

Wimberley Village Library
Policy Manual
Revised 2016
Revised 2022
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Wimberley Village
LIBRARY
Read ♦ Connect ♦ Discover

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I. MISSION.

The Wimberley Village Library welcomes and endeavors to support all people in the enjoyment of reading and recreational materials, the pursuit of learning and information, and the communication of ideas.

II. VISION.

Our library will be exceptionally well used because we offer excellent customer service and outstanding access to quality information and materials.

Our library will be a gateway for citizens to access the internet, other electronic information resources, and the collections of libraries in remote locations.

Our library will be a center for lifelong learning and vital resources in the cultural, intellectual, and recreational lives of the residents of the Wimberley Village Library District and Hays County.

Our library will keep its resources and facilities current as the community changes.

III. AFFILIATED ORGANIZATIONS.

Wimberley Village Library maintains membership in the Partners Library Action Network (PLAN), formally known Central Texas Library System (CTLS) and is accredited by the Texas State Library and Archives Commission.

The Friends of the Wimberley Village Library and the Wimberley Village Library Foundation, both of which are Texas Non-profit Corporations qualified with the I.R.S. as 501(c) (3) organizations, are under the aegis of the Wimberley Village Library District Board of Trustees. Their purpose is to support and augment the efforts of the Wimberley Village Library in completion of its mission.

The Friends of the Wimberley Village Library (“Friends”) was created in 2006 in response to Goal IV of the *Wimberley Village Library Plan 2006–2015*, the pertinent language of which states:

By 2006, district residents will establish a Friends of the Wimberley Village Library organization under the aegis of the Wimberley Village Library Board of Trustees.

The Friends are therefore under the sponsorship and patronage of the Library District, and are to ensure that all its activities will be in keeping with the public image and purpose of the Library.

The President of the Friends, or a designee, attends each regular monthly meeting of the Library District Board, and presents at each such meeting a report concerning planned and ongoing activities, financial condition, and other relevant matters.

The President of the Library District Board is an ex-officio, voting member of the Friends Board, and is given notice of all Friends Board meetings.

The Director of the Library is the staff representative to the Friends Board, and is given notice of all Friends board meetings.

All contacts by Friends personnel with Library staff will be made through the Library Director.

Any request by the Friends for the use of Library facilities or Library staff must be directed to the Library Director.

Any request by the Friends to conduct a meeting in the Library should be communicated to the Director of the Library in the same manner as any other organization wishing to hold a meeting in the Library.

Informal discussions between Friends officers or committee chairs and Library staff in furtherance of the work of the Friends are encouraged. However, only the Director of the Library may assign tasks to the Library staff.

The Friends solicit from the Library Director input regarding library programs, needs, priorities, budget, and other information relevant to potential Friends' activities.

As a part of its purpose, the Friends Board presents to the Library District from time to time such funds as have been raised by the Friends and that are agreed to for its use and benefit by the Friends Board and the Library District Board. The Friends Board may also, in consultation with the Library District Board, establish one or more endowment funds for the purpose of creating a source of investment income for the Library.

Funds of the Friends are expended in accordance with the purposes of the organization and upon approval of the Friends Board. Unless otherwise restricted by the terms of a grant or contractual obligation, or unless collected for an expressly stated specific purpose, the manner in which funds provided by the Friends to the Library District shall be expended by the Library District is in the sole discretion of the Library Director.

With the prior approval of the Library Director, the Friends may seek grant funds for the benefit of the Library. The Library Director will cooperate with the Friends to provide information useful for the purpose of obtaining such grants. The Friends shall immediately and unconditionally remit to the Library District any grant funds awarded to or for the benefit of the Library. The Friends shall provide in a timely manner all documentation, reporting, or disclosures required by the organization awarding such grants, and shall cooperate fully in responding to any audits of the Library District by any organization awarding such grants. The Library District will assist the Friends in meeting any documentation, reporting, audit, or other requirements reasonably needed for the purpose of obtaining such grants.

The Friends abide by and comply with all applicable local, state, and federal law and regulations in connection with any efforts undertaken on behalf of or for the benefit of the Library or the Library District.

The Friends do not have authority to enter into any contract on behalf of, or otherwise bind, the Library or the Library District.

IV. BUILDING ACCESS.

POLICY ON POLITICAL CAMPAIGN AND EDUCATION ACTIVITIES AT WIMBERLEY VILLAGE LIBRARY (approved July 19, 2024)

The Trustees of the Wimberley Village Library District recognize and support without reservation the role of public libraries in providing neutral, factual information about issues of public interest through provision of materials that encourage open and civil discourse. As a governmental -entity governed by the Texas law, the library is forbidden from using any public funds or resources in support of, or against, any political issue or candidate. Specifically, no public resources may be used to distribute communications that support or oppose any political issue or candidate. Moreover, public libraries are traditionally places for reading, writing and quiet contemplation. That is, they are limited public forums rather than public forums. The policy which follows is adopted in recognition of requirements for publicly funded entities, like libraries, to respect and comply with all laws and regulations concerning political campaigning practices.

Accordingly, campaign activities for or against issues of public policy, including political issues, will not be permitted on the grounds of the Wimberley Village Library in compliance with current laws and regulations addressing such activities on public property, including rulings from the Office of the Texas Attorney General and advisory opinions by the Texas Ethics Commission.

The District establishes the following conditions for the conduct of neutral, factual issue education activities related to public policy issues on the grounds of the Wimberley Village Library.

1. The Library Director must be informed in writing at least five days in advance of the proposed activity.
2. The application must include all relevant details of the type of proposed activity to be conducted, including start and end dates and times of day, anticipated attendance, and contact information for the person(s) organizing and conducting the activity.
3. Activities will be restricted to areas not scheduled by library staff for programs and activities and must not impede access to the library or traditional library patron uses such as reading, writing, and quiet contemplation.
4. No activity will be permitted which the library staff determines in its sole discretion creates a hazard to the personal safety or health of library staff, volunteers, or visitors.
5. No library staff will participate in the set-up, maintenance, or take-down of any activity.
6. No library funds may be used for any part of a permitted- activity.
7. No permanent or semi-permanent installation is permitted. At the conclusion of the activity period, all materials (signs, tables, chairs, etc.) must be removed from the library property within 24 hours.

MEETING ROOMS & STUDY ROOMS POLICIES

The Wimberley Village Library (WVL) welcomes public use of its meeting facilities in keeping with the library's mission: "Wimberley Village Library champions reading, stimulates curiosity, provides innovative programs, as well as opportunities for life-long learning."

Use of the WVL meeting rooms by any group signifies acceptance of the terms of this policy. Permission to use WVL meeting rooms may be withheld from groups that have failed to comply with the Meeting Rooms Policies and from any group that damages the room, carpet, equipment, or furniture or causes a disturbance.

WVL is not responsible for equipment, supplies, or personal effects stored or left in meeting rooms or study rooms.

WVL needs may preempt any other scheduled event.

Questions not covered in this policy should be addressed to Nomi González:
programs@wimberleylibrary.org.

General Guidelines

Meeting rooms at WVL are designed to meet general, non-commercial, informational, educational, cultural, and civic needs, including activities such as discussion groups, panels, lectures, conferences, and seminars.

There is no charge for meeting room use.

Use of the WVL meeting rooms does not constitute the WVL endorsement of viewpoints expressed by participants in the program. Advertisements or announcements implying such endorsement are not permitted.

All activities held in the WVL meeting rooms must be open to everyone.

Meeting rooms may not be used for social gatherings such as showers, birthday parties, dances, etc.

Meeting rooms may not be used for political rallies or campaigns for specific partisan political issues or candidates (however, forums and study groups are permitted).

Noise levels from meeting rooms or study rooms must not disturb library patrons or staff.

Children must be supervised by an adult at all times.

Smoking, open flames, burning incense, and lit candles are not allowed.

Reservations

Request for use of a meeting room may be made online, in person, or email. Requests will be honored on a first-come, first-served basis.

Reservations may be made up to 90 days in advance.

To provide an opportunity for all groups to use the meeting rooms, a group may reserve one meeting room up to 3 times within a 90 day period.

Notice of cancellation should be made to Nomi González, Marketing & Adult Programs, programs@wimberleylibrary.org as soon as possible. After 30 minutes a group may forfeit its reservation if it fails to appear as scheduled.

If a group fails to show for two meetings in a row and does not call to cancel, all future reservations are forfeited until the group calls to reschedule.

Meetings will not be scheduled before or after WVL hours. Group representatives may not enter WVL buildings, nor will deliveries be accepted, before the regular opening time.

Groups may not assign or transfer their reservations to other groups.

An individual may, upon request, use a meeting room which is not in use until the next group's reservation time. Please sign in with Linda Eagleton, Reference Librarian, at the Reference Library desk.

Use of the study rooms are in blocks of time from 30 minutes up to 2 hours. Use of the room may be extended based on availability prior to the expiration of time. Please check with Linda Eagleton, Reference Librarian.

Check-in with Linda Eagleton, Reference Librarian, before using any meeting room or study room.

Meeting Rooms:

Friends Meeting Room: (original multi-purpose room)

This room will seat 30 to 45 people in chairs or 12 to 18 people with tables.

Pearl Hughes Room: (part of the original children's area) This room will seat 20 to 30 in chairs or 8 to 12 people with tables.

Wimberley Community Room: (new room in the expanded wing)

This room will seat up to 100 people in chairs or 70 to 80 people with tables.

Study Room One and Study Room Two:

These rooms will seat up to four people with a table.

