

# **Wells Branch Community Library District Conduct Policy**

## **Privacy**

The Right to Privacy Act guarantees that no confidential information will be given to unauthorized persons without the individual's or district's written consent. Information concerning persons acquired from any source will be kept confidential and discussed only as necessary with appropriate staff and/or authorities.

## **Anti-Discrimination**

Wells Branch Community Library does not discriminate on the basis of race, color, religion, sex, national origin, ancestry, age, disability, veteran status, gender identification, medical condition, marital status, or sexual orientation. Wells Branch Community Library also makes reasonable accommodations for persons with disabilities.

## **Anti-Harassment**

The Wells Branch Community Library has a zero tolerance policy concerning harassment. Any type of harassment of any person is unacceptable. Abusive or aggressive language and/or behavior toward the staff or anyone else will not be tolerated. Any person behaving in a way that is perceived as abusive or threatening will be immediately removed from the library by staff or the Travis County Sheriff.

## **Appropriate Behavior**

The Wells Branch Community Library encourages people of all ages to visit and use the library. Those using the library and its resources have the right to expect a safe, comfortable environment that supports appropriate library services. Behaviors that reasonably prevent other users from enjoying library services are a violation of this policy.

Public spaces cannot be appropriated for personal or private use by groups or individuals. To ensure equitable availability of space and equipment, patrons are asked not to move furniture or set up elaborate workspaces. Blocking walkways with large groups or items is a violation of fire code.

To maintain a healthy and clean environment for all library users and to protect public resources, the library may restrict access and service for patrons with fleas, lice, wet clothing, or other conditions that could jeopardize the health or cleanliness of library

facilities, collections, or users. Shirts and shoes must be worn by those over the age of five (5).

The library, as a public government building, is not an appropriate place for commercial endeavors or private fundraising. Solicitation, canvassing, or surveying is not allowable on library property without the express written permission of the Director or Director's designee. Library staff cannot perform personal favors or tasks that fall outside of job descriptions and/or library training.

The library is not responsible for lost, stolen, or misplaced personal items. Staff will not hold or watch personal items. Patrons may not leave personal items unattended. Unattended items may be removed or discarded.

Service (not support/comfort) animals and animals specifically requested for library programs are the only animals allowed to be brought onto library grounds. Service animals must be under the complete and continual control of the handler.

Smoking or use of alternative tobacco or vapor products is prohibited on library grounds. Intoxication by alcohol or another substance on library property is not allowed.

Children are expected to adhere to the same standards of patron conduct required of adults. Parents are responsible for ensuring the appropriate behavior of their children while in the library. Every child under the age of 8 must have continual supervision of a caretaker age 16 or older while on library property. If no supervising adult can be found, the Sheriff will be called to assume custody and ensure safety of the child. Under no circumstances will staff assume responsibility for unattended children, transport them in a vehicle, or accompany them home.

Any behaviors that are disruptive, destructive or endanger the safety of the library, its patrons, staff, or property may result in a warning being issued or a person being asked to leave the library. In the case of a minor, a supervising adult may be asked to escort the child.

Any person who commits a criminal act on library property may be immediately and permanently evicted. Criminal acts include but are not limited to a threat or attack upon another person, illegally carrying a weapon, indecent exposure or lewdness, voyeurism or peeping, public intoxication, or any other activity that in the Director's or Director's designee's discretion could cause harm to library property, another person or one's self.

Any person who is asked to leave the library and refuses to do so shall be considered to be trespassing and may be subject to permanent exclusion from the library and/or arrest.

It is neither the responsibility nor the prerogative of any individual patron to enforce this