

2023

WWTPL Employee Handbook Library Policies & Procedures



**Director & Board of Trustees of
Williamsport-Washington
Township
Public Library
5/23/2023 Revised**

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MISSION STATEMENT

It is the intent of the Williamsport-Washington Township Public Library to be accountable to our citizens by providing quality library service to our diverse community with fast, friendly and accurate assistance by providing current technology, reference resources, and leisure material and preservation of local history and genealogy for the enrichment, education and entertainment of our community.

Revised 3/28/2016

MOTTO

Learning is for a lifetime!

The Williamsport-Washington Township Public Library Welcomes YOU! This manual is designed to help you become acquainted with the policies and procedures of the library and to start you on your way to a successful career in library science. The WWTPL is a learning facility; we encourage our community and staff to think outside the box and take advantage of new ways of thinking and to continue to learn. All policies and procedures have been approved by the Board of Trustees and sanctioned by the Indiana State Library and the State of Indiana.

PERSONNEL POLICIES

In addition to the specific tasks of each position, all staff members are expected to perform all other duties assigned by the Director. All Library employment is deemed to be “At Will” employment, with no promise of permanent employment, unless there is an express, individual, specific, written contract, approved by the Library Board of Trustees, and signed by both the employee and the Library Board of Trustees.

The following Library Policy is a pre-requisite for continuing employment with WWTPL. Employees will be notified when changes in policy are made. It is the responsibility of each employee to keep as well informed as possible concerning the organization, resources, policies, procedures, and services of the Library as a whole.

RECRUITMENT AND SELECTION POLICIES

All applicants for employment will be treated courteously and given fair and equitable consideration for employment in accordance with 590 IAC 6-1-4(e). All new employees are selected on the basis of experience, education, ability, training, and other job-related factors.

The Board of Trustees will form a search committee responsible for hiring the director. Advertisements will be placed in the local papers and state library and professional organizations will be notified to help publicize the vacancy. The Search committee will review résumés and setup interviews. After the interview process the committee will meet and vote on the director position; they will draw up the director’s contract to be offered to the new hire. All other positions will be filled by the director. The director will advertise in local newspapers and post in house. Current employees will be given first consideration. Applications are always available at the circulation desk.

WWTPL EMPLOYMENT

- A. Employee Relations:** WWTPL will try to respond effectively to all staff concerns. The Board of Trustees believes that the work conditions, wages, and benefits offered by the Library to its employees are competitive with those offered by other employers in the area and the profession.

Any Employee with a concern about work conditions or compensation is encouraged to voice those concerns openly and directly to the director.

- B. Employment Applications:** WWTPL relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in exclusion of the individual from further consideration for employment; or if the person has been hired, termination of employment. Employment applications for those not hired will be kept on file for six (6) months, after which time they will be properly disposed. Applications of those who are hired become part of the personnel file of the employee.

- C. Background/ History Check:** WWTPL will order a Background/history check on:

- full-time employees
- part-time employees if they work unsupervised with children
- substitute/temporary employees if they work unsupervised with children
- volunteers, if
 - 18 years old or older AND
 - They will provide regular, ongoing and unsupervised contact with children under 16 without direct employee supervision.

Prior to extending an offer of employment (or within 30 days of hire, the Director will request a criminal history check of an applicant. The nature of any reported offense and its relevance to the particular job is considered on a case by case basis. The history check will be completed before employee does any work in the Library.*Employees already employed will be subject to a history check every five years on a rotating basis. (**This rotation will start with full-time the first year, part-time the second year, substitute/temporary the third year and volunteers, if long term the fourth year.)

The Library may order additional history reports for employment purposes, as permitted by applicable laws.

The employee, candidate or volunteer will fill out a Criminal History Check Consent form and return it to the Director. The Director will order the history check upon receipt of the signed release form and will be the Library's representative to review the result, except in case of Director's history check which will be reviewed by the Board President.

In instances where negative or incomplete information is obtained, the Director and Board President will assess the potential risk and liabilities related to the job's requirements and the length of time since any negative information. If a decision is adversely made based on the results of a history check, there may be a certain additional Fair Credit Reporting Act (FCRA) requirements that will be handled by the Director in conjunction with employment screening service (if applicable).

History check information will be maintained in a file separate from employees' personnel files.

Limited Criminal History Reports will be performed by the Bookkeeper/Treasurer. If a negative report is found, the Library will do an Expanded Criminal History Check through the Indiana State Police. At the time the expanded check is possible, the rotation will start at the beginning (see *and ** above). History checks will be paid for by the Library using the "Legal Service" appropriation.

Adopted 09/28/2020

- D. Immigration Law Compliance:** Only citizens of the United States, and those aliens legally authorized to work within the United States, are eligible for employment. WWTPL does not unlawfully discriminate on the basis of citizenship or national origin. However, WWTPL does follow the regulations for E-Verify.

In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are re-hired must also complete the form if they have not done so within the past three years, or if their previous I-9 is no longer retained or valid.

- E. Data Changes:** Each employee is responsible to promptly notify WWTPL of any changes in personnel data. Personnel mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in case of emergency, educational accomplishments, and other such status reports should be accurate and current at all times. If any personnel data has changed, the employee should notify the Administrative Assistant/Treasurer.
- F. Introductory Period:** All new or re-hired employees work on an introductory basis for the first 90 calendar days after their date of hire, which is designed as an opportunity to demonstrate their ability to achieve satisfactory performance levels on the job, and to determine if the position meets their expectations. Any significant absence will extend the introductory period for the length of the absence.

WWTPL uses this period to assess employee capabilities, work habits, and overall performance. Either the employee or WWTPL may end the employment relationship at will at any time during or after the introductory period, with or without cause or advance notice.

Upon completion of the introductory period, an official performance review will be conducted and the written evaluation will become part of the employee's personnel files.

**Benefits are calculated based on the hire date.

- G. Employee Appointment and Categories:** the director or his/her designee makes Staff appointments with final approval by the Library Board of Trustees.

"Full-time" designates employees working over 32 hours/week.

"Part-time" designates employees working under 32 hours/week.

"Substitutes" are Part-time employees who work on an "on call" basis to fill in.

"Temporary" employees are hired as interim replacements or for a specific project and do not receive any benefits, even if they work "full-time" for the library for a temporary period.

Staff Classification: This is based on the duties of the job being performed, not the education level of the individual. A minimum level of education is necessary for certain positions.

Revised 10/31/2016

- H. Hours:** Any staff member may be called upon to change his/her hours of employment. Except in the case of an emergency, the employee will be given as much notice as possible.

Evaluations: The director will annually hold Performance Appraisals. Employees are encouraged to discuss job performance and goals on an informal, day-to-day basis. Performance evaluations provide the opportunity to discuss job strengths, job tasks, identify and correct weaknesses, encourage and recognize achievements, and to determine goals, and the best approaches for meeting those goals. Performance Appraisals are considered as a factor when the budget is being configured and raises for the following year are being determined. **A copy of an Evaluation is included in the Appendix.**

Revised 10/31/2016

Promotions: Preferential treatment will be accorded to staff members when there are positions available, over the general public. Any staff member interested in a promotional position must fill out an application and possibly submit to an interview as any other applicant. Staff members must show the experience and ability to accomplish any position for which they apply, and must have the minimum levels of skills and education specified on the job description to be considered for the opening.

- I. Nepotism:** Library hiring policies will be in accordance with Indiana State Laws: IC-Section 4-14-7-1. No persons related as father, mother, brother, sister, uncle, aunt, husband, wife, son, daughter, son-in-law, daughter-in-law, niece, or nephew may be placed in a direct supervisory-subordinate relationship.

Updated 6/27/2016

- J. Payroll Information:** Library employees are paid on an annual cycle of 26 pay periods per year. Each two (2) week pay period ends on Friday. Paychecks are to be distributed to staff members by 2 P.M., barring emergencies or equipment failures, and then they shall be distributed as soon as possible after the correction of the problem.

The Director is to be the first person contacted if time off or a change of work schedule is needed. The WWTPL Board recognizes that at times the Director may not be accessible; therefore, the Treasurer is to be the designated contact when the Director is not reachable. The Employee is responsible for finding his/her own replacement when they are unable to work a shift to be sure their hours are covered as well as notifying the Director and/or Treasurer of the change.

Revised 10/31/2016

Withholding: Federal, State, Local and Social Security taxes are deducted according to specific governing laws. If required by a court, garnishments can also be deducted.

Pay advances: WWTPL does not provide advances on wages.

Salary increases: Each year the director will put together, as part of the budget process, the proposed salary increases for the following year on a **Salary Schedule**. These increases will be reviewed annually. The Board of Trustees approves all such increases before they are final.

Revised 10/31/2016

Outside Employment: Staff may work at other employment outside the library as long as the other work does not interfere with the ability of the employee to perform his/her library duties and presents no conflict of interest with the goals of the Library.

Overtime: At no time may an employee work over their budgeted hours without the Director's approval in advance, except as noted for salaried individuals, who may amass Compensatory/Plus-time.

Revised 10/31/2016

Compensatory Time: When approved, is paid in accordance with federal and state wage and hour restrictions, based on actual time worked. The Full-Time employee must work 40+ hours in a week to be considered for Comp. Time which is paid @ 1 ½ times their normal rate. Time off or sick leave, vacation leave, or any leave of absence will not be considered hours worked for purposes of performing Comp. time calculations.

Revised 10/31/2016

Plus time: Any change involving regular working hours of any employee who works less than 40 hours in a week should be cleared in advance with the director. Any time that an employee is scheduled to work more than his/her regular number of hours in a week, s/he must take another time period off to avoid working over scheduled number of hours within the same pay period. This time must be worked out with the Director's knowledge and consent.

Revised 10/31/2016

Time Sheets: Accurately recording time worked is the responsibility of each employee. Federal and state laws require WWTPPL to keep an accurate account of time worked in order to calculate employee pay and benefits. Time worked is defined as all the time actually spent on the job performing assigned duties.

Employees are responsible for clocking in and out for each shift and break. The treasurer will only pay for actual time worked as noted on the time sheets. The employee is responsible for noting any adjustments or adding documentation as well as signing their time sheet at the end of each pay period. The Treasurer/Bookkeeper is responsible for verifying each employee's actual hours worked from the employee's timesheet. The director will sign off on timesheets before the treasurer will cut checks, pay all taxes and benefits according to state and federal laws.

Revised 10/31/2016

Falsifying time records may result in disciplinary action, up to and including termination of employment.

Lost/Stolen Checks: If an employee loses his/her library issued paycheck, s/he is to notify the treasurer AS SOON AS POSSIBLE so that payment can be stopped. All library issued checks should be cashed or deposited within 60 days of receipt. Checks not cashed within that time period are subject to a stop payment. The staff member is responsible for any bank fees incurred by the library to stop payment on a check. A new check will be issued within 3 days of notification.

K. Staff Conduct: Certain standards of behavior are required for continued employment.

Personal Appearance: The personal appearance of employees shall be one, which emanates pride and professionalism to correspond with the position held. Student pages are able to wear jeans and modest shorts. During business hours, staff is expected to present a clean, neat, business casual attire. Questionable attire should be cleared in advance with the director. Friday and Saturday workers: nice jeans are acceptable.

Tidiness: Each employee is responsible for cleaning up after him/herself at all times in the library (both in the work space and in the kitchen).

Reading: Professional reading must never be allowed to interfere with helping patrons, and should be kept to a minimum when at a public service desk.

Phone Calls: Telephones and Computers are provided for business purposes. Personal calls, e-mails, texts and instant messaging should be placed during break times or meal times. Incoming personal calls or electronic mail should be held to a minimum unless there is an immediate family concern. Please take any personal calls on phones that are away from the public's view. Cell phone ringtones should be muted or placed on vibrate.

Patrons at the desk take precedence over patrons on the telephone. When busy, take the person's name and number and call them back later. Phones should be answered as quickly as possible. When desk personnel are busy, those who are not on desk duty must answer the calls.

When patrons ask to use our phones, explain to them that our phones are for library business. You can use your own judgment and allow them to use our phones for brief, local, emergency calls.

Punctuality: Each staff member is expected to be at his/her post and working at the assigned time. The Library should be open and ready for business before the set time. Closing should also take place after the set time. If a staff member is going to be late, the director must be notified as soon as possible. Repeated instances of tardiness will result in lowered performance evaluations and/or possible disciplinary action.

Conversations: Any personal conversation should not interfere with library business.

Eating, drinking and smoking: Any eating or drinking done by staff members in public areas of the building must be done in a discreet manner. Patrons are not to eat or drink in the Library. Patrons found to be eating or drinking should be asked to go outside until they are finished. Smoking shall not be permitted on the Library campus.

Breaks: One fifteen-minute break is allowed for every 4-hour work period. One half hour break (lunch) is allowed for a scheduled 6+ hour shift. Breaks are not paid time. **Revised 10/31/2016**

Attitudes: We must be courteous, tactful, and pleasant at all times; treating the most unpleasant patrons as well as we treat our most pleasant ones. Refer upset patrons to the director or a supervisor.

CODE OF ETHICS FOR GOVERNMENT OFFICERS AND EMPLOYEES

1. Public service is a public trust; employees must place loyalty to the Constitution, the laws, and ethical principles above private gain.
2. Employees shall not hold financial interests that conflict with the conscientious performance of duty.
3. Employees shall not engage in financial transactions using nonpublic Government information or allow the improper use of such information to further any private interest.
4. Employee shall not, except as permitted by the Standards of Ethical Conduct, solicit or accept any gift or other item of monetary value from any person or entity seeking official action from, doing business with, or conducting activities regulated by the employee's agency, or whose interests may be substantially affected by the performance or nonperformance of the employee's duties.
5. Employees shall put forth honest effort in the performance of their duties.
6. Employees shall not knowingly make unauthorized commitments or promises of any kind purporting to bind the Government.
7. Employees shall not use public office for private gain.
8. Employees shall act impartially and not give preferential treatment to any private organization or individual.
9. Employees shall protect and conserve Federal property and shall not use it for other than authorized activities.
10. Employees shall not engage in outside employment or activities - including seeking or negotiating for employment - that conflict with official Government duties and responsibilities.
11. Employees shall disclose waste, fraud, abuse, and corruption to appropriate authorities.
12. Employees shall satisfy in good faith their obligations as citizens, including all financial obligations, especially those imposed by law, such as Federal, state, or local taxes.
13. Employees shall adhere to all laws and regulations that provide equal opportunity for all Americans regardless of race, color, religion, sex, national origin, age, or handicap.
14. Employees shall endeavor to avoid any actions creating the appearance that they are violating the law or the ethical standards promulgated pursuant to this order.

Revised 3/28/2016

L. Safety and Health:

Safety: Each employee is expected to obey safety rules and to exercise caution in all work activities. Any dangerous, or potentially dangerous, situation should be reported to the director. The library will look into and correct any safety problems. Steps will be taken to eliminate the danger as soon as possible. If a patron is engaging in unsafe behavior, they should be asked to cease immediately, or be asked to leave if necessary. Safety of patrons and staff is of utmost priority.

Accident/Injury Reporting: If an accident or injury occurs on Library Property, it should be reported using the accident report form. This includes patrons, staff, and anyone else who may have an accident on the property. As much information about the exact circumstances of the accident should be gathered as possible, as well as the names, addresses, and phone numbers of all involved. It is important that this be done no matter how insignificant the injury may seem, to comply with worker's compensation laws.

M. Staff Education and Development:

Orientation: The orientation of new employees is to be conducted by the director and will include time spent with the Treasurer / Bookkeeper to complete all needed paperwork.

In Service Training: Staff members are expected to attend such training as requested by the director. Staff may be required to work hours different from that of their “normal” schedules for this training.

Staff Meetings: will be held monthly or at the discretion of the director. If there is a need for a special meeting, a group of three or more staff members may petition the director for an emergency meeting. Attendance is mandatory.

CPR/AED Certification: All Staff are recommended to have CPR/AED Certification. Classes are routinely offered through the Learning Center where this certification can be obtained.

Advanced and Continuing Education: The library encourages all employees to further and better educate themselves. Employees taking college courses or continuing education courses to improve their library skills will be worked with to try to arrange work schedules to accommodate the class schedule. Pay will be granted for approved time spent at state, district, and national library meetings or seminars. The director will approve who may attend such seminars and meetings.

Business Travel Expenses: WWTPL will reimburse employees for reasonable business travel expenses incurred while on assignments away from the normal work location. All business travel must have advanced approval from the director for reimbursement purposes and are limited to those for which a receipt is presented.

When approved and budget allows, the Library will reimburse other expenses directly related to accomplishing business travel objectives. Employees are expected to limit expenses to reasonable amounts. In addition, the following ceilings are placed on various aspects of travel expenses.

Mileage: will be paid at a rate equal to the Federal rate.

Lodging: for overnight accommodations will be reimbursed for multiple day training sessions on those occasions when travel time exceeds 2 hours one-way. Lodging claims must be approved in advance, and are limited to no more than \$100.00 per night.

While on Library business meetings, the time which is considered work time (and therefore paid) begins when the trip to the meeting begins, and ends when the employee returns to the Library (or home if after hours). All time spent traveling to/from the meeting, all time spent at the meeting, and all other time spent on library purposes is “work” time, and should be noted on the employee’s time sheet.

If the employee is required to stay overnight, then the time spent on personal business is not to be counted.

Other expenses: Any other expenses (parking fees, etc.); incurred while on library business must be approved individually by the director.

** Employees who are involved in an accident while traveling on business must promptly report the incident to the director.

When travel is completed, employees should submit completed travel expense reports along with a Mapquest mileage report within 30 days. Receipts should accompany all individual expenses for which reimbursement is requested.

Revised 10/31/2016

Employees should contact the director for guidance and assistance on procedures related to travel arrangements, expense reports, reimbursement for specific expenses, or any other travel questions.

Abuse of business travel expense policies, including falsifying expense reports, can be grounds for disciplinary action, and possible prosecution.

Professional Activities: Staff Members are encouraged to join Professional Organizations such as the Indiana Library Federation (ILF) and the American Library Association (ALA). Preference will be given to members of such organizations when scheduling time for seminars, workshops, etc.

If the director requires attendance to a Seminar or Workshop, the library will pay the cost of registration and other approved expenses.

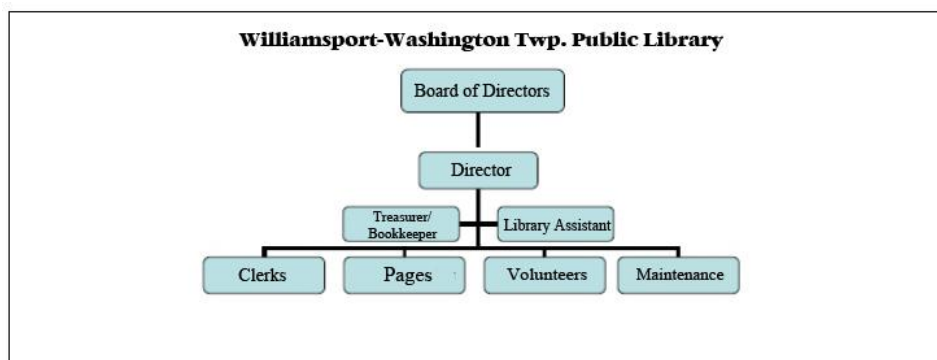
If a staff member wishes to participate on a committee, study group, etc. for such an organization, they are to check with the director for approval before making any commitment which will require work time spent at meetings, doing committee work, etc., or which will result in direct costs to the Library.

JOB DESCRIPTION & ORGANIZATIONAL CHART

All staff is expected to maintain certain standards of performance.

They include:

- Maintain a positive mental attitude and display such toward public and staff.
- Encourage, prompt, and model teamwork behaviors.
- Attendance/Punctuality.
- Observe Library Rules, Policies, and Procedures.
- Completion of the duties and responsibilities of the job.
- Assist Patrons with Reference and Research questions.



Staff Positions:

- A. Professional Staff** are those positions that require professional training and skill in the theoretical or scientific aspects of library science, as distinct from its mechanical or clerical aspects. Including accredited state certification, or comparable education or experience. The director must have at least a BA in related studies and 18 hours of Library Science and meet certification standards required by the State of Indiana.

Director Responsibilities

Development of policies and procedures
Planning for future library needs: serves as Computer Systems Administrator/Technical Services
Develop Technology and Long Range Plan
Evaluate the Library's automation needs and requirements, report needs to the Board.
Development/Implementation of library budget
Grant Writing
Collection Development and purchasing of library materials
Staff Development and supervision
Oversee day-to-day operations (Maintenance/Security)
Coordination of efforts with the community (local and State)
Public relations: Generate ongoing publicity efforts in various media, social media
Keeping the library current with the Library community
Conducting monthly meetings with the Library Board
Attend monthly meetings with the Friends of the Library when possible
Act as liaison between the Library and any vendors, purchase library equipment and library necessities up to \$500 per item, over this amount must have board approval.
Oversee programs and program development
Attend workshops, meetings & other continuing education opportunities.

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B. Support Staff

Administrative Assistant: Assisting the director in daily operations and various other duties. Requires customer service experience, accounting background, employment procedures, and/or related degree.

Administrative Assistant Responsibilities

Assist the director in all functions required by that office.
Help library director prepare for monthly Library Board Meetings.
Keep director current with all problems, suggestions, & needs.
Keep the Policy manual, Memo Book, Staff Mtg. agendas & minutes up to date.
Prepare and type correspondence and other forms of communications relating to the library.
Maintain all assigned paper and computer files accurately
Attend meetings and record notes as assigned by the director, including staff meetings
Attend workshops, meetings & other continuing education opportunities as approved.
Maintain inventory lists of supplies and purchase supplies (up to \$250 per item beyond amount must have approval from director) additional supplies as requested by staff.
Maintain Library copier (and other office machines).
Fill out warranties and keep manuals as directed.
Perform Circulation Maintenance duties (call over dues, etc.)

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Bookkeeper /Treasurer Responsibilities

Knowledge of Department of Local Government and Finance approved accounting procedures
Prepare/submit monthly, quarterly, and annual reports to Library Board, State & Federal agencies.

Assist in compiling statistics for various required reports.

Maintain personnel records, keeping the director advised of problems with personnel records.

Calculate wages from time sheets for library personnel.

Prepare and pay all bills as required.

Maintain all financial records.

Perform all banking operations for the library.

Work with the director in preparing budget, preparing for Library Board meetings, etc.

Library Assistants: Educational requirements will vary according to the position. A high school diploma or GED is mandatory, and some college education is desired. These positions are in circulation, technical services, and children's. On the job training will be provided. Previous library knowledge or experience is helpful.

Children's Services Responsibilities

Develop/Implement the Annual Summer Reading Programs.

Devise and conduct children's and young adult programs, including story times

Create innovative new ideas, services, and programs to expand children's services

Develop/Implement Public Relations for Programs

Prepare flyers, pamphlets and write newspaper articles, social media, etc.

Purchase materials for programs (up to \$250 per item beyond amount must have approval from the director)

Attend workshops, meetings, and other continuing education opportunities as approved

Keep the director informed of problems, suggestions, & needs in the Children's/Young Adult Depts.

Revised 3/28/2016

Circulation Clerk Responsibilities

Catalog and process all new materials for use by the public.

Assist patrons

Place "reserves" on items requested by patrons.

Answer the telephone, filing materials. Call "holds"

Complete ILL and/or PDArequests for patrons

Shelve materials and keep them in order as needed (facing shelves)

Assist in children's department when asked.

Library Pages: High school students who work part time. Pages must have parental permission and be over 16 to work in the library. A work permit should be obtained and filled out before employment. If a work permit cannot be obtained, the student cannot work. Such permits are available from the student's High School. Pages assist all other staff members as requested, and may do some clerical work.

Library Page Responsibilities

Straighten and face shelves

Light clerical duties

Clean-up after patrons

Direct patrons

Assist in check in/out of materials and answer phones

Other duties as required by staff

- C. Custodian/Maintenance:** Clean and maintain the building, equipment, and grounds, including any repair work that must be done. Work that is beyond the time or skills of this crew must be reported as soon as detected to the director.

Custodian

Keep the building and grounds clean & report any problems or breakage to the director
Clean restrooms, water plants, landscaping and grass if necessary, snow removal
Keep building interior and to a certain extent, exterior, clean and well kept looking
Clean/dust all countertops/shelves/cabinets/walls and other surfaces
Mop/polish all non-carpeted areas
Vacuum/wet clean all carpeted floors as necessary
Wash windows
Remove any cobwebs
Replace any burnt out lighting
Order or purchase cleaning supplies (up to \$250 per item beyond amount must have approval from director)
Take trash and recycling out

Revised 3/28/2016

D. Non-Paid Positions

Volunteers: The Library welcomes volunteers but does not accept any liability for the health or safety of the volunteer for actions which are the volunteer's own doing. Volunteers are utilized to perform routine tasks; or special projects tailored to talents the volunteer may possess. They may also be asked to assist a staff member in his/her duties or to help supervise at library programs. Volunteers who give of their time, talents, and energies to the betterment of the Library are to be considered as part of the staff *but are not monetarily compensated*. They may enter the lounge, etc., as would any other staff member.

Community Service Workers: The library will attempt to provide duties for community service workers whenever there are persons who need to work such hours, but WWTPL also reserves the right to turn away such workers when there is no suitable work, or if there is any question as to the suitability of the worker for the library. The Library does not accept any liability for the health or safety of these workers for actions that are their own doing. Also, these workers are not monetarily compensated.

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BENEFITS

- A. Staff Privileges:** Members of the staff of the Library (and Library Board members) have certain privileges to which they are entitled while employed. The director or Board may revoke any or all privileges if abused. These include the privilege to:

1. Purchase books and other materials for personal use through the library;
2. Pay no processing fees for damaged or lost materials, only the replacement cost.
3. Pay no fee to borrow library materials or equipment;
4. Borrow reference materials overnight;
5. Make photocopies for personal use at no charge;
6. Pay no fines for overdue materials when such materials are returned in good condition.

- B. Health & Life Insurance:** Medical/Hospital and life insurance is available for purchase through the library with AFLAC.

- C. Worker's Compensation Insurance:** The Library carries Worker's Compensation Insurance for its employees. The program covers any injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment provided the injury or illness occurs on Library property or in the course of Library business. Subject to applicable legal requirements, this program provides benefits after a short waiting period or, if the employee is hospitalized, immediately. This is at no cost to the employee.

Any such injuries or illness should be reported to the Director immediately. Even minor injuries can become major if untreated. If reporting is delayed, delays in coverage may occur. Neither WWTPL, nor the insurance carrier will be liable for payment of worker's compensation benefits, which occur during an employee's voluntary participation in any off-duty recreational, social, or athletic activity sponsored by WWTPL.

- D. Public Employee's Retirement Fund (PERF):** PERF is compulsory upon beginning employment for full-time, salaried employees. Employees are eligible for retirement at the age of 65 years with a minimum of ten years of creditable service. With 15 years of service, an employee may take early retirement. Employee contribution is a minimum of 3 %. The WWTPL contribution per qualified employee is determined each year by **PERF**. In case of resignation, 3% plus interest may be withdrawn at the request of the employee. No PERF is paid for any employee working under 32 hours per week, or for temporary employees, even if they are working at a full time position.

- E. Vacation Leave Policy:** Vacations are scheduled at the discretion of the director on a first come, first choice basis. Vacation time is not cumulative and cannot be carried over to a new year unless approved by the board of trustees. Vacation time is figured on a calendar year, beginning with January 1 annually.

The full-time, salaried staff receives five (5) days of vacation time upon hire, ten (10) days after three years, and one (1) day for each additional year up to eighteen (18) working days, annually thereafter or based on contract negotiations.

All other employees working who qualify will receive the number of hours/days per week they would have worked after one (1) year. After completing (5) five years, they would earn an additional week worth of hours.

Those working that receive no paid vacation time may request unpaid vacation time.

Vacation time may NOT be borrowed before it is earned.

- F. Personal Business Time Policy:** Two (2) days paid personal time will be granted to all full-time employees. Part-Time Employees who have been on staff for (5) Five years will earn (2) Personal business days to take effect on their (6th) anniversary. These must be taken within the year (1/1 to 12/31). Personal business time is to be taken at the employee's discretion. It can be used as additional vacation or sick time. Advance notice is desired, but is not required. It is necessary to notify the director as soon as possible when using personal time. Personal Business Time not used may be converted to paid sick leave at the end of the year, but cannot exceed the limited accumulative sick leave days.

G. Sick Leave Policy: Sick leave with pay is granted to full-time, salaried employees when they are incapacitated by illness or injury; or for medical, dental, and optical examinations or treatment. Sick pay is not granted for part-time, hourly employees. Sick leave awarded is ten (10) days per calendar year. A maximum of twenty (20) sick leave days may be accumulated and carried forward until used or the employee leaves the employment of the library. There is no payment for unused sick leave.

* Sick time may be borrowed, if necessary, but must be pre-approved by the Library Board of Trustees, from a “pool” established by other employees wishing to donate sick days or work time.