Hours.

The library will be open as many hours per day and as many days per week as possible. The hours will be determined by the convenience to all patrons and available financing.

Current hours:	Monday and Wednesday	10:00 a.m. to 8:00 p.m.
	Tuesday, Thursday and Friday	10:00a.m.to 6:00 p.m.
	Saturday	10:00a.m to 6:00 p.m.

Holidays.

The Library Director will determine library holiday closings annually based on library scheduling needs, and area holidays.

Library Patron Protocol.

Although Wimberley Village Library is open to all members of the public, Library staff and volunteers have the responsibility to maintain a pleasant environment for all library users. Patrons are expected to maintain a degree of decorum and behavior to make this environment possible. The use of the Library may be denied for due cause. Objectionable conduct, creating a disturbance, destruction of property, or interference with service to others may be considered sufficient grounds for denial of service.

Unattended Children. (Approved 11/8/2007)

The Wimberley Village Library encourages people of all ages to use the library to take advantage of the available resources, and wishes to make their visit a warm and welcoming experience.

We ask your cooperation in making the library a safe and happy place for visitors of all ages. Young children are not safe left alone in the library. Staff cannot know if children are leaving with a parent or with a stranger, and staff cannot supervise your children.

Children under the age of eight should not be left unattended in the library.

It is the parent's responsibility to ensure that their children behave appropriately in the library.

After Hours Building Use. (Changes approved 1/9/14)

After hours use of Wimberley Village Library is only allowed by the library staff, Board of Trustees, and the Friends of the Wimberley Village Library for special library events.

V. BORROWER'S ELIGIBILITY.

The Library will provide borrowing privileges to all residents of Texas and will extend borrowing privileges to non-residents, for a fee.

Limitations to Borrower's Eligibility

In order to best serve all patrons, the Wimberley Village Library reserves the right to monitor usage patterns and set borrowing limits on library materials by total number, and type and/or format. The Library Director in consultation with the Wimberley Village Library District Board of Trustees shall set and publish applicable limits. Borrowing limits will be reviewed annually.

Suspension of Borrower's Eligibility

Borrowing privileges shall be suspended if a patron fails to provide valid contact information, return or replace overdue items within defined parameters, or has not provided recompense for library items damaged beyond reasonable expectation of further use. In egregious situations, as determined by the Library Director, the Wimberley Village Library District reserves the right to seek legal and civil remedies as applicable.

Patrons and staff have the right to enjoy the library free from disruptive, lewd, and hostile behavior. Anyone, including patrons, will be restricted from using the library should they display any behavior mentioned above.

VI. MATERIALS/COLLECTION DEVELOPMENT.

Selection

The book collection, including downloadable e-books and audio books, supplemented by periodicals and other media, are the focal point of the library. Therefore, collection development is a major responsibility, both in intent and content. The Board subscribes to the philosophy expressed in the "Library Bill of Rights" (Appendix A) and in the "Freedom to Read" (Appendix B) statement of the American Library Association and hereby incorporates them as a part of the book selection policy of Wimberley Village Library.

The Library [Director] shall stay constantly aware of the current interests and needs of the adult population in the library service area and maintain [the corresponding] appropriate material to meet those needs.

To encourage young people to become frequent users of the Wimberley Village Library and its collection, appropriate material will be maintained for children and young adults, including reference works especially prepared for these age groups.

Selection Responsibility

The Wimberley Village Library librarians are responsible for material selection, within the framework of the policies enunciated herein, the annual budget as set by the Wimberley Village Library District Board of Trustees, and generally-accepted professional review practices. The Library Director may define additional applicable criteria.

Selection Factors

In deciding on the acquisition of library material, both in print and alternate formats, consideration should be given to:

- The needs of the community.
- The existing collection, the relationship of subject fields, and overall balance of the collection.
- The spirit of service and the philosophy of the library.
- The availability of materials from other sources in this area.
- Budgetary limitations.
- Suitability and durability of the format for library use.

Collection Balance

Material selection will be proportional to the needs of the community as reflected by area demographics, circulation statistics, program attendance, patron requests, and standard library practices.

Gifts and Donations

Wimberley Village Library welcomes donations of books, film and music in current formats as long as no restriction is placed on their use. Items will be added to the Library's collection on the basis of their suitability to the library's mission, purposes, and needs in accordance with the library's stated materials selection policy. Use or disposal of all gift materials will be determined by the library director or designated agents. The library has the right to discard any gifts in poor physical condition (brittle paper, water or mildew damage, torn or discolored pages). Gift values for income tax purposes will not be suggested. A form acknowledging a gift or donation for income tax deduction purposes will be provided.

Overdue Materials Policy (Approved 11/12/2010)

Wimberley Village Library purchases materials for use by all citizens of Texas. The Library establishes regulations for the loan of materials, including circulation periods, renewal processes, and fines for late returns. The library will attempt to recover overdue materials and will notify patrons of unpaid fines and fees according to procedures established by the Board of Trustees.

Effective January 3, 2011, Wimberley Village Library will charge 10 cents per item for each day an item is overdue. DVD's and CDB's will carry a fine of \$.25 a day for each day the item is overdue. A patron's borrowing privileges will be suspended until his or her fines are paid or are being paid on. Fines will accrue up to \$5 maximum.

Weeding

Materials which no longer meet the stated objective of the Wimberley Village Library will be discarded according to accepted professional practices. The CREW manual shall be used in the selection and weeding of material, both purchased and accepted, as donations.

Objections to Library Materials Policy (Approved 3/10/2009)

Objections to collection items shall first be brought to the attention of the Director, in writing, using the Library's Request for Reconsideration of Materials form, if possible.

Upon receipt of the complaint, it will be reviewed to determine if any additional information is required in order to process the complaint.

If so, contact will be made with the patron to obtain the necessary data.

If not, an acknowledgement letter stating that the complaint was received by the Director will be sent to the patron. A copy of this policy statement will be included in the letter.

A committee, in the form of the Director and two staff members selected by the Director will read/review the item in question. In its deliberations, the committee will refer to the Library's collection development guidelines. Upon completion of the review, the committee will make a recommendation to either retain or withdraw the item.

Within 30 days of receipt of the original complaint, a letter of response will be sent by the Director to the patron, informing the patron of the committee's decision and the reasons therefore. It will be stated in the letter that an appeal to the Board of Trustees may be made should the patron not be satisfied with committee's decision.

VII. EQUIPMENT

Scope

Wimberley Village Library shall maintain appropriate computers, databases, and networks as funds permit. The Library may set usage limits in time on an equitable basis to ensure the best possible service to all library visitors. Access to the library's computers will be on a "first come, first served" basis without regard to age, gender, ethnicity, sexual preference, or English language proficiency.

The Library shall maintain appropriate equipment for use in the library to access library district records and alternate formats. The loan period of equipment shall correspond to the loan period of the format in question.

Computers, audiovisual aids, and other equipment owned by the Wimberley Village Library District may be used in conjunction with use of the library facility at the discretion of the library director or designated library representative. When permitted, the customary fee for the use of printers or copiers will be charged.

Disposal of Equipment

Just as gift items can be a welcome source for enlarging and enriching the library's collection, Wimberley Village Library hopes that items no longer of general use here in the library may help others.

Equipment will be withdrawn from the library's inventory when:

- outdated
- in unsatisfactory condition
- not in public demand
- unsuitable for multiple handlings typical of public library use
- duplicated by other materials

For accounting purposes, a receipt form is signed by the receiving organization.

VIII. SERVICES

Reference

Reference service at the Wimberley Village Library is one of the most vital and visible expression of the Library's purpose and mission and is key to the Library's role as a center of lifelong learning. The basic function of Reference service is to provide information, not opinions. Library users of all ages and circumstances can expect basic, impartial, informational response to their queries based on cited sources.

All requests for public information are legitimate. Time spent on a question may vary in response to the perceived needs of the patron, the information resources, both staff and collection, and the method of receipt of the inquiry.

All questions will be answered or redirected in a timely manner in order received. Library personnel will respond to questions tendered in person, by mail, telephone or email. Cooperation with other libraries of all types is intended so that every individual in the community may have access to the widest possible library resources.

Copying/Scanning

Copying and printing are available to library users. The fee for copying and printing is 10 cents per page for black and white copies and 40 cents per page for color copies. Patrons whose copies and prints require the use of over-sized paper will be charged 20 cents per black and white copy/print.

Faxing

Patrons requiring fax service will be charged \$1 total up to 5 pages. An additional 25 cents per page will be charged for every document over 5 pages.

Notary Services

Notary services are available at Wimberley Village Library, free of charge and only during the library's hours of operation.

Interlibrary loan

Interlibrary loan is a service by which library materials may be loaned from one library to another so that materials not owned by a library or which fall outside the library's scope, can be made available to its patrons.

Wimberley Village Library extends Interlibrary Loan services to its patrons as well as patrons in good standing from other public, governmental, or academic libraries in the United States.

Lending materials to other libraries

When a library does not have in its collection, an item requested by one of their card holding patrons, the library may request items for loan from Wimberley Village Library at no cost.

Items available for loan

All items housed in Wimberley Village Library's collection are available for loan with the exception of reference items, genealogy items, newspapers, magazines, and items with a publication date less than six months old.

Photocopies can be made from items not allowed to be loaned out. There is no charge for the photocopies, but copyright limitations do apply.

Loan period

The loan period for items is variable and is set by the lending libraries. Most items have a loan period of three weeks from the date received. DVD's and VHS tapes will have a loan period of two weeks. Items with high demand circulation could have a shorter loan period.

