
 - Willfully misuse or operate a library vehicle in a reckless manner.

Accident Reporting

Any accident involving a library owned vehicle must be reported immediately to the local police. Be sure to get the police report number. After an accident is reported to the police, try to take pictures of the accident, if you can do so in a safe manner. Report the accident to the Director or Human Resources who will inform the library's insurance company of the claim. An incident report must also be completed and given to the Library Director.

4.12 Employee Privacy

The Employee Privacy Policy contains the policy to be followed by Wells County Public Library staff pertaining to the collection, use and disclosure of an employee's personal information.

Personal Information

This is defined as any information in any form, oral, electronic or written, that pertains to an employee. It includes, but is not limited to,

- full name
- home address
- home or cell phone number
- personal email address
- identity verification information
- Social Security number
- physical description
- age
- preferred gender
- salary
- education
- professional designation
- personal hobbies and activities
- medical history
- employment history
- credit history
- contents of resume
- references
- interview notes
- performance review notes
- emergency contact information
- reasons for absences (i.e. surgery, vacation, illness, meetings)
- work schedules
- family relationships

In the instance where a visitor is asking about personal information, staff should respond by asking if someone else can assist the visitor or by taking a name and phone number to relay the message to the staff member when they return. If the person is on the phone, offer to transfer the call to voicemail, if possible, so the staff member may return their call.

4.13 Community Events-whole section new

Speakers and Performers

In an effort to be a good community partner, the library and several local organizations have created a committee that will regularly meet to share upcoming events in an effort to avoid competing with each other and to instead build and further Wells County as a whole. The goal will also be to work together on any events that might happen the same day and can be cross promoted. To help with this process, and to also make sure we

are not competing internally between departments in the library for media attention and publicity, the library created this policy.

Adult Services Programs

The Community Relations Manager will be the primary contact with outside speakers/performers for adult events, including those for adult services and library committees. A staff member with a personal relationship to a potential speaker/performer can make the initial contact, but the Community Relations Manager needs to be brought into the process prior to confirming a date for the event.

Teen and Children's Events

For teen and children's events, the Community Relations Manager will need the information listed below for publicity purposes and will help double-check we have everything else. You may request that the Community Relations Manager be the primary contact for outside speakers. Please double-check the dates with the Community Relations Manager before booking an outside speaker/performer, so the community calendars and any potential competing in-house events can be checked.

Information Needed from Speakers or Performers:

Verify name of speaker/performer and get general bio (note: this is a good question to ask, don't rely on information on websites unless they tell you to go to the website for info).

Photo of speaker and mention to community contact that we need permission to use in area newspapers for publicity and internally for promotion. Based on the event, we might also need one other promotional photo if the speaker photo does not showcase the type of event as well.

Cancellation plan due to weather or other circumstances. Find out costs if we have to cancel. If stuff can be postponed and costs associated with that as well.

Contracts are not always needed, unless the speaker requires them, if the cost will be over \$300, or at the discretion of the Community Relations Manager or Director. If a speaker requires a contract, they need to be approved by the Community Relations Manager and then the Director, as needed.

All requests for funds for events must be into the Friends of the Library several months before the event and before the event is publicized in the newsletter.

Invoices need to come in before event and be into the Accountant & HR Manager prior to the board meeting BEFORE the event takes places. Note: sometimes this is a full month ahead of the event.

If invoices have to be paid ahead of the event and mailed in, discuss this with the speaker or while reviewing their contract or invoices and make sure the Accountant & HR Manager has all information and appropriate documentation.

If we are paying over \$600 to a speaker or any business, then we need a W-9. Depending on the type of event we might also need a copy of their limited-liability insurance for the business (this is usually only needed when we have to purchase additional insurance on the event).

All supplies are paid by the library. If the speaker wants to buy supplies for the event, they will be reimbursed.