Sick leave time may be used for the care of immediate family members. Immediate family consists of spouse, parent, children, siblings, grandparents, grandchildren, spouse-in-laws, and significant others. The employee must have the director’s approval to use sick leave. Notification to the library must take place as soon as possible when using sick time to allow the staff time to adapt and possibly call in additional help.

* Vacation, sick, and holiday leave benefits will continue to accrue during the approved personal leave period.

H. Bereavement/Death in the Family Policy : Each employee will be entitled to be absent following a death in the immediate family without loss of pay for a period extending up to but not more than 24 consecutive working hours (up to three days), depending on the person’s normal work day. The immediate family for such purposes shall include the husband, wife, child, parent, sister, brother, or any other person living in the employee’s home as a part of the family.

The same period shall be granted for death of ex-spouses, grandparents, grandchildren, fathers-in-law, mothers-in-law, brothers, and sisters, Aunt, Uncle, niece and nephew, not living in the same house as part of the employee’s family. Should said leave be exhausted prior to the funeral, the employee shall be entitled to be absent the day of the funeral without loss of pay.

Upon the death of a grandparent-in-law, uncle-in-law, aunt-in-law, brothers-in-law and sisters-in-law, not living in the same home as part of the employee’s family, an employee shall be entitled to be absent without loss of pay for one (1) work day for the funeral if the funeral is on a workday. The judgment of the director is to be relied upon in approving requests for paid time off for the funeral of others not specifically covered by this policy. The Director will consider special requests. WWTPL recognizes that every relationship is different and will work with the employee in special circumstances.

I. Child Care Benefits: Whenever feasible, WWTPL provides child care assistance in several forms, including:

Flextime Scheduling: Employees may request the opportunity to vary work schedules (within employer defined limits) to better accommodate childcare responsibilities.

Sick Leave Benefits: Employees may use accrued sick leave in the event of a child’s illness.

J. Holiday Closings: The Library is closed on the following holidays: New Year’s Eve, New Year’s Day, Martin Luther King Jr. Day, President’s Day, Good Friday, Memorial Day, July 4th, Labor Day, Columbus Day, Veteran’s Day, Thanksgiving Day & Friday after, Christmas Eve and Christmas Day. Holiday pay is determined as follows:

Full time workers: If the Holiday falls on a day, which the employee normally does not work, the employee may take a different day off within the same pay period. Full time employees are paid for their normal number of hours worked on that holiday.

Part time workers: If the worker does not normally work on that day of the week, s/he is not paid or otherwise compensated for the Holiday. If s/he usually works the day upon which the holiday falls, s/he is paid his/her normal number of hours for that day of the week. Custodian will be paid based on the average hours worked in a six day period.

Weekend Holidays: If a holiday upon which the Library closes falls on a Sunday, then WWTPL will close the following Monday. If such occurs on a Saturday, then the Library will be closed that day.

Emergency Closings: If the Library is closed due to an emergency, those employees scheduled to work that day will be paid. Notice of such closings will be made to the radio. If the building must be closed for an undetermined amount of time until repairs can be affected, employees will not be paid during that time unless they use vacation time or are called in to help with the cleanup or repair. Severe weather closings are based on the Courthouse procedures (when they close, we close).

TERMINATION PROCESS

- A. Employment Termination:** The employee and WWTPL have the right to terminate employment at will, with or without cause, at any time. Employees will receive their final pay in accordance with applicable state law.

Employee benefits will be affected by termination in the following manner. All accrued, vested benefits that are due and payable at termination will be paid. Some benefits may be continued at the employee's expense if the employee so chooses. The employee will be notified in writing of the benefits that may be continued and of the terms, conditions, and limitations of such continuance.

Resignation-Voluntary termination of employment initiated by the employee. An employee resignation may be submitted in writing to the director two weeks prior to the final working date. Earned but un-used vacation time (pro-rated to the last day of employment) will be paid. Sick time and personal time left unused will not be paid.

* If an employee misses 3 days of scheduled work without contacting his/her supervisor by calling the Library or coming in person, then the Library will assume that the employee has voluntarily resigned his/her position.

Retirement- Voluntary termination of employment initiated by the employee by meeting age, length of service, and/or any other criteria for retirement from the organization. Retirement at age 65 is not compulsory. An employee who wishes may retire (or take semi-retirement, when it is in the best interest of the Library or the employee.). S/He may work part-time to equal what Social Security will allow. S/He may draw PERF and Social Security at the same time (see PERF instructional guidelines). All other taxes, including social security will be deducted from salary according to federal and state tax laws. Persons who retire from employment with WWTPL will receive all earned but un-used vacation time (pro-rated to the last day of employment). Sick time and personal time left unused will not be paid.

Any employee who retires and later wants to return to work is not guaranteed their position, or a salary at the same rate at which they left to retire. Each individual will have to meet with the director to determine how this will be handled.

Dismissal- An employee whose performance, attitude, or personal philosophy of library service does not meet the standards, requirements, and philosophy of the library will be warned of the inadequacies of his or her performance verbally and/or in written form by his/her director. See The Progressive Disciplinary policy; it will be followed whenever possible.

Grounds for immediate dismissal include fighting, public intoxication, substance abuse, employee theft, harassment, insubordination, or vandalism; on Library time or Library property.

Insubordination - any action or inaction in direct violation of the policy manual, or a Director's orders. Staff members may question any instruction, but, upon being directed to take a certain action after the question has been addressed, the staff member is to do so; with the following exceptions: 1) any action or inaction which might cause harm to befall the staff member or another person; 2) any action or inaction which violates the staff member's rights; or 3) any action or inaction which is immoral or illegal. It also includes being disrespectful to the director, in word or deed; or challenging the director's authority.

Layoff- In the event WWTPL must release an individual from service for non-disciplinary reasons; every opportunity will be made to help the individual find continued employment.

Earned but un-used vacation time (pro-rated to the last day of employment) will be paid. Sick time and personal time left unused will not be paid. Records of such time will be kept and re-instated upon rehire of the individual (if such rehiring takes place within 1 calendar year of layoff). Employees who are laid off will be given preference for any openings that become available during the layoff period (providing the employee fulfills the requirements of the job) on a seniority basis.

Termination information on individual employees is treated confidentially. WWTPL will take reasonable precautions to protect such information from inappropriate disclosure. Managers and other employees have a responsibility to respect and maintain the confidentiality of employee termination information. No one without a managerial "need to know" is to discuss reasons for termination. Personnel who engage in such discussions, or who share privileged information are hereby notified that they are liable for anything they say, and are violating Library policy by so doing. If asked about the status of such a person, the answer is: "- ----- is no longer with the Library." Further inquiries should be sent to the director.

B. Reasons for Termination:

- Theft, inappropriate removal or possession of WWTPL property.
- Falsification of timekeeping records.
- Working under the influence of illegal drugs or alcohol.
- Possession, distribution, sale, transfer, or use of alcohol, illegal drugs or firearms in the workplace.
- Disruptive activity, fighting, or threatening violence in the workplace.
- Negligence or improper conduct leading to damage of WWTPL or patron owned property.
- Insubordination or other disrespectful conduct.
- Violation of safety or health rules.
- Smoking on Library Campus.
- Sexual or other unlawful or unwelcome harassment.

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As of January 1, 2004, the Patriot Act is now in affect and will impact Library Services. We as

order will be in place. This means you are ordered by the court not to speak of the subpoena, the investigation or divulge any details to anyone. We don't have all the facts of what penalties that would be imposed at this publication. Any concerns should be voiced to the Director and they will contact the Indiana Division Head of the Home Land Security and will pass along any other information regarding the Patriot Act and Home Land Security. Do keep in mind that the 1974 Privacy Act is still in place and no information regarding patrons' reading material should be given out without a subpoena but the new law does supersede this law where Home Land Security is concerned. If you have further questions please feel free to speak with the Director.

D. Non-Disclosure Statement:

Protection of confidential business information is vital to the interests and success of WWTPL. 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.

Only the director is authorized to respond to court orders.

- E. WWTPL observes a Zero Tolerance Policy.** **Zero tolerance** is a strict approach to rule enforcement as the name suggests, zero tolerance policies allow for absolutely no levels of tolerance or compromise for violators of the law in question. Punishment under such policies is unwaveringly severe in the library's policy is immediate termination.

Drug Free Workplace Statement: The Library complies with all Federal and State regulations regarding drug use while on the job. The unlawful manufacturing, distribution, dispensing, possession, or use of any controlled substance, including alcohol, while on the job, is grounds for immediate dismissal. Over the counter medications, when taken as directed, are permissible.

Being under the influence of any unlawful or controlled substance, without a doctor's prescription and work release, is also grounds for immediate dismissal. Employees convicted of a criminal drug statue must notify WWTPL within 5 days of such conviction, and may be required (at his/her own expense) to complete an approved drug abuse or rehab program. For help or additional information, contact the director.

Weapons Policy: The Library understands that people may feel a need to protect themselves, but the Library is no place for weapons. In order to provide the most secure environment, no guns should be allowed on the premises (including cars) other than those carried by police officers. A staff member who brings a gun to work must inform the Director and show a permit to carry the gun. A copy of the permit will be made and kept in the employee's personnel file. At the director's discretion, co-workers may or may not be advised of the gun on premises. Knives or other bladed weapons with blades over 4 inches are not appropriate in the workplace. Other types of weapons not specified here but capable of harming others should be brought to the director's attention ahead of time to receive approval. This policy should extend to patrons as well as staff. However, WWTPL does follow the guidelines for Senate Bill 292.

Sexual or other Harassment Policy An atmosphere of tension created by ethnic or religious remarks or animosity, unwelcome sexual advances, requests for sexual favors, or other conduct of a sexual nature, shall not be permitted in our work place. Ethnicity, age, race, religious, or sexual consideration shall not be used as the basis of employment decisions affecting any employee. If any such verbal or physical conduct takes place, the offended individual is asked to notify the director or

a Board member so that WWTPPL can deal with the problem in a confidential manner, and so that appropriate action, including disciplinary actions, can be taken.

Library policy prohibits harassment of any employee or patron by anyone.

While it is impossible to list all types of harassment, some include:

- Unwelcome or requests for sexual advances
- Offensive sexual remarks or physical contact
- Offensive sexual flirtations
- Display of sexually suggestive objects or pictures
- Sexually suggestive or offensive dress
- Any actions, words, jokes, or comments based on a person's sex, race, ethnicity, age, religion, or any other legally protected characteristic
- Any actions, words, jokes, or comments meant to demean another individual
- Any other actions, words, jokes, or comments, which interfere with a person's ability to perform his/her job; or adversely affects the workplace environment

An employee or patron, who feels that s/he is a victim of harassment, or who observes any type of harassment, should report the matter immediately to the director. In the event the offended person is for any reason, uncomfortable in approaching the director, the offended should contact a Library Board member.

The library will take appropriate corrective action against those who violate this policy.

- F. Solicitation:** Persons not associated with WWTPPL may not solicit or distribute literature in the workplace at any time for any purpose, other than the single bulletin board provided (only for **Not-for-profit**).

Revised 10/31/2016

Non-profit, charitable causes may be eligible for greater solicitation than for profit ventures. The director should be consulted for guidance.

Employees may only solicit or distribute literature during breaks or off duty times. Employees who wish to post information should consult with the director for distribution approval.

- G. Recycling:** WWTPPL supports recycling.

- H. Use of equipment:** When using library property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

If any WWTPPL equipment, machine or tools appear to be damaged, defective, or in need of maintenance or repair, the director should be notified.

Improper, careless, negligent, destructive, or unsafe use or operation of equipment can result in disciplinary action. WWTPPL equipment is intended for library business only.

I. Staff Grievance/Problem Resolution/

To provide the best possible working conditions for employees, an honest and open atmosphere in which any problem, complaint, suggestion, or question receives a timely, respectful response is required. Employees and management should have, and display, mutual respect for each other at all times.

A grievance is defined as any feeling of dissatisfaction or injustice in connection with one's employment situation. If an employee disagrees with the established rules of conduct, policies, procedures, or practices they can express this concern through the problem resolution procedure outlined herein. No employee will be penalized, formally or informally, for voicing a complaint with WWTPL in a reasonable, business-like manner, or for using the problem resolution procedure.

The grievance policy serves to provide an employee, who believes s/he has a justifiable complaint, with a procedure to follow to have the complaint heard by the director and /or the Board.

This procedure is an open means of upward communication, so no forms or statements involved will be placed in the employee's personnel file. The grievance procedure is an important tool in maintaining staff morale. The library director is the official representative between the library staff and Board of Trustees.

WWTPL management will strive to maintain an open door policy. Employees are encouraged to offer positive and constructive criticism, and to take the following steps if they believe that a condition of employment or a decision affecting them is unjust or inequitable.

1. When a problem comes up, the grievant should discuss the matter with the director. This should be done within 5 working days of the discovery of the problem.
2. The director will review the problem and any relating policies. If possible s/he will respond through discussion. If not, s/he will respond within 2 working days, after consulting with appropriate management. The director should document this discussion, including any steps, which are to be taken.
3. If no satisfactory solutions can be arrived at through this discussion, the grievant is to approach the director with the problem a second time. This time it should be written out in duplicate, along with what the grievant sees as a satisfactory solution. Both copies will be signed by the director and grievant, and each will keep a copy.
4. The director will re-assess the problem and meet with the grievant again, in a timely manner, to further discuss the options for solutions.
5. If no satisfactory agreement (for both parties) can be reached, the grievant may petition for a private consultation with a committee of three Board members, grievant, and the director.
6. The request for this meeting will be written and will include documentation of the previous discussions held between the employee and director, and the solutions proposed by each. It is to be delivered to the Board of Trustees President before the next scheduled Board meeting by the director, so that the committee may be chosen to hear the grievance.

7. The committee will set a date and time to examine the evidence presented. They will make a written decision. Such decision shall be voted on by the Board of Trustees at the next meeting and shall be final.

Problems, disputes, or claims, which cannot be resolved through this procedure, are subject to mediation. Mediation will be conducted under the Employment Mediation Rules or the American Arbitration Association. Employees who choose to use mediation to resolve a problem will be expected to share the cost of mediation with WWTPL.

At any time, an employee or patron may approach the director or a board member, who will maintain confidentiality if desired, regarding any whistleblowing activity. The Director/ or Board will follow the guidelines of the Materiality Policy when necessary (See the Appendix).

Revised 11/28/2016

- J. Progressive Discipline Policy:** WWTPL may use progressive discipline at its discretion. Disciplinary action may call for any of four steps: Verbal Warning, Written Warning, and Suspension with or without pay, or Termination of Employment. Each incidence, depending on its severity and number of occurrences, will dictate which steps are taken. Some circumstances will require one or more steps to be bypassed.

Progressive discipline means that, with respect to most disciplinary problems, these steps will normally be followed:

- 1st offense – verbal warning along with written steps for corrective action
- 2nd time offense repeated – written warning evaluation of behavior
- 3rd time offense repeated– suspension (with or without pay, to be 1 day – 2 weeks)
- 4th time offense repeated– termination of employment

Written steps or instructions to improve the behavior will be given. An evaluation will be conducted to determine if progress is being made. If little or no progress has been made, the next step will be additional disciplinary action. If no significant change in behavior or attitude becomes apparent, the next step will be additional disciplinary action. Eventually the director must make a decision whether to continue employment for the individual or to dismiss. Dismissal at that time will be immediate.

The employee has the option to appeal his/her case before the Library Board through the use of the Staff Grievance Procedure.

If more than 6 months have elapsed since the last disciplinary action, the process will normally begin again. Certain types of employee problems are serious enough to justify immediate suspension or termination of employment, without going through the usual progressive steps. Examples of such behaviors are found in the Termination Process Section of this manual.

- K. Internet Usage Policy:** WWTPL provides free Internet access to everyone. All persons using the Internet must sign-in the log which serves as an agreement to the *Internet Use Agreement* which is in the front of each binder as well as included in the Welcome Packet. Users must comply with *The Rules of Conduct* and **Federal Guidelines of CIPA** (Children Internet Protection Act) **2002**. An adult must accompany anyone under the age of 10. WWTPL does not allow the following: Downloading in our computers due to viruses and copyright infringements. Computer usage may be limited to 30 minutes if demand is great.

- L. Unattended Child Policy:** Children are welcome in our library and we are concerned about their safety and welfare. All children under the age of 10 years old must be accompanied by an adult or caregiver. Parents and caregivers are responsible for monitoring the activities and regulating the behavior of their children while they are in the library. If an unattended child is being disruptive, is habitually left unattended for long periods of time, or is deemed to be at risk of coming to harm (such as a child left unattended at closing time), an effort will be made to locate the responsible parent, guardian or caregiver. If necessary, appropriate law enforcement authorities will be notified to take custody of the child.
- M. Guest Visitation Policy:**
Only authorized visitors are allowed in the work areas of the building.
Employees are responsible for the safety and conduct of their guests. Any unauthorized guests should be reported to the director immediately.
1. Guests may not interfere with the staff member's job responsibilities.
 2. Guests should behave within the same rules of conduct as any other patron visiting the library.
 3. Guests should not be in non-public areas unless attended by their host. Guests may accompany a host to the lounge when on break, but it is the host's responsibility to chaperone and watch over his/her guest's behavior.
- N. ADA Compliance Statement:** The Library will make every economically feasible effort to comply with the Americans with Disabilities Act; both in the area of employee and patron concerns. As concerns are discovered, the Library Board will address each issue, attempting to find a way to accommodate the physically challenged without overtaxing the library's resources.
- O. Discrimination Statement:** The Library is an equal opportunity employer and does not discriminate on the basis of race, ethnicity, sex, color, age, creed, or religious affiliation.
- P. The Right to Privacy:** WWTPL follows the guidelines set by the Federal Privacy Act of 1974 - Public Law 93-579 (5 U.S.C. 552a). Employee records as well as patron files are library property and will be held in strict privacy unless subpoenaed by the court. No personal information regarding employees or patron will be given out. All efforts are made to protect one's inalienable right to privacy including electronic files. Employees should be aware that desks and other personal spaces provided by the library and E-mail are still library property, and are subject to search if necessary. If a staff member desires a lock for a locker, a copy of the key must be given to the director (or designee). The library reserves the right to institute drug testing if warranted.
- Q. Whistle Blower Policy:** Any employee who reports a problem or grievance will not be retaliated against, unduly harassed or made to stand out in a negative manner because of the act of reporting. Knowingly making false reports, though, is grounds for disciplinary action, up to and including dismissal.
- R. Employment Reference Checks:** It is the policy of WWTPL to check the employment references of all prospective employees. The Director will respond to all reference check inquiries from other employers. Responses to such inquiries will be limited to factual information that can be substantiated by WWTPL's written records. No other employment data will be released without a written authorization and release signed by the individual who is the subject of the inquiry. Anyone inappropriately disclosing such information is subject to disciplinary action, up to and including termination of employment.

S. Types of Leaves:

Personal Business Time Policy- Refer to Benefit Section

Sick Leave Policy – Refer to Benefit Section

Vacation Leave Policy- Refer to Benefit Section

Bereavement/Death in the Family Policy- Refer to Benefit Section

Family and Medical Leave Policy- WWTPPL subscribes to the federal Family and Medical Leave Act of 1993 (29 USC 2601). Family leaves of absence without pay are available to employees who wish to take time off from work duties to fulfill family obligations relating directly to childbirth, adoption, or placement of a foster child; or to care for a child, spouse, companion, or parent with a serious health condition.

Serious health condition means an illness, injury, impairment, or physical or mental condition that involves inpatient care in a hospital, hospice, residence, or residential medical care facility; or continuing treatment by a health care provider.

Requests for Family Leave should be made to the Director at least 30 days prior to foreseeable events, and as soon as possible for unforeseeable events.

Employees requesting Family Leave related to the serious health condition of a child, spouse, companion, or parent may be required to submit a health care provider's statement verifying the need for medical leave, and should include expected beginning and ending dates. Any changes in this information should be promptly reported to the Director.

Leave time is normally granted for the period of the disability, up to a maximum of 12 weeks. Any combination of medical and family leave may not exceed this maximum.

If this initial period of absence proves insufficient, consideration will be given to a written request for a single extension of no more than 30 calendar days. Employees are first required to use any accrued paid leave time before taking unpaid family leave time.

As long as the above policy is followed, and it is permissible through the federal Family and Medical Leave Act, the employee's position and pay will be held for him/her upon return to work.

Medical Leave Policy- WWTPPL provides medical leaves of absence without pay to employees who are temporarily unable to work due to a serious health condition or disability. For purposes of this policy, serious health conditions or disabilities include inpatient care in a hospital, hospice, or residential medical facility; continuing treatment by a health care provider, and temporary disabilities associated with pregnancy, childbirth, and related medical conditions.

Request for medical leave should be made to the Director at least 30 days prior to foreseeable events, and as soon as possible for unforeseeable events.

A health care provider's statement should be submitted verifying the need for medical leave, and should include expected beginning and ending dates. Any changes in this information should be promptly reported to the library. Employees returning to work should submit a health care provider's verification of their fitness to return to work.

Leave time is normally granted for the period of the disability, up to a maximum of 12 weeks. Employees are first required to use any accrued paid leave time before taking unpaid medical leave time.

Employees who sustain work-related injuries are eligible for a medical leave of absence for the period of the disability in accordance with all applicable laws covering occupational disabilities.

Benefits, such as vacation, sick leave, and holiday benefits will not continue during the approved medical leave period. They will resume at the time the employee returns to regular duty.

Leave of Absence: an employee may request up to six months leave of absence, without pay, in writing if the employee so desires. If approved by the Library Board of Trustees, the position will be held open for the employee. PERF and Social Security will be on hold. No sick time or vacation days will accumulate during that time.

Military Leave: Any employee who is in the Army Reserve or a similar government military operation may take the time required to maintain membership in such an operation of no pay. Advance notice is required to maintain such a leave status. Available time off may be used for this absence. Vacation, sick leave, and holiday benefits will continue to accrue during a military leave. Employees on two-week active duty training assignments or inactive duty training drills are required to return to work as soon as possible after the end of training, with a reasonable time allotted for travel. Employees on longer military leave must apply for reinstatement in accordance with all applicable state and federal laws.

Every reasonable effort will be made to return eligible employees to their previous position or a comparable one. They will be treated as though they were continuously employed for purposes of determining benefits based on length of service, such as the rate of vacation accrual and job seniority rights.

Educational Leave: WWTPPL provides educational leaves of absence without pay to eligible employees who wish to take time off from work duties to pursue educational goals. Such leave may be requested for a period of up to 4 months every 4 years. Education benefiting employee's position may be considered by the Board of Trustees. Requests will be evaluated based on a number of factors, including anticipated workload requirements and staffing considerations during the proposed period of absence.

Benefit accruals, such as vacation, sick leave, or holiday benefits, will be suspended during the leave and will resume upon return to active employment.

When an educational leave ends, every reasonable effort will be made to return the employee to the same position, if it is available, or to a similar available position for which the employee is qualified. However, WWTPPL cannot guarantee reinstatement in all cases.

Pregnancy Related Absences: WWTPPL will not discriminate against any employee who requests an excused absence for medical disabilities associated with a pregnancy. Such leave requests will be made and evaluated in accordance with the medical leave policy provisions outlined above, and in accordance with all applicable state and federal laws.

Requests for time off associated with pregnancy and/or childbirth (apart from medical disabilities associated with these conditions) will be considered in the same manner as any other request for an unpaid personal or family leave.

Life Threatening Illnesses in the Workplace: Employees with illnesses such as cancer, AIDS, heart disease, etc., often wish to continue their normal pursuits to the extent their condition allows. WWTPPL supports these endeavors as long as employees are able to meet acceptable performance standards. As in the case of other disabilities, WWTPPL will make reasonable accommodations in accordance with all legal requirements to allow qualified employees with life threatening illnesses to continue to perform the essential functions of their jobs.

Civic Responsibilities: Employees called for Jury Duty or as a witness in court will be granted leave with pay proportioned to the hours worked, less the amount of jury pay received. (The Library will pay the difference between jury pay and the normal pay received by the employee during the time s/he was off work for jury duty).

If an employee cannot find time to vote during nonworking hours, WWTPPL will grant up to 30 minutes of unpaid time off to vote. This time should be requested two days prior to Election Day so that scheduling can be adjusted.

T. Affordable Care Act: It is the policy of WWTPPL to make available public computers, internet access and assistance for library users who need to access and utilize government information and services. A librarian's role, when asked for access to information, is to find the best sources and ways to allow a library user to gather as many points of reference as they need to make an informed decision. It is not the librarian's job to complete the online forms or offer suggestions.

U. Reference Assistance Policy: It is the policy of WWTPPL to provide all patrons with reference assistance. Patrons may email, text, chat, phone, or visit with a librarian in regards to reference assistance. While every effort is made to provide accurate and authoritative information, the WWTPPL does not control the content of resources used. The user agrees to hold the library harmless from any claims, losses, damages, obligations, or liabilities relating to the use of information obtained from this service. The provision of any factual information or materials, and the identification of other resources that may be useful in obtaining additional information cannot be construed as legal or medical advice. **The WWTPPL cannot offer advice (medical, legal, investment, or tax preparation.)** The librarians may offer you sources to use and suggestions on where to search, but are prohibited by law from offering legal or medical advice or opinions. Only a professional practitioner can provide specific advice and direction in resolving financial, tax preparation, legal and/or medical issues.

Revised 3/28/2016



BORROWERS POLICY

All residents of the served library district may borrow from this library. Patrons must complete a *Borrowers Application* agreeing to the terms of service and have photo identification to show residency. Patrons under 16 years of age must have an adult co-sign. Reciprocal Borrowers must be in good standing with their home library in order to make use of services from this library. Patrons may be **Restricted** from use of the library for failure to follow library policies and procedures.

Indiana Code 35-43-4-3.5 “Failure to return or pay for articles borrowed from library, gallery, museum, collection or exhibition

Sec. 3.5

(a) If a person:

- i. Borrows any article which belongs to or is in the care of any library, gallery, museum, collection, or exhibition;
 - ii. Borrows the article under an agreement to return the article within a specified period of time; and
 - iii. Fails to return the article within that specified time;
- then the lender shall comply with subsection (b).

(b) If a person commits those acts specified in subsection (a), the lender shall:

1. Send written notification of a violation of the agreement to the borrower;
2. Attach a copy of this section to the notice;
3. Include in the notice a request for return of the article within 15 days from receipt of the notice; and
4. Mail the notice to the last known address of the borrower or deliver it to the borrower in person.

The Lender shall send the notice required by this subsection by certified or registered mail, return receipt requested.

(c) If the borrower willfully or knowingly fails to return the article, or reimburse the lender for the value of the article, within 30 days of receipt of the notice required in subsection (b), he commits a Class C infraction.

(d) A person who commits an offense under this section may not be charged with an offense under section 2 or 3 of this chapter for the same act. As added by Acts 1980, P.L. 206, Sec. 1.

Sample letter to be sent to borrower:

Please be advised of the following:

You have violated the rules and regulations of the Williamsport Public Library concerning the borrowing of materials.

Failure to return or pay for the articles borrowed from a Library is a Class C Infraction, punishable by a fine not to exceed \$500.00. As stated in Indiana Code 35-43-4-3.5 (a copy of the law is above).

If the materials listed are not returned or the library is not reimbursed within the next 30 days from the date of this letter, this matter will be turned over to John A. Larson, Prosecuting Attorney for Warren County and a complaint filed against you.

Please give this your immediate attention. If you have any questions please call 765-762-6555.

Revised 10/31/2016

Hold Policy: Holds are on a first come first serve basis to be placed on the holding queue. Patrons to be considered for holds must not have fines, fees, or over-dues. If these occur while the patron is on the hold que, the patron will be dropped from the hold list.

When a hold item comes into the library, it will be checked out to the next patron on the queue and that patron will be notified. The patron will have two days in which to pick up the item. If the item is not picked up within the two-day period, the item will be passed on to the next patron on the queue.

If a patron requests a new item that either is not ordered yet or has not arrived, a hold form can be filled out and given to the Librarian. These are to be dated including the time so that when the item is ready to be circulated it can go to the first person to request the item. Once the item is processed completely, the hold book is to be checked so that any early requests can be considered before anyone else may request the item. An instructional sheet regarding Holds can be found in the Appendix giving step-by-step instructions on how to navigate the Destiny software for Holds.

Revised 10/31/2016

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COLLECTION DEVELOPMENT POLICIES

I. Statement of Policy

The Librarian provides resources to the public of Williamsport-Washington Township to inform the public about the principles upon which selections are made, and to act as a guide for the librarian in the selection of materials to meet the intellectual and appeal of a wide variety of interests and points of view. Furthermore, the Williamsport-Washington Township Public Library Board of Trustees supports the systematic review of resources through established procedures.