Loss or damages

The borrowing library is responsible for any damages to materials that are loaned out. In the event material becomes lost, stolen, or damaged, charges will be the cost of the replacement.

Borrowing items from other libraries

Wimberley Village Library offers interlibrary loan as a standard service for all of its established card-holders (3 months) in good standing (must be current with no overdues or fines). TexShare patrons from other libraries are excluded.

When a Wimberley Village Library patron requests an item that our library does not own or if he/she has been on hold for an item that is lost or long overdue, an interlibrary loan request can be made. Upon receiving ILL requests, a postage recovery fee of \$2 per item is required.

After checking for availability in the library catalog, the patron must fill in as much information about the item as possible-title, author, copyright date, ISBN etc. It is also important for the patron to specify the format that is desired-regular print, large print, DVD, audio recording, CD music, CD book, photocopy, etc.

It is important for the patron's name, card number, phone number, and email address to be on the form so that the librarian filling the request can reach the patron if there is a problem filling the request.

Renewals can be requested on most items, but it is at the discretion of the lending library to grant the renewal or not. The lending library determines the renewal due date.

Exhibits

In pursuance of its mission to promote learning and communicate ideas, the Wimberley Village Library will permit the display of exhibits of educational, artistic and cultural materials to the extent permitted by space; staff work requirements, and any other applicable constraints.

Display of such items in the Library does not indicate endorsement by the Wimberley Village Library District, its employees or its volunteers of the issues, events, services, or ideas promoted by such materials.

Exhibitions in the Library occupy space in a public facility and this must be suitable for all ages. The Library Director may reject any exhibit that does not reflect the Library's mission.

Internet Access

Internet access, both wired and wireless, is available for patrons and visitors of the Wimberley Village Library. The Internet allows users to connect to networks of resources outside the library. Information and resources on the Internet enhance those already held in the library and often go beyond what is locally available. Users are encouraged to take advantage of the Internet and to exercise good judgment and discretion in their use of it.

The Wimberley Village Library has no control over these resources nor does the library have complete knowledge of what is on the Internet. Information on the Internet may be reliable and current, or it may be inaccurate, out-of-date, offensive, controversial, inappropriate, or unavailable at times.

Library users access the Internet at their own discretion.

Parents of minor children assume responsibility for their children's use of the Internet.

The Wimberley Village Library is bound by an agreement with its Internet provider. This agreement prohibits any unlawful use of the Internet and prohibits personal logins.

In order to best serve all library patrons, Wimberley Village Library may establish usage limits.

The viewing of websites of a sexual or pornographic nature is prohibited at Wimberley Village Library. If a patron is found viewing such sites, he or she will be asked to stop. If a patron continually abuses this rule, the library director and/or staff have the right to call law enforcement and the library may restrict the patron from entering/using the library for an indefinite period of time.

Service Complaints

Complaints regarding library service will be brought to the attention of first the Library Director. If the matter cannot be settled to the satisfaction of all parties, the complaint should be submitted in

writing to the Board, where it will be given full consideration. Upon review of the complaint, the President of the WVL Board of Trustees will determine whether a special meeting is to be called or whether the matter may be handled at the next scheduled library board meeting.

Community Partnerships

Schools

To function as a cooperative agency in the total educational program of the community, the Library will maintain a close working relationship with area schools, both public and private, using the needs of the students as a guide to correlate school and library programs.

Civic Organizations

The Library will actively seek opportunities for community partnerships and collaboration in order to best coordinate community services. Further, the Library has a special affinity with other non-profit organizations serving the educational and cultural needs of Wimberley area residents.

Other Libraries

The Library will actively explore partnership opportunities with other Hays County public libraries and with nearby Texas universities for community partnerships and collaboration in order to best coordinate community services.

IX. PROGRAMMING (Approved 11/8/2007 and updated 08/10/2023)

Library-Sponsored Programming

A program or speaker is considered library sponsored when the Wimberley Village Library invites or schedules a speaker to provide a presentation of an informative, educational, cultural, or literary nature.

The library will not sponsor political, commercial or religious programs.

The library will take responsibility for publicizing the event. These guidelines include, but are not limited to press releases sent to the local newspaper, social media, and in house promotion.

As stated in the library's building use policy, fundraising and alcohol consumption are not allowed.

Non-Library Sponsored Programming

When the library is approached by a patron wishing to provide a program, priority will be given to **not for profit** groups or speakers. **For profit** speakers will be allowed to provide a program as long as the program is informative, cultural, or educational. These programs fall under the category of a non-library sponsored program and will need to adhere to the following guidelines:

- Any program of a political or religious purpose is not allowed in the library.
- Attendees are not allowed to be charged fees
- Fundraising and alcohol consumption is not allowed
- Any publicity for the program will be the responsibility of the speaker
- Set-up and take down is the responsibility of the speaker

X. RECYCLING/GREEN POLICY (Approved 12/10/2009)

The purpose of this policy is to:

- Reduce waste
Environmental consciousness begins with an understanding of the need to reduce use of energy and materials. Library staff and volunteers will ensure that energy, water, and materials are used only to the extent they are needed and are not used in wasteful or unnecessary ways.
- Practice environmentally friendly procedures whenever possible and within reason

Recycle and Reuse

1. Staff will ensure that library waste products and garbage are collected and recycled or discarded appropriately.
2. Library will provide informational handouts for patrons on what products are recyclable at our local centers (e.g., paper products, beverage containers, ink and toner cartridges, packing peanuts, cardboard, phone books, etc.)
3. Handouts or other materials will be provided to inform patrons of locations of nearest recycling centers.

Sustainability/Conservation

Building facilities will be maintained in the most sustainable, environmentally friendly and low energy ways possible.

Procedures will be in place and followed to:

1. Ensure thermostats are monitored to confirm appropriate settings and good working condition;
2. Conserve water by ensuring no leaks exist in the plumbing system, and that water is used judiciously;
3. Ensure the sprinkler system is working properly and settings are appropriate to landscape areas; and
4. Install and use energy efficient lighting throughout the library
5. Fertilizer and other products used in landscape will be organic and/or environmentally friendly.
6. Board and staff will conserve gasoline (and time) by consolidating errands, car-pooling on business trips, etc.
7. Library documents will be printed on both sides of the paper. Where possible, computers will be set to two-sided printing (duplex).
8. Reduce incoming junk mail.

Purchasing

Green purchasing is the procurement of goods and services that have a reduced impact on human health and the environment. Products should be chosen that are environmentally friendly: less toxic, reusable, long-lasting, easy to recycle, use less material, water and energy than comparable products. Within the constraints of our budget, staff will work towards purchasing and using environmentally friendly products.

1. Copy paper, file folders, etc. should contain *at least* 35% post-consumer content.

2. Reduce plastic purchases when possible (paper products instead of Styrofoam, plastic plates, etc)
3. Cleaning and maintenance products (e.g. paints) used for library facilities should be labeled environmentally friendly. The packaging should be minimal or recyclable.
4. Lights, appliances and other systems will be maintained in top, efficient working order, and should be set to energy-saver levels and turned off when not in use.
5. New appliances/equipment will be “energy-star” rated when available.
6. Wording will be included in bid solicitations, contracts, etc. to let contractors and services know we promote and practice/value green practices, and that we will select contractors and services accordingly when possible.
7. Staff will use opportunities to politely encourage our vendors to use environmentally friendly packaging (and materials).

Promoting/Encouraging Community Adoption of Green Practices

1. Board and staff will practice and promote environmentally friendly, green practices.
2. Staff will develop materials, and identify creative ways to inform and interest patrons in how the library is “green.” *For example: Did you know your library recycles all paper materials, cans, plastic, etc, uses organic mulch, landscapes with native/xeriscape plants, uses energy-star, low energy machines.*

Materials and resources will be displayed and made available to patrons to encourage/promote adoption and implementation of green practices at the community level. (Re: landscape, home energy use, recycling, etc.)

XI. CYBERSECURITY POLICY

It is Wimberley Village Library’s intention to maintain a solid program of network security. This policy is reviewed annually in order to update current security measures, if necessary, assess possibility of new vulnerabilities and determine if security protocol is in need of change.

The library contracts with Heart of Texas IT (HOT IT) in order to implement a secure technology infrastructure for all library devices, software, files and data.

Staff computers

The following software is used to secure staff computers:

- Bitlocker Drive Encryption- The hard drives of all staff computers are encrypted so no one without the encryption key can get any information of the hard drive.
- Sentinel One Endpoint Protection- Provides protection against staff obtaining viruses, malware and crypto viruses.
- Proofpoint- an email spam filtering service used for the safety of staff email addresses. It also monitors for any additions to Office 365 accounts. Office 365 accounts use 2FA. 2FA is two-factor authentication also called MFA, multifactor authentication.

Patrons and Patron Access Computers (PACS)

The following protocols/software is used for protection of the patrons’ private data:

- Wyse Software- allows computers to reboot to the saved image by removing a user's session every time the patron is idle for a specific period of time or when the patron logs off.
- Reboot/Restore- allows computers to reboot to the saved image by removing a user's session every time the patron is idle for a specific period or when the patron logs off.
- All browsers are set up to delete all data used/accessed by the patron when the library closes.

Server

The library's network server backs up data every hour and a file is sent offsite every night. Backup is a complete image taken every hour and stored on the Buffalo NAS(network attached storage) at the end of the day it combines the hourly files into a daily file and that file is sent offsite to be used if something drastic happens to the library building.