If the speaker does not have a cost, then a gift will be provided and that gift will take into account mileage to and from the event and the nature of the event if they should receive a monetary gift or item. Approximate gift costs should be \$20-\$40 for a 1-2 hour program. If there are multiple performers or presenters, this gift cost can be split among them. If the person speaking is largely promoting their business as a part of the talk or getting some kind of free in-kind marketing in return, then that may be viewed as their compensation.

Event Calendar/Software

Person in charge of event is required to input the information on the Sign-up software and get the entire information about the event to the Community Relations Manager by the next newsletter deadline. The Community Relations Manager prefers a summary of the event in the format listed in the newsletter, as this information will be used for all publicity efforts. If anything changes with the event, please update the Community Relations Manager immediately.

Request for Funds

All requests for funds for events must be into the Friends of the Library several months before the event and before the event is publicized in the newsletter.

Weather Cancellation

The Community Relations Manager will post on social media, the library's website and contact staff in charge of adult events to see if they are cancelling programs due to weather.

**4.6 Crosswinds Services currently available*

**4.9 – Transferred new information from the Emergency Response Plan Van Use section for consistency*

**4.12 – Employee Privacy – Policy Comm. Member attended a session at ILF about the important of staff privacy and not divulging personal information to patrons, vendors, etc.*

EMPLOYEE BENEFITS

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. If an employee drops below **an average of** 24 hours per week during the calendar year, the employee will no longer qualify for holiday benefits. Holiday time is not cumulative per year, and no compensation is made for unused holiday time upon resignation, retirement, or termination.

5.4 Sick Leave

~~Sick leave will be determined in the following manner:~~

Sick leave may be used for personal, spouse, children, parents, parents-in-law, or **siblings'** illness, dental, eye, or medical appointments. Sick leave abuse may result in discipline up to and including termination.

5.12 Continuing Education Policy

The library will close for a half-day on a Friday in the spring for staff in-service, with the date to be determined by the director. The library will close for a full-day in-service in the fall, typically during Street Fair week. In-Service is mandatory unless approved by the Director.

5.13 Certification

All library directors, library department or branch ~~heads~~ **managers**, 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.

* "an average of" added at HR request

*5.4 – Line removed due to redundancy

*5.13 – Terminology change

Appendix A - Schedules

BORROWER / USER FEE SCHEDULE

Photocopies

- Letter size copies (8 ½ x 11) are 10¢ (black/white) and 50¢ (color). Ledger size copies (11x17) are 20¢ (black/white) and \$1.00 (color). ~~A copy on large paper is charged accordingly:~~
 - ~~Ledger paper (11 x 17) is 20¢ (b/w) and \$1.00 (color).~~
- Patrons are entitled to 50¢ worth of free copies from non-loaning reference material per day.

Self-Service Fax Services

- ~~At Main Library~~ The fee for faxing at all library locations is \$1.00 for the first page and \$0.50 for each additional page.
- ~~At Ossian Branch is \$1.75 for the first page and \$1.00 for each additional page.~~

Returned Check Fee

- All returned checks will be subjected to a \$25.00 fee.

**Photocopies section changed for clarity*

EXTENDED USE FEE SCHEDULE

- There is no grace period. In the event of an extended library closure, the library may determine it is necessary to implement a grace period. This will be determined by the Director or Library Board.
- Teacher/Institutional and Homebound card users are not charged for extended use fees.

**Added grace period statement as a result of implementing a grace period during the COVID-19 shutdown*

**Homebound patrons are not charged fees*

Appendix B – Forms

Application for Proctoring Service

Removed line for library card #

**Removed at request of Adult Services Librarian*

Communicable Disease and Release of Liability and Assumption of Risk Agreement

- Replaces COVID-19 Program Waiver
- Lines added for individual participant's signature as well as parent/guardian signature for children attending library events

**Layout of document changed*

**Added specific signature lines for individual and parent/guardian signing for a minor*

Hotspot Agreement

Removed Mobile Wi-Fi from header

- If it **is** determined that a patron displays a history of neglecting these guidelines, **he or she** **the patron** may lose hotspot borrowing privileges.