II. Definitions

The term “selection” refers to the decision that must be made either to add a material to the collection or to retain materials already in the collection. Resources may include but not limited to: printed materials, such as fiction, nonfiction, biographical books, periodicals, newspapers, charts, electronic formats, such as compact disc, CD-ROM’s, games/puzzles, DVDs/Blue Ray, projectors, maps, reference materials, government documents, and resource people.

III. Goals of Selection Policy

- To maintain a well-balanced and broad collection of materials for information, reference and research;
- To support the democratic process by providing materials for the education and enlightenment of the community;
- To provide the recreational and cultural needs of the community.
- To preserve the past by collecting materials of local interest, genealogy and histories.

IV. Responsibility of Selection

The responsibility lies with the Collections Librarian, who operates within the guidelines sanctioned by the Library Board of Trustee. The general public and staff members may recommend materials for consideration, but the determination will rest with the Librarian.

V. Principles for Selection

- Materials included in the library shall include books, magazines, compact disc, software, large print, audio books, newspaper, pamphlets, government documents, Electronic Materials, DVDs, Blu-Ray, Music CDs and material of local and historical interest that are consistent with the library’s goals.
- The Library shall not collect textbooks unless they contain information that is not easily obtained elsewhere.

- Approximately 15% of the amount budgeted for material shall be spent within each of the following areas: Children's, Juvenile, reference, adult fiction, and non-fiction.
- Resources shall reflect the current interest of the community.
- The Library will participate in an active interlibrary loan program, as the Library budget will not permit the purchase of materials, which have a limited use.
- The Library is committed to complete access to all materials. It is the individual's responsibility to decide what he/she will or will not find appropriate for his/her needs. In terms of access to materials by minor children, it is the parents' moral and legal responsibility to monitor this activity the same, as it is the parents' responsibility in other areas.
- Items are not excluded from the library due to race, ethnicity, social, political or religious views of the author. The presence of an item in the collection does not mean that the Library endorses the content of said item.
- The Library does not label any book as subversive, dangerous, or undesirable. The Board recognizes censorship is a purely individual matter and declares, while anyone is free to reject for himself books and materials of which they do not approve, they cannot exercise this right of censorship to restrict the freedom of others to read.
- The Library does not place materials on "closed shelves" to protect the public from the contents of the materials. Other than reference materials, the only items on limited access are those which themselves need protection because of rarity, cost, susceptibility to loss or damage, fragility, or format unsuited for heavy usage, or materials reserved for community use or school use.
- Resources will be judged as a whole. Selections are made based on the works strengths rather than their weakness.
- A continuous schedule of weeding (withdrawing) materials which are outdated and/or worn shall be part of the Library procedure in order to maintain a current and up-to-date collection. Material condition, circulation record, authoritativeness, redundancy and timelessness are to be taken into consideration for this procedure.
- Gifts must meet the same criteria as purchased materials to be added to the Library collection. It is the Librarian's prerogative to dispose of gifts and withdrawals as they see fit.

VI. Specific Criteria

The librarian can, but not limited to, use professional journals, book reviews, bestseller lists, recommendations from staff, and community.

A) All materials

1. Selection will be based on the relevance to community interests and needs
2. Individual price of an item.
3. Budgetary consideration
4. Number of request from the public.
5. Physical format of item, such as paperback, library edition, hardbound, large print.
6. Potential usefulness.
7. Availability of material elsewhere in the region.
8. Placement on the best sellers list.
9. Clarity and readability.

B) Nonfiction

1. Authoritativeness
2. Accuracy
3. Importance of subject matter to the collection

4. Timelessness or permanence of the materials
5. Reputation and significance of the author

C) **Fiction**--In selecting fiction, the Library has not set up an arbitrary single standard of literary quality. The Library does seek fiction with the following qualities:

1. Writing should be of acceptable literary quality
2. Characterization and plot well developed
3. Characterization and language that are essential to the whole
4. Popular appeal
5. Durability of author

VII. Amendments

A proposed amendment to any of the policies of the Board of Trustees must be submitted in writing, signed by a member, and read at the regular meeting and must lie over the next regular meeting. A majority vote of the Board is necessary to adopt an amendment.

VIII. Challenge of Materials

Any challenges of materials must be submitted in writing to the Board of Trustees at the regular meeting. The library will provide a form (See “**Materials Reconsideration Request**” in the Appendix section). The challenge will be read, but must lie until next regular meeting. The Board will review the validity of the claim and the resource. A majority vote of the Board is required to remove or withdraw any resource. **The Library Bill of Rights:** WWTPL subscribes to the ALA Library Bill of Rights defined as follows: The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

Revised 10/31/2016

EMPLOYMENT OF MINORS POLICY

For employing minors, the pertinent laws of the state of Indiana and the United States must be followed. Additional regulations are provided to assure compliance and proper employment conditions for Williamsport-Washington Twp. Public Library.

Age Restrictions

Anyone under eighteen (18) years of age is considered a minor. Minors under 14 years of age are not permitted in gainful occupations except in domestic service and certain agricultural occupations. Every department employing minors **MUST** post in a conspicuous place, a printed notice showing the maximum hours minors are permitted to work in a day and in a week, beginning and closing hours, and time allowed for meals; also a notice must be posted with the names and ages respectively, of minor employees.

Employment Certificates

Employment certificates must be obtained for all minors under age 18 except minors who have graduated from high school.

- Minors must obtain a work permit (Intention to Employ/A-1) from the issuing officer at the school they attend.
- The employer must complete the form
- The minor must get his/her parents' signature on the form
- The minor must present the completed Intention to Employ/A-1 card to the issuing officer, along with proof of age.
- The employment certificate is completed by the issuing officer, and given to the minor.
- At the termination of employment, the minor gives the employment certificate and termination notice to the employer
- The employing department must mail the termination notice to the issuing office.

An employment certificate is **not** transferable from one job to another or from one department to another. If for some reason the certificate cannot be granted, the employing department will be notified.

Appointing payroll change forms for employees under eighteen (18) years of age must contain under item 18, the statement that "an employment certificate issued by the superintendent of (name of applicable school district) is on file in the employing department's office and no work assignment will be made to this employee that is in violation of State, Federal and University laws and regulations."

Restricted Hours

1. WWTPL WILL ONLY HIRE Minors sixteen (16) years of age:
 - may not start work before 6:00 a.m. or may not work after 10:00 p.m.;
 - school "drop-outs" may start work at 6:00 a.m. but also must have written consent from their parent or guardian to work past 10:00 p.m.
 - are restricted to not more than 8 hours per day or 40 hours per week and not more than 6 days in a week.
 - may work only 9 hours per day during the summer
 - may work 48 hours/week during the summer
2. Minors seventeen (17) years of age:
 - May work up to 8 hours per day and up to 40 hours per week during summer vacation. With parental permission, the minor may work up to 9 hours per day and/or 48 hours per week. There is no restriction on starting or ending time during summer vacation.
 - May work until 11:30 p.m. on nights followed by a school day and with written parental permission, the minor may work unlimited hours but not on consecutive school nights or more than 2 school nights per week. On nights during the school year when there is no school the following day, there are no hour restrictions.
3. Exceptions to hour restrictions: Any minor required to obtain a work permit is not restricted by hours if he/she is a high school graduate, has completed an approved vocational or special education program, or has not enrolled in a regular school term.

Permitted Occupations (NOTE: to serve as a guide, not conclusive):

- office and clerical work, including operation of office machines;

- cashiering, selling, art work, assembling order, packing and shelving;
- bagging and carrying out customer orders; kitchen work and other work involved in preparing operation of machines and devices used in the performance of such work: dishwashers, toasters, cleanup work, including the use of vacuum cleaners and floor waxers; maintenance of grounds, but not the use of power mowers;
- dumbwaiters, popcorn poppers, milk shake blenders, and coffee grinders, but not slicers, etc.;

Restricted Occupations Youth under eighteen (18) years of age (NOTE: to serve as guide, not conclusive):

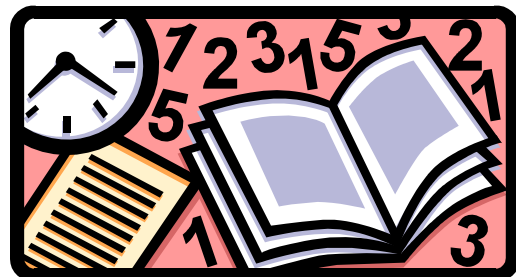
- hazardous work; in or around boiler or engine rooms; occupations of motor-vehicle driver and helper; involved in operation of power-driven metal forming, punching, or shearing machines; involved in the operation of bakery machines;
- occupations involved in the operation of circular saws, band saws, and guillotine shears; roofing and hod carriers; oil and chain moving machinery;
- in or about any mine, quarry or excavation; operation of any elevator, lift or hoisting machines; in any building construction;
- work in or about areas where nitroglycerin, dynamite, dualin, guncotton, gunpowder, or other explosives are manufactured, compounded, or stored;
- work on a job that involves exposure to radioactive substances;
- engaged in any other occupation dangerous to life or limb or injurious to health or morals; operate any abrasive, polishing or buffing wheel; metal finishing, spray painting; or operation of power driven meat processing machines.

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DAILY LIBRARY OPERATION

Hours of Operation:

Monday	10:00 a.m. to 5:00 p.m.
Tuesday	10:00 a.m. to 7:00 p.m.
Wednesday	10:00 a.m. to 8:00 p.m.
Thursday	10:00 a.m. to 7:00 p.m.
Friday	10:00 a.m. to 5:00 p.m.
Saturday	9:00 a.m. to 2:00 p.m.
Sunday	Closed



*It will take approximately 10-15 minutes to open the library so plan to arrive a little before your scheduled time to ensure that the library is operational at opening times.

OPENING PROCEDURES

A. Opening library doors:

1. **Unlocking Library Glass wall/Gate:** unlock from the library side, pull and lift the anchoring rods then push the gates into the alcoves.
2. **Unlocking Automatic Doors:** After turning the key you will have to pry open the door, flip on the power to the automatic doors located in the upper left corner of the sliding panel facing outward. Do the same for the second set of doors.

B. Powering up the Library:

Turn on all the lights for the library. The switches are located behind the circulation desk above the copier.

Turn on all the computer monitors, consoles, printers and the copier.

Passwords for the computer systems will be provided to all staff and volunteers on an as needed basis and they will change on a regular basis for security reasons. Patron computers do NOT have a password. The computers in the Junior and Children's Library need to be signed on as "child" with no password. All computers have Internet Access. However, they also have filters to keep patrons from accessing inappropriate information.

The Circulation Computers will be logged on as "circ1 or circ2"; a password is needed and will be provided. After the library computers are open; within the logon to the Destiny System, there will be tabs indicating Dashboard, Circulation, Cataloging, Reports and Back Office. All employees will be trained using Destiny according to their position. (There are step-by-step instructions in the Appendix area for the main functions of day-to-day operations using Destiny.)

Revised 10/31/2016

D. Book Drop:

Each morning you must check the drop box located along the east curved drive. The key is located on the key holder in the cabinet below the laminator. It is marked "drop box". All materials from the drop must be checked in and fines accessed if electronic materials were placed in the drop. This includes: Blu-Ray, DVDs, CD-ROMs, CDs, and Playaways. The fine is \$1.00 per item placed in the drop box. Also, pull the cart out to look for mail that may have fallen behind the cart. Distribute the mail to appropriate staff and place newspapers on the Newspaper stand.

Revised 10/31/2016

E. Checking for Messages:

Each morning messages should be taken off the answering machine. The phone at the Circulation Desk is the main phone, which houses the Voice Mail. To check for messages press the "Ans Sys" button. The phone will give you verbal instructions or press "play/stop" to play all messages, press "play/stop" to stop or pause. Once messages are taken be sure to delete each one by pressing "delete".

F. Opening the Children's Library:

Each morning you must turn on all the lights and computers following the same procedures as for the main library. The light switches are behind the circulation desk as well as one at the top of the east stairs and at the bottom of the west stairs.

Now the Library is ready for business!!

PATRON RELATIONS

In today's marketplace, where billions of business transactions take place daily, some errors and misunderstandings are bound to occur. However, this statistical truth is small consolation to the consumer who believes s/he has been ill served. By taking prompt and constructive action, businesses can often turn patron discontent into patron loyalty. It is generally recognized that in the long run, organization's success are tied to their ability to satisfy the patrons. Effective complaint handling generates new usage by instilling loyalty in customers.

What to do if a patron complains: Encourage your patrons to communicate their concerns to you. Demonstrate that you are committed to patron satisfaction and you care. Give patrons confidence in your ability to solve problems quickly and without inconvenience. If you have accomplished all these and the patron still is not happy then seek the help of the director.

Screening and Logging- There is a formal procedure for recording the date a complaint is called to your attention, along with a record of pertinent information. For example, Name of the Patron, State the nature of the problem, date that this occurred. This will allow you to exercise control, and accrue proper follow through.

Investigating- Your patron's explanation of a problem can provide much information. Nevertheless, you will want to assure yourself you have all the information needed for a thorough review of the facts involved, by:

- Researching in-house records on the patron
- Requesting receipts
- Inspecting the materials checked in; and
- Following-up with the patron for any necessary additional information.

Acknowledging – When you cannot resolve an issue immediately, it is important to let your patron know that the matter is receiving your attention. Prompt acknowledgement will set the patron at ease, demonstrate that you care, and begin the process of preserving goodwill. Whenever possible, tell your patron how long it will take to complete your action on the complaint. If there is further delay, be sure to advise the patron the reason, and when you expect to have an answer.

Formulating a Solution - Your solution must be consistent with your established customer relation's policy and should take into account a number of important criteria. You should consider:

- Contractual and/or warranty obligations i.e.: Township Contracts
- The patron's expectations
- Your expectations of the patron
- The benefit of alternative solutions
- The probability and cost to your patron
- Seeking readiness in some other way

- The comprehensiveness and fairness of your solution
- Your ability to perform the solution; and
- What to do if the patron rejects your solution.

Responding – Your response should be clear and appropriate. The patron must understand the response, and the response must address the issues raised in the customer’s original complaint.

Avoid “Library” language and form letters when an individual response is needed, and refrain from using excessive technical jargon. An explanation of your decision may preserve the goodwill of the patron, even if the decision itself is adverse.

Following-Up – Contact the patron following your response to verify whether or not the matter has been resolved satisfactorily.

If the patron is unhappy with your response, you should refer the matter to the director or the board of trustees.

The follow-up step is critical to ensure the effectiveness of your system. While you may never satisfy everyone, this contact will provide direct feedback, and can be extremely valuable in making our patron relations the best possible.



CIRCULATION

The most important job at the library is the circulation desk. It is the heart of all activity in the library. The WWTPPL has been automated since 1998. The library now uses the Destiny Library Automation System. This system is Internet based and is simple to use. All persons working the circulation desk must be trained by regular library staff. For technical questions, refer the Director. (There are step-by-step instructions in the Appendix area for the main functions of day-to-day operations using Follett’s Destiny.)

When a patron comes to the circulation desk, always greet them by asking, “How may I be of service”. If you do not recognize the patron, ask them to identify themselves. You want to make sure you have the right patron before you proceed to check out materials to them. Always offer a library bag to the patron if they have more than 3 items or if there is inclement weather, be sure to print a receipt and double check the items against the receipt. If a patron has materials currently out, ask them if they need to renew any items. Remember items on “hold” may NOT be renewed. Also, patrons with more than \$5.00 in fines will NOT be allowed to check out any more items until the fines are paid down below \$5.00.

Materials must be inspected when they are returned. Books are to be checked for water damage, dirt, torn or missing pages, scribbles or defacement and dog-eared pages. All electronic material must be checked for missing disks, scratches, water damage, and broken cases and should be cleaned before it is shelved.

Fines and Fees are to be collected on all damaged or late items. Case replacement is \$1.00 per case plus \$1.00 per barcode and \$1.00 for reprocessing for each item. Items lost or damaged will be charged to the patron for replacement value. This can be determined by marking the item "lost". The computer will generate a fine for the value of the damaged or lost item. Patrons may opt to purchase a replacement on their own, which is acceptable, but must be done within 7 business days or late fees will be applied.

DOCUMENTING FINES AND FEES AND OTHER RECEIPTS

Paying a fine:

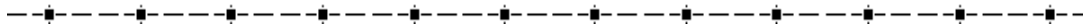
Mark the fine paid on the patron screen and give the patron a computer receipt. Also, write on the Cash Log the patron name, type of transaction and complete across the Log. Place the money received in the Cash Drawer Bag at the front desk. Initial the Log that you accepted the money.

Paying for Fax/Copy:

Write on the cash log date, patron name, type of transaction and the amount taken in, and type of payment received. Give the patron a receipt if requested.

(There are step-by-step instructions in the Appendix area for the main functions of day-to-day operations using Destiny.)

Revised 3/28/2016



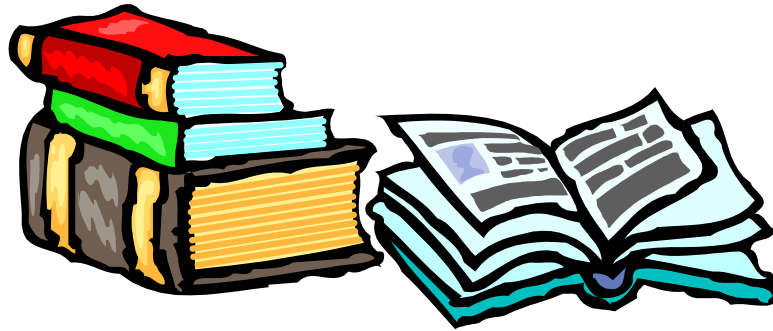
CHECK-OUT PERIODS/FINES/ QUANTITY ALLOWED

<u>Allowed</u>	<u>Loan Period</u>	<u>Fines</u>	<u>Quantity</u>
Books	14 days	25¢/day	15/family
Audio Books	14 days	25¢/day	part of books
Magazines	7 days	25¢/day	part of books
CD's & CD-ROMs	7 days	\$1.00/day	3/ family
DVD's & Blu-Ray	2 days	\$1.00/day	3/family
Non-fiction DVD's	14 days	\$1.00/day	part of movies
AV Equipment	2 days	\$8.00/day	1/family

Other Fees

Copies	25¢ per copy (Two sided Copies Are 50¢)
Fax	\$1.00 1 st page, 50¢ each additional page
Damaged case	\$1.00/case
Barcode	\$1.00/item
Reprocessing	\$1.00/item
Color printing	25¢/each side
Photo Paper printing	\$1.00/each page
Notary Service	\$4
Laminating	up to a \$1/full sheet.

BOOK REPAIR & MAINTENANCE



A. Torn Pages – Two Approaches to Repair

Suggested Equipment and Supplies

Archival document repair tape, Adhesive, Scalpel, Micro-spatula, Japanese paper, Tweezers, Pressboard, Wax paper, Weights, Small brush, Q-tip, Covered bricks and Mylar.

Procedure:

Using Archival Repair Tape:

1. All paper has a grain. Usually the grain runs opposite to how the type sits on a page. When mending a tear, first determine the correct position for the two sides of the tear to overlap. If the tear is long and changes direction, mend only one direction at a time.
2. Small tears and those that must be mended quickly may be repaired with archival document repair tape. Use only as much as is necessary to cover the tear. While using the archival document repair tape is quick, a major disadvantage is that it often does not adhere well. You may need to use a warm tacking iron covered by a light blotter paper to set the repair tape. Paper tears mended with archival repair tape will never be strong or last as long as those repaired with Japanese paper and glue.

Using Japanese paper and a starch paste

1. On a small place in the book test the ink solubility by lightly brushing text with a wet Q-tip. Let it soak in very briefly, and then blot. If the ink runs or fades, do not use this method to mend a tear. See using **Archival Repair Tape**. If the ink appears stable proceed with the mend.
2. Support the book by opening it to the page needing repair and resting the remaining part of the book against two covered bricks. The book will form an L with the repair page parallel to the work surface. Put a piece of wax paper between the page to be repaired and the next page in the book.
3. Tear a strip of Japanese paper, along its grain, approximately ½ inch wide and slightly longer than the tear. Lay the strip on a sheet of Mylar. And paste, running your brush in one direction - from bottom to top. Using tweezers gently lift the strip and center it over the tear. Use the micro-spatula to gently work the strip into the correct position. Place a piece of wax paper over the mend.

4. Leaving the wax paper in place put a piece of pressboard and a small weight on top of the repair and let dry at least one hour. If the tear extends to the edge of the page, the mending strip should be trimmed to 1/8 inch over the page edge. Add paste to the extended mend strip edge and fold it over the other side of the page. Repeat drying procedure.

B. Hinge Tightening

Procedure:

1. Place the book on its tail with the cover open. Expose the inside of the hinges.
2. Dip the knitting needle into the glue and coat. Insert the needle into the hinge area between the backbone of the book block and the spine of the case, and roll it into the joint. Be careful to put glue only into the hinge area, or the book will not open properly.
3. Lay the book flat and bone in the hinge on the outside cover of the book. Apply pressure with the bone, but be careful not to tear the book cloth (cover). Immediately wipe away any glue that oozes through the book cloth with a damp sponge or paper towel.
4. Repeat steps for the other hinge.
5. Place wax paper between the folds of both front and back end sheets. Center the book block between the covers.
6. Place the book cover down on a hard clean surface. Place a knitting needle on top of each hinge. Place a clean board over the book and a brick on top of the board. The brick should be aligned with the hinge of the repaired book.
7. Let repair dry for thirty minutes.

C. Tipping in a Single Page

Procedure:

1. If the page is missing, you may have to order a replacement through inter-library loan, if you have a matching weight page to use for the copying of the inner-library loan page.
2. Place the tip-in page between two sheets of wax paper with approximately 1/8 inch of the inner margin showing. Run a thin line of adhesive along this margin. Remove the wax paper.
3. Place the glued tip-in between two new pieces of wax paper and under a flat board and lightweight on top to let dry.
4. Place the fold of the hinge into the inner margin of the book and mark the sheet.
5. Trim the sheet using a paper cutter or a ruler and scalpel.
6. Place the creased hinge between two sheets of wax paper so that only the creased area is exposed for gluing. Run a thick strip of glue along the folded edge.
7. Position the folded edge (hinge) as far into the book's inner margin as possible.

8. Using a ruler, gently rub the hinge to adhere to the adjacent page. Place wax paper into the inner margin on either side of the tip-in to protect the adjacent sheets from moisture and oozing glue.
9. Allow to dry overnight.

D. A Simple Book Spine Repair

Suggested Equipment and Supplies:

Scalpel, straight edge ruler, scissors, Bristol board or .010 acid free Hollinger stock, cotton-linen book cloth, glue, bone folder, 2" dowel or bottom handle, book press, micro spatula, paper cutter (optional).

Procedure:

1. Using the scalpel and straight edge ruler, remove the original spine by slicing through the book cover cloth just 1/8" past the hinge. Do this to both the front and back covers. Remove the spine from the book and gently peel the paper spine piece away from the cloth spine.
2. Trim all frayed edges on the removed spine but not so much as to damage the appearance of the spine.
3. Cutting along the grain, cut a new spine piece from Bristol board the height of the book's boards. The grain must run parallel to the spine. The width should be cut exactly to the width of the spine.
4. Cut a strip of matching book cloth 2" wider than the spine piece and 1" longer than the length of the spine piece.
5. Glue the spine piece with adhesive, center it on the book cloth, and bone in place.
6. Fold the head and tail ends of the book cloth over the newly adhered spine piece and make a crease.
7. Trim both sides of the head of the new spine piece at a 45-degree angle up to the crease. Repeat for the tail.
8. Make a cut at the center of the book cloth at each end (head and tail) just up to the spine piece.
9. Apply adhesive to the tail up to the crease. Fold over and rub with a bone folder. Repeat for the opposite end.
10. Shape the new piece around a dowel or broom handle until it curves slightly.
11. Using the small spatula, gently lift the book cloth on the cover approximately 1" away from the book hinge.
12. Glue the exposed cloth on the sides of the new spine piece and attach to the book to create a new spine. Center and bone the new spine in place under the lifted cover book cloth.
13. Nip the book for a few seconds.

14. Put paste on the lifted cover cloth and press down.
15. Mount the original spine onto the new spine.
16. Press the book between weights for approximately 30 minutes.

BOOK PROCESSING PROCEEDURE

Before items can be shelved and then circulated from the library, they need to be physically prepared. Library materials go through processing so that they can be located, **used**, and returned to the library from which they originated.



When new or donated items come into the library, they must be processed in order to be inputted into the library's database. All items must be bar-coded, Dewey classification marked on the item with the date. Our library uses the Dewey Decimal System, larger libraries use the Library of Congress classification schedule to select the call number for an item. The purpose of the call number is to place items on the same subject together on the same shelf in the library. Most items are sub-arranged alphabetically by author. The second part of the call number usually represents the author's name, facilitating this sub-arrangement. Book jackets must be covered with Mylar; trade editions must be covered with cold contact (**Durafold**) to ensure the shelf life of the item. All materials must have a bar code placed on the lower left corner of the cover readable from the spine. Each book is to be stamped with the library name and address for identification and the date received by the library; this is done on the title page. The Dewey classification, barcode number copied from the front, vendor name and replacement value is to be recorded on the Publisher's page.

Cataloging is done after the initial processing phase is complete. The WWTPPL uses the Destiny's Library Automation System. The Director will train all employees that will be cataloging on the Destiny System. This library uses Dewey Decimal System and MARC records are encoded through the Destiny Software. The Library will adhere to the new **RDA** standards. Designed for the digital world and an expanding universe of metadata users, **RDA** (Resource Description and Access) is the new, unified cataloging standard. RDA is so new that it is still evolving, it is the library's intent to stay current with all updates to RDA by attending conferences, and webinars on the subject. The online **RDA** Toolkit subscription is the most effective way to interact with the new standards.

The Destiny system is made up of five software components: Circulation, Cataloging, Dashboard, Reports and Back Office. The system allows staff to add and maintain MARC (MARC record is a **MA**chine-**R**eadable **C**ataloging record.) records, Patron Files, OPAC (On-line Public Access Catalog), place holds/reserves and calculate fines and fees, access to library holdings via the Internet. All Staff will receive training on this system.

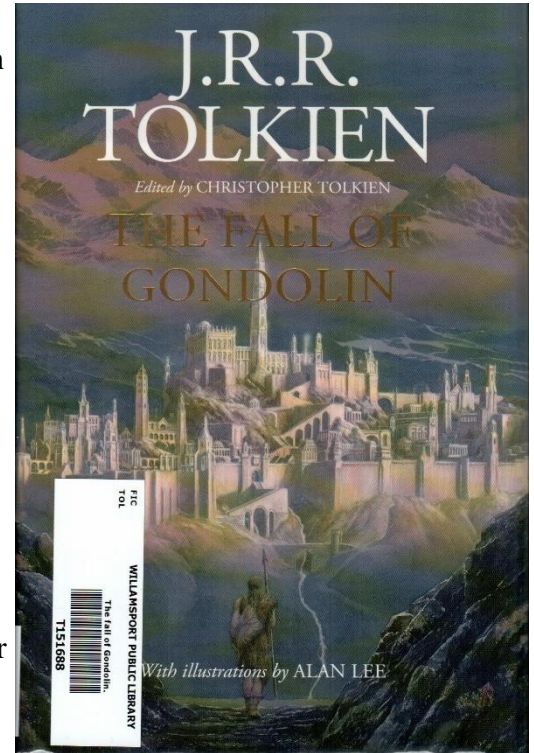
TECHNICAL SERVICES

MATERIAL PREP OF DIFFERENT MEDIA.

One of the most important jobs in the library is technical services. They are responsible for the materials being deliverable to the patrons. Without this important step the library would fall into chaos. No one would be able to find the materials they want. They are the gate keeps of logic and symmetry of the library. As in all systems there is a standard that must be adhered to, this rules keep the order. This handout will give step by step instruction on how to prep library materials.

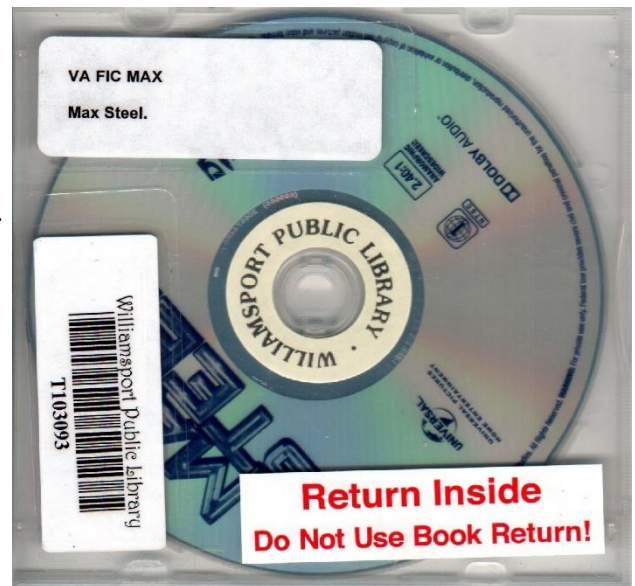
Books

The most common and valued part of the collection. The material should be examined for any physical defects such as (e.g. damaged covers or folded pages). If a book or other item purchased by the library is defective, it can usually be returned. Most libraries label their materials with some form of permanent identification that gives the name of the library and its address. Identification is done to discourage theft and to ensure that lost library materials are returned to the library from which they originated. As well, identification is a relatively inexpensive means of publicizing the library. All materials are to be prepped with books the first thing you must stamp the book with the library identification stamp on the title page and write the date in well of the page. Then on the following page usually is the t.p. verso you are to write the dewey call number on the top side of the page and along the left side the replacement price and the vendor identification. Each item in the collection is assigned a unique barcode number by the automated system, usually during the cataloguing or acquisitions process. On the cover of the book on the lower left corner a circulation bar code should be placed where the number is readable from the spine. The spine label at the bottom of the spine.