Wireless Network

The Library has three Wi-Fi networks managed by HOT IT.

Staff has their own SSID that is for staff only and has a complex password.

Guest Wi-Fi is setup to allow patrons access to the internet and segregates the users from each other and the staff network with the use of a Virtual Local Area Network.

Laptop network for the laptop computers used for various library programs that allow them to see each other.

XII. NATURAL DISASTERS AND EMERGENCY POLICY.

Wimberley Village Library will respond to all emergency situations guided by three principles:

- a commitment to protect the well-being of library patrons and its staff and volunteers
- a desire to minimize damage to the facility, its collection, and records
- a willingness to respond to the emergency needs of Wimberley Valley residents when they arise.

Emergency closings shall be determined by the Library Director or, in the absence of the Director by the supervising staff member, in consultation with the President of the Board of Trustees. These consultations may consider closure decisions of the Wimberley Independent School District.

Individual emergency situations.

Should a library visitor require emergency assistance, the supervising staff member will notify the Emergency Medical Service. An incident report will be completed by the first responding staff member and filed in accordance with Records Retention guidelines.

Wimberley Village Library provides workers' compensation insurance for all staff and volunteers, as well as emergency contact information. In the event of accident or illness occurring in

the course of library activities requiring emergency care, the Emergency Medical Service and then the emergency contact will notified.

Service Animal Policy (2/11/2020)

Service animals that are trained to perform tasks for individuals with disabilities are welcome in the library. If someone enters the library with an animal, staff may ask two questions only:

1. Is the animal a service animal required because of a disability?
2. What work or task has the animal been trained to perform?

Staff may not ask to see documentation for the animal, require the animal to demonstrate its task, or ask about the person's disability.

Service animals should be carried or on the floor, but not sitting on furniture. If a service animal behaves in a way that poses a direct threat to the health or safety of others, has a history of such behavior, is not under the control of the handler, or is not housebroken, that animal may be excluded. The library will still serve the patron without the animal present.

“Under control” means the animal must be harnessed, leashed, or tethered unless the device would interfere with the service animal's work or the person's disability prevents being able to use such a device. In this case, the person must use voice, signal, or other effective means to maintain control of the animal. Under control means, the animal should not be allowed to bark/make loud noises repeatedly, but if it barks/makes a loud noise just once or bark/makes a loud noise because it is provoked, this would not mean the animal is out of control.

If a service animal is out of control and the handler does not take effective action to control it, staff may request that the animal be removed from the library.

Other Animals in the Library

The Library may choose to offer educational programs for the public that include various animals. Such animals are permitted in the library for the duration of the program and must be accompanied by the owner at all times. Other (non-service) animals are not permitted in the library.

XIII. RECORD RETENTION

Definition of records of the Wimberley Village Library District.

All documents, papers, letters, books, maps, photographs, sound or video recordings, microfilm, magnetic tape, electronic media, or other information recording media, regardless of physical form or characteristic and regardless of whether public access to it is open or restricted under the laws of the state, created or received by the District or any of its officers or employees pursuant to law or in the transaction of public business are hereby declared to be the records of the District and shall be

created, maintained, and disposed of in accordance with the provisions of this ordinance or procedures authorized by it and in no other manner.

Records declared public property

All records as defined in paragraph above are hereby declared to be the property of the district. No official or employee of the District has, by virtue of his or her position, any personal or property right to such records even though he or she may have developed or compiled them. The unauthorized destruction, removal from files, or use of such records is prohibited.

Policy

It is hereby declared to be the policy of the District to provide for efficient, economical, and effective controls over the creation, distribution, organization, maintenance, use, and disposition of all records of this office through a comprehensive system of integrated procedures for the management of records from their creation to their ultimate disposition, consistent with the requirement of the Local Government Records Act and accepted records management practice.

Records management officer

The Secretary of the Board of Trustees of the Wimberley Village Library District will serve as records management officer for the District as provided by law and will ensure that the maintenance, destruction, electronic storage, or other disposition of the records of this office are carried out in accordance with the requirement of the Local Government Records Act.

Records control schedules

Appropriate records control schedules issued by the Texas State Library and Archives Commission shall be adopted by the records management officer for use in the District, as provided bylaw. Any destruction of records of the District will be in accordance with these schedules and the Local Government Records Act.

Confidentiality of Wimberley Village Library patron records

The Wimberley Village Library specifically recognizes that library records and patron information are confidential.

- Library records are defined as a record in any form that is maintained by the Library and that contains any of the following types of information:
- Information an individual is required to provide in order to be eligible to use Library services or borrow materials
- Information that identifies an individual as having requested or obtained specific materials or materials on a specific subject
- Information that is provided by an individual to assist a staff member to answer a specific question or provide information on a particular subject

Information that does not identify an individual and that is retained for the purpose of statistical studies and evaluating the use of the Library or its collection is not considered confidential and is not subject to this policy.

Under Texas law, library records shall not be made available to any agency of federal, state, or local government, or to any spouse or other individual, except in the following circumstances:

- The records of minor children when requested by parents, guardians, or custodians
- The records of an individual library user when presented by a valid subpoena, search warrant, or other court order, or, in exigent circumstances, when requested by a law enforcement officer who is investigating a matter involving public safety
- At the written request or with the written consent of the individual who is the subject of the record or information
- For library administrative purposes as defined by Texas Government Code § 552.023.

Wimberley Village Library District Board of Trustees shall remain informed of legal issues and will review annually Wimberley Village Library procedures to ensure appropriate response to inquiries.

In order to best protect each library user's right to privacy and confidentiality, with respect to information sought or received, and resources consulted, borrowed, acquired, or transmitted, the Wimberley Village Library will:

- Retain records for the minimum time necessary to insure library service.
- Annually assess all WVL forms to ensure that only necessary information is solicited.
- Purge all computer caches and histories reflecting patron usage as frequently as software programs permit
- Continue to purchase and use library circulation software in consideration of patron confidentiality issues.
- Train all library staff, including volunteers, to respond to any request for library records appropriately.
- Advise all library staff, both paid and volunteer, that library records shall not be made available to any agency of state, federal or local governments or law enforcement officials except pursuant to such process, order, or subpoena as may be authorized under the authority of, and pursuant to, federal, state, or local law relating to civil, criminal, or administrative discovery procedures or legislative investigative power.

In the event of the receipt of such process, order, or subpoena, the Library Director or supervising librarian will consult with legal counsel to determine if the document is in proper form and if there is a showing of good cause for its issuance. The Library Director or supervising librarian should assist the agent with any search in order to protect patron information. If anything is taken, detailed notes should be promptly recorded.

XIV. PERSONNEL

General Employee Conduct

Wimberley Village Library District expects its staff to conduct themselves in a professional and businesslike manner.

The first duty of the library staff, both paid and volunteer is to serve the public. Every patron is entitled to prompt, efficient, friendly, and courteous service. Breach of this responsibility is grounds for review of the suitability of the staff for continuing in the assigned position.

Nature of employment

Employment with the Wimberley Village Library District is voluntary, and the employee is free to resign at will at any time, with or without cause. Similarly, the Wimberley Village Library District may terminate the employment relationship at will as long as there is not violation of applicable federal or state laws.

Equal opportunity employment

The Wimberley Village Library District is an equal opportunity employer. No applicant or employee will be discriminated against because of race, creed, national origin, color, sex, religion, sexual reference, height, weight, handicap, marital status, or age. The Wimberley Village Library District will make reasonable accommodation for qualified individuals with known disabilities unless doing so would result in an undue hardship for Wimberley Village Library District or its other employees.

Any employees with questions or concerns about discrimination in the workplace are encouraged to bring those issues to the attention of the Library Director. Should that prove inadequate or ineffective, employees are further encouraged to direct their concerns to the President of the Wimberley Village Library District Board of Trustees.

Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

Code of Conduct

Organizational Code of Conduct

Wimberley Village Library District and its staff must, at all times, comply with all applicable laws and regulations.

Wimberley Village Library District will not condone the activities of staff who achieve results based on unethical business practices, or through violation of the law. This includes any payments for illegal acts, indirect contributions, rebates, and bribery. WVLD does not permit any activity that fails to stand the closest possible public scrutiny.

All business conduct should exceed the minimum standards required by law. Accordingly, staff must ensure that their actions cannot be interpreted as being in any way, in breach of the laws and regulations governing WVLD's operations.

Staff uncertain about the application or interpretation of any legal requirements should refer the matter to the Director or a supervising librarian, who, if necessary, should seek the advice of the Board of Trustees.

Conflicts of Interest

WVLD expects that staff will perform their duties conscientiously, honestly, and in accordance with the best interests of WVLD. Staff must not use their position or the knowledge gained as a result of their position for private or personal advantage.

Outside Activities, Employment, and Directorships

All staff share a serious responsibility for WVLD's good public relations, especially at the community level. Their readiness to help with religious, charitable, educational, and civic activities brings credit to WVLD and is encouraged. Staff must, however, avoid acquiring any business interest or participating in any other activity outside WVLD that would, or would appear to:

- (a) Create an excessive demand upon their time and attention, thus depriving WVLD of their best efforts on the job.
- (b) Create a conflict of interest – an obligation, interest, or distraction – that may interfere with the independent exercise of judgment in WVLD's best interest.

Relationships with Clients and Suppliers

Staff should avoid investing in or acquiring a financial interest for their own accounts in any business organization that has a contractual relationship with WVLD or that provides goods, services, or both to WVLD, if such investment or interest could influence or create the impression of influencing their decisions in the performance of their duties on behalf of WVLD.