Added lined for patron's printed name

**Patron's printed name added at request of Circulation Manager. Most patron's signatures are illegible.*

Internet Policy Agreement Rules for Internet Use

All users must have their library card.

In order to **insure** **ensure** patron privacy, it is the responsibility of the cardholders to have their card and PIN in order to log on to the Internet computers. Proper identification must be provided to the **reference** **Adult Services** staff to obtain their PIN.

Use is on a first come, first serve basis.

Patrons are usually limited to 60 minutes unless no one else is waiting. There is to be only one person per computer. Exceptions must be approved by the **reference** **Adult Services** staff.

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

Wells County Public Library Bluffton Meeting Room Application

Library equipment needed: Please check.

<input type="checkbox"/>	Blu-ray/DVD Player	<input checked="" type="checkbox"/>	Keyboard	<input type="checkbox"/>	Portable Stage
<input type="checkbox"/>	Carousel Slide Projector	<input type="checkbox"/>	Lapel Microphone	<input type="checkbox"/>	TV
<input type="checkbox"/>	CD/Cassette Player	<input type="checkbox"/>	Marker Board	<input type="checkbox"/>	Video Camera
<input type="checkbox"/>	Coat Rack	<input type="checkbox"/>	Overhead Projector	<input type="checkbox"/>	
<input type="checkbox"/>	Cordless Microphone	<input type="checkbox"/>	Podium	<input type="checkbox"/>	

I, the undersigned, as a responsible representative of the organization making application for the library meeting room use, have read and do agree to abide by the attached rules and policy **as well as public health recommendations and requirements**. Any publicity for the event must contain the following disclaimer: ***“The use of the Wells County Public Library’s meeting facility does not constitute the library’s endorsement and sponsorship of the program or the organizer’s policies and beliefs.”*** A copy of the publicity will be sent to the library prior to the event. The library does not assume any responsibility or liability for the security of personal or organizational items **or any injury, illness, disease, disability, or death**. Failure to follow the meeting room rules may result in fees and/or denial of future room use.

Wells County Public Library Ossian Meeting Room Application

*** **Most** equipment can be put on reserve and delivered via the library van.

I, the undersigned, as a responsible representative of the organization making application for the library meeting room use, have read and do agree to abide by the attached rules and policy **as well as public health recommendations and requirements**.. Any publicity for the event must contain the following disclaimer: ***“The use of the Wells County Public Library’s meeting facility does not constitute the library’s endorsement and***

sponsorship of the program or the organizer’s policies and beliefs.” A copy of the publicity will be sent to the library prior to the event. The library does not assume any responsibility or liability for the security of personal or organizational items **or any injury, illness, disease, disability, or death**. Failure to follow the meeting room rules may result in fees and/or denial of future room use.

**Added keyboard to list of library equipment*

** “as well as public health recommendations and requirements.” Added in reference to COVID-19 or any other health emergency instead of requiring patrons to sign a separate liability waiver*

** “Most” added to equipment sent to Ossian because not all equipment can easily be transported*

REQUEST FOR RECONSIDERATION OF LIBRARY

MATERIALS FORM

If not, what parts did you read, view, or listen to?

Telework Agreement

**Added as a result of the COVID-19 shutdown*

Travel Expense Form

Standard federal mileage rates ~~according to the IRS~~ will be used.

**Changed at the request of the Accountant*

WELLS COUNTY PUBLIC LIBRARY STANDARDS OF PATRON BEHAVIOR MANUAL

Expectations of Library Patrons

Wells County Public Library requires that all visitors comply with all applicable federal, state, and local laws as well as the following rules and regulations. Behavior that interferes with library services and activities (including the ability of library staff to perform their work and the ability of other patrons to effectively use and enjoy the library facilities) is prohibited in all areas of the library building. Library patrons are expected to conduct themselves in a manner that enables all patrons and staff to accomplish their intended library tasks in a safe, pleasant, and orderly atmosphere. Library patrons are expected to:

- Refrain from touching that is threatening, unwelcome, or inappropriate for a family-friendly setting.
- Avoid bringing animals, except for service or support animals, into the library without prior permission of the library director.

General Guidelines to Problem Situations

Take immediate action when, and only when, you understand the problem. Ignoring a

problem does not make it go away, but on the contrary, it will often become greater.

Disruptive Conduct

Disruptive conduct is any behavior that disrupts the normal functioning of the library. This would include, but not be limited to:

- Loud talking and laughing
- Throwing objects
- Boisterous behavior including running, horseplay, and disrupting other patrons
- Fighting
- Inappropriate display of affection
- Threats to others
- Inappropriate language
- Any other such behavior as defined in the library policy

Patrons committing such behavior should be warned to stop and asked to leave the library property if they persist in disruptive activity. Following any problem situation, an incident report should be filled out and a copy made for the library director or branch manager when applicable. Incident forms are available at all service desks and on Sharepoint -> Shared Documents -> Forms PDF -> Incident Report Form.

Patron Policy for Young Children and Parents

- Children ages 6 7 and older may use the library unattended as long as they are engaged in activities associated with the use of a public library. Adult caregivers are encouraged not to leave children age 6 7 to 10 more than an hour unattended, as their attention spans are limited and they may become bored or disruptive after extended periods of time.

Sleeping

Sleeping in or on library property, lying down, and blocking walkways, exits, or entrances is prohibited. A patron may become drowsy and doze off momentarily while studying. This regulation refers to the habitual sleepers or those who are generally disturbing other patrons. The patron should be awoken awakened (do NOT touch or shake them). They should be asked to stay awake or leave.

~~Electronic Communication~~ Patron Use of Library Phones

The library telephone may be used for local calls in emergency or hardship cases, or at the discretion of the library staff.

Electronic Devices

The following guidelines should be followed when using electronic devices:

Animals in the Building

Anyone entering the library with an animal without prior permission of the library director should be asked to leave. The only exception is for service **or support** animals.

Disciplinary Procedures

Tracking Misbehavior

Incident Reports. The binder of incident reports is found in the Director's Office. It is indexed, and there is a list of suspended patrons. This information can be found on **the Intranet SharePoint -> Shared Documents -> Suspended Patrons** ~~in the Suspended Patron List file.~~

Patron Record. Suspensions are noted in the patron record and PINs are changed to "SEE NOTE" on suspended individuals that have cards.

Letters. The director sends letters to suspended individuals or their "parent of record" if they are a minor.

Order of Procedure for each offense

If immediate action is warranted, deal with the patron. The discipline can always be adjusted later. If time allows, check the Suspended Patron List file on **the Intranet SharePoint** to see if the patron has a previous offense.

Incident Reports

Incident reports need to be completed every time there is an accident or a confrontation with a patron. A first warning may not warrant completing an incident report, but if you need to warn a patron again, complete the form and let the patron know what the consequence will be the next time the person acts inappropriately. (This is often a deterrent of future misbehavior.) Completing the report signifies a "first offense" and begins the disciplinary cycle for the patron. Ask the offender(s) for their name, but complete the form even if you do not have a name. The patron may be identified later.

Location of Form

Incident report forms are located at every public service desk, in the policy handbook located at the public service desk and online (**U:\staff handbook\Appendix B: Forms Sharepoint – Shared Documents – Forms PDF**)

**All additions are to reflect the changes made in the Library Policy -> Library Patron Policy -> Standards of Patron Behavior*

**~~Electronic Communication~~ Patron Use of Library Phones rephrased for clarification*

**Electronic Devices heading added in reference to smartphones, tablets and other devices with video chat capabilities; guidelines not changed*