DVDs and Blu-Ray Movies

The most important thing to remember with Movies is that they should be easily filed in the proper alpha Dewey. The Barcode is placed on the lower left corner so that the number is readable from the spine. So it is important to note that the top of the Movie should be the Dewey label. Again like audio books each DVD or Blu-Ray receives a round yellow identifying label. Remember that Blu-Rays receive a special "blue" or Blu-ray labeled case. Barcode and ***Do NOT place in drop box*** on the front of the case. Spine label goes on the DVD/Blu-Ray case that the patron brings you to checkout the actual item behind the circulation desk, the label goes on the bottom of the spine just like a book



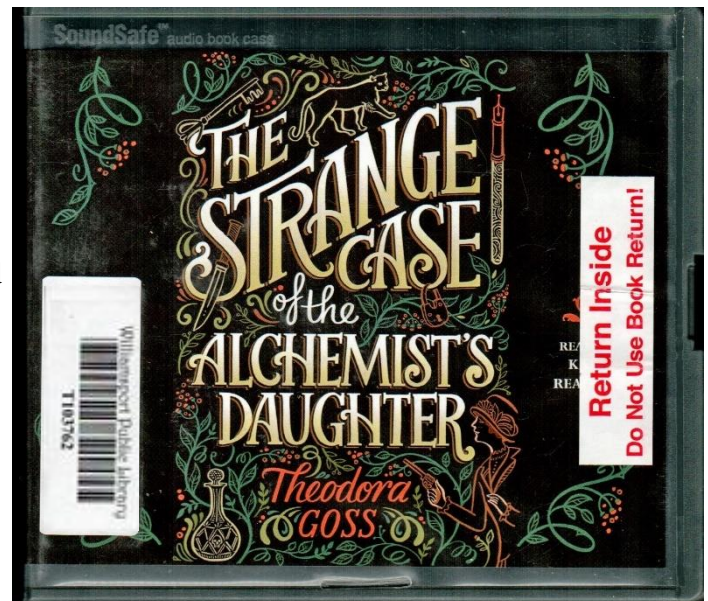
Music CDs.

CDs look just like a DVD/Blu-Ray, remember to leave the top upper left for the Dewey label. Under that label goes the barcode and off to the right without obstructing the title goes the *Do NOT place in Dropbox* label. Each disc receives a yellow library identifier label. The spine label goes on the bottom right of the CD preview selection sleeve. So we can file it by the group or individual name so the patrons can bring it to you to checkout the actual item behind the circulation desk.



Audio Books

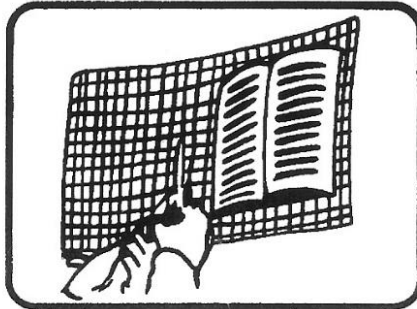
The most important thing to remember with audiobooks is that they should act and look like an actual book on the cover, it should open like a book and be labeled like a book. The main difference is that each cd receives a round yellow identifying label and any empty sleeves should be removed or marked empty. Barcode and *Do NOT place in drop box* on the front of the case. Spine label on the bottom of the spine just like a book.



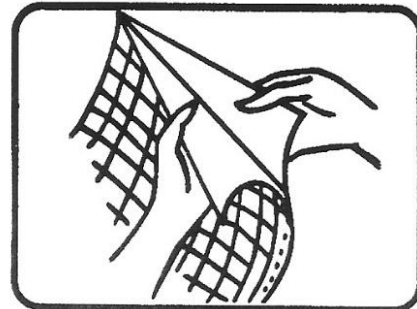
SELF ADHESIVE COVERING

Permanent — High Clarity

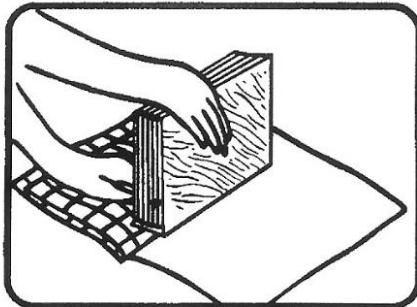
DURASEAL
SELF ADHESIVE COVERING



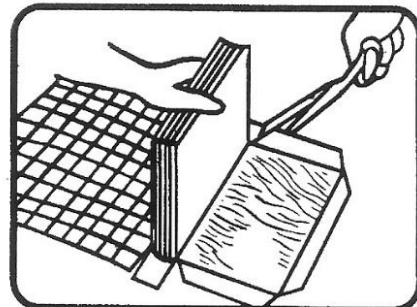
1. Cut Duraseal to correct size, leaving about 1½" extra at each edge.



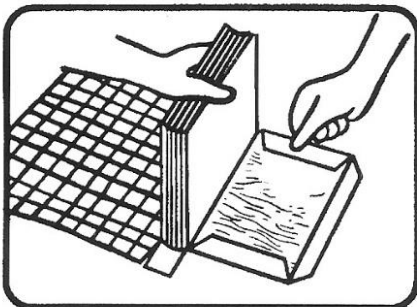
2. Remove backing paper from one-half of the cut piece.



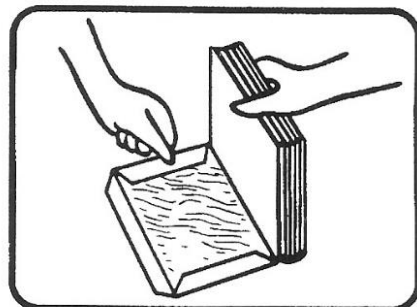
3. Position the book's spine in the center, then roll book onto Duraseal adhesive.



4. Cut corners and trim film in towards spine as shown.



5. Fold in extra film. Firmly press and smooth down with fist or straight edge.



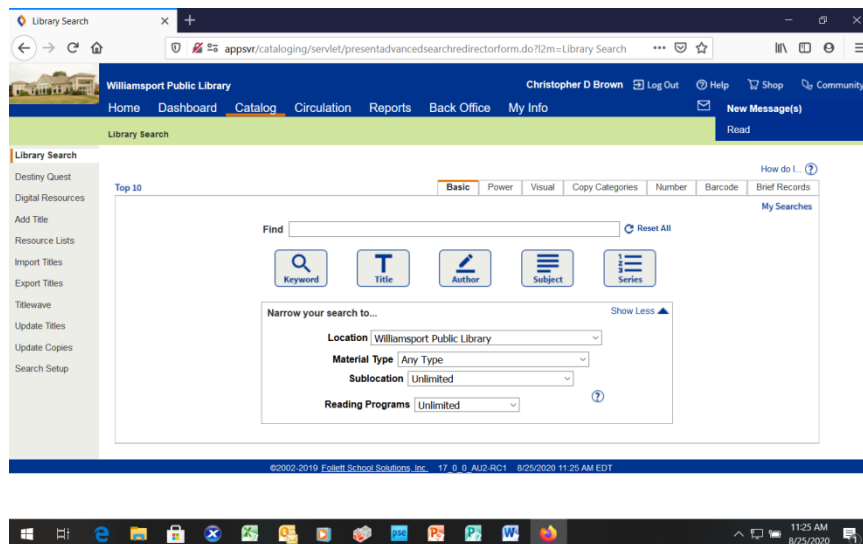
6. Remove backing paper from remaining half of Duraseal and repeat Steps 4 and 5.

NOTE:

Apply Duraseal to dry, dust free surfaces.
Avoid using in humid conditions. Store roll in cool dry place.

RDA CATALOGING THROUGH DESTINY

Our library converted from AACR2 to the new standard RDA which gives a better depiction of media and non-monograph materials. This conversion took place in late 2017. This guidebook will show step-by-step instruction on how to input materials using Follett's Destiny Cataloging.



Step 1

Login to Destiny using your designated sign on then click on the cataloging tab.

Step 2

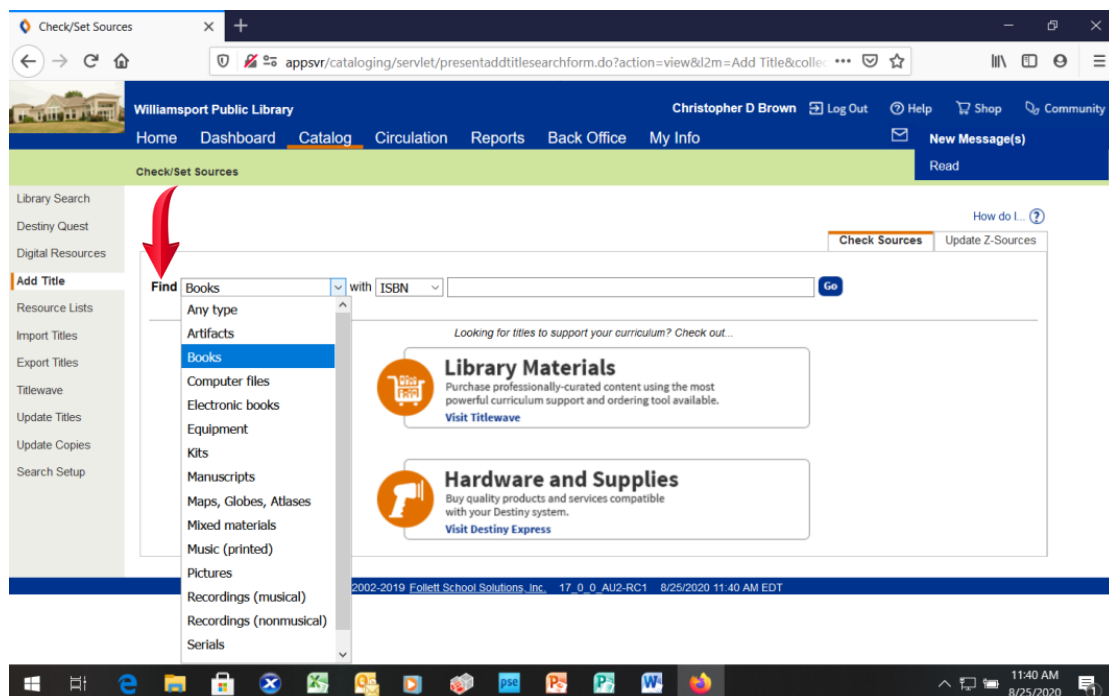
Add a Title

Click the left side menu select
<Add Title>

Step 3

Select Type of Material

From the <Find> pull down button select the type of material you are going to input.



Step 4

Searching for Titles. Now select the type of search you will do to see if the material's MARC record is already in the system. The best way to search for a particular book is to search by ISBN*, this is a unique number given to every book. Of course you can search using Title and Author but you will get a lot of examples that will not apply.

Type the ISBN from the material; this is a 13 digit number specific to that material and hit <GO>.

Williamsport Public Library

Christopher D Brown Log Out Help Shop Community

Home Dashboard **Catalog** Circulation Reports Back Office My Info

Check/Set Sources

Library Search

Destiny Quest

Digital Resources

Add Title

Resource Lists

Import Titles

Export Titles

Titlewave

Update Titles

Update Copies

Search Setup

How do I... ?

Check Sources Update Z-Sources

Find Books with ISBN Go

Title

Author

Subject

LCCN

ISBN

ISSN

Looking for titles to support your curriculum? Check out...

Library Materials

Purchase professionally-curated content using the most powerful curriculum support and ordering tool available.

Visit Titlewave

Hardware and Supplies

Buy quality products and services compatible with your Destiny system.

Visit Destiny Express

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If there is a *MARC Record** in the system it will bring it up and you can select the record to save. You then can edit it to make sure it has subject heading and image attached to the MARC record.

***MARC Records.** MARC is the acronym for Machine-Readable Cataloging. It defines a data format by which computers exchange, use, and interprets bibliographic information, and its data elements make up the foundation of most library online public access catalogs used today.

***ISBN:** The International Standard Book Number is a numeric commercial book identifier which is intended to be unique. Publishers purchase ISBNs from an affiliate of the International ISBN Agency. An ISBN is assigned to each separate edition and variation of a publication.

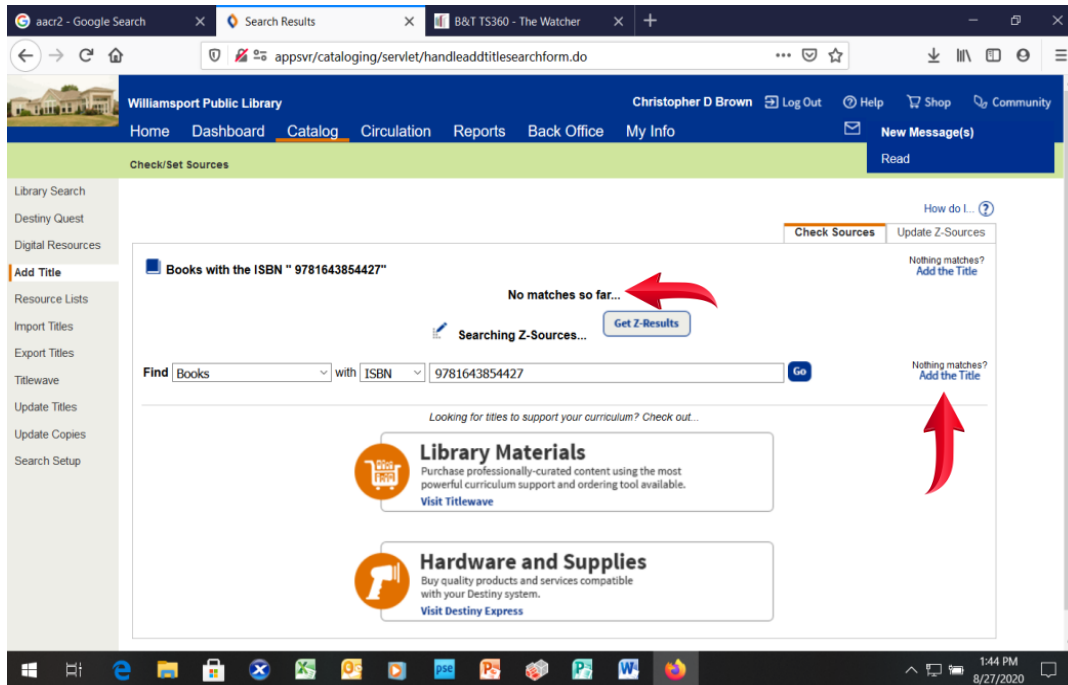
LCCN: The Library of Congress Control Number is a serially based system of numbering cataloging records in the Library of Congress in the United States. It has nothing to do with the contents of any book, and should not be confused with Library of Congress Classification.

ISSN: An International Standard Serial Number is an eight-digit serial number used to uniquely identify a serial publication, such as a magazine. The ISSN is especially helpful in distinguishing between serials with the same title.

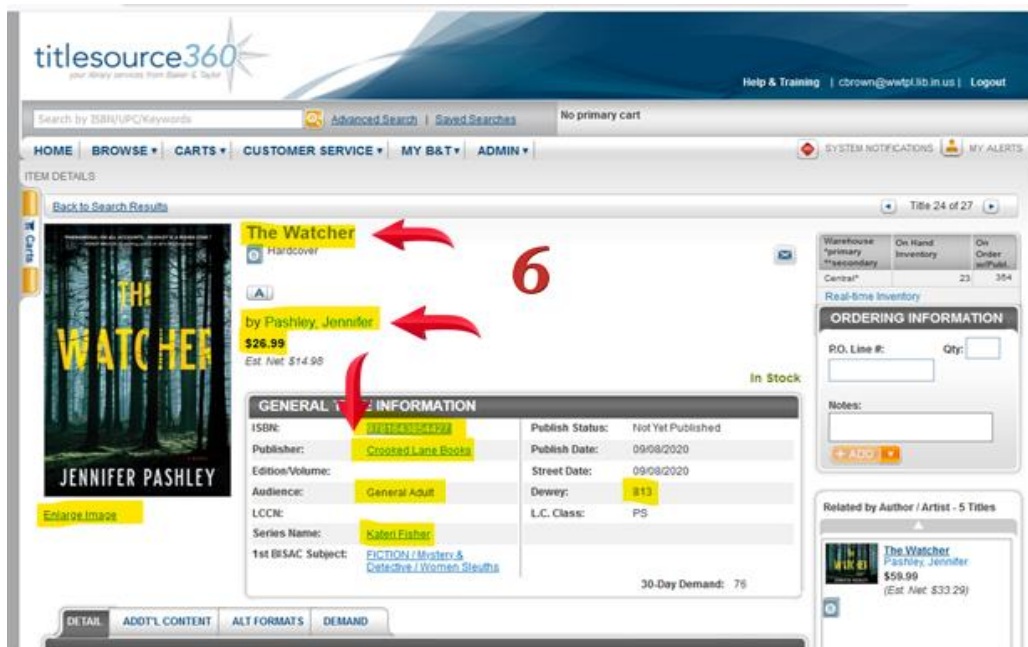
Step 5

NO Match! That means we will have to input the material from scratch. Best Place to start is B&T this is where we order most of our materials. Pull up the material searching by ISBN.

If this is not the correct material then on the right side "No Matches so far" click <Add the Title>. You then can add a MARC Record from scratch



Step 6



From B&T screen of the material you are inputting you will be able to gather nearly all the information for the Marc Record.

For Our Library's standards for the MARC record must have: **Title Information** The box to the left of the title is for "A", "An", "The" These words are NOT used as delimiters. **Standard**

Numbers: LCCN, ISBN, ISSN; **Author:** Last Name, First Name; **Publication Information;**

Physical information/Extent: is number of pages, other information and size is measured in cm..
At this time click <Enlarge Image> right click on the image and select <Save as> and save it to your desktop it save them image as logo. If have done this previously it will prompt you to replace current image select <OK>.

The screenshot shows the MARC Editor form with the following fields and red arrows indicating required information:

- Title Information:**
 - * Title: The Watcher
 - Subtitle
 - Authors: by Pashley, Jennifer
 - Edition: First
- Standard Numbers:**
 - LCN
 - ISBN: 9781643854427
 - ISSN
- Material Type and Subtype:**
 - Material Type: Book
 - Subtype: Hardcover
- Author:**
 - Name: Pashley, Jennifer
 - Dates
- Publication Information:**
 - Place: New York
 - Publisher: Crooked Lane Books
 - Date: 2020
 - Copyright
- Physical Description:**
 - Extent: 323 pages; 24 cm; 9.50 H x 1.00 D x 6.50 W inches 1.05 lbs.
 - Other Details
 - Size

Copy then Paste from B&T But you must follow the Marc Record syntax by the example given.

The **Title Information**;
The first box is for "A"
"And" or "The"

Standard Numbers: ISBN or LCCN are required fields

LCCN you must leave two space before the numerical start or have the recognized "be" "bl" in front.

Material Type and subtype (use pull downs)
Author: Last Name, First Name. Date if you can find it.

Publication Information:

Place :

Publisher,

Date.

Copyright.

Physical Description:

Extent #### pages; ##cm;
other information.

One these boxes have been filled in, click (Use Marc Editor> located in the upper right of the Destiny screen.

Step 7

The screenshot shows the Destiny system interface with the following information:

- Annotation:** From the award-winning author of *The Scamp*, Jennifer Pashley is back with a searing literary noir about what it means to live on the margins of society and what happens when no one is watching...
- Product Information:**
 - Product ID: 0026112749
 - ISBN: 9781643854427
 - ISBN-10: 1643854429
 - Supplier: Random House Inc
 - Street Date: 09/08/2020
 - Discount Key: 0
- Physical:**
 - Primary Physical Format: Hardcover
 - Physical Description: 9.50 H x 1.00 D x 6.50 W inches 1.05 lbs
 - Quantity Pack: 1
- General Subjects:** Mystery/Suspense
- RISAC Subjects:** FICTION / Mystery & Detective / Women Sleuths; FICTION / Thrillers / Crime; FICTION / Noir
- Academic Modifiers:**
 - Continuations : Monograph Series, any
 - Subject Development: Fiction-Mystery & Detective
- Classification:**
 - Merchandise Category: GENERAL
 - Book Type: Fiction
 - Dewey Class: 813
 - LC Class: PS
 - Series Product: Kateri Fisher
- Location:**
 - Language Code: ENG
 - Product Type: Book


Using MARC Editor

After filling in the required MARC information we now can add the rest of the record by using MARC Editor. Here is where we will attach the search information to make the materials easy to find such as Series Title (490), Summary (520), Target

Audience (521), Subj Pers Name (600), Subj Topical (650), AE “Author Entry” (700). These tags are essential for helping patron find material they need. For proper subject headings refer to the Dewey Decimal Classification Book in the Director’s office, or do a search for DDC from world cat or OCLC. Since our library has less than 100,000 items we use DDC to the one hundredth, such as 346.59 LAR. We would like to have at least two subject headings. Destiny has three set for default

but if there are more need at the bottom of the MARC record click <Add Tag> type in the tag needed such as 650 click enter and it will take you back to the MARC and you can enter your subj heading.

For each of the Entry click on the field and it will allow you to input the information. If you need more fields you may add them by clicking Add Tag located at the bottom of MARC record. Once you have all the information entered make sure there is a

check mark  on Check punctuation on Save. Click <Save Title> Destiny will once it checks punctuation and syntax and que you if you want Destiny to make corrections. This always a good idea.

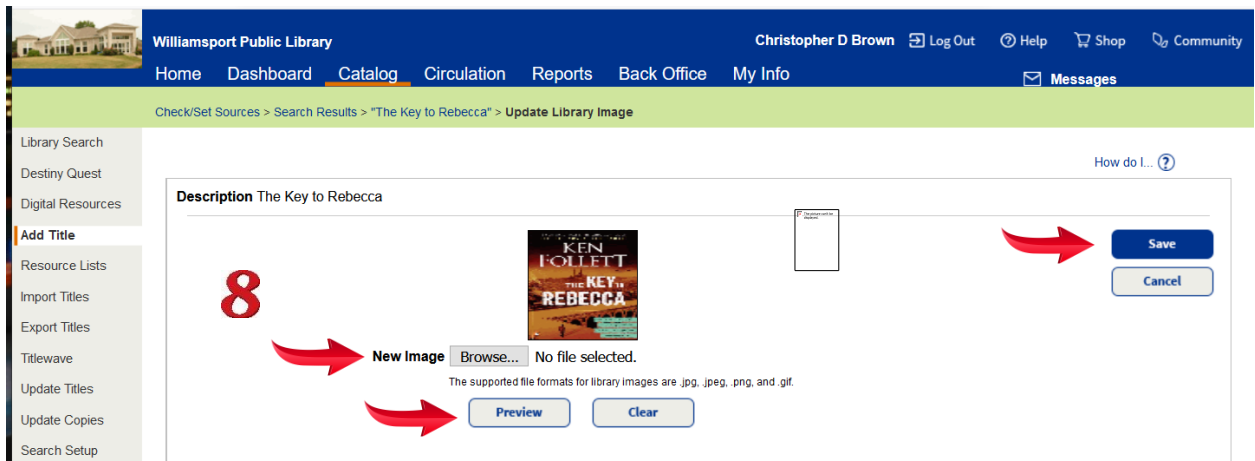
Necessary fields are: 490 Series; 520 Summary; 600 Subj Name; 650 Subj Topic; 651 Subj Geography; 700 AE: Person Name. All tags must follow RDA syntax.

For more training see the Director and Cataloging RDA reference tools provided by the library.

Step 8

Adding an Image

Once you have saved your MARC Record and selected to fix any syntax errors. You now must update the image. You can save the book cover image to your desk top, from Baker and Taylor or Amazon. Make sure the image you select matches the book or material you are inputting into the system. Click <Browse> make sure it goes to the desktop or document file you saved the image. Select the image. Click Open and click Preview and Save.



Step 9

Adding a copy

Now input the barcode on the material. This is found on the front of each item. If one is not provided, then add one of the library's from sheets stored at the Technical Service desk drawer. Make sure the label is intended for circulation the number will start with "T".

Call numbers are the Dewey Decimal numbers. Most non-Fiction Books on the Title Page will list the Dewey Number and have Subject Headings. For Fiction use FIC then the first three letters of the author's last name.

Add the price of the item; this is the replacement value of the material usually listed on the back or inside book jacket.

Circulation type for a book its "Regular" meaning two weeks, use the pull down for other circulation types such "Compact Disc" or "Video"

Add a copy category such as: *Indiana Author, Awards, Graphic Novel, Warren County* or if it's in a special collection.

Description is for Volumes if it is in a series.

Add copy numbers. Usually this is one, but for the most popular it may be two.

Use the pull down for Sublocation (Where to find it in the library); Vendor (Where we purchase the item); and Funding Source (if it was a Donation or did we pay for it from the General fund)

Then Click <Save Copies>

It will now show the library has the title by the little red house icon. If the copy doesn't have a picture click <Update Image>. Open a new tab and search google or Amazon to download the image. Save to your desktop. Go back to Destiny make sure you have clicked <Update Image>. Then click <Browse> select the image file. Then click <Preview> and <Save>. Then you are done with this record.

The screenshot shows the 'The Watcher' record page in Destiny 2. The page is titled 'The Watcher' with the author 'Pashley, Jennifer.' and a large red number '9' next to it. The page is divided into several sections: 'Status' (Available), '*Number of copies' (1), 'Starting Barcode' (108429), '*Call Number' (FIC PAS), 'Purchase Price' (28.00), 'Circulation Type' (Regular), and 'Date Acquired' (9/5/2020). There are red arrows pointing to the 'Status' dropdown, the 'Starting Barcode' field, the 'Call Number' field, and the 'Sublocation' dropdown. The 'Sublocation' dropdown is set to 'Adult Fiction'. The 'Vendor' dropdown is set to 'Baker and Taylor'. The 'Funding Source' dropdown is set to 'General Fund'. There are buttons for 'Save Copies', 'Print labels', 'Cancel', 'Update', and 'Add Note'. A table for 'Volume, Issue, etc.' is also visible.

Digital Resources

Add Title

Resource Lists

Import Titles

Export Titles

Titlewave

Update Titles

Update Copies

Search Setup

The Watcher
Author Pashley, Jennifer.

Status: Available

*Number of copies: 1

Starting Barcode: 108429 [Follett Classic]

Assign next barcode [Next: T 3688100]

*Call Number: FIC PAS

Purchase Price: 28.00

Circulation Type: Regular

Date Acquired: 9/5/2020

* Required Field

Copy Categories

Notes

There are no notes for this copy

Volume, Issue, etc.	Description	Number
1		
2		
3		

Copy Number: 1

Sublocation: Adult Fiction

Vendor: Baker and Taylor

Funding Source: General Fund

Other

Other

Other

Save Copies

Print labels

Cancel

Update

Add Note

SHELVING AND FACING BOOKS

There are two types of materials in the library, Fiction and Non-fiction. The Fiction books are classified alphabetically by the Author's last name and then alphabetical by the titles by that author. There are three sections of Fiction: Adult, Junior, and Early readers. For Non-fiction, we use the Dewey Decimal System to shelve and then by the Author's last name under that specific Dewey number. The Dewey Decimal system coordinates materials on the same subject and on related subjects to make items easier to find on the shelves by using a combination of letters and numbers. There are three sections of Non-fiction: Adult, Junior and Children's.

DEWEY DECIMAL SYSTEM

The Dewey Decimal System has ten main classes, which are listed below:

000	Generalities: Computer Science, Library Science and Reference
100	Philosophy and Psychology
200	Religion
300	Social Science
400	Languages
500	Natural Science and Mathematics
600	Technology
700	Arts and Leisure
800	Literature
900	Geography and History

Each of the above classes each has ten divisions. These divisions are further divided – and then further divided. Each division becomes more specific. The more numbers the more specific within the subject. In this way, the Dewey Classification System progresses from the general to the specific. For a detailed summary for each number see the Dewey Decimal Classification System book located at the processing desk. The decimal place is used to make the number even more specific.

Remember: The more numbers, the more specific.

Remember: When filing in a decimal system, file digit by digit – not by whole numbers. The shelves read L-R and Top to Bottom

Here is an example of proper order to shelve by.

