

# 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 Association
- **Confidentiality.** WCPL safeguards 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.
- **Staff Development.** WCPL strives for excellence in the workplace by maintaining and enhancing our own knowledge and skills.

## 4.2 Corporate Compliance

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

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**

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 Complaint Procedures**

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 may take the 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.

## **4.6 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 and Crosswinds Counseling in Bluffton, Indiana at the employee's expense. There is limited financial assistance provided for all staff to utilize Crosswinds Counseling.
- All employees must notify the library director in writing of 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**

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. ~~Remember, you~~ **Staff should be mindful they** 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.

#### **4.10 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.

#### **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 certification
- 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 (Separating Procedure from Policy)**

##### ~~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 associated with cancellation or postponement.
- 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.
- Invoices need to come in before the event and be into the Accountant & HR Manager prior to the board meeting BEFORE the event takes place. 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).

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 provide complete 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.~~

### **Speakers and Performers**

To main consistency between departments and to help prevent competition in the library for media attention and publicity, when working with outside speakers and performers, staff need to follow these general guidelines.

### **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, staff need to check with the Community Relations Manager for current procedures including (but not limited to) information needed for publicity, contract specifications (if a contract is needed), how payments will be handled, and if there are competing events happening on the same date within the community or at the library. Staff can also request that the Community Relations Manager be the primary contact for outside speakers. Staff need to check with the Accountant regarding payment of invoices at least one month prior to the scheduled event date and if any extra paperwork would be required for payment.

### **Event Calendar/Software**

Person in charge of event is required to input the information on the Sign-up software and provide information about the event to the Community Relations Manager.

### **Request for Funds**

All requests for funds for events must be into the Friends of the Library before the event is publicized and occurs.