Gifts, Entertainment, and Favors

Staff must not accept entertainment, gifts, or personal favors that could, in any way, influence, or appear to influence, business decisions in favor of any person or organization with whom or with which WVLD has, or is likely to have, business dealings.

Kickbacks and Secret Commissions

Staff may not receive payment or compensation of any kind, except as authorized under WVLD's remuneration policies. In particular, WVLD strictly prohibits the acceptance of kickbacks and secret commissions from suppliers or others. Any breach of this rule will result in immediate termination and prosecution to the fullest extent of the law.

WVLD Funds and Other Assets

Staff who have access to WVLD funds in any form must follow the prescribed procedures for recording, handling, and protecting money as detailed in WVLD's instructional manuals or other explanatory materials, or both. WVLD imposes strict standards to prevent fraud and dishonesty. If staff become aware of any evidence of fraud or dishonesty, they should immediately contact the Director or the Board of Trustees, so that WVLD can promptly investigate the matter. When a staff position requires expending WVLD funds or incurring any reimbursable personal expenses, that individual must use good judgment on WVLD's behalf to ensure that good value is received for every expenditure.

WVLD funds and all other assets of WVLD are for WVLD purposes only and not for personal benefit. This includes the personal use of organizational assets, such as computers.

WVLD Records and Communications

Accurate and reliable records of many kinds are necessary to meet WVLD's legal and financial obligations and to manage the affairs of the Library. WVLD's books and records must reflect all business transactions in an accurate and timely manner. Staff responsible for accounting and

recordkeeping must fully disclose and record all assets and liabilities, and must exercise diligence in enforcing these requirements.

Staff must not make or engage in any false record or communication of any kind, whether internal or external, including but not limited to:

- False expense, attendance, production, financial, or similar reports and statements
- False advertising, deceptive marketing practices, or other misleading representations

Dealing With Outside People and Organizations

Staff must take care to separate their personal roles from their WVLD positions when communicating on matters not involving WVLD business. Staff must not use WVLD identification, stationery, supplies, and equipment for personal or political matters.

WVLD's Director will handle all public comments and communications. Staff must not presume to speak for WVLD on any topic, and should refer all communication related matters to the Director. When dealing with anyone outside WVLD, including public officials, staff must take care not to compromise the integrity or damage the reputation of WVLD, or any outside individual, business, or government body.

Prompt Communications

In all matters relevant to customers, suppliers, government authorities, the public and other in WVLD, staff must make every effort to achieve complete accurate and timely communications – responding promptly and courteously to all proper requests for information and to all complaints.

Privacy and Confidentiality

When handling financial and personal information about customers or others with whom WVLD has dealings, staff should observe the following principles:

- Collect, use, and retain only the personal information necessary for WVLD's business. Whenever possible, obtain any relevant information directly from the individual. Use only reputable and reliable sources to supplement this information.
- Protect the physical security of this information at all times, and retain information only for as long as necessary or as required by law.
- Limit internal access to personal information to those with a legitimate business reason for seeking that information, and only use personal information for the purposes for which it was originally intended.
- Obtain the consent of the person concerned before externally disclosing any personal information, unless legal processes or contractual obligations dictate otherwise.

Sexual harassment.

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other like verbal, visual, or physical conduct that results in submission being expressed or implied as a condition for employment or interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Conduct creating an intimidating, hostile, or offensive environment will not be tolerated, and those violating this practice may be subjected to disciplinary action up to and including discharge.

Any employee who feels that he or she has been or is being subjected to sexual harassment is to immediately contact the President of the Wimberley Village Library District Board of Trustees.

Substance abuse.

The Wimberley Village Library District prohibits the use, consumption, sale, transfer, purchase, or possession of any illegal drug during working hours or while on the premises. In addition, employees are prohibited from being under the influence of alcohol during working hours or while on the premises.

Smoking.

The Wimberley Village Library is a smoke-free environment.

Outside employment.

No employee shall engage in any other private business or in the conduct of a profession during the hours for which that employee is employed to work for the Wimberley Village Library District. No employee shall engage in work outside such hours to the extent that such work adversely affects job performance.

No employee shall utilize library workspace, time, supplies, or equipment for any other enterprise other than library business without prior board approval.

Standard for Employment

All employees are classified as exempt or nonexempt as required by and in accordance with federal law. Salaried employees are classified as exempt, scheduled to work 40 hours per week, and not entitled to overtime pay. Part-time employees are classified as nonexempt and are to work less than 40 hours per week.

Position announcement.

Positions are advertised in the Wimberley View and on social media.

Applications.

Completed and signed Wimberley Village Library District employment application forms as well as resumes are accepted for available positions.

Permission to conduct a background investigation is included in the application process.

Employee classification.

A full-time employee is scheduled to work 40 hours per week. A part-time employee is scheduled to work less than 40 hours per week.

Selection.

Candidates will be selected from applications received and from previously submitted applications remaining on file. The Library Director will screen all applications and check

references of qualified applicants. Personal interviews will be conducted for finalists. The decision to hire qualified applicants rests with the Library Director.

Duties and responsibilities.

The first duty of the library staff is to serve the public. Every patron is entitled to prompt, efficient, friendly and courteous service. Breach of this responsibility is grounds for review. Staff review will include review of the suitability of the staff for continuing in the assigned position. The job description and analysis will outline duties of each employee.

Nepotism.

In order to avoid any conflict of interest, the hiring of immediate family members (spouse, sibling, child, and parent) of current employees and members of the board is prohibited.

Compensation

Pay schedule.

The Wimberley Village Library District Board of Trustees will determine the annual compensation for each employee. Compensation will be paid bi-weekly for a specified work period. Employees may be salaried or paid hourly, full-time or part-time.

Merit Raise Awards. (added 4/8/14) (updated 2024)

The Board of Trustees, may award a yearly merit raise to eligible employees in accordance with successful performance evaluations. The amount of the merit raise will be dependent on availability of funds.

*An eligible employee is any employee working at least 20 hours per week in a permanent position.

Staff Bonus Awards. (added 4/8/14)

The Board of Trustees, may, upon recommendation by a committee consisting of the Library Director and a Trustee(s) as well as availability of funds, award a once yearly bonus to any permanent employee. The award shall be based on yearly evaluation results and documented actions above and beyond expected duties that advance the goals of the library. Employees are responsible for documenting their own extra duties/projects yearly.

Benefits (updated 2024)

Social security taxes are contributed for each employee as required by applicable Federal guidelines.

Wimberley Village Library District is a subscriber under the worker's compensation laws of Texas.

Paid health insurance benefits are provided to permanent employees working at least 20 hours a week.

Voluntary participation in an IRA Simple plan is available to all permanent employees, full-time or part-time, working a minimum 20 hours per week. The Wimberley Village Library will

contribute a matching contribution to all participants of up to 3% of their gross wages. New employees are eligible to participate after a 90-day probation period.

Continuing Education.

Attendance at in person and online workshops are encouraged and such attendance is regarded as work attendance. Expenses incurred are reimbursed as by the Board of Trustees.

Staff of WVL is encouraged to attend webinars and off-site workshops given by TSLAC and TSLAC affiliated partners. Attendance to webinars or off site workshops is regarded as work attendance and expenses incurred are reimbursed by the Board of Trustees.

Staff compensation for workshop or conference attendance

Staff is encouraged to attend workshops or conferences on behalf of the library as part of their employment duties. Staff will be reimbursed for the following expenses:

- Registration for the event
- Hotel room (if the event is more than one day)
- mileage to and from the event
- parking charges
- cost of meals

*Receipts must be submitted in order to receive reimbursement.

* Pre-Approval by the library director is required for any off-site workshop or conference.

*Compensation for a multi-day conference or workshop in which staff stays overnight will equal their pay rate times an 8-hour workday for each day they are in attendance.

*Compensation for a one-day conference will equal their pay rate times the amount of time they were in attendance or their regularly scheduled hours for that day, whichever is greatest.

Attendance and Leave

It is the expectation of the Wimberley Village Library District Board of Trustees that the Wimberley Village Library will remain open to patrons during specified hours of operation and that at least one library employee will be present at all times.

Procedure.

Employees shall present to the director a completed Request for Leave form in advance of the first day of any paid vacation or personal time. The director shall first consider staffing and scheduling needs in granting such requests.

Leave Request Criteria.

Effort will be made to accommodate leave requests during holiday periods but staffing needs may preclude approval of all requests. In the case of duplicate vacation time requests by employees, the director after considering staffing needs shall award the desired time based on date of request.

Emergency closings.

Emergency closings and employee work schedules during such closings shall be determined by the Library Director. When the Library is closed early on a work day or otherwise declared closed because of emergency conditions, or holidays, non-exempt employees scheduled for work during the period of closure shall receive their regular compensation.

If non-exempt employees are instructed to report late to work because of emergency conditions, their compensation for that day (or days) shall be based on their regular work schedule. However, if a non-exempt employee is unable to report to work as scheduled (regular or emergency) compensation shall be based on actual hours worked.

Holidays. (changes approved 1/9/14) (updated 2024)

Permanent employees working 20 hours or more a week are granted paid holidays. These holidays coincide with the library's holiday closure calendar. Holiday pay is given to employees whose regular schedule falls on one of the library's holidays. Employees hired for special or temporary projects are not eligible for holiday pay.

Monetary compensation for added work hours/schedule change

Wimberley Village Library District expects staff be able to perform their required work with the scheduled work week. Since salaried employees are classified as exempt and scheduled to work 40 hours per week, they are not entitled to overtime pay. Part-time employees are classified as nonexempt and are not authorized to work in excess of their assigned schedule which is less than 40 hours per week.

However, part-time employees will receive monetary compensation for any additional hours beyond their assigned schedule when requested or assigned, and approved by the library director. The total of additional hours must not exceed 40 hours per week and additional hours will be paid at regular hourly rates. All part-time employees must fill out and submit the appropriate approval form prior to working extra hours.

A work schedule change may be requested or assigned by the library director. This adjustment in schedule would not exceed the total number of scheduled hours for employees, but change how hours are distributed over the work week. Employees will be paid at their same hourly rate.

All nonexempt employees will submit semi-monthly time sheets for the purpose of wage and salary administration. For the purpose of calculating actual time worked and additional hours, the work week begins at 12:01 a.m. Sunday and ends at 12:00 a.m. Saturday.

Overtime Pay

Overtime, as defined by federal law, is any time over 40 hours of work per week. Only in rare instances and under extenuating circumstances, as authorized by the library director, will actual overtime hours be considered for nonexempt employees. The overtime hours are compensated at a rate of one and one half times the hourly rate.

Jury duty.

Employees called for jury duty or witness duty will be granted leave with pay.

Unscheduled Leave.

In the event of illness or family emergency, staff members will notify the Library Director by telephone in advance of scheduled shift whenever possible. When the staff member returns to work, a determination of whether the absence will be covered by accrued personal time or vacation or leave without pay shall be made, and the staff member will complete Request for Leave form.

Annual vacation leave. (updated 2024)

All eligible employees accrue paid vacation leave at the same rate which is their base annual hours times .04. Employees are considered eligible if they are permanent and work full or part time, with a minimum of 20 hours per week. For new employees, accrual begins after the first pay period and may be used after the first six months of employment.

Staff are encouraged to use their paid vacation leave during the year it is earned. A maximum of one week total of paid vacation leave may be carried over from one calendar year to the following year to be used in the first quarter of the calendar year.

Leave without pay.

Leave without pay, when not an emergency, shall be requested using the Request for Leave form presented to the library director who shall determine approval based on the library's scheduling and staffing requirements.

Employees, not on paid leave, who must temporarily remain at home for family or health reasons may apply to the library director to create a written work plan. All such plans must result in a work product which shall be presented to the Board of Trustees.

Personal Time (updated 2024)

Paid personal time shall be accrued by all permanent employees working 20 hours or more a week at the same rate based on 4 hours per month if working 40 hours a week and pro-rated for part-time employees. New employees begin accruing personal time upon employment and may request paid personal time after satisfactory completion of their first three months of employment.

Bereavement Leave (Approved 11/8/2007)

Family member:

When a death occurs in an employee's immediate family, all employees may take up to three days off with pay to attend the funeral or make funeral arrangements.

Immediate family is defined as: spouse, parents, siblings, children, grandparents, grandchildren, brother/sister in-law, mother/father in-law, son/daughter in-law.

Non-family member:

All employees may take up to one day off with pay to attend the funeral of a close, non-family member.

Behavior Resolution Procedure (Approved 11/10/2011)

1. Talk to the individual(s) whose behavior is disrupting work or causing unfavorable issues at work, and try to resolve the issue in a respectful manner.
2. If behavior does not change within a 2 week period, a verbal warning will be given.
3. If behavior continues after another 2 week period, a written warning will be placed in the employee's file.
4. If the behavior continues, a third and final written warning will be placed in the file and the Board of Trustees will be notified of employee's possible termination.

Do not spread employee issues throughout the office.

Talk only to employee(s) causing the issue.

If an employee comes to you with gossip, an issue you are not part of, it is your right to tell the employee that it is inappropriate and that they need to go to a supervisor

Disciplinary Procedures

Texas is an "at will" state and these steps can be bypassed if a manager sees fit.

First warning of infraction will be a verbal warning.

Second warning of infraction will be written.

Third warning of infraction will take action or warn of actions that will take place if infraction continues, up to and including termination.

Warnings are to be signed by employee, manager, and a witness.

Employee will receive a copy of signed warning and a copy of signed warning will go into employees' personal file.

Warnings will remain in the employees file for six months after warning date.

Open Door Policy

The Wimberley Village Library strives to foster an environment of collaboration and positive respect between management and employees. Employees are encouraged to meet with the library director to ask questions, give feedback, discuss suggestions and address problems or concerns.

Therefore Wimberley Village Library has instituted an open door policy- Employees are free to talk with the library director at any time. In the instance that the employee's concern or issue is not mitigated or fully handled by the library director, the employee is free to contact members of the Board of Trustees.

Employment Status

Probationary period.

The first 90 days of employment constitutes a probationary period; the employee shall be evaluated informally at the end of the probationary period to determine future employment status.

Orientation.

An orientation program focusing on library services and operation and job specifications shall be provided for each employee.

Staff Check-in meetings.

The Library Director meets with each staff person, three times a year. These meetings are designed to be relaxed and non-stressful. Each meeting focuses on different topics. Topics include job description, goals, and accomplishments

Supervision.

The Library Director assumes overall responsibility for the supervision of employee performance. The Library Director will inform the board regarding personnel matters.

Causes for disciplinary action. (changes approved 1/9/14)

Disciplinary action may occur when an employee is not performing in accordance with the job description for that position and/or his conduct is not satisfactory. WVL's Behavior Resolution Policy will be used to emphasize desired changes and expectations.

Dismissal.

Employment is at will. The employee shall be given fair warning that the Wimberley Village Library District is considering dismissal. In cases of gross misconduct, dismissal may be immediate.

Resignation.

Employees wishing to resign in good standing shall submit a dated and signed written statement giving the effective date of resignation. The Wimberley Village Library District is appreciative of all efforts to notify the library director well in advance of the date of resignation.

Grievance Procedure

It is the intent of the Wimberley Village Library that every employee shall have the opportunity to express concerns relating to the physical surroundings in which the employee works, procedures and conditions of the specific position, relationships with fellow workers or supervisors, and library rules as they apply to staff. The earlier the concern is reported, the sooner and the easier it is to investigate and take action.

A concern or grievance should follow the procedure below:

1. As a first step, library staff should normally raise concerns with the Director. Should the director have a concern, the issue should normally be raised with the WVLD Board President.

2. Under certain circumstances, the concern should be submitted in writing for the consideration of the WVLD Board and be delivered to the Board President:

- whenever the problem is not resolved or persists
- when the Library Director is part of the problem or concern
- when a WVLD Board member is part of the problem

When possible, the background and history of the issue, together with pertinent dates, should be included.

The named individual may be asked to prepare a statement for the President of the WVLD Board or the Board's designate.

The board chair will, in turn, present the concern, during closed session, to the full board at the next or a special board meeting.

A WVLD Board representative will respond to the employee within five days of the board meeting at which the issue is discussed, either providing a determination, solution, or a strategy for how the board will address the issue over time.

XV. ANTI-FRAUD, ANTI-THEFT AND ANTI-CORRUPTION

Rationale.

Village Library District ("WVLD") is committed to making sure that the opportunity for fraud, theft and corruption is reduced to the lowest possible risk. Staff has designed and implemented systems and procedures for the prevention and detection of fraud, and along with the Board of Trustees, will ensure a culture and environment that promotes honesty and ethical behavior.

As an important part of this commitment, the Anti-Fraud, Anti-Theft, and Anti-Corruption Policy will serve to advise and guide the staff—which includes both employed and volunteer personnel—on WVLD's approach to these serious issues. All staff and contractors are expected to be fair and honest, and to provide to WVLD any help, information, and support necessary to deal with fraud, theft, and corruption.

Scope.

The Anti-Fraud, Anti-Theft and Anti-Corruption Policy will address the following areas:

- Policies/procedures;
- Expected levels of behavior
- Preventing fraud, theft and corruption
- Detecting and investigating fraud, theft, and corruption
- Training

Policies / Procedures

There are a number of policies and procedures to make sure WVLD's financial, working, and organizational procedures are properly controlled. These are an important part of the internal control process, and it is important that all staff members know about them.

Financial regulations

Pertinent financial regulations include:

- Procurement Policy and Strategy
- Conflict of Interest Policy
- Code of Conduct for Staff
- Fraud, Theft, and Corruption Response Plan (Appendix B)
- Disclosure / Whistle-Blowing Policy (Appendix C)

Staff must make sure that they read and understand the rules and regulations that apply to them, and act accordingly. Disregard for these rules and regulations may lead to formal disciplinary action, up to and including termination of employment.

Expected Behavior

WVLD expects all staff, suppliers, and contractors to be honest and fair in their dealings with WVLD, and staff is expected to lead by example in these matters. The Code of Conduct sets out an approach to work that is both fair and honest, and staff must act accordingly at all times. Dishonest and illegal activity will not be tolerated.

Staff can play a vital role in dealing with fraud, theft, and corruption. WVLD encourages staff to report any suspected fraud, theft, or corruption. All information will be dealt with fairly and confidentially, and WVLD will make every effort to protect the identity of the person(s) providing the information. WVLD's Fraud, Theft, and Corruption Response Plan (Appendix B), and the Disclosure / Whistle-Blowing Policy (Appendix C) give more advice on this issue.

WVLD will deal firmly and quickly with anyone who is responsible for fraud, theft, or corruption. The Auditor, in consultation with the Board of Trustees, may refer matters to the police if any criminal activity is suspected.

The investigative process should not be misused, and therefore, any abuse, such as raising unfounded malicious allegations, will be addressed as a separate disciplinary matter.

Preventing Fraud, Theft, and Corruption

In order to combat fraud, theft, and corruption, efforts must be made to prevent it from happening in the first place. It is essential that there are clear rules and procedures within which staff can work, and these will be reviewed regularly to address changes in the business and working environment. Most of these are listed in the Code of Conduct.

The Library Director (“Director”) and supervising librarians must make sure that suitable levels of internal checks and balances are included in work procedures, particularly financial procedures. It is important that duties are organized so that no one person can carry out a complete transaction without some measure of checks and balances as part of the process.

Details of reporting avenues will be widely published to staff, and a review of the Anti-Fraud, Anti-Theft and Anti-Corruption Policy will be included as part of new staff orientation. It will also be widely published that all information received is investigated and addressed promptly and appropriately. Staff may contact the Board of Trustees to obtain a Fraud, Theft, and Corruption Disclosure Form (Appendix D). Completing this form, and returning it to the Board of Trustees, can provide information that may prevent fraud, theft, or corruption.

Detecting and Investigating Fraud, Theft, and Corruption

WVLD’s Disclosure / Whistle-Blowing Policy (Appendix C) is intended to encourage and enable staff to raise serious concerns on a range of matters including possible fraud, theft, or corruption.

The Board of Trustees will decide on the type and course of the investigation. This will include referring cases to the police where necessary. WVLD will prosecute offenders, and carry out disciplinary action in accordance with this or other applicable disciplinary policies.

In deciding whether an incident should be reported, the following factors will be taken into account:

- The extent of the fraud, theft, or corruption
- The sufficiency and adequacy of the evidence
- Whether the public interest will be served

Training

WVLD understands that the key to a successful Anti-Fraud, Anti-Theft, and Anti-Corruption Policy is training and awareness. WVLD will provide training for staff that are involved in and/or manage internal control systems to make sure that their responsibilities and duties are regularly reviewed and reinforced. Additionally, WVLD will provide suitable training to staff involved in investigating fraud, theft, and corruption.

Conclusion

WVLD is committed to tackling fraud, theft and corruption whenever it happens. The response to any report of fraud, theft, or corruption will be effective and organized, in accordance with the procedures included in this policy.

WVLD will continue to review this Anti-Fraud, Anti-Theft, and Anti-Corruption Policy to make sure it stays effective.

Appendix A: AMERICAN LIBRARY ASSOCIATION 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.

- I. 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.
- II. 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.
- III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
- IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
- V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
- VI. 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 19, 1939, by the ALA Council; amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; January 23, 1980; inclusion of "age" reaffirmed January 23, 1996.

Appendix B: THE FREEDOM TO READ

The freedom to read is essential to our democracy. It is continuously under attack. Private groups and public authorities in various parts of the country are working to remove or limit access to reading materials, to censor content in schools, to label "controversial" views, to distribute lists of "objectionable" books or authors, and to purge libraries. These actions apparently rise from a view that our national tradition of free expression is no longer valid; that censorship and suppression are needed to counter threats to safety or national security, as well as to avoid the subversion of politics and the corruption of morals. We, as individuals devoted to reading and as librarians and publishers responsible for disseminating ideas, wish to assert the public interest in the preservation of the freedom to read.

Most attempts at suppression rest on a denial of the fundamental premise of democracy: that the ordinary individual, by exercising critical judgment, will select the good and reject the bad. We trust Americans to recognize propaganda and misinformation, and to make their own decisions about what they read and believe. We do not believe they are prepared to sacrifice their heritage of a free press in order to be

“protected” against what others think may be bad for them. We believe they still favor free enterprise in ideas and expression.

These efforts at suppression are related to a larger pattern of pressures being brought against education, the press, art and images, films, broadcast media, and the Internet. The problem is not only one of actual censorship. The shadow of fear cast by these pressures leads, we suspect, to an even larger voluntary curtailment of expression by those who seek to avoid controversy or unwelcome scrutiny by government officials.

Such pressure toward conformity is perhaps natural to a time of accelerated change. And yet suppression is never more dangerous than in such a time of social tension. Freedom has given the United States the elasticity to endure strain. Freedom keeps open the path of novel and creative solutions, and enables change to come by choice. Every silencing of a heresy, every enforcement of an orthodoxy, diminishes the toughness and resilience of our society and leaves it the less able to deal with controversy and difference. Now as always in our history, reading is among our greatest freedoms. The freedom to read and write is almost the only means for making generally available ideas or manners of expression that can initially command only a small audience. The written word is the natural medium for the new idea and the untried voice from which come the original contributions to social growth. It is essential to the extended discussion that serious thought requires, and to the accumulation of knowledge and ideas into organized collections.

We believe that free communication is essential to the preservation of a free society and a creative culture. We believe that these pressures toward conformity present the danger of limiting the range and variety of inquiry and expression on which our democracy and our culture depend. We believe that every American community must jealously guard the freedom to publish and to circulate, in order to preserve its own freedom to read. We believe that publishers and librarians have a profound responsibility to give validity to that freedom to read by making it possible for the readers to choose freely from a variety of offerings. The freedom to read is guaranteed by the Constitution. Those with faith in free people will stand firm on these constitutional guarantees of essential rights and will exercise the responsibilities that accompany these rights.

We therefore affirm these propositions:

The freedom to read is essential to our democracy. It is continuously under attack. Private groups and public authorities in various parts of the country are working to remove or limit access to reading materials, to censor content in schools, to label "controversial" views, to distribute lists of "objectionable" books or authors, and to purge libraries. These actions apparently rise from a view that our national tradition of free expression is no longer valid; that censorship and suppression are needed to counter threats to safety or national security, as well as to avoid the subversion of politics and the corruption of morals. We, as individuals devoted to reading and as librarians and publishers responsible for disseminating ideas, wish to assert the public interest in the preservation of the freedom to read.

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We believe that free communication is essential to the preservation of a free society and a creative culture. We believe that these pressures toward conformity present the danger of limiting the range and variety of inquiry and expression on which our democracy and our culture depend. We believe that every American community must jealously guard the freedom to publish and to circulate, in order to preserve its own freedom to read. We believe that publishers and librarians have a profound responsibility to give validity to that freedom to read by making it possible for the readers to choose freely from a variety of offerings.

The freedom to read is guaranteed by the Constitution. Those with faith in free people will stand firm on these constitutional guarantees of essential rights and will exercise the responsibilities that accompany these rights.

We therefore affirm these propositions:

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.*

Creative thought is by definition new, and what is new is different. The bearer of every new thought is a rebel until that idea is refined and tested. Totalitarian systems attempt to maintain themselves in power by the ruthless suppression of any concept that challenges the established orthodoxy. The power of a democratic system to adapt to change is vastly strengthened by the freedom of its citizens to choose widely from among conflicting opinions offered freely to them. To stifle every nonconformist idea at birth would mark the end of the democratic process. Furthermore, only through the constant activity of weighing and selecting can the democratic

mind attain the strength demanded by times like these. We need to know not only what we believe but why we believe it.

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.*

Publishers and librarians serve the educational process by helping to make available knowledge and ideas required for the growth of the mind and the increase of learning. They do not foster education by imposing as mentors the patterns of their own thought. The people should have the freedom to read and consider a broader range of ideas than those that may be held by any single librarian or publisher or government or church. It is wrong that what one can read should be confined to what another thinks proper.

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.*

No art or literature can flourish if it is to be measured by the political views or private lives of its creators. No society of free people can flourish that draws up lists of writers to whom it will not listen, whatever they may have to say.

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.*

To some, much of modern expression is shocking. But is not much of life itself shocking? We cut off literature at the source if we prevent writers from dealing with the stuff of life. Parents and teachers have a responsibility to prepare the young to meet the diversity of experiences in life to which they will be exposed, as they have a responsibility to help them learn to think critically for themselves. These are affirmative responsibilities, not to be discharged simply by preventing them from reading works for which they are not yet prepared. In these matters values differ, and values cannot be legislated; nor can machinery be devised that will suit the demands of one group without limiting the freedom of others.

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.*

The ideal of labeling presupposes the existence of individuals or groups with wisdom to determine by authority what is good or bad for others. It presupposes that individuals must be directed in making up their minds about the ideas they examine. But Americans do not need others to do their thinking for them.

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.*

It is inevitable in the give and take of the democratic process that the political, the moral, or the aesthetic concepts of an individual or group will occasionally collide with those of another individual or group. In a free society individuals are free to determine for themselves what they wish to read, and each group is free to determine what it will recommend to its freely associated members. But no group has the right to take the law into its own hands, and to impose its own concept of politics or morality upon other members of a democratic society. Freedom is no freedom if it is accorded only to the accepted and the inoffensive. Further, democratic societies are more safe, free, and creative when the free flow of public information is not restricted by governmental prerogative or self-censorship.

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.*

The freedom to read is of little consequence when the reader cannot obtain matter fit for that reader's purpose. What is needed is not only the absence of restraint, but the positive provision of opportunity for the people to read the best that has been thought and said. Books are the major channel by which the intellectual inheritance is handed down, and the principal means of its testing and growth. The defense of the freedom to read requires of all publishers and librarians the utmost of their faculties, and deserves of all Americans the fullest of their support.

We state these propositions neither lightly nor as easy generalizations. We here stake out a lofty claim for the value of the written word. We do so because we believe that it is possessed of enormous variety and usefulness, worthy of cherishing and keeping free. We realize that the application of these propositions may mean the dissemination of ideas and manners of expression that are repugnant to many persons. We do not state these propositions in the comfortable belief that what people read is unimportant. We believe rather that what people read is deeply important; that ideas can be dangerous; but that the suppression of ideas is fatal to a democratic society. Freedom itself is a dangerous way of life, but it is ours.

This statement was originally issued in May of 1953 by the Westchester Conference of the American Library Association and the American Book Publishers Council, which in 1970 consolidated with the American Educational Publishers Institute to become the Association of American Publishers.

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.

A Joint Statement by:

[American Library Association](#)
[Association of American Publishers](#)

Subsequently endorsed by:

[American Booksellers Foundation for Free Expression](#)
[The Association of American University Presses, Inc.](#)
[The Children's Book Council](#)
[Freedom to Read Foundation](#)
[National Association of College Stores](#)
[National Coalition Against Censorship](#)
[National Council of Teachers of English](#)
[The Thomas Jefferson Center for the Protection of Free Expression](#)

Appendix C: WVLD FRAUD, THEFT, AND CORRUPTION RESPONSE PLAN

Introduction

WVLD is committed to the highest possible standards of openness, integrity, and accountability in all its affairs. It is determined to maintain a culture of honesty and opposition to fraud, theft, and corruption. In line with that commitment, WVLD's Anti-Fraud, Anti-Theft, & Anti-Corruption Policy outlines procedures relative to preventing, reporting and responding promptly to fraud, theft, and corruption.

The Fraud, Theft, and Corruption Response Plan reinforces WVLD's proactive approach to prevention of such activities by defining the ways in which staff can report their concerns about suspected fraud, theft, or corruption as defined within this Plan.

Fraud is defined as deception by persons internal or external to WVLD, which is carried out to conceal the misappropriation of assets, or for personal gain.

Theft is defined as the dishonest taking of property belonging to another with the intention of depriving the owner permanently of its possession.

Corruption is defined as the offering, giving, soliciting or acceptance of an inducement or reward, which may inappropriately influence the action of any employee or other person.

Concerns or allegations that fall within the scope of other existing policies (e.g., discrimination issues) will be referred to the Director for consideration under those policies.

Fraudulent or corrupt acts may include, but are not limited to, the following:

- Systems Issues – A process/system exists that is prone to abuse by either staff or the public
- Financial Reporting Issues - Misstatements arising from fraudulent financial reporting or misstatements arising from misappropriation of assets.
- Financial Issues – Individuals or companies have fraudulently obtained money from WVLD
- Equipment Issues – WVLD equipment is used for personal use
- Resource Issues – There is a misuse of resources (cash, assets, and time)
- Other Issues – Activities undertaken by staff that may be unlawful, violate WVLD policies, fall below established standards of practices, or amount to improper conduct

If there is any doubt about the seriousness of concerns, contact the Director or the Board of Trustees.

Safeguards

WVLD's Disclosure / Whistle-Blowing Policy (Appendix C) contains explanations of safeguards for people raising concerns in good faith. These will be applied consistently in the case of all serious allegations, including concerns raised in connection with fraud, theft, and corruption.

How to Report Suspected Fraud, Theft, or Corruption

Staff:

Staff are often the first to realize that something is seriously wrong or represents a potential problem. They may refrain from expressing their concerns because they feel speaking up would be disloyal to their colleagues. They may also fear harassment or victimization. WVLD's Disclosure / Whistle-Blowing Policy (Appendix C) is intended to encourage and enable staff to raise serious concerns rather than overlooking a problem.

Third Parties:

WVLD encourages third parties who suspect fraud, theft, or corruption to contact either the Board of Trustees or the Director.

How allegations will be dealt with by WVLD

Allegations by staff or third parties will be addressed as follows depending on the nature of the allegation:

- An internal investigation by the Director, the Board of Trustees, or an external auditor.
- Referral of criminal matters to the police.

Within 10 working days of a concern being received, the Board of Trustees will write to the complainant:

- Acknowledging that the concern has been received
- Indicating how the matter will be handled
- Giving an estimate of how long it will take to provide a final response
- Telling them the status of the initial investigation
- Telling them if any further investigations will take place, and if not, why.

The investigation will be planned with consideration to the following:

- Resources required to investigate the allegation
- Legal status of the allegation (i.e., theft or breach of procedure)
- Internal disciplinary procedures
- Level of evidence required
- Protection of data and documents required
- Minimizing the effect on staff and third parties
- Recovery of lost funds and minimizing the potential for further loss
- Review of any improvements required to prevent re-occurrence

WVLD appreciates that individuals who report the alleged fraud, theft, or corruption need to be assured that the matter has been properly addressed. Thus, where appropriate, and subject to legal constraints, they will receive information about the outcome of any investigation.

If the allegation of fraud, theft, or corruption directly impacts a third party, WVLD's Board of Trustees will inform the most senior staff member at that organization.

Appendix D WVLD FRAUD, THEFT, AND CORRUPTION DISCLOSURE FORM

Wimberley Village Library District is committed to the highest standards of openness, honesty, and accountability. In consideration of that commitment, Wimberley Village Library District expects staff and Wimberley Village Library District ongoing operations to come forward and voice those concerns. Please complete this form as accurately, and with as much detail, as possible. Attach additional forms, or extra sheets of paper, if needed. Return this form to the Library Director's office or send it to the Board of Trustees.

NAME (of employee filing report): _____

DIVISION (of employee filing report): _____

Phone Numbers (of employee filing report): ext: _____

Home: _____ Cell: _____ Other: _____

Best Times to be Reached: _____

Nature of Concern: _____

Related Background Information: _____

Specific Details Related to Concern: _____

Appendix E: WVLD DISCLOSURE / WHISTLE-BLOWING POLICY

Staff are often the first to realize that there may be something seriously wrong within the Library. However, they may refrain from expressing their concerns because they feel speaking up would be disloyal to their colleagues. They may also fear harassment or victimization.

WVLD is committed to the highest standards of openness, honesty, and accountability. In consideration of that commitment, WVLD expects staff and others with serious concerns about any aspect of WVLD's ongoing operations to come forward and voice those concerns. This Disclosure / Whistle-Blowing Policy is intended to encourage and enable staff to raise serious concerns within WVLD, without fear of retaliation.

Scope

This policy aims to:

- Provide avenues for staff to raise concerns and receive feedback on any action taken.
- Reassure staff that they will be protected from retaliation or victimization for providing information in good faith.
- Inform staff how to take the matter further if they are dissatisfied with the response.

This Disclosure / Whistle-Blowing Policy is intended to cover concerns of the staff. These concerns may be about something that:

- Is unlawful
- Violates WVLD's stated policies
- Falls below established standards or practices
- Represents improper conduct

Safeguards

Harassment or Victimization – WVLD recognizes that the decision to report a concern can be a difficult one to make, not least because of the fear of retaliation from those responsible for the misconduct.

WVLD will not tolerate harassment or victimization and will take action to protect those who raise a concern in good faith. This does not mean that if an employee who raises a concern is already the subject of disciplinary procedures that those procedures will stop as a result of their disclosure.

Confidentiality – WVLD will attempt to protect an individual's identity if they report a concern, and do not want their name disclosed. The investigation process, however, may reveal the source of the information, and/or a statement by the individual may be required as part of the evidence.

Anonymous Allegations – This policy encourages individuals to put their names to allegations. Concerns expressed anonymously are much less powerful, but they may be considered at the discretion of WVLD. In exercising this discretion, the factors to be considered include:

- The seriousness of the issues raised
- The credibility of the concern
- The likelihood of confirming the allegations from attributable sources

Untrue Allegations – If an allegation is made in good faith, but is not corroborated by the investigation, no action will be taken against the originator of the allegation. If individuals make malicious allegations, disciplinary action may be considered against that individual

Raising a Concern

For less serious issues, staff should normally raise concerns with the Director or their supervising librarian. In general, however, the Disclosure / Whistle-Blowing Policy should be applied for potentially more serious and sensitive issues. The first step is to approach the Director or a supervising librarian. If the subject of the allegation happens to be the Director or a supervising librarian, then the Board of Trustees should be contacted. In all cases, an initial investigation will determine whether or not a full investigation is required.

Concerns should be reported in writing using the Fraud, Theft and Corruption Disclosure Form (Appendix D). These forms can be obtained, confidentially, from the Director or the Board of Trustees. The background and history of the issue, together with pertinent dates, should be included on the form. As much detail as possible, should be documented, including the reason why the individual suspects fraud, theft, or corruption. The earlier the concern is reported, the sooner and the easier it is to investigate and take action. Although staff are not expected to prove the truth of an allegation, they will need to demonstrate that there are sufficient grounds for concern.

How the Complaint Will Be Handled

The action taken by WVLD will depend on the nature of the concern. The matters raised may be investigated internally and/or reported to the police.

For more specific details of the response to a complaint, refer to the WVLD Fraud, Theft, and Corruption Response Plan (Appendix C).

The amount of contact between the investigator and the originator of the complaint will depend on the nature of the issues raised, the potential difficulties involved, and the clarity of the information provided. If necessary, further information will be requested from the originator of the complaint. WVLD will take steps to minimize any difficulties that the originator of the complaint may experience as a result of their concern.

WVLD realizes that the originator of the complaint needs to be assured that the matter has been properly addressed. To help with this, whenever appropriate, and subject to legal constraints, the originator of the complaint will receive information about the outcome of any investigation.