331
331.01
331.02
331.03
331.04
331.1
331.19
331.2

Multiple copies of the same book are shelved in order by the copy number. In case of a series, follow the same rule for volumes.

Dewey Class	Fiction
833.912	FIC
ABB	GRA
833.912	FIC
ABB	GRA
C.2	V.2
833.912	FIC
ABB	GRA
C. 3	V. 3

PREFIXES

Call numbers sometimes have prefixes to identify a special location where the book or other material is shelved. Prefixes used in the WWTPPL Library include the following:

###.## for the Dewey Classification (see above.)
 AB, EAB & JAB for *Audio Books, Early Audio Books & Junior Audio Books*
 ASL for *Allen Sharp Library Collection*
 AV for *Audio Visual Equipment*
 CD for Compact Disc Music: HOL= Holiday, CHR=Christmas, INT=International, CDR for CD Rom
 VAR is for *Various Artists*
 E for *Early Reading*
 ETK for *Early Teaching Kit*
 FIC for *Fiction*
 GN for *Graphic Novel*
 IND for *Indiana Books or Materials*
 J for *Junior Reading*
 LOC for *Local History or Genealogy*
 LP for *Large Print*
 OTH for *Other*
 OVR for *Oversized*
 PBK for *Paperback fiction*
 PER for *Periodical*
 RAR for *Rare*
 REF for *Reference*
 SPA for *Spanish collection*
 TEM for *Temporary Record*
 STK for *Star Trek*
 STW for *Star Wars*
 VA for *Video Adult*
 VC for *Video Children and Family*
 VI for *Video Instructional*
 WES for *Western Fiction*

FACING SHELVES

All books should be placed to the front edge of the shelf by their Dewey Classification; positioned tightly so they stand perpendicular this is called *facing the shelves*.

.....

REFERENCE QUESTIONS

Members of the library profession have been analyzing and categorizing reference queries for years. Grouping similar reference questions can be useful in compiling statistics. Knowing what kinds of questions are asked can be helpful for planning service hours, staffing the reference desk, and improving and justifying purchases for the collection. Most important of all, identifying the kind of reference question being asked will help you as you select the most suitable resources to provide an appropriate answer.

While there are numerous ways to categorize questions, many libraries find breaking them down into four categories to be helpful. These categories are:

1. Directional



Directional questions do not require the use of any additional resources. A general, geographic knowledge of where things are and how things are done is generally all that is needed. These questions can also be answered with good signage or notices. Examples of directional questions are: "Where is the catalog?" "Where do I check out books?" "How late are you open on Friday?" "Do you have today's newspaper?" "Where are the restrooms?"

2. Ready Reference



There are two kinds of ready reference questions. The first kind of question can be answered quickly by consulting one or two standard reference tools, such as almanacs, encyclopedias and directories. These requests are generally for a single fact or a short answer. Often, these questions will begin with who, what, where, or when. Examples of this type of ready reference question include: "Who are my state legislators?" "What is the date of the Emancipation Proclamation?"

The second kind of ready reference question could be called instructional; providing the answer involves demonstrating a skill. These questions usually begin with how. Questions of this type include: "How do I download to a disk from your computers?" "How do I search for magazine articles online?" "How do I find videos in your catalog?"

3. Specific Search




Specific search questions involve looking for more information than a single fact and generally require searching multiple sources for the answer. The librarian needs to formulate a search strategy to select appropriate resources that will answer the question. While ready reference questions require short, factual answers, specific search questions generally require presenting a range of information. These questions may require giving the patron a variety of resources--books, citations to articles, web sites, and a variety of reference tools such as indexes, catalogs, and bibliographies.

Examples of questions are: "I am writing a paper on hummingbirds. What information do you have?" "Do you have anything on the history of atomic energy?" These questions are often a variation of "What are the best sources of information for my needs?"

Some questions may require you recommending them to a specialist in the field. Many times librarians are asked questions that we cannot by law answer, for instance a patron has a question on how to do his own divorce, as a librarian you can point them to the state website on how to do the paperwork, but refrain from offering any legal, medical or financial advice. Here are some examples of these types of questions: "Can you help me do my divorce?" "I am having pain in my groin area; can you tell me what might be the problem?" "I got a tip on a hot investment, what do you think about this stock? Is it a good investment?" All of these questions should be referred to an expert in those fields; librarians can point them in the right directions but are not qualified to make these judgement calls and leaves the library liable.

4. Research



Research questions are more complex than other questions. William A. Katz in *Introduction to Reference Work* (8th ed.) states that while there are usually specific sources and answers for ready reference and specific search questions, the answers to research questions depend on what the researcher is able to find. Answering research questions may involve trial-and-error and browsing techniques. Although our library is small and has limited resource in-house we can train the patron to use Indiana's Inspire full text database for periodicals and interlibrary loans to fill the gap in our collection. Providing the patron has given you ample notice, it can take up to two weeks for interlibrary loans.

Reference can be fun and rewarding, first and foremost make yourself acquainted with the library's collection. Do the reference interview to narrow the topic or to get to the heart of what that patron needs. Always be polite and professional no matter what you think of the topic, remember it must be important to the patron if they have made the effort to come to the library and seek your help. And lastly the most important resource the library has is you!

READERS' ADVISORY

Readers' advisory is the process of matching readers with books and books to readers. It is answering questions that have more to do with the patron's leisure reading than their informational needs. Readers' advisory deals with both fiction and non-fiction titles and a specific request may require both kinds of materials to meet a need.

The job of a readers' advisor is to suggest books, as opposed to recommending books. Patrons should be given what they want and what they are comfortable with, not what the library staff think they should have.



One of the most common questions to staff from patrons in libraries is “*Do you have any more like...?*” This question is especially important after the reader has “read out” an author, for example, all of Robert Ludlum’s books or Jean Auel’s books.

Other types of requests include:

- Determining the name of a novel on which a certain film is based.
- Identifying the author who wrote books featuring a certain character.
- Determining the order of a series.
- Finding novels written about a certain time period or in a particular genre.
- Finding biographies about a particular individual.

Readers’ Advisory Interview

The interview should be an informal conversation between the advisor and the reader about books, audiobooks, movies, and eBooks. The aim of the interview is to get readers to articulate what they want to read or view next.

A readers’ advisory interview is often less specific than a reference interview. Often the request begins with: “*Can you give me something I would like?*” or “*Can you give me something similar to other titles I have already read?*”

To help with the interview, many of the same communication skills required for conducting reference interviews are used. For instance, open questions such as “*Is there a special book you are looking for?*” or “*May I suggest something to read?*” can be used. Restating the answers shows the reader that they have been heard.

The readers’ advisor tries to get a general picture of the type of books the reader enjoys. In this way, the patron’s interests can be matched to a particular type of fiction (a genre) or a thematic category. For instance, “*Tell me about a book you really enjoyed*” or “*Have you read anything lately that you particularly disliked?*” If that line of questioning does not work, try describing the characteristics of books. For instance, “*Do you like...*

...foreign or local settings?”
...stories set in the past or present?”
...books with a fast-moving pace?”
...old-fashioned stories or contemporary?”
...scary stories?”
...sad or happy endings?”
...stories that inspire?”
...stories about people overcoming adversity?”



Another way to interview readers is to ask them to explain why they liked a particular book.

If possible, suggest three titles, giving the patron an overview of each one. Talk about what is best in the book, special features that might appeal to readers, or what others have said about it. Describing several titles reinforces the idea of readers’ advisory.

Questions to ask During the Readers’ Advisory Conversation

A Readers’ Advisory conversation is a special kind of reference interview. The reference services team member still needs to ask open questions, listen carefully to their client’s answers, and use non-

verbal communication skills to show interest. However, it's different in that it requires you to engage in a conversation about books your customer enjoys in order to provide a satisfactory answer.

Once you have established who the book is for, any special requirements about format, and what they've already done to find a book, it is time to start asking open questions to learn about what kind of book your client would like to find.

Your questions should help you learn more about your client's reading interests. The conversation is not about you and your reading preferences. Good questions to ask at the beginning of the interview include:

Tell me about a book you've read that you really enjoyed? What especially did you like about it?

This question begins a conversation about genre and appeal. You can share your knowledge of these terms to help your client better describe their likes and dislikes.

What kind of reading experience are you in the mood for today?

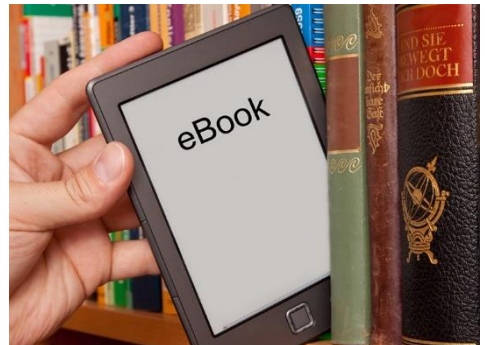
This question helps you identify if your client is looking for a book that will make them feel a certain way, like scared, happy, romantic, or if your client would like to learn something from the book. They may enjoy reading books that take place in specific locations or in different time periods.

What kinds of books do you not like or do you not want to read today?

Asking this question ensures you eliminate books from certain genres or with specific appeal elements.

The WWTPPL has tools located at the circulation desk to help with Readers' Advisory:

- NPR Favorites: 100 Best-Ever Teen Novels
- WWTPPL Readers' Advisory
- 100 Books to Read before College



Patron-driven acquisition (PDA), also referred to as **demand-driven acquisition** (DDA), is a model of library collection development in which a library only or mostly purchases materials when it is clear that a patron wants them. In an ideal transaction, libraries provide the patron with access to search engines, academic databases and/or library catalogs from which the patron can request items. When certain thresholds are reached for an item (e.g., less-known author or number of requests), the library purchases the item and delivers instant access to patrons. The library may acquire the resource permanently, or acquire a license to use the resource only at certain times or in certain ways. Since content purchased is in digital format, "PDA emphasizes collecting for and at the moment of need" instead of collecting with a long-term focus. Through our Indiana Digital Consortium we accommodate nearly all request made through *Libby* or *Overdrive*.

PDA is frequently associated with e-book collections, although print and hybrid PDA options also exist. There are several benefits to focusing this practice on the use of digital content: delivery is instantaneous; e-books require no physical space, which requires specific costs to maintain; libraries can afford patron access when they might not be able to afford to buy materials, increasing the collection's

ability; and purchases are guaranteed usage, which is an important consideration when purchasing materials.

There are Material Reservation Forms available at the circulation desk. As librarians we are to be accommodating by offering Inter-Library Loans for materials older than 6 months. For newer materials we can order the materials for the library collection if the director decides it's worthy of the collection.

CLOSING PROCEDURES

A. Straightening the Library

The last half hour open, be sure to straighten the library and shelve all books and materials. Put up any and all toys the children may have left out and check the public seating areas for trash and push in chairs.



B. Powering Down the Library

You may start closing procedures by starting to shut down the Internet computers when it is 10 minutes before closing. If there are patrons present, remind them about 10 minutes before closing that they only have 10 minutes left to save their work and close their programs. Ask them to return the following day to complete their work and give them the hours for the following day.

All computers must be shut down in order for the back-up process to run that night. Check to be sure the copier and all the printers (including the circulation slip printers) are turned off. Shut off all lights but if Learning Center is Open then shut off Library lights from behind the Circulation Desk. Check the fireplace to make sure it is turned off. Walk the perimeter inside the library to make sure there are no patrons left in the library especially.

C. Securing the Library

Make sure all doors are secure and locked. Pull the glass gate at 5 minutes before closing. Check all bathrooms to be sure all toilets are flushed and stalls are clean. Turn off the main light leaving the fan and night-lights on. Make sure there are no patrons in the bathrooms, kitchen or end of hallway.

Communicate with the Learning Center Staff, to see if they are staying open longer than the library. Make sure there is a clear understanding who will be locking up the library. Ultimately it is our responsibility to ensure the library is secure. If you are the one to close the library, flip the automatic doors to the off position, pull doors closed and lock them. Lock the glass gate upon exiting the foyer. As you exit the building by the West door, make sure the extra light is off at the panel and the door shuts securely behind you.

Revised 1/28/2019

PROBLEM PATRONS & PATRON CODE OF CONDUCT

The following conduct is prohibited on Library property:

1. Committing or attempting to commit any activity that would constitute a violation of any federal, state, or local criminal statutes or ordinances.
2. Possessing a weapon, except as allowed by State law or Federal law.
3. Using Library materials, equipment, furniture, fixtures, or building in a manner inconsistent with customary use; or in a destructive, abusive, or potentially damaging manner.
4. Being under the influence of alcohol/illegal drugs, selling, using, distributing, or possessing alcohol/illegal drugs.
5. Committing offensive touching or engaging in sexual conduct, or obscene acts such as indecent exposure.
6. Engaging in conduct that disrupts or interferes with the normal operation of the Library, or disturbs library staff or patrons, including, but not limited to, conduct that involves the use of abusive or threatening language or gestures, conduct that creates unreasonable noise, or conduct that consists of loud or boisterous physical behavior.
7. Verbally or physically threatening or harassing other patrons, volunteers, or staff, including stalking, staring, or lurking.
8. Using cellular phones and other electronic devices in a manner that disturbs others.
9. Soliciting, petitioning, distributing written materials, conducting surveys, or canvassing inside the Library building, or in a manner that unreasonably interferes with or impedes access to the Library.
10. Operating bicycles, roller skates, skateboards, or other similar equipment in or on Library premises.
11. Parking vehicles on Library premises for purposes other than Library use. Vehicles parked in violation of this rule may be towed at the owner's expense.
12. Smoking, chewing, or other tobacco use on Library grounds.
13. Entering the Library barefooted, or without a shirt, or attired so as to be disruptive to the Library environment, or with offensive body odor or personal hygiene.
14. Using restrooms for bathing, shampooing, or doing laundry.
15. Bringing pets or animals, into the Library, except for assistance animals, as allowed in order to comply with the provisions of the Americans with Disabilities Act or as allowed at a Library approved event.
16. Tethering animals near the front entrance of the Library.
17. Neglecting to provide proper supervision of children. (See Williamsport-Wash. Twp Public Library Policy on Unattended Children Notice to Parents.)

Children under the age of ten (10) must be accompanied by an adult or guardian at all times.

Treat the patron with courtesy. But in the event that a patron violates any of these rules, a staff member will tell the individual that his/her behavior violates the Patron Code of Conduct, and that it must stop.

If the individual continues the behavior, a staff member will inform the patron that he/she will be asked to leave the library if the behavior does not stop immediately. Do not allow the patron to monopolize your time use courtesy, tact and common sense.

Finally, if the patron continues the behavior, he/she will be asked to leave the library. If the patron refuses, the police will be called to remove the patron from the premises. Under no circumstances will a library employee touch the patron in any way. The staff member who deals with the patron, and any staff members who witness the interaction, will complete an incident report.

A patron may be banned from the library for a specific amount of time. This decision will be made by the director. If this happens, a letter will be sent to the patron informing him/her of the ban, explaining what behaviors have prompted the library to take this action, and outlining what will be expected of the patron in order to return to the library. A copy of the letter will be kept on file at the library.

If an unattended child is left at the library at closing time, one of the staff members will make sure that an adult has been contacted to pick him/her up. A staff member will remain with the child until he/she is picked up. If the child has not been picked up after fifteen (15) minutes, the library employee will call the police.

A patron's child is never to be placed in a staff member's automobile and taken anywhere.

DISASTER PREPAREDNESS PLAN

INTRODUCTION

The Disaster Plan for the Williamsport-Washington Township Public Library was written to comply with the State Library Standards. In the writing of this plan, the specific location of the library and its construction have been taken into consideration to optimize disaster preparedness and expedite recovery. Natural flooding is not a disaster we anticipate. Any water damage that we might have would come from storms or the result of a fire. Thus there is no flooding component in this plan. A copy of this disaster recovery plan is available at Warren County Emergency Management Agency and on the portable USB drive kept with the director at all times. This plan will be reviewed on an annual basis or as needed.

PURPOSE

The purpose of this plan is to identify possible hazards in the library that could lead to a disaster. By identifying possible hazards we have developed a prevention component to this plan that consists of a list of potential hazards and a hazard checklist that will be checked on an as-needed basis.

The second purpose is preparedness. Possible disasters have been identified, possible damage to the building is listed, and lists of actions to be taken by the staff to ensure the safety of the patrons, staff, and building have been created.

The next purpose is recovery. The steps to salvage materials have been listed.

The final purpose is community need. In the event of a community-wide disaster, the library building will be available on an as-needed basis for services.

IMPLEMENTATION AND CONTINUATION

The Library Board of Directors is committed to providing continued library service to the community in the event of a disaster. During the recovery from a disaster, library services will resume as soon as possible.

POTENTIAL HAZARD LIST

CIRCULATION AREA/

STAFF WORK AREA/STORAGE

- Paper Cutter/Scissors
- Laminating machine
- Copier
- Windows
- Personal heaters/fans

STORAGE ROOM/JANITORIAL CLOSET

- Shelves with supplies
- Cleaning supplies
- Faucet
- Water heater
- Furnace

MAIN LIBRARY/FOYER

- Windows
- Furniture
- Rugs
- Stairwell
- Elevator
- Gas Fireplace
- Shelves of Books
- Stepstools
- Loose debris or objects

FURNACE ROOM

- Pathway to circuit breaker not clear
- Flamible material (not allowed)
- Furnance
- Electrical equipment
- Shelves of non-hazardous supplies

KITCHEN

- Water Faucet
- Refrigerator
- Coffee Pots
- Microwave
- Stove

BATHROOMS

- Wet Floors
- Faucets
- Mirrors

SIDEWALKS

- Cracks
- Steps
- Snow/Ice Covered
- Yard or Lawn materials

EMERGENCIES OF THE LIBRARY

A. FIRE

If the fire is small and confined to a small area (wastebasket, etc.) fire extinguishers are placed in the foyer, kitchen, at each stair well and in or near all exits. Do not risk life to save property. If however, there is any doubt about whether the fire can be controlled, immediately clear the building, be sure to check the basement, bathrooms, and kitchen; call **911** or pull a fire alarm behind circulation desk, exits or near the stairwells.

If a fire is discovered in any part of the building when people are present, the staff shall order all persons to leave the building at once, using the door at the opposite part of the building. Remember, during a fire the elevators will not function and should not be used regardless. All staff should meet across the street at the Sheriff's Department, until everyone is accounted for. **DO NOT RE-ENTER THE BUILDING UNDER ANY CIRCUMSTANCES!**

If a fire is discovered when school children in an organized group (grade school, story time, or pre-school) are in the library, then grade school children should be sent back to school, escorted by their

teacher, leaving the building by a door away from the fire. Pre-school or story time children shall be taken from the building by a staff member and any other adult in the building using the most convenient door away from the fire. They may be taken to the Little People's Preschool and entertained there until families come for them. Do not drive any of the children home.

When the Security Alarm Sounds: The security system will take over the phone line. If it is a FALSE ALARM you will need to bypass the signal to get it to shut off. To do this you need to read the panel that is located in the Janitors closet in the main hall. Open the Red Door on the System and read the display. Most of the time you can push the "Trouble Queue" button below the display and it will shut off. Sometimes it will not shut off and you will need to call the monitoring system to have it turned off. Dial this number 1-800-468-4640 and give them the following information: Account Name = L48 1030; Pass Code = LIBRA. If this does not work call the Director or his assistant.

B. HEALTH EMERGENCIES

Staff members should exercise extreme caution when administering first aid of even a minor nature because of the safety of the injured individual and the potential liability of the staff member. Without specialized training it is not advisable for staff to undertake more than keeping the sick or injured patron comfortable and protected from unneeded disturbance until medical help can be obtained. Since each case is unique, staff members should use their own judgment to do what is prudent and reasonable. Indiana does have a Good Samaritan law so do what you feel is necessary such as administering CPR or use of the AED.

If the problem is not serious, give assistance to the injured party by administering first aid. The first aid kit is located on the bottom shelf between the two circulation computers.

The rescue squad (911)/Police should be called immediately in the event of any serious problem. No medication, including aspirin, should ever be dispensed to a patron by a library staff member unless advised by Emergency Dispatch.

C. PANDEMIC (COVID-19 PLAN OF ACTION)

Phase 1: Pandemic

The Library Board and Director will follow the Disaster Preparedness Policy. The Library board has approved this policy and has made a resolution to pay staff during a pandemic; staff will be given duties and work that can be done at home or in the library while limited staff is imposed this was board approved in February 2020 Meeting but was discussed in January 2020 meeting.

The library will follow Local Health Department advisement. The Director will keep board and staff informed of actions deemed necessary by the State Library or Governor's office. The first guidance from Governor Holcomb on the COVID-19 global pandemic was issued on March 12, 2020 limited meeting sizes to 25 persons. Guidance grew more aggressive in social distancing over days.

Board and Staff will address all concerns to Director; he will follow the policies of the WWTPL as well as the state policies. In case the Director is incapacitated the Board Treasurer will fulfill his duties until they can return. In case of both being incapacitated then the Board President will fulfill the duties or appoint someone who can.

The library will remain open during this time.

The Director will inform all staff and board for the plan of action and will communicate with local officials and public of actions deemed necessary to protect the staff and public. State Library and ILF will keep the Director up to date on all mandates and orders.

Phase 2: Limited Access Local Health Depart Advisement

When it was ordered by the local Health Department the library will limit the number of people in the library to less than 10 staff or board members. We will practice social distancing. Staff will be asked to stay at minimum of 6 feet apart. Staff may choose to wear face mask. Protective glove will be worn to receive library materials; frequent hand washing and not touching your face is required. All surface areas will be sanitized. Materials brought back in the library from the drop box will be sprayed with disinfectant spray and wiped down with disinfectant. After they have dried they may be returned to the shelves. All mail will be sprayed before handled. Hours may be shortened or schedules may be shifted to accommodate the new restrictions.

Computers will be limited use and only one terminal open to comply with social distancing. This means all staff and patrons must be at least 6 feet away from each other. No physical contact allowed.

Staff will be trained to handle materials and proper way to wear and remove gloves. Staff are not required to wear mask by may choose to do so. We are asked to comply with this new restriction but we want to make our patrons and fellow staff members feel safe and at the same time welcoming and cared for, and not made to feel they are a pariah. We are all in this together.

We will implement this new way of helping patrons and getting them library materials and assistance they need to get through this pandemic. Here is how we will go about doing that.

Programs

Programs will be halted while the COVID-19 or any other Epidemic is a threat. We will continue to post ideas and storytimes by electronic methods. We will promote them via our website and facebook page. Craft kits will be made available for patrons with children. Summer Reading Program will be postponed at this time or done virtually.

Overdrive Consortium

We will continue to promote our Libby app and electronic materials. Patrons who are not comfortable may choose this option. We still get to count these circulations, so by all means suggest Libby to our patrons.

Curbside Service

Get the fast, friendly Library service you know and love without ever leaving your car! We are excited to offer a convenient new pick-up option for our patrons. Beginning June 1st (**this date is subject to change in accordance to the State and local Health Department Mandates**). Curbside Service will be available at the Williamsport Public Library! Curbside Service is an extension of our personalized services. To take advantage of this service, patrons should call the library at 765-762-6555 to request materials. Remember our full catalog is available 24/7 from our website: www.wwtpl.lib.in.us click on *Online Catalog*. Search for *Author, Title or Subject*. Our staff will then arrange for Library materials to be checked out and delivered to the patron at a curbside location outside of our buildings. When you arrive use the west side Depot Street drive way where the drop box is located, have your truck open or back door, call the library to let the staff know you are here and one of our eager staff will run it out to you.

Pick Up Service facility

You can also call the library and request pick up service. Our library has double automatic doors the first door will open to allow you to drop off materials on the right side of the entry and you may pick up your order on the left side. The materials will have been sanitized and bagged with your name and receipt attached to the order. We value you and your safety so we ask only one person in the entry at a time. There is a touchless hand sanitizer for you as you enter.

Delivery Service

If a patron is impaired or if they are immuno-compromised they can call the library and request materials and we will deliver to your porch. We will call you when we have dropped off the materials.

Copies and Faxes

We will be able to do faxes and copies. Staff must wear gloves and wash or disinfect their hands after each transaction.

Phase 3: Closing the Facility

Ordered by Governor to stop the spread of COVID-19

Provide Essential Services while facility is closed to public and stay-at-home and/or shelter in place remains community priority. Our Library Facility is closed to the public due to the COVID-19. We will keep you up to date through our Facebook page. Our library Overdrive Consortium is always operating! So you can download e-book, e-magazines, audio books, streaming content. So our library is still operating and the free Wi-Fi is operational from our parking lot.

Staff will be assigned work that can be from home. Other staff will be able to work on site rotating shifts so that no more than three staff members are here at a time. When at the facility social distancing must be adhered to at all time.

Our librarians are busy conducting inventory, add to our history database. So you can still do your genealogy work from our website, nearly 80% of our records are digitized! Go have a look you might find a long lost ancestor. Our library is being sanitized from the basement up, so when are open you can rest assured we will be ready and safe. No fines or fees will be collected during this time. You can return library materials on the east side drop box. Please follow the State guidelines. Stay home, stay safe.

A board member will check on claims before they are paid by Treasurer. When regular meetings are convened the full board will vote on them at that time. Staff pay will continue as they work from home or at the library with limited access to other employees and staff will adhere to the measure prescribed to prevent infection. The Director will contact staff and board as to when the Library will reopen and follow the guidelines set forth by the state.

The staff and director will check the drop box each day and sanitize materials while taking the necessary precautions to safeguard their health. Staff will be trained to handle materials and proper way to wear and remove gloves. Staff are not required to wear mask but may choose to do so.

Each day we will check answering machine for questions or requests. While here at the library we will answer the phones for questions and answers. Check the facility for security and maintenance issues.

Overdrive Consortium

We will continue to promote our Libby app and electronic materials. Patrons who are not comfortable may choose this option. We still get to count these circulations, so by all means suggest Libby to our patrons.

Copies and Faxes

We will not be able to do faxes and copies.

Programs halted.

Phase 4: Reopening of Library

When the Governor deems it time to reopen the state agencies we will do so in a manner that will not compromise the health of the staff or patrons. The local health department will be the advising agency for our county, they will supersede state officials. All staff will be asked if they have had a fever or feel unwell within the last couple of days. If you have been ill, we advise you to stay at home until you have been seen by a physician or self-quarantined for 10 days. The last thing we want to do is spread this to anyone else. We understand that some of our staff is at high risk or care for someone who is at high risk. Be well!

Staff Training

Staff will be trained to handle materials and proper way to wear and remove gloves. Staff are required to wear a mask. Gloves will be worn when working the circulation desk, retrieving materials, and or interacting with the public when they are allowed in the facility. Frequent hand sanitizing and washing with warm water and soap for at least 20 seconds. We are asked to comply with these new restrictions but we want to make our patrons and fellow staff members feel safe and at the same time welcoming and cared for, and not made to feel they are a pariah. We do this by being polite and welcoming and encouraging. WE ARE NOT to have physical contact, I know we have always been like a family and I still want us to treat people with the same method but you need to protect your health and our patrons. We can still be excited to see our patrons and enthusiastic we do this just 6 feet away. We are all in this together.

Team Staffing

There will be three teams and will be as such. Team A: Chris, Wilma, Sherry Team B: Holly, Wendi Team C: Joe and Ethan. Monday: Team A; Tuesday: Team B Team C at five. Wednesday: Team A/Team C at five. Thursday: Team B/Team C at five. Friday: Team A with Holly added Saturday Team C. This will limit the number of people working together. You will still get paid the same. Make sure you clock in and record time you are working at home on your projects.

Curbside Service

First service to resume will be curbside service. Get the fast, friendly Library service you know and love without ever leaving your car! We are excited to offer a convenient new pick-up option for our patrons. Beginning June 1st 2020 (this date is subject to change in accordance to the State and local Health Department Mandates). Curbside Service will be available at the Williamsport Public Library! Curbside Service is an extension of our personalized services. To take advantage of this service, patrons should call the library at 765-762-6555 to request materials. Remember our full catalog is available 24/7 from our website: www.wwtpl.lib.in.us click on *Online Catalog*. Search for *Author, Title or Subject*. Our staff will then arrange for Library materials to be checked out and delivered to the patron at a curbside location outside of our buildings. When you arrive use the west

side Depot Street drive way where the drop box is located, have your truck open or back door, call the library to let the staff know you are here and one of our eager staff will run it out to you.

Pick Up Service facility

Patrons can also call the library and request pick up service. Our library has double automatic doors the first door will open to allow you to drop off materials on the right side of the entry and you may pick up your order on the left side. The materials will have been sanitized and bagged with your name and receipt attached to the order. We value you and your safety so we ask only one person in the entry at a time. There is a touchless hand sanitizer dispenser for you as you enter.

Delivery Service

If a patron is impaired or if they are immuno-compromised they can call the library and request materials and we will deliver to their porch. We will call you when we have dropped off the materials. This service is always available to our patrons that are homebound.

Programs

Programs will be halted while the COVID-19 is still a threat. We will continue to post ideas and storytimes by electronic methods. We will promote them via our website and Facebook page. Craft kits will be made available for patrons with children. Summer Reading Program will be postponed at this time or done virtually.

Overdrive Consortium

We will continue to promote our Libby app and electronic materials. Patrons who are not comfortable may choose this option. We still get to count these circulations, so by all means suggest Libby to our patrons.

Copies and Faxes

We will be able to do faxes and copies, but must maintain social distancing. Suggest to the patron to email you the document this is the fastest route. If they do not have internet they can come to the library and use our free Wi-Fi and email from their laptop or phone. The patron will call when they are outside ask them to place the money in the bin in the entry way and step out. If the document is a fax, tell them there will be a coversheet available on the table next to the drop off bin. They must complete the form with their contact information and the fax number. Wearing your gloves retrieve the documents. We will print or fax the document. We will collect the payment and place the documents in the bin. The patron then can gather their document once we are inside the library. There will be no charge for emergency documents such as: unemployment, death, food stamps for the time being. They can donate if they wish. Spray the bin with disinfectant after each use.

Phase 5: Welcoming the Public back in the facility

The Next Step will be to open the facility to the public. We will limit the number of people in the library to less than 10 staff or board members. We will practice social distancing. Staff will be asked to stay at minimum of 6 feet apart. Staff must wear face mask. Protective glove will be worn to receive library materials; frequent hand washing and not touching your face is required. All surface areas will be sanitized. Materials brought back in the library from the drop box will be sprayed with disinfectant spray and wiped down with disinfectant. After they have dried they may be returned to the shelves. All mail will be sprayed before handled. Hours may be shortened or schedules may be shifted to accommodate the new restrictions.

Staff Training

Staff will be trained to handle materials and proper way to wear and remove gloves. Staff are required to wear a mask. Gloves will be worn when working the circulation desk, retrieving materials, and or interacting with the public when they are allowed in the facility. Frequent hand sanitizing and washing with warm water and soap for at least 20 seconds. We are asked to comply with these new restrictions but we want to make our patrons and fellow staff members feel safe and at the same time welcoming and cared for, and not made to feel they are a pariah. We do this by being polite and welcoming and encouraging. WE are not encouraged to have physical contact, I know we have always been like a family and I still want us to treat people with the same method but you need to protect your health and our patrons. We can still be excited to see our patrons and enthusiastic we do this just 6 feet away. We are all in this together.

We will implement this new way of helping patrons and getting them library materials and assistance they need to get through this pandemic. Always offer to check to see if the material is available, and then tell the patron you will be glad to go get the materials for them. The Stacks will be closed to the public. Use the OPAC to check availability and the staff will retrieve it for the patron. Only the New Material, Audio books, periodicals and multimedia sections will be accessible when we allow patrons in the facility. Children's library will be made closed stacks. Here is how we will go about doing that.

Limited Access to the Facility

When it is deemed appropriate we will allow the public back in the facility. There will be safe guards in place. We will set up the circulation desk for patrons to drop materials at the far end near the stacks. Librarian will collect them check them out to the patron and they will collect them at the opposite end on their way out of the library. Signs will be place as to instruct the patrons on how this works. Please keep conversation to a minimum. We want the patrons to be welcomed back but we need to keep the flow going and limit the number of people in the facility. Staff will be required to wash or disinfect their hands after every transaction.

Closed Stacks

We will implement this new way of helping patrons and getting them library materials and assistance they need to get through this pandemic. Always offer to check to see if the material is available, and then tell the patron you will be glad to go get the materials for them. The Stacks will be closed to the public. Use the OPAC to check availability and the staff will retrieve it for the patron. Only the New Material, Audio books, periodicals and multimedia sections will be accessible when we allow patrons in the facility. Children's library will be made closed stacks. Here is how we will go about doing that.

Computers

There will be only one computer terminal used at each station to comply with social distancing. The computers will be disinfected after each use. Patron will be limited to 20 minutes on each terminal if there are others waiting. Staff must wear PPE when assisting patrons, the library will supply this or the staff may choose to use their own. Frequent handwashing will be required.

Copies and Faxes

Patrons can leave materials at the far end of the circulation desk. And we will gather the materials wearing gloves and perform the task as needed. Patrons will pay with the materials. We will deliver the documents, the transmission sheet and or receipt at the end of the circulation desk for the patron to gather when leaving. Staff will sanitize their hands after each transaction.

Materials

All materials are still be sanitized and let dry before returning to stacks for circulation as stated in Phase 3.

Meetings

Public board meetings will resume the arrangement of meeting will follow social distancing practices. Public are welcome to attend but must follow social distancing. Meeting areas will be sanitized afterwards.

Bathrooms

Bathrooms will be for staff only at this point. Janitor will clean daily as usual.

Phase 6: New Normal

As much as we hope at some point we will establish a new normal. What will this look like? The library will open back up, programs will resume and limitations will be gone but we will now always have to sanitize materials, keep practicing frequent hand washing and distance ourselves from our patrons.

We need to continue to serve our patrons with the same caring spirit but just more cautious about exposure. The circulation desk will go back to its usual use without barriers but frequent hand washing will be in place and not touching your face. Mask will not be required but if a staff or patron so choose may be worn.

Bathrooms will be opened again.

Programs will resume but we will limit the size and be cautious how we handle the public for their safety and ours.

Williamsport-Washington Township Public Library Reopening Safeguards
May 11, 2020

D. EMPLOYEE HEALTH SCREENING PROCESS

During the Pandemic the WWTPL staff will report to the Director by email or phone their status of the following questions:

1. Do you have a fever of 100.9 or higher?
2. Do you have a cough, sore throat or headache not caused by allergies?
3. Do you have other symptoms of COVID-19, such as shortness of breath, chills or a new loss of sense or taste?
4. Are you caring for someone with COVID-19 or suspected of being exposed to Covid-19?

5. Staff will NOT report to work if they are feeling unwell, have any of the symptoms or are caring for someone sick with COVID-19 or suspected of being exposed to Covid-19. The WWTPL will follow the guidelines set by the Governor of our state and our Local Officials including the board who have the final say as on all library policies.

Enhanced Cleaning of Library Materials

1. Library materials will be cleaned with disinfectant Wipes and sprayed when returned to the library.
2. Library materials if on hold will be quarantined for 24 hours before patrons will have access to them.
3. Periodicals will not be purchased and we encourage all patrons to use Overdrive through the Libby App to read magazines. There are over 800 subscriptions.

Frequently Used Surfaces

1. All frequently used areas such as counter tops, keyboards, mice and phones will be cleaned with disinfectant wipes after each transaction and/or each staff use.
2. Surfaces such as door handles, drawer pulls, and tops of sanitizer bottles will be wiped down with disinfectant wipes every hour.

Compliance with Social Distancing

- All library employees will maintain a 6 ft. distance at all time
- Contactless transactions will be conducted with the public including curbside service for materials and online and phone reference. Staff will wear masks and materials will be placed in new or quarantined bags.
- Document services will be handled at the library door with staff utilizing gloves and masks.
- Sneeze guards will be placed in front of circulation check out locations, reference and other publicly visible desks.

Hygiene Measures

- All library employees are required to properly wear masks when in the library unless in their own offices. Working while social distancing.
- All library employees may wear gloves when handling materials.
- All library employees are required to practice frequent handwashing and use of hand sanitizer.
- Hand sanitizer and boxes of tissues are made for public use.

E. SEVERE THUNDERSTORM/TORNADOES

Some thunderstorms and tornadoes can be seen approaching, while others hit without warning. It is important to learn and recognize the danger signs and to plan ahead.

- Dark, towering, or threatening clouds
- Distant lightning and thunder
- An approaching cloud of debris can mark the location of a tornado even if a funnel is not visible.
- Before a tornado hits, the wind may die down and the air may become very still.

- Tornadoes generally occur near the trailing edge of a thunderstorm. It is not uncommon to see clear, sunlit skies behind a tornado.
- A severe thunderstorm or tornado watch is issued when storms are likely to develop.
- A severe thunderstorm or tornado warning is issued when a storm has been sighted or indicated by weather radar.

The Children's Library in the basement is safest. Get under a table, if possible.

- Remain calm and instruct everyone to move to the basement.
- Check bathrooms and Meeting Rooms.
- Everyone should sit on the northwest wall with their arms and hands covering their heads.

Remain in the basement until the all-clear siren sounds.

F. EARTHQUAKE

Earthquakes strike suddenly, violently, and without warning. The first indication of a damaging earthquake may be a gentle shaking motion. Light fixtures may start to sway, objects may wobble on the shelves and glassware may jingle in the cabinets. The first indication of a strong earthquake may be a violent jolt. You may hear a low rumbling noise similar to thunder. After these first warnings the shaking is greatly amplified and it will become very difficult to stand or move from one place to another. Therefore, when you get the first warning signals, be prepared to immediately take protective measures to ensure the safety of our patrons and ourselves.

In case of an earthquake the staff members should announce, **“DROP TO THE FLOOR AND COVER YOUR HEAD. FACE AWAY FROM WINDOWS, STAY UNDER FURNITURE UNTIL THE SHAKING STOPS.”** Patrons and staff who are able should crawl under tables, place their heads between their knees and cover their heads with their arms.

Safe places are:

- Under sturdy furniture such as a table.
- Against an inside wall of the hall or an interior door way.
- Away from windows, mirrors, pictures, or where heavy bookcases or furniture could fall over.

The most dangerous thing to do during an earthquake is to try to leave the building.

After the earthquake:

- Ask patrons to stay where they are until damage can be assessed.
- It should be determined if evacuation is necessary. Evacuation may be necessary immediately in case of fire or gas leak.
- Make sure all staff and patrons are accounted for.
- Administer first aid to those in need or call 911 for more serious injuries.
- Staff should shut off gas, water mains, and circuit breaker.
- Be prepared for aftershocks. Aftershocks can occur in the first hours, days, weeks, or even months after the quake and can cause weakened structures to come down.

G. UTILITIES

If you smell gas or hear blowing or hissing noise, open a door and quickly leave the building. Turn off the gas at the outside main valve if you can and call Vectren from a nearby business. If you turn off the gas it **MUST** be turned back on by a professional.

If you see sparks or broken or frayed wires, or if you smell hot insulation, turn off the electricity at the main circuit breaker. Do not do this if you have to step in water. Call the Town Hall of Williamsport.

If you suspect sewage lines are damaged, avoid using the toilets and call a plumber or the Town Hall. Avoid using water from the tap or drinking fountain.

H. ACTIVE SHOOTER WORKPLACE RESPONSE POLICY

This policy is intended to provide guidance to Library staff in the event an individual is actively shooting a weapon at people while in the Library.

Roanoke Public Library will provide an active shooter emergency response plan to staff to alert them how to react if an active shooter appears to be engaged in killing or attempting to kill people in the Library.

An active shooter is defined as a person or persons who appear to be actively engaged in killing or attempting to kill people at the Library premises. In most cases active shooters use firearms and display no patterns or methods for selection of their victims. In some cases active shooters use other weapons and/or explosive devices to increase the numbers of victims and act as an impediment to police and emergency responders.

This plan cannot address all possible scenarios, but outlines a general planned response.

If possible, the first employee to identify an active shooter situation will:

- Attempt to notify 911 with the following information:
- Caller's name
- Location
- Physical description of shooter
- Type of weapon, if known

Calling 911 and setting the phone down will result in police being dispatched to the area.

POTENTIAL RESPONSES

The employees at the location where the active shooter situation is occurring have 3 possible courses of action to follow in response that danger.

- Evacuate
- Hide out
- Self-defense

EVACUATE

(Evacuating through the backdoor in the program room is suggested, blocking program room glass doors if possible)

If there is an accessible escape path, attempt to evacuate the premises, following these recommendations:

- Have an escape route and plan in mind
- Evacuate, regardless of whether others agree to follow
- Leave your belongings behind
- Help others escape, if possible
- Prevent individuals from entering an area where the active shooter may be
- Keep your hands visible
- Follow the instructions of any police officers
- Do not attempt to move wounded people
- Call 911 when you are safe

HIDE OUT

(Hiding at the Roanoke Public Library is not suggested as there are no safe hiding places)

If evacuation is not possible, find a place to hide where the active shooter is less likely to find you, with these recommendations:

The hiding place should:

- Be inconspicuous
- Be out of the active shooter's view
- Provide physical protection if shots are fired in your direction (for example, locating in a bathroom and locking the door, staying as low to the floor as possible and remaining quiet and motionless)
- Not trap you or restrict your movement

To prevent an active shooter from entering the hiding place:

- Lock the door, if possible
- Blockade the door with heavy furniture

If the active shooter is nearby:

- Lock the door, if possible
- Silence cell phones
- Hide behind large items, like cabinets or desks
- Remain quiet and motionless

SELF-DEFENSE

(If necessary, library director will attempt to interact with shooter so others may evacuate as described above)

If it is not possible to evacuate or hide, then consider self-defense, with these recommendations:

- Remain calm
- Do not do anything that will provoke the active shooter
- Dial 911, if possible, to alert police to the active shooter's location
- If you cannot speak, leave the line open to allow the 911 dispatcher to listen

Take action against the active shooter only when you believe your life is in imminent danger, and then attempt to disrupt and/or incapacitate the active shooter as follows:

- Acting as aggressively as possible against him/her
- Throwing items and improvising weapons
- Yelling
- Commit yourself to defensive physical actions

LAW ENFORCEMENT RESPONSE

The police will arrive to respond to the emergency. Please follow these recommendations:

1. Comply with police instructions. The first responding officers will be focused on stopping the active shooter and creating a safe environment for medical assistance to be brought in to aid the injured.
2. When police arrive at your location:
 - Remain calm, and follow officers' instructions
 - Put down any items in your hands
 - Immediately raise your hands and spread your fingers
 - Keep your hands visible at all times
 - Avoid making quick movements toward officers, such as attempting to hold on to them for safety
 - Avoid pointing, screaming or yelling
 - Do not ask officers for help or direction when evacuating, just proceed in the direction in which the officers are entering the area or to an area to which they direct you
 - Notify Library Board President that you have evacuated the premises due to active shooter situation
3. When police arrive be prepared to share the following information, if possible:
 - Number of shooters
 - Number of individual victims and any hostages
 - Any events that may have provoked the shooter
 - Type and number of weapons possibly in the possession of the shooter
 - Identify Library Staff
 - Share your Library key, if requested by the police

POLICE INVESTIGATION

After the police have secured the premises, the Library Staff will participate in the law enforcement investigation of the incident, including identifying witnesses and providing requested documents.

MEDICAL ASSISTANCE

The Library Staff will engage with emergency responders who provide medical assistance to injured patrons, including helping to obtain all required medical insurance information.

NOTIFICATION OF RELATIVES

Law enforcement personnel will notify relatives of any injured patrons in a timely fashion.

OSHA

In the event that there is a fatality or one employee is hospitalized for treatment, OSHA (Occupational Safety and Health Administration) must be notified. If there is a fatality, OSHA must be notified within eight (8) hours. In the event of a hospitalization of one employee for treatment, OSHA must be notified within twenty-four (24) hours.

In addition, if the fatality or injury is work-related, the Library may have to record the incident on its OSHA 300 Log (Log of Work-Related Injuries and Illnesses) within seven (7) calendar days.

MEDIA

Law enforcement will respond to any media requests for information. Law enforcement will carefully consider the nature of any such requests in order to avoid disclosing information about any person that is confidential and protected by Federal and state privacy and medical laws and regulations interfering with an ongoing police or Library investigation.

Adopted 11/27/2017

I. BOMB THREAT

If you receive a bomb threat:

- Stay calm.
- Assume any threat is real.
- Try to write down every word spoken by the caller, write the exact time of the call, you can check caller ID on main phone. When speaking with the caller repeat each detail back to the caller.
- If the caller does not indicate the location of the bomb, type of the detonation, ask for this information.
- Call 911 IMMEDIATELY!
- The Director and the authorities will decide if the situation warrants an evacuation.
- If the caller has indicated that detonation is imminent, evacuate immediately!
- Check all areas of the library including bathrooms and meeting rooms.
- If you find something suspicious DO NOT TOUCH!
- Lead everyone away from the building and DO NOT RE-ENTER!
- Emergency personnel will give the all clear!

J. TRAIN DERAILMENT

In the case of a train derailment, follow emergency personnel instructions. They will advise the community if there is a need to evacuate due to hazardous chemicals.

K. OTHER COMMUNITY EMERGENCIES

In the case of a community emergency, follow emergency personnel instructions. They will advise the community if there is a need to evacuate the area, stay indoors, quarantine, or take other emergency action. On the advice of EMA the director will inform the staff as to when it is safe to leave the library or to return to work. Employees will not be penalized if the library is closed due to emergency status.

L. EVACUATION OF THE LIBRARY

Exit signs are located above all doorways and emergency exits.

Announce to all patrons to please evacuate the building as soon and as calmly as possible.

- Be prepared to direct patrons out of the building. The predetermined location outside of the facility for everyone to meet is the Sheriff's Department Parking lot across the street.
- There are three exit doors in the library.
- West exit door from the main library.
- East exit door, Learning Center Exit.
- South exit door from the main library entrance.
- Staff, if able, should check the building for anyone left behind. Check restrooms, meeting room/kitchen, Children's library, and storage rooms.

M. LOCATION OF EMERGENCY SUPPLIES

- First aid kit, non-latex gloves, disinfectant wipes-- bottom shelf of the circulation desk between checkout stations.
- Flashlights are in the supply room shelf to the left of the doorway as you are entering the room; under the circulation computer; director's office top desk drawer; Children's circulation desk.
- Fire Extinguishers are near all stairwells and to the left of the doorway as you are entering main sections of the building.
- Fire Alarm boxes are located next to all exit doors and behind the circulation desks.
- Electrical breaker box is located on the west wall to the right of the exit in the main library and shutoff on the north wall of the furnace room; NOTE, this door is locked, but the key is kept on the door frame ledge.
- Gas meter and shutoff is located on the west side of the building between the employee door and HVAC units.
- Water shutoff is located on the west wall of the Children's library above and behind the Friends desk.
- Buckets, mops, towels--in the cleaning closet, janitor's closet and towels are in the kitchen.
- Wet-vac/shop-vac--located in the furnace room off of the elevator equipment room.
- Phones are located at the circulation desk in the main library and the children's library; also at all staff desks.
- Battery powered radio is located on top of the work station behind the circulation desk; NOTE, batteries are located in the cash drawer.
- Paper towels, trash bags, rubber gloves are located in the janitor's storage room in the hall and furnace room next to the elevator equipment room.
- Tool kits are located in the storage room main furnace room on the top shelf and under main circulation desk computer cabinet.

DISASTER RECOVERY PLAN

Keep in mind that mold will form within 48 to 72 hours in a warm, humid environment. You must work quickly to salvage damaged materials and to prevent additional damage from occurring. 95% of all disasters will result in water-damaged materials.

A. ASSESS THE DAMAGE

How much damage has occurred? What kind of damage is it? (fire, smoke, soot, clean water, dirty water, etc.) Is it confined to one area or is the entire building damaged? How much of the collection has been affected? What types of materials have been damaged? Are the damaged items easily replaced or are they irreplaceable? Can they be salvaged by the in-house recovery team, or will outside help be required?

Walk through the entire area and take extensive notes (use a pencil, ink will run). Photographs should be taken to document the damage. Do not open wet books that are closed. Do not close wet books that are open.

Contact the insurance carrier, sources of supplies and services, the Indiana State Library Development Office, and a professional cleaning service, if necessary.

B. STABILIZE THE ENVIRONMENT

The environment must be stabilized to prevent the growth of mold. An ideal condition for a recovery operation is 65 degrees Fahrenheit and 50% relative humidity. The following equipment should be readily accessible to help stabilize the environment:

- Portable generators, in case of power failure
- Pumps, to remove large quantities of standing water
- Fans to circulate air
- Thermometers, hygrometers to measure the temperature and humidity
- Dehumidifiers can help lower the humidity, but they usually are only effective in small, enclosed areas, and tend to increase the temperature in a room
- Air should be circulated in the damaged area

C. PRIORITIZE THE RECOVERY

The following items should be recovered in this order when possible:

- Library's cash drawer located in top drawer of circulation desk and petty cash in bookkeeper's fireproof cabinet.
- Financial and meeting records located in file cabinets, boxes and binders on gray shelf in the bookkeepers' credenza and southwest corner of the storeroom in the basement.
- File cabinet located in bookkeeper area, in director's office, and in the OPS Center.
- Web Server, LAN Server and Digital Surveillance Server located in the OPS Center above the west stairwell (2), circulation desk(3) Staff computers at their desk and 18 computers throughout the main library and children's library.
- Library history and local history are located on the shelves on the northwest wall of the main library designated as local history section. Indiana history is located in the southwest room around the fireplace.
- Artwork located throughout the library and learning center.
- Accounting back-ups are located in the top drawer of fireproof file cabinet behind bookkeeper's desk in a folder marked "Back-up Drives".
- Library history database and Destiny's ILS database is backed up off site and software backups are in a fire proof file cabinet in OPS center.
- Circulation Desk just left of main entry door and bottom of stairs in children's library.

- Carnegie librarian stool is located in the Bowlus Indiana Room, Grandfather clock, Carnegie Newspaper stand and periodical stand located across from the circulation desk.
- Pictures of Williamsport Falls is located above the fireplace in the Bowlus Indiana Room.

D. ACTIVATE AN IN-HOUSE DISASTER RECOVERY TEAM

Organize work crews and be sure their responsibilities are clearly defined. No salvage activity should begin until the team leader has determined a plan of action. Disaster and recovery areas should be inaccessible to the public. Frequent rest breaks should be provided for workers. Food and/or beverages should be available.

E. RESTORE THE AREA

After the damaged items have been removed and the environment has been stabilized, the area must be thoroughly cleaned. Walls, floors, ceilings and all furniture and equipment must be scrubbed with soap and water and a fungicide. Carpeting and especially the padding under it, should be carefully examined, as mold will develop rapidly. Only professionals should perform removal of smoke odor and fogging with fungicides or insecticides.

F. WATER-DAMAGED MATERIALS

A number of options are available for treating water-damaged materials. The choice of treatment will depend on the extent and type of damage incurred, and the manpower, expertise and facilities available.

Freezing

Freezing wet materials will stabilize them and provide you with time to determine your course of action. Mold will not grow and further deterioration from water will not occur when materials are in a frozen state. Books have been left in a freezer for ten years and successfully thawed and air-dried with no resultant damage. Freezing will also help eliminate smoke odor from materials.

Rapid freezing is recommended to minimize damage from ice crystals (the faster the materials are frozen, the smaller the ice crystals will be.) Temperatures below 15 F will freeze and dry out wet materials. If freezer space is not immediately available, and the outside temperature is below 15 degrees F, place the materials in a secure area outside. Cover them with plastic but do not seal, if rain or snow is expected.

Freezing is an intermediate stage. After materials have been removed from the freezer, they must be placed in a vacuum freeze dryer or air-dried.

Vacuum freeze-drying

Vacuum freeze-drying is the safest and most successful method. Materials must be already frozen when they are placed in a sublimation chamber.

When materials are removed from the vacuum freezer chamber, they will be very dry and should acclimate for at least one month before they are opened to avoid cracking the spine and/or binding (this is especially true for leather bindings).

Materials so treated will not look like new, but show signs of swelling and distortion. Stanford University Library staff members reported that they needed an additional 12% of shelf space for materials that had been treated in Lockheed's chamber. Photographs will not be damaged by this treatment, but rubber cement will dissolve and stain the pages to which it has been applied.

Air-drying

Air-drying should be performed only in a stable environment to inhibit the growth of mold. The ideal environment for air-drying is 50-60 degrees F and 25-35% humidity. Instructions are outlined below.

The following procedures are recommended for volumes that are to be frozen:

Removal

- Clear the floors and aisles first.
- Begin with the wettest materials.
- Dirt and mold should be removed and treated before freezing.
- Pack materials on site if possible.
- Keep accurate records of the locations from which materials are removed.

Packing

- Remove volumes from shelves in order.
- Insert one piece of freezer paper/wax paper between volumes.
- Pack crates one layer only, snugly enough that volumes will not slide or lean.
- Wrap open books as found and place on top of a packed container. Do not place more than one open volume in a container.
- If books are stuck together, do not attempt to separate them, but pack them as one volume.
- Pack items in the condition in which they were found. Do not attempt to open or close volumes that are wet.

Record Keeping

- Label each container with the library's name and assign a number.
- On a separate sheet of paper, record the box number, call numbers and number of books in each container.
- Note which containers are sent to which freezer location.
- Keep records of discarded items.

Transporting

- Materials should be placed in a freezer facility as quickly as possible to prevent the growth of mold.
- Materials should be placed in refrigerated trucks if they cannot be frozen within 48 hours.

The following procedures are recommended for volumes that are to be air-dried:

Washing

- Keep the book tightly closed and hold it under cold, clean running water.
- Dab gently with a sponge to remove as much mud as possible from the binding only.
- Squeeze the book gently and with even pressure to remove excess water and to reshape the binding.

Do not wash

- Open or swollen volumes.
- Full or partial leather bindings.

- Fragile of brittle materials.
- Works of art on paper.
- Water-soluble components (inks, tempura, watercolors, dyes, charcoal, etc.)
- Manuscripts.
- Non-paper materials.

Saturated volumes

- Do not open – wet paper tears easily
- Set volumes on the heads on absorbent paper. Pages tend to droop within the binding when a volume is shelved upright. Plastic sheeting should be placed under the paper toweling to protect tabletops.
- Covers may be opened to support volumes.
- Freezer paper/waxed paper may be placed between the cover and the end leaf to prevent staining from the binding dyes.
- When most of the water has drained, proceed to the next section on damp volumes.

Damp volumes

- Very carefully open the book (not more than a 30 degree angle).
- Begin interleaving from the back and keep the volume in an upright position.
- Place interleaving sheets at intervals of 25 leaves (50 pages) unless they will distort the volume.
- Continue to change the paper underneath and remove from the area.

Slightly damp volumes/volumes with only wet edges

- Stand volumes on its head and fan open slightly. Paperback books may support each other with a barrier between them or they may be wedged with Styrofoam pieces. Fan should not be directed on the books, the air should circulate but books should not be in the path of the fan.
- When almost dry, lay the volumes flat and place weights (Not other drying books) on them to minimize distortion. Do not stack wet volumes.
- Lightweight volumes (less than six pounds) may be hung on lines to dry.
- Mono filament nylon lines, not more than 1/32" diameter, not more than five or six feet long, spaced approximately one half inch apart.
- Do not line dry a saturated volume as the mono filament will cut through the wet paper.

Photographic materials

Do not expect to salvage color photographs, as the colored layers will separate and the dyes will fade quickly. However, if you wish to try, freeze them immediately.

Removing odors

A small garbage can with a tight fitting lid can be used to aid in deodorizing materials. If the materials are bound, stand them up and fan their leaves open. In a small container, place baking soda, activated charcoal or charcoal briquettes (make sure you do not use quick lighting briquettes or ones that have lighter fluid in them). Place the container containing the deodorizer inside the larger container and seal the larger container. Do not place the container of deodorizer on top of or touching the library materials.

G. CONTINUATION OF SERVICES

In the event that the computers are not operational:

- The library will require patrons to present their identification card for checking out materials.

- The patron's name and phone number will be written down along with the bar code of the item and the date the item is checked out. If it is not a patron you are familiar with, you can access the rolodex to find their actual card.
- Interlibrary loans will not be available without the use of computers.
- Date-due slips will be stamped and placed in the materials.
- Any overdue fines will be assessed when the computers come back on-line, adjustments will be made to counteract the time between the return and the computers becoming functional.
- All returned materials will be logged in using a form for this purpose.
- If materials belong to another library, the entire bar code must be recorded at check-in and check-out. Ask the patron if they could return the materials to the lending library or take it to one of the other local libraries that their systems are functioning and apologize for the inconvenience.
- If the patron presents a library card from another library please ask the patron to return when our systems are up and running and they will be issued a library card from our library.
- During disaster recovery, it may be feasible to have a policy to waive patron fines until further notice.
- Alternate collection points may be needed for materials to be returned.

CONTACT NUMBERS

PERSONNEL CALL LIST

Name	Title	Phone Number
Chris Brown	Director	765-299-2150
Holly Taylor	Bookkeeper/Treasurer	765-762-6918
Natsha Jackson	Children's Librarian	765-585-9992
Larry Wichmann	Janitor	765-491-4431
Joey Alberich	Clerk	217-799-2433
Ethan Swanson	Page	765-585-2137
Laura Davis	President	765-585-7592
Theresa Ligara	Vice President	765-762-3391
Vickie Strickler	Secretary	765-585-0494
Chris Crawford	Member	317-409-1483
Ken Fraumann	Member	765-585-8351
Jenny Larson-Haussin	Member	765-762-2987
Bonnie Myers	Volunteer	765-585-1630
Lisa Cruea	L.C. Director	765-793-2910
Ralph Shrader	School Superintendent	765-762-3364
Margret Fink, Pres.	Friends of the Library	765-764-4847
Gary York	FOTL	765-762-3957
Donna Lyon	FOTL	765-762-6412
Karen Milligan, Tres.	FOTL	765-893-8090
Kathy Hoffmeister, S	FOTL	765-893-6001
Becky Jones	FOTL	765-585-6126

Revised 5-24-2023

H. LIBRARY BUSINESS CALL LIST

AGENCY	PHONE
<u>Fire Department</u>	<u>(911)</u>
<u>Police</u>	<u>(911)</u>

Ambulance	(911)
IL Poison Control	1-800-222-1222
Warren County EMA	765-764-7249
Will Holycross 765-585-1180 cell	765-762-6375 Fax
email: emadirector@warrencounty.in.gov	
Warren County Sheriff Anthony Pruitt	765-764-4367
Fountain/Warren County Health Dept.	765-762-3035
Vectron Gas	1-800-227-1376
Williamsport Town Hall (Electric and Water)	765-762-3257
Bowlus Waste Removal Service	765-585-5808
Comcast	1-800-246-2278
AxcessPC (Scott Regal) Computer Systems	765-299-8929
ATT (Telephone) Repair	1-800-246-8464
TK Elevator	1-877-230-0303

David Leo Elevator Inspector

Indiana Department of Homeland Security	317-232-2670
ATT (Telephone) Repair	1-800-246-8464
State of the Art Communication Surveillance	765-883-7886
Electronic Systems Fire Alarm	765-449-0694
Ryan Fireprotection Sprinkling System	800-409-7676
Hall Electric Inc	(765) 762-6077
(Steve Hall)	(765) 762-6775 Fax
Automatic Door Systems LLC	317- 535-3667 or 317-897-9869
BT Reynolds	765-337-8777

Insurance Company

Warren Agency Insurance 765-762-2359

Liberty Mutual

Policy Number **BKS61553668 Commercial Pkg**

XWS59889303 Workers Compensation

H.L. Mohler & Associates (Architect)

Harry Mohler

839 Main Street

Lafayette, IN 47901

765-742-0252

765-742-5982 Fax

765-404-0258 Cell

I. DISASTER RESTORATION COMPANIES

Paul Davis Restoration
Bob Corbin
3204 Olympic Drive, Suite C
Lafayette, IN 47909
765-477-7900 Fax: 765-477-7911 Cell: 765-491-2106
bcorbin@pdr-usa.net

ServPro
1611 Schuyler Ave, Lafayette, IN 47904
<http://www.servpro.com>
(765) 742-8680

Servicemaster Advantage
3410 Rascal Dr, Lafayette, IN 47909
<http://www.svmadv.com>
(765) 471-6000

J. DOCUMENT AND BOOK DRYING/ FREEZE DRYING & RECOVERY

Belfor 317-297-3443
Simon Katz, General Manager
6205 Morenci Trail
Indianapolis, IN 46268
24/7 Emergency Number: 888-491-7941

DIGITAL AND COMPUTER BACKUPS AND DATA RECOVERY

All important records on the computer will be kept in paper form and/or on computer disk stored in a safe place like a fireproof safe. Our system backs up our data every night and is transmitted to a secure server in Indianapolis. Backup disks will be made for operating systems as well as for data disks all stored in a fireproof safe.

All library records, whether on paper, disks, or in the computer are subject to the library's non-disclosure policy.

COMMUNITY DISASTER RECOVERY

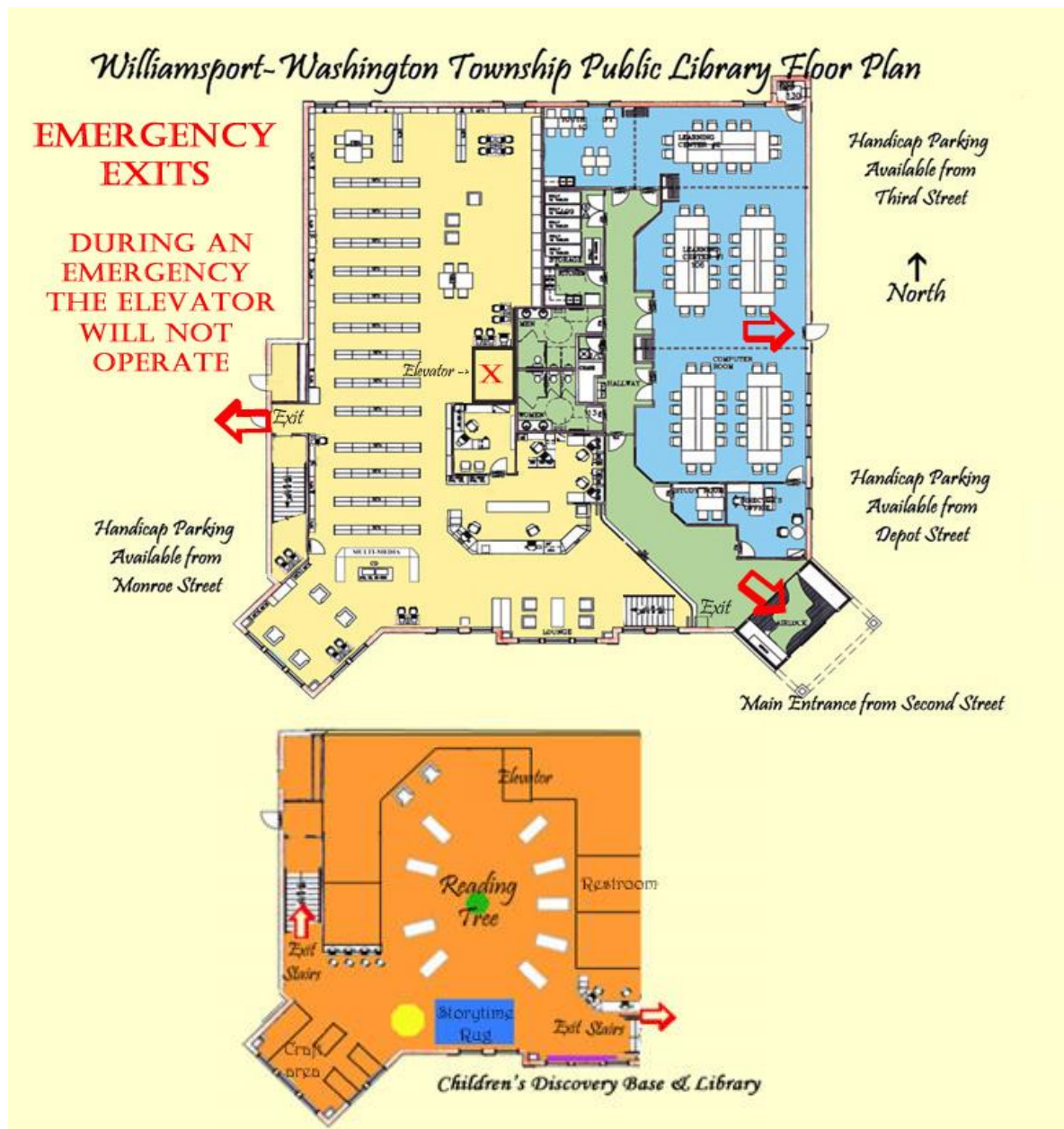
In the case of a community-wide disaster, the library may be available for the following services:

- Coordination center with other community centers
- Information Center
- Insurance and government applications
- Community meetings
- Literature distribution
- Rumor control/Message board
- People locator
- Child Care Center for volunteers needed elsewhere
- Training Facility
- Community health
- Recovery volunteers (out of town and spontaneous)
- Distribution or Storage Center
- Inoculations
- Kits/Supplies
- Registration and/or Counseling Center
- Emergency Kitchen
- Revised Patron Services
- Amnesty of Fines
- Collection Points

Revised 1/28/2019

LIBRARY-LEARNING CENTER LAYOUT

Leave through the nearest Emergency Exit! Elevator will not operate when alarm sounds. Never go to the basement or linger in the building when alarm is sounding.



Purpose

The use of the Library/Learning Center facilities shall be for the purpose of presenting programs of culture, education, information or entertainment. Granting the use of its meeting rooms does not imply approval by the Library/Learning Center of the group, meeting or the ideas presented at the meeting. All meetings will be open to the public and may be monitored by Library/Learning Center staff to ensure compliance with these policies.

Who May Use the Rooms?

- The meeting rooms are available for use by civic, community, cultural, or educational organizations for non-commercial and non-profit purposes.
- The representative of the organization signing for the room must be a resident of Warren County, 18 years of age or older and a library cardholder. Official government agencies, educational institutions and boards are exempt from the cardholder requirement.
- Rooms are available to businesses located in Warren County for non-commercial use only.
- Elected officials may use meeting rooms for informational meetings with their constituents.

Meeting Room Policy

In order to use the meeting rooms, a representative of the group must take the responsibility for the group's use of the room by signing a Meeting Room Application.

Each organization assumes the full responsibility for any damages incurred resulting from the use of the meeting room facilities. Abuse of the facilities will be sufficient cause to deny further use of the room. If a group fails to leave a meeting room or equipment in its original configuration and condition, it will be charged a fee.

- Maintenance (reset room, clean carpet, repair furniture): \$25/hour.
- Equipment damage or replacement: Cost +\$10 service fee.

The Library/Learning Center assumes no responsibility for hats, coats, or other personal belongings of persons attending meetings; neither does it guarantee parking facilities for those planning to attend the meeting.

Library/Learning Center programs will take precedence over all other activities. The Library/Learning Center reserves the right to change or cancel reservations and to determine priorities in assigning meeting room space. Organizations or businesses will be required to file a certificate of liability insurance. The Library/Learning Center reserves the option to waive this requirement under certain circumstances.

The Library Board has vested the Directors with the authority to supervise meeting room use and interpret these policies. Failure to comply with these regulations or the directive of the designated representative of the Library/Learning Center may result in a cancellation of further use of the Library/Learning Center facilities.

Use of the meeting rooms shall conform to the Library's Rules of Conduct and Parent Policy.

Prohibited Uses and Activities

- The meeting rooms may not be used for personal or family parties or for gatherings of a purely social nature.
- Non-Library sponsored groups may not charge admission nor solicit or require donations for attendance at meetings.

Exceptions may be made for the Amphitheater:

- Businesses or organizations must request approval from the Library or Learning Center Director to charge admission or accept donations in the Amphitheater.
- Events in the Amphitheater requiring an admission fee or accepting donations may be charged an additional percentage fee based on ticket sales or attendance.
- Groups cannot collect dues on the premises, nor can products or services be solicited or sold. Friends of the Library and other not-for-profit organizations are excluded.
- Storage space for equipment or supplies for groups using meeting rooms is not available unless arrangements have been made with the Library/Learning Center Director.
- Smoking, gambling, alcoholic beverages and/or illegal drugs are not permitted on premises.
- Red Punch/beverages are prohibited.
- No food or drinks are allowed in the library. Special arrangements can be made by Library/Learning Center Director.
- No flames of any kind are permitted, including pyrotechnics.
- Do not use any kind of tape or adhesive to affix posters or signs on the walls, doors, paneling, windows or any other portion of building or furniture. Pins or staples only can be used to affix posters or signs to canvas covered walls. You will be charged for the clean-up or repair of any damage to the building or furniture.

Procedures/General Rules of Use of Meeting Rooms

A. Meeting Room Application

Application for use of the Amphitheater or meeting rooms must be made on the Amphitheater/Meeting Room Application and signed by a representative of the requesting organization or group before approval for use may be given. Such representative must provide a current address and telephone number of their residence in the county.

It is suggested that organizations make reservations as early as possible to assure the type of facility and time desired.

Reservation may be made by phone, but an application must be completed and signed 24 hours before the time of the meeting.

Advance notice of 24 hours must be given to the Library/Learning Center in the event that a scheduled meeting is to be cancelled. If 24 hours' notice is not given, you will be charged for the room.

A group meeting monthly during the year may not schedule more than 12 meetings per year. The group will need to file only one application; however, each meeting date will be noted on the application. Any group wishing to continue use of the room the following year will be requested to fill out a new application prior to January 1st. The Library/Learning Center reserves the right to limit the number of bookings which any one group or organization may make for any one week.

Meetings may not be booked before 8 a.m. and should adjourn no later than 9 p.m. Arrangements for use of the meeting rooms before 9 a.m. or after 8 p.m. must be made at the time of the booking or not later than 48 hours prior to the time which the meeting is scheduled. Meeting rooms are available on Sunday by special situation only. The area must be restored to its original condition.

In the event of an emergency closing of the Library/Learning Center, all reservations are automatically cancelled and any fees will be refunded. Library/Learning Center staff will attempt to inform the contact person of the closing.

B. Equipment Use

Reservations for the use of the Library/Learning Center-owned audio visual equipment including the use of the Amphitheater lighting and sound system must be made in advance. An individual who is familiar with the operation of the equipment must be listed as taking responsibility for the equipment. The library reserves the right to insist upon Library/Learning Center staff operation of equipment if it sees fit to do so.

C. Food

Organizations which desire to use the kitchen facilities must arrange for such use prior to the scheduled meeting date. The meeting rooms are served by a kitchenette. Light refreshments may be served in the meeting rooms but cannot be carried into the library areas. See Room Fees for charges. Light refreshments—coffee, non-alcoholic beverages, cookies and snacks may be served. Caterers must be provided if meals are to be served. The caterer is responsible for leaving the premises in a clean and normal operating order. Any equipment brought in should be removed promptly after the meeting, as other groups may be using the rooms. Each group needs to furnish its own supplies (office & refreshments supplies) Fax/Copies can be made at the Library rate, and must be paid at the time of service.

D. Set-up and Clean-up

Groups may arrange the tables and chairs to suit their needs. Each group will clean up the room, pick up the trash, wash any dishes or utensils used, place tables and chairs in their original positions, and turn off the lights.

E. Parking

Free parking is located on the east end of the building across from the courthouse and directly behind the library. Monroe and Second Street parking is available as well. The Library/Learning Center is not responsible for any damaged or lost items in vehicles. Even though the premises are monitored all vehicles should be locked at all times on the premises.

F. Room Rental Fees

The Library Board & Learning Center has attempted to keep fees to a minimum. If you feel that the facilities and services you receive were outstanding, donations are accepted.

Room Name	Capacity	Seating	Not-for-profit Rate	Room Rate/hour
Cape	24	Arrangeable	None	*
Lilly	40	Arrangeable	None	*
Falls	20	Arrangeable	None	*
Discovery	10	Arrangeable	None	*
Amphitheater	200	Lawn	None	\$50/4 hours + \$25 refundable deposit each additional hour \$25.
Study Tables	8	Arrangeable	None	None

G. Eligibility for Not-for-Profit Rate:

- Organization must have a community base within Fountain/Warren County and be non-commercial in purpose.
- Organization shall not exclude persons based on race, religion, social status or age.

- Organization may be required to provide a copy of their 501 C-3 status to qualify for NFP rate.
- Proof of Non-Profit status may be required.

H. Amphitheater Fees:

- No room charge will be made to a school or government unit if there is a reciprocal agreement not to charge for facilities. Wages of staff will not be waived.
- Rental fee may be waived if all profits will be used for a charitable cause within Williamsport or Warren County. However, the wages of the staff may not be waived.

If an organization is refused the use of the facility, a written request may be presented to the Library Board for reconsideration at their next regularly scheduled meeting.

*for current rate consult the Learning Center at 765-764-1880.

WWTPL/WCLC Amphitheater and/or Meeting Room Application

Use of the ◇Amphitheater or ◇Meeting room(s) is requested by:

Name of Organization _____

Name of Applicant: _____ Title: _____

Address _____ Phone: _____

_____ Fax: _____

Other Responsible Party _____ Title: _____

Address _____ Phone: _____

Purpose of Organization _____

Certification of Liability Insurance _____

Date or Dates Requested: _____

Time: From _____ To: _____ (include set-up & clean-up time in reserved time)

Expected Attendance _____

Equipment Request

Whiteboard _____ Flip Chart _____ Easel _____ Podium _____ PA _____ LCD Projector _____ Laptop _____

TV/DVD Player _____ Other _____ Sound _____ Lighting _____

Technician _____

It is your responsibility to set-up the room and returned it to its original condition.

Date:	Name of Event	Description of Event	Time of Event
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I, the undersigned as a responsible representative of the organization making this application for Library/Learning Center meeting room use, do agree by these rules and policies as stated.

SIGNED: _____ **DATE:** _____

(Please do not write below this line)

Approved by _____ Title _____

Confirmed Date(s) _____ Room(s) _____

Sound or Lighting Technician scheduled _____

Total Fees _____ Date Billed _____ Date Received _____

BY-LAWS FOR THE WWTPL BOARD OF TRUSTEES

Article I: Identification

Section 1.1: The name of this Board is the Board of Trustees of the Williamsport-Washington Township Public Library, hereinafter referred to as “the Board.” The Williamsport-Washington Township Public Library will be hereinafter referred to as “the Library.”

Section 1.2: The geographical boundaries of the Library and taxed Library district include the Town of Williamsport, Indiana and Washington Township of Warren County, Indiana.

Article II: Authority and Purpose

Section 2.1: The Board exists and operates by virtue of the Indiana Public Library Law of 1947 and assumes its powers and responsibilities under Indiana Code IC 36-12. It is the intent of the Library Board to maintain representation from each geographic area served by the Library. County Council and Commissioner appointments should be allocated geographically to maintain this representation.

Section 2.2: It is the purpose of the Library to provide all residents of the town of Williamsport and Washington Township with Library services, including but not limited to programs, materials, media, and information to meet their personal, educational, cultural and professional needs. The Library will utilize both traditional and innovative methods to meet the service requirements of the majority of the community. The Library hopes to function as a bridge to better futures, particularly for the young and disadvantaged. The Library serves as a learning and educational center for all residents of our taxing district in the most efficient and cost effective manner possible. The Library cooperates with other institutions for services not provided in our facility and extends an open door for reciprocal and inter-library services.

Article III: Personnel

Section 3.1: The Library Board shall select a librarian who holds a certificate under IC 36-12-11 to serve as the Director of the Library. The Board shall fix the compensation of the Director. The Director, as the administrative head of the Library, is responsible to the Board for the operation and management of the Library, per IC 36-12-2-24 (a). The Director is appointed by, responsible to, and evaluated by the Board. The Director shall have sole charge of the administration of the Library under the direction and review of the Board. The Director implements all policies adopted by the Board, reports monthly to the Board, advises the Board, and recommends policies and procedures to the Board.

Section 3.2: The Director shall be held responsible for the care of the building and equipment, for the employment and direction of the staff, and for the efficiency of the Library. The Director shall be knowledgeable about Library laws and participate in continuing professional education opportunities. The Director shall be an ex-officio Board member and attend all Board meetings except those where such matters as his appointment, salary, or promotion are to be discussed or decided.

Article IV: Conflict of Interest

Section 4.1: Board members, in the capacity of trust imposed upon them, shall observe ethical standards with absolute truth, integrity and honor. Board members shall declare any conflict of interest between their personal lives and their positions on the Library Board and avoid voting on issues that appear to be a conflict of interest. The Conflict of Interest Policy shall be signed annually by all Board members.

Article V: Nepotism

Article 5.1: The Library shall always hire employees based on their experience, skill and merit. If a family member of a Board member or current staff member is interested in a position with the Library, that person must apply through standard channels. No immediate family member of a current staff member shall be considered for a position wherein one member would have supervisory duties over the other.

Article VI: Amendments

Section 6.1: The Board is responsible for the adoption and approval of policies for the operation of the Library. Approved Board policies shall be reviewed at periodic intervals. These By-Laws may be amended by the majority vote of the Members of the Board at any regular meeting, providing that notice of the amendment was given at the preceding regular meeting of the Board. Any of the foregoing By-Laws may be temporarily suspended by a unanimous vote of all Board members present. The amendments for each year shall be sent to the Indiana State Library upon submission of the Annual Report.

Article VII: Membership

Section 7.1: Members of the Board shall be appointed pursuant to IC 36-12-2-9. Board appointees must reside in the Library taxing district and must have resided in the district for at least two (2) years before being appointed to the Board. The seven (7) member Board is the policy-making body governing the Library. They are appointed by the following authorities:

- Three (3) by the Superintendent of Metropolitan School District of Warren County
- One (1) by the Warren County Council
- One (1) by the Williamsport Town Council
- One (1) by the Commissioners of Warren County
- One (1) by the Washington Township Advisory Board

Section 7.2: Members of the Board serve without compensation in accordance with law and, with the exception of the Treasurer, may not be a paid employee of the Library.

Section 7.3: The term of a member is four (4) years. However, a member may continue to serve until his successor is qualified as provided by law. Members of the Board may not serve more than four consecutive terms of four years for a total of sixteen (16) years. However, the appointing authority may reappoint a Board member who has served four (4) or more consecutive terms as set out in IC 36-12-2-8.

Section 7.4: Vacancies in the membership of the Board shall be filled as soon as possible after the vacancy occurs. A vacancy shall be defined as that situation when a Board member is absent for six consecutive regular Board meetings for any cause, other than illness, or as death or resignation. The

appointing authority shall be notified by the Secretary of the Board of the occurrence of such vacancy. Appointments to fill vacancies shall be for the unexpired term.

Section 7.5: The Board shall:

- a. Govern and set written policy for the Library.
- b. Employ a competent and qualified Library Director to carry out its policies.
- c. Plan for the future of the Library to meet the needs of the community.
- d. Monitor and evaluate the overall effectiveness of the Library.
- e. Act as an advocate for the Library in the community.
- f. Monitor financial affairs of the Library by discussing and approving the proposed annual budget, studying monthly financial reports, and approving all claims lawfully incurred on behalf of the Library.
- g. Set salaries and job descriptions for staff members.
- h. Set the hours of operation for the Library.

Article VIII: Officers

Section 8.1: The officers shall be a President, Vice-President, Secretary, and Treasurer, per IC 36-12-2-22 and IC 36-12-2-23. The President, Vice-President and Secretary shall be elected from among the members of the Board and the Treasurer shall be either a member of the Board or an employee of the Library. Officers shall be elected annually at the January meeting. An officer is not restricted to serving only one or any set number of terms. In the event of a vacancy in an office, an election shall be held as soon as possible to elect a replacement officer to serve for the remainder of the year.

Article IX: Duties of Officers

Section 9.1: The President shall preside at meetings of the Board, authorize calls for any special meetings, appoint committees, execute documents authorized by the Board, and generally perform duties associated with that office.

Section 9.2: The Vice-President, in the absence of the President or in the event of a vacancy in that office, shall assume and perform the duties and functions of the President.

Section 9.3: The Secretary signs all documents requiring the Secretary's signature. The Secretary is responsible for ensuring that accurate minutes are recorded at each Board meeting and filed in a timely fashion with the permanent records of the Library and shall perform such other duties as are generally associated with that office. In the absence of both the President and Vice-President, the Secretary shall preside if a quorum is present.

Section 9.4: The Treasurer shall be responsible for all money and securities of the Library in accordance with the provisions of the Public Depository Act of 1937, as said act has been amended or may be amended. The Treasurer, who is bonded, shall be the disbursing officer of the Board; be the only person authorized to sign all checks; monitors the budget, financial records, reports, audits,

and investments. The Treasurer and Director sign warrants which are approved by the Board for payment of expenses lawfully incurred by the Library. The Treasurer oversees the financial activities of the Library to ensure that adequate financial records are kept and that accurate and timely financial reports are delivered to the Board. In the absence of the President, Vice-President and Secretary, the Treasurer shall preside if a quorum is present. If the Treasurer is unable to perform his duties, the Board shall elect and bond a temporary replacement.

Article X: Meetings

Section 10.1: The January Meeting shall be the annual meeting, per IC 36-12-2-23 at which the Library Calendar will be set.

Section 10.2: Regular, special and executive session meetings will be publicized and conducted in accordance with the Open Door Law of Indiana, IC 5-14-1.5.

Section 10.3: The regular meetings of the Board shall be held on the last Monday of each calendar month at 5:00 p.m. at the Library or such other time and place as the Board may determine. The President may change the date and time in order to ensure a quorum or to meet special situations. Such regular meetings of the Board may be held without notice to members of the Board. Public Notice is given of every meeting of the Board. Meetings shall be publicized at the beginning of the year and at least one week prior to the meeting if there needs to be a change of date, time or location. If the regularly scheduled meeting date falls on a holiday, then the meeting will occur on the next day.

Section 10.31: Williamsport-Washington Township Public Library Remote Participation Policy

This policy follows stipulations mandated by House Enrolled Act (HEA) 1437, effective April 20, 2021, regarding electronic meetings and electronic signatures of Library Trustees.

Section 1. Policy Statement. It is the policy of the Williamsport-Washington Township Public Library that a member of the Board (or any committee associated with the Williamsport-Washington Township Public Library which is subject to the provisions of the Open Meetings Act) may attend and participate in any open or closed meeting of that covered body from a remote location via telephone, video, or internet connection, provided that such attendance and participation is in compliance with this policy and any other applicable laws and WWTPL Board Bi-Laws.

Section 2. Prerequisites. A member of the Board shall be provided the opportunity to attend an open and closed meeting or only one of such meetings from a remote location if the member meets the following conditions and a majority of a quorum of the Board votes to approve the remote attendance:

(i) The member must notify the Library Director and Board President at least 24 hours before the meeting unless advance notice is impractical;

(ii) The member must meet one of four reasons described herein why he or she is unable to physically attend the meeting, including either: (1) that the member cannot attend because of personal illness or disability; (2) the member cannot attend because of employment purposes or the business of the Williamsport-Washington Township Public Library; or (3) the member cannot attend because of a family or other emergency; (4) or State of Indiana or the Local Government has declared a state of emergency, i.e. Epidemic or Pandemic.

(iii) A quorum of the Board must be physically present at the location of the meeting as posted in the meeting notice.

Section 3. Voting Procedures. After roll call, a vote of the Board shall be taken, considering the prerequisites set forth in Section 2, on whether to allow an off-site board member to participate remotely. All of the members physically present are permitted to vote on whether remote participation will be allowed. A vote may be taken to permit remote participation for a stated series of meetings if the same reason applies in each case. Otherwise, a vote must be taken to allow each instance of remote participation.

Section 4. Quorum and Vote Required. A quorum must be established by members physically present at any meeting before it can be considered whether to allow a member to participate in the meeting remotely. A vote of a majority of a quorum shall be necessary to decide the issue. For the meeting to continue there shall always need to be a quorum physically present.

Section 5. Minutes. The member participating remotely shall be considered an off-site participant and counted as present by means of video or audio conference, for that meeting if the member is allowed to participate. The meeting minutes of the Williamsport-Washington Township Public Library shall also reflect and state specifically whether each member is physically present, present by video, or present by audio means.

Section 6. Rights of Remote Member. The member permitted to participate remotely will be able to express his or her comments during the meeting and participate in the same capacity as those members physically present, subject to all general meeting guidelines and procedures previously adopted and adhered to. The remote member shall be heard, considered, and counted as to any vote taken. Accordingly, the name of any remote member shall be called during any vote taken, and his or her vote counted and recorded by the Secretary and placed in the minutes for the corresponding meeting. A member participating remotely may leave a meeting and return as in the case of any member.

Section 7. Meetings. The term meeting as used herein refers to any gathering, whether in person or by video or audio conference, telephone call, electronic means (such as, without limitation, electronic mail, electronic chat, and instant messaging), or other means of contemporaneous interactive communication, of a majority of a quorum of the members of a public body held for the purposes of discussing public business. Trustees may not attend more than half of Library Board meetings electronically during any given calendar year unless the reason is due to: (1) military service; (2) illness or other medical condition; (3) death of a relative; or (4) an emergency involving actual or threatened injury to persons or property.

Section 8. Electronic participation in meetings is not permitted if the Library Board is attempting to take final action to: (1) adopt a budget; (2) make a reduction in personnel; (3) initiate a referendum; (4) establish or increase a fee; (5) establish or increase a penalty; (6) use eminent domain authority, or (7) establish, raise, or renew a tax.

Section 9. During disaster emergencies officially declared by the State Governor or Local Government Officials, the entire Library Board may meet electronically until the disaster or emergency is officially declared terminated. During such disaster emergency, the Library Board may meet using any form of electronic communication as long as the meeting meets the following criteria: (1) at least a quorum of Trustees participates in the meeting electronically; (2) the public is able to simultaneously attend and observe the meeting (unless it is an Executive Session); and (3) votes are taken by full roll call.

Section 10. Closed Meetings. A quorum of the Williamsport-Washington Township Public Library Board members must be physically present at any closed meeting. Members participating remotely shall otherwise be entitled to participate in closed meetings by video or audio conference.

Library Board adopted May 24, 2021.

Section 10.4: Special meetings of the Board may be called by the President, or upon written request by two or more members of the Board, for the transaction of business as stated in the call, per IC 36-12-2-23. Notice stating the time and place of any special meeting and the purpose for which called shall be given to each member of the Board at least two (2) days in advance of such meeting and to the local media 48 hours in advance, excluding holidays and weekends, per IC 5-14-1.5-5. Only such business may be transacted as shall be stated in the call.

Section 10.5: Executive Sessions of the Board are called by the President or by two or more members of the Board and appear on the meeting's written agenda. Executive sessions are held under the limitations of I.C. 5-14-1.5-6.

Section 10.6: A quorum for the transaction of business shall consist of a simple majority.

Section 10.7: The order of business at the regular meetings shall be as follows:

- Call to order
- Approval of minutes (as read or distributed)
- Approval of Treasurer's report
- Approval of payment of Claims
- Director's Report
- Old Business
- New Business
- Adjournment

Section 10.8: A member, who is present at a meeting of the Board at which action on any matter is taken, shall be conclusively presumed to have assented to the action taken, unless his dissent shall be affirmatively stated by him at and before the adjournment of such meeting in which event the fact of such dissent shall be entered by the Secretary of the meeting in the minutes of the meeting.

Section 10.9: The latest revision of *Robert's Rules of Order* governs the conduct of all Board meetings.

Article XI: Board of Finance

Section 11.1: The full Board and its Officers constitute The Board of Finance and shall meet annually in January to review finances and depositories, per IC 5-13-7-5 et seq.

Section 11.2: The Board has all financial powers and responsibilities as provided by statute, establishes funds for the safekeeping of the Library's finances, and invests the Library's funds in accordance with Indiana law and regulations.

Article XII: Committees

Section 12.1: Committees are appointed as needed by the President. The President shall appoint committees of two (2) or more members each for such specific purposes as the business of the Board may require from time to time. The committee shall be considered to be discharged upon

completion of the purpose for which it was appointed and after the final report is made to the Board. All committees shall make a progress report to the Board as needed. No committee will have other than advisory powers unless, by suitable action of the Board, it is granted specific power to act.

Article XIII: Declaration of Fiscal Body

Section 13.1: Williamsport-Washington Township Public Library (“the library”)

Whereas, library officials typically submit the library’s annual budget for non-binding review by Separate fiscal body pursuant to the provisions of IC-1.1-17; and

Whereas, under certain conditions designated in IC 1-1.1-17-20.4 the library budget is subject to binding review and adoption by a separate fiscal body and

Therefore, this report identifies the fiscal body that would do any binding budget adoption in the event such binding adoption is required under the provisions of 6-1.1-17-20.3 or 20.4.

In the case of triggering event under 6-1.1-17-20.3 or 20.4 which requires the library to submit its budget to a separating fiscal body for binding budget adoption, the fiscal body that is responsible for that adoption is Williamsport Town Council.

I hereby certify this report was adopted by the library board on June 29, 2020

Singed by Richard Dobbels, Library Board President dated June 29, 2020

Fiscal Body Acknowledgement

Pursuant to the requirements of IC 6-1.1-17-20.6, the Williamsport Town Council acknowledges it is the fiscal body responsible for binding review and approval of the library’s budget under IC 6-1.1-17-20.3 and 20.4 when the conditions exist that require such binding review.

I hereby certify this report was adopted by the Town of Williamsport on August 8, 2020

Signed by Michael Hutchison August 8, 2020.

**Revised Jan 31, 2022
Reviewed by the Board each January**

APPENDIX A: INTERNET POLICY AND AGREEMENT

As a patron of the Williamsport-Washington Township Public Library or an Internet user of the library, I agree to the following terms and conditions for use of the Library Internet Station:

I attest to have some computer knowledge and understanding of the Internet and the appropriate care and use of hardware and software. I will also request assistance from the library staff if needed.

I understand that use of the Internet stations will be governed according to the Library's published Rules of Conduct. I have been informed that the Library's Computer and Internet Use Policy and Rules of Conduct are available for my reference.

I also understand that Williamsport-Washington Township Public Library's computers are filtered and that the Library follows the Federal Guidelines of CIPA (Child Internet Protection Act), and that children under the age of 10 may use the Internet accompanied by an adult. I understand that failure to comply with these rules may result in revocation of my Internet privileges.

I agree to use the Williamsport-Washington Township Public Library Internet Stations in a lawful, ethical and responsible manner, and to exercise reasonable care in the use of the library equipment and software.

I agree to notify library staff of any malfunction in the equipment or software that may occur while the station is in my care. I understand that any damage to the equipment caused by me or my children through improper care, roughness or vandalism will be my responsibility, and that I will bear the cost of any needed repairs and/or replacement.

I agree to follow the scheduling procedures as outlined in the Library's Computer and Internet Use Policy, and I understand the stations will be made available on a first come-first serve basis, or by appointment. Internet access may be reserved in advance, either in person or by phone. Patrons may reserve up to one hour (60 minutes) of Internet access. After the reserved time has ended, patrons may be asked to relinquish the computer if other patrons are waiting.

I understand that email accounts are not issued by the Library, but I may access an account already created.

I understand that downloading is not permitted at the Library due to copyright regulations.

Patrons using the Internet for purposes which do not comply with the Library's Acceptable Use Statement will immediately lose Internet access.

**Adopted 09-29-03
By the WWTPL Board of Trustees**

APPENDIX B: PATRON CODE OF CONDUCT

The Library is responsible for establishing rules of conduct to protect the rights and safety of Library patrons, volunteers, and staff, and for preserving and protecting the Library's materials, equipment, facilities, and grounds.

The following conduct is prohibited on Library property:

1. Committing or attempting to commit any activity that would constitute a violation of any federal, state, or local criminal statutes or ordinances.
2. Possessing a weapon, except as allowed by State law or Federal law.
3. Using Library materials, equipment, furniture, fixtures, or building in a manner inconsistent with customary use; or in a destructive, abusive, or potentially damaging manner.
4. Being under the influence of alcohol/illegal drugs, selling, using, distributing, or possessing alcohol/illegal drugs.
5. Committing offensive touching or engaging in sexual conduct, or obscene acts such as indecent exposure.
6. Engaging in conduct that disrupts or interferes with the normal operation of the Library, or disturbs library staff or patrons, including, but not limited to, conduct that involves the use of abusive or threatening language or gestures, conduct that creates unreasonable noise, or conduct that consists of loud or boisterous physical behavior.
7. Verbally or physically threatening or harassing other patrons, volunteers, or staff, including stalking, staring, or lurking.
8. Using cellular phones and other electronic devices in a manner that disturbs others.
9. Soliciting, petitioning, distributing written materials, conducting surveys, or canvassing inside the Library building, or in a manner that unreasonably interferes with or impedes access to the Library.
10. Operating bicycles, roller skates, skateboards, or other similar equipment in or on Library premises.
11. Parking vehicles on Library premises for purposes other than Library use. Vehicles parked in violation of this rule may be towed at the owner's expense.
12. Smoking, chewing, or other tobacco use on Library grounds.
13. Entering the Library barefooted, or without a shirt, or attired so as to be disruptive to the Library environment, or with offensive body odor or personal hygiene.
14. Using restrooms for bathing, shampooing, or doing laundry.
15. Bringing pets or animals, into the Library, except for assistance animals, as allowed in order to comply with the provisions of the Americans with Disabilities Act or as allowed at a Library approved event.
16. Tethering animals near the front entrance of the Library.
17. Neglecting to provide proper supervision of children. (See Williamsport-Wash. Twp Public Library Policy on Unattended Children Notice to Parents.)

APPENDIX C: UNATTENDED CHILD POLICY

NOTICE TO PARENTS:

Would you leave your child alone in a shopping mall to play or read?

Please remember that the library, although a fun and entertaining place to be, is a busy public facility and all public places present hazards for unsupervised children. All children under the age of ten (10) years old must be accompanied by a parent or caregiver.

Children are welcome in our library and we are concerned about their safety and welfare. However, parents and caregivers are responsible for monitoring the activities and regulating the behavior of their children while the children are in the library.

If an unattended child is being disruptive, is habitually left unattended for long periods of time, or is deemed to be at risk of coming to harm (as in the case of a child being left unattended when the library is ready to close), an effort will be made to locate the responsible parent, guardian, or caregiver. If necessary, appropriate law enforcement authorities will be notified to take custody of the child.

We respect the privacy of all library patrons and will intervene only when, in the opinion of the library staff, the safety and well-being of a child is threatened.

The Williamsport-Washington Township Public Library is Open:

Monday, Friday	10:00 am to 5:00 pm
Tuesday, Thursday	10:00 am to 7:00 pm
Wednesday	10:00 am to 8:00 pm
Saturday	9:00 am to 2:00 pm
Close Sunday	

Please call the library, check the library's website or social media page for other closings such as holidays, and emergency closings due to weather.

**Adopted 09-29-03
By the WWTPL Board of Trustees**



APPENDIX D: WWTPL PROGRAM EVALUATION

Date: _____ 20____

Name: _____ Partner: _____

Event Name: _____

Offsite Location? Y N Where? _____

Virtual? Y N Media: Social Website Download

Target Audience: General Children 0-5 Children 6-11 Teen 12-17 Adult

Number of participants:

_____ Adult 18 & Up
_____ Teen 12-17
_____ Children 6-11
_____ Children 0-5

Virtual Participants:

_____ Watched Live
_____ Watched by 30 days

Supplies Needed

Estimated Cost of Program? \$ _____ Partner Cost \$ _____

Description of
Program

Evaluation & Incidents

Was this Program a success? Y N

Would you do this Program again? Y N

Revised 5/24/2023
By CB and NJ

APPENDIX E: WWTPL EMPLOYEE PERFORMANCE EVALUATION

Name: _____

Evaluation Period: _____

Title: _____ Date: _____

PERFORMANCE PLANNING AND RESULTS

Performance Review

- Use a current job description (job descriptions are available in the employee handbook).
- Rate the person's level of performance, using the definitions below.
- Review with employee each performance factor used to evaluate his/her work performance.
- Give an overall rating in the space provided, using the definitions below as a guide.

Performance Rating Definitions

The following ratings must be used to ensure commonality of language and consistency on overall ratings: (There should be supporting comments to justify ratings of “Outstanding” “Below Expectations, and “Unsatisfactory”)

Outstanding	Performance is consistently superior
Exceeds Expectations	Performance is routinely above job requirements
Meets Expectations	Performance is regularly competent and dependable
Below Expectations	Performance fails to meet job requirements on a frequent basis
Unsatisfactory	Performance is consistently unacceptable

The purpose of this appraisal is to enhance employee performance and professional development by providing pertinent job related feedback. To achieve this goal, your evaluation must be fair, objective and growth oriented, one that compares the individual's observable performance with established expectations and then outline a detailed plan of action for the future.

Before rating each task and providing recommendations. Be sure to gather and review job related information (i.e. work sample, critical incidents, observed behavior, etc.) that will substantiate your evaluation. Remember to assess performance during this appraisal period only and focus on overall behavior rather than the most recent or isolated incidents. Be as specific as possible.

A. PERFORMANCE FACTORS (use job description as basis of this evaluation).

Administration - Measures effectiveness in planning, organizing and efficiently handling activities and eliminating unnecessary activities	Outstanding Exceeds Expectations Meets Expectations Below Expectations Unsatisfactory NA	
Knowledge of Work - Consider employee's skill level, knowledge and understanding of all phases of the job and those requiring improved skills and/or experience.	Outstanding Exceeds Expectations Meets Expectations Below Expectations Unsatisfactory NA	
Communication - Measures effectiveness in listening to others, expressing ideas, both orally and in writing and providing relevant and timely information to management, co-workers, subordinates and patrons.	Outstanding Exceeds Expectations Meets Expectations Below Expectations Unsatisfactory NA	
Teamwork - Measures how well this individual gets along with fellow employees, respects the rights of other employees and shows a cooperative spirit.	Outstanding Exceeds Expectations Meets Expectations Below Expectations Unsatisfactory NA	
Decision Making/Problem Solving - Measures effectiveness in understanding problems and making timely, practical decisions.	Outstanding Exceeds Expectations Meets Expectations Below Expectations Unsatisfactory NA	
Expense Management - Measures effectiveness in establishing appropriate reporting and control procedures; operating efficiently at lowest cost; staying within established budgets.	Outstanding Exceeds Expectations Meets Expectations Below Expectations Unsatisfactory NA	
Independent Action - Measures effectiveness in time management; initiative and independent action within prescribed limits.	Outstanding Exceeds Expectations Meets Expectations Below Expectations Unsatisfactory NA	
Job Knowledge - Measures effectiveness in keeping knowledgeable of methods, techniques and skills required in own job and related functions; remaining current on new developments affecting WWTPL and its work activities.	Outstanding Exceeds Expectations Meets Expectations Below Expectations Unsatisfactory NA	

Leadership - Measures effectiveness in accomplishing work assignments through subordinates; establishing challenging goals; delegating and coordinating effectively; promoting innovation and team effort.	Outstanding Exceeds Expectations Meets Expectations Below Expectations Unsatisfactory NA	
Managing Change and Improvement - Measures effectiveness in initiating changes, adapting to necessary changes from old methods when they are no longer practical, identifying new methods and generating improvement in facility's performance.	Outstanding Exceeds Expectations Meets Expectations Below Expectations Unsatisfactory NA	
Customer Responsiveness - Measures responsiveness and courtesy in dealing with staff, internal and external patrons and vendors; employee projects a courteous manner.	Outstanding Exceeds Expectations Meets Expectations Below Expectations Unsatisfactory NA	
Personal Appearance - Measures neatness and personal hygiene appropriate to position.	Outstanding Exceeds Expectations Meets Expectations Below Expectations Unsatisfactory NA	
Dependability - Measures how well employee complies with instructions and performs under unusual circumstances; consider record of attendance and punctuality.	Outstanding Exceeds Expectations Meets Expectations Below Expectations Unsatisfactory NA	
Safety - Measures individual's work habits and attitudes as they apply to working safely. Consider their contribution to accident prevention, safety awareness, ability to care for WWTP property and keep workspace safe and tidy.	Outstanding Exceeds Expectations Meets Expectations Below Expectations Unsatisfactory NA	
Employee's Responsiveness - Measures responsiveness in completing job tasks in a timely manner.	Outstanding Exceeds Expectations Meets Expectations Below Expectations Unsatisfactory NA	

B. EMPLOYEE STRENGTHS AND ACCOMPLISHMENTS: Include those which are relevant during this evaluation period. This should be related to performance or behavioral aspects you appreciated in their performance.

C. PERFORMANCE AREAS WHICH NEED IMPROVEMENT:

D. PLAN OF ACTION TOWARD IMPROVED PERFORMANCE:

E. EMPLOYEE COMMENTS:

F. JOB DESCRIPTION REVIEW SECTION: (Please check the appropriate box.)

☐ Employee job description has been reviewed during this evaluation and no changes have been made to the job description at this time.

☐ Employee job description has been reviewed during this evaluation and modifications have been proposed to the job description. The modified job description is attached to this evaluation.

G. SIGNATURES:

Employee _____ Date _____
(Signature does not necessarily denote agreement with official review and means only that the employee was given the opportunity to discuss the official review with the supervisor.)

Evaluated by _____ Date _____

Reviewed by _____ Date _____

Revised 3/28/2016

APPENDIX F: EMPLOYEE CORRECTIVE ACTION FORM



Williamsport-Washington Township Public Library
 28 East Second Street
 Williamsport IN 47993
 765-762-6555 fax: 765-762-6588

Employee Corrective Action

Employee Name:		Date:	
Job Title:		Supervisor:	
Level of Corrective Action			
<input type="checkbox"/> Verbal Warning /Counseling <input type="checkbox"/> Written Warning/Reprimand <input type="checkbox"/> Suspension <input type="checkbox"/> Termination			
Facts:			
Objectives:			
Solution(s):			
Action Taken:			
Comments:			
Re-evaluation meeting scheduled for			
Employee Signature		Date	
Supervisor Signature		Date	
A copy of this corrective action will be placed in your personnel file for reference.			

APPENDIX G: SOCIAL MEDIA POLICY

At The Williamsport-Washington Township Public Library, we understand that social media can be a fun and rewarding way to share your life and opinions with family, friends and co-workers around the world. However, use of social media also presents certain risks and carries with it certain responsibilities. To assist you in making responsible decisions about your use of social media, we have established these guidelines for appropriate use of social media.

This policy applies to all associates who work for WWTPL. The Director and supervisors should use the Social Media Management Guidelines in administering the policy.

Guidelines

In the rapidly expanding world of electronic communication, *social media* can mean many things. *Social media* includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal web site, social networking or affinity web site, web bulletin board or a chat room, whether or not associated or affiliated with WWTPL, as well as any other form of electronic communication. The same policies, principles and guidelines found in WWTPL Employee Handbook and three basic beliefs apply to your activities online. Ultimately, you are solely responsible for what you post online. Before creating online content, consider some of the risks and rewards that are involved. Keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow associates or otherwise adversely affects members, customers, suppliers, people who work on behalf of WWTPL or WWTPL's legitimate business interests may result in disciplinary action up to and including termination.

Know and follow the rules

Carefully read these guidelines, the WWTPL Code of Ethics Policy, the WWTPL Information Policy and the Discrimination & Harassment Prevention Policy, and ensure your postings are consistent with these policies. Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.

Be respectful

Always be fair and courteous to fellow associates, customers, members, suppliers or people who work on behalf of WWTPL. Also, keep in mind that you are more likely to resolve work related complaints by speaking directly with your co-workers or by utilizing our Open Door Policy than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as insubordinate, malicious, obscene, threatening or intimidating, that disparage customers, members, associates or suppliers, or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion or any other status protected by law or company policy.

Be honest and accurate

Make sure you are always honest and accurate when posting information or news, and if you make a mistake, correct it quickly. Be open about any previous posts you have altered. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. Never post

any information or rumors that you know to be false about WWTPPL, fellow associates, members, patrons, suppliers, people working on behalf of WWTPPL or competitors.

Post only appropriate and respectful content

- Maintain the confidentiality of WWTPPL trade secrets and private or confidential information. Trade secrets may include information regarding the development of systems, processes, products, know-how and technology. Do not post internal reports, policies, procedures or other internal business-related confidential communications.
- Respect financial disclosure laws. It is illegal to communicate or give a “tip” on inside information to others so that they may buy or sell stocks or securities. Such online conduct may also violate the Insider Trading Policy.
- Do not create a link from your blog, website or other social networking site to a WWTPPL website without identifying yourself as a WWTPPL associate.
- Express only your personal opinions. Never represent yourself as a spokesperson for WWTPPL. If WWTPPL is a subject of the content you are creating, be clear and open about the fact that you are an associate and make it clear that your views do not represent those of WWTPPL fellow associates, members, customers, suppliers or people working on behalf of WWTPPL. If you do publish a blog or post online related to the work you do or subjects associated with WWTPPL, make it clear that you are not speaking on behalf of WWTPPL. It is best to include a disclaimer such as “The postings on this site are my own and do not necessarily reflect the views of WWTPPL.”

Using social media at work

Refrain from using social media while on work time or on equipment we provide, unless it is work-related as authorized by your manager or consistent with the Company Equipment Policy. Do not use WWTPPL email addresses to register on social networks, blogs or other online tools utilized for personal use.

Retaliation is prohibited

WWTPPL prohibits taking negative action against any associate for reporting a possible deviation from this policy or for cooperating in an investigation. Any associate who retaliates against another associate for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination.

Media contacts

Associates should not speak to the media on WWTPPL behalf without contacting the Corporate Affairs Department. All media inquiries should be directed to them.

For more information

If you have questions or need further guidance, please contact the Director.

Adopted Sept. 26, 2016

APPENDIX H: POLICY ON MATERIALITY AND PROCESS FOR REPORTING MATERIAL ITEMS

Whereas, IC 5-11-1-27(j) requires erroneous or irregular material variances, losses, shortages, or thefts of political subdivision funds or property shall be reported immediately to the State Board of Accounts; and

Whereas, State Examiner Directive 2015-6 directs each political subdivision to determine its own policy on materiality; and

Whereas, the Library does not condone any erroneous or irregular material variances, losses, shortages, or thefts of library funds or property but recognizes that relatively small items may not justify the cost of the involvement of the State Board of Accounts;

Section 1: All erroneous or irregular variances, losses, shortages, or thefts of Library funds or property, or funds or property the Library holds in trust, shall be reported to the Library Board President or his/her designee promptly.

Section 2: It will be the policy of the Library to report to the State Board of Accounts any erroneous or irregular variances. Losses, shortages, or thefts of cash in excess of \$ 50.00, except for inadvertent clerical errors that are identified timely and promptly corrected with no loss to the Library.

Section 3: It will be the policy of the Library to report promptly to the State Board of Accounts any erroneous or irregular variances, losses, shortages, or thefts of non-cash items in excess of \$500.00, estimated market value, except for those resulting from advertent clerical errors or misplacements that are identified timely and promptly corrected with no loss to the Library, and except for losses from genuine accidents.

Section 4: All Library Board members are asked, and all Library Employees and agents are directed, to comply with this policy, and the Library Board is asked to endorse it.

Adopted: June 27, 2016

APPENDIX I: MATERIALS RECONSIDERATION REQUEST



Williamsport-Washington Township Public Library
ATTN: Chris Brown, Director
28 E. Second Street, Williamsport, IN 47993

Date of reconsideration request _____

Author of material _____

Title of material _____

Type of material (Book, Magazine, CD etc.) _____

Patron name _____ Patron phone number _____

Patron address _____

Is the patron representing himself, or a group? _____

If a group, please provide name of group and address _____

1) Did you read, view, or listen to the entire work?

If not, which sections did you read, view or listen to?

2) What in the item do you object to? Be specific, please.

3) Why do you feel that this item is inappropriate for a public library?

4) Are you aware of the opinions of experts about this work?

5) Do you have a recommendation for an alternate resource to replace this item?

Thank you for providing us with your opinion! A committee of three staff or board members will review the material, and will provide a recommendation within three weeks. You will be contacted and informed of the committee's decision. If the matter is not resolved to your satisfaction, the library board will consider the issue at the next regularly scheduled board meeting. The Williamsport-Washington Township Public Library follows the American Library Association's Bill of Rights. The decision of the library board will be final.

LIBRARY BILL OF RIGHTS

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

1. Books and other library resources should be provided for the interest, information and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
2. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
3. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
4. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
5. A person's right to use a library should not be denied because of origin, age, background or views.
6. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 18, 1948, by the ALA Council; amended February 2, 1961; January 23, 1980; inclusion of "age" reaffirmed January 23, 1996.

The Freedom to Read Statement

1. It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those that are unorthodox, unpopular, or considered dangerous by the majority.
2. Publishers, librarians and booksellers do not need to endorse every idea or presentation they make available. It would conflict with the public interest for them to establish their own political, moral or aesthetic views as a standard for determining what should be published or circulated.
3. It is contrary to the public interest for publishers or librarians to bar access to writings on the basis of the personal history or political affiliations of the author.
4. There is no place in our society for efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expression.
5. It is not in the public interest to force a reader to accept the prejudgment of a label characterizing any expression or its author as subversive or dangerous.
6. It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large; and by the government whenever it seeks to reduce or deny public access to public information.
7. It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression. By the exercise of this affirmative responsibility, they can demonstrate that the answer to a "bad" book is a good one; the answer to a "bad" idea is a good one.

Adopted June 25, 1953, by the ALA Council and the AAP Freedom to Read Committee; amended January 28, 1972; January 16, 1991; July 12, 2000; June 30, 2004.

APPENDIX L: EMPLOYEE AGREEMENT



Williamsport-Washington Township Public Library

I have read and understand the policies of the Williamsport-Washington Twp. Public Library as outlined in the Policy Manual I received on _____. I agree to follow and uphold these policies and agree to the code of ethics for government officers and employees as long as I am employed by the WWTPL.

I have entered into this relationship voluntarily and acknowledge that there is no specified length of employment. Accordingly, either I, or WWTPL can terminate the relationship at will, with or without cause, at any time, so long as there is no violation of applicable state or federal laws.

I understand that while I may not agree with every policy, it is my job to follow them as long as I am in the Library's employ, as long as such policies do not violate any state, local, or federal laws.

I understand that the policies herein are subject to change, and that I may have input toward changing any policies with which I disagree by presenting alternatives to the director for the purpose in developing even better policies. My input does not automatically mean a change will take place, but it will be considered.

I understand that this handbook is neither a contract of employment nor a legal document. It is my responsibility to read and comply with the policies contained within, and any revisions or changes passed by the Board of Trustees and distributed to me.

I understand that if I do not follow these policies, or amended policies as passed by the Library Board of Trustees, which are given to me as addendum's to this manual, I may be summarily terminated from employment with the Library.

Signed: _____ Date: _____

Typed/Printed Name: _____

Return a signed photocopy of this form to the Director within 30 days of receiving this policy manual.

Revised 3/28/2016

APPENDIX M: IC TRAINING CERTIFICATION

I, _____, the duly elected, appointed, or employed _____
(Name) (Position or title)

for Williamsport-Washington Twp. Public Library certify that I received the following training concerning internal control standards and procedures as required by Indiana Code 5-11-1-27(g)(2):

Title of Training	Date Completed	Time Spent
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

- This certification may be printed, signed, and retained in paper form or electronically. If signed electronically, the elected official, appointee, or employee must designate his or her signature by typing the last four (4) digits of their Social Security Number on the Signature line.

** Please make a copy of this page to fill out and turn in to the Director when requested.

Added 10/31/2016

APPENDIX N: IC TRAINING LOG

Employment Training Log

The following Log is to be maintained by each employee for the duration of their Employment. Please update as you complete training to help complete the previous form that needs to be turned in annually when requested by the Director.

This form is effective as of January 1, 2017.

Title of Training	Date Completed	Time Spent

Added 10/31/2016

APPENDIX O: INCIDENT REPORT FORM



Incident Report Form

Use this form to report accidents, injuries, medical situations, or student behavior incidents. (Incidents involving a crime or traffic incident should be reported directly to the Williamsport Police office.) If possible, the report should be completed within 24 hours of the event. Submit completed forms to the Director's Office.

INFORMATION ABOUT PERSON INVOLVED IN THE INCIDENT			
Full Name			
Home Address			
<input type="checkbox"/> Employee	<input type="checkbox"/> Volunteer	<input type="checkbox"/> Patron	<input type="checkbox"/> Vendor
Phone Numbers	Home	Cell	Work

INFORMATION ABOUT THE INCIDENT		
Date of Incident	Time	Police Notified <input type="checkbox"/> Yes <input type="checkbox"/> No
Location of Incident		
Description of Incident (what happened, how it happened, factors leading to the event, etc.) Be as specific as possible (attached additional sheets if necessary)		
Were there any witnesses to the incident? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, attach separate sheet with names, addresses, and phone numbers.		
Was the individual injured? If so, describe the injury (laceration, sprain, etc.), the part of body injured, and any other information known about the resulting injury(ies).		
Was medical treatment provided? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Refused If yes, where was treatment provided: <input type="checkbox"/> on site <input type="checkbox"/> Urgent Care <input type="checkbox"/> Emergency Room <input type="checkbox"/> Other		

REPORTER INFORMATION
Individual Submitting Report (print name)
Signature
Date Report Completed

FOR OFFICE USE ONLY

Report Received by _____

Date _____

APPENDIX P: CRIMINAL HISTORY CHECK CONSENT FORM



Williamsport-Washington Township Public Library

Criminal History Check Consent Form

Required of all candidates for full-time positions and those who work with Children under the age of 16 unsupervised

Applicant's current legal name (as shown on government issued photo ID) is:

FIRST NAME, MIDDLE INITIAL, LAST NAME

Current address at the time of application:

City: _____ State: _____ Zip: _____

Please identify your state of residence: _____

Are you currently enrolled full-time as a student at a college or university? _____ **Yes** _____ **No**

If **YES**, what is the name of your college or university? _____

Verification of Identity (To be completed by Program Staff/Representative Only)		
<input type="checkbox"/> I attest that before any other steps in this applicant's Criminal History Check, I have examined the applicant's government-issued photo identification, and do hereby confirm their identity and that the "current legal name" printed above is exactly as it appears on this ID.		
<input type="checkbox"/> A photocopy of this candidate's government-issued photo ID (driver's license or passport preferred) has been placed in their paper file.	Or print legibly:	ID Type (driver's license or passport): _____ ID Number: _____ Expiration Date: _____
Printed Name & Signature of Authorized Program Staff/Representative:	Date of Staff/ Representative Signature:	

Applicant Consent:

I (print name): _____ hereby authorize the
The Williamsport Public Library to conduct criminal history checks on me.

- I understand that selection into any program/hiring by the program is contingent upon a review of my criminal background to determine my eligibility for any program/hiring.
- I understand that I will be given an opportunity to review and challenge the factual accuracy of a result before action is taken to exclude me from any program or from a staff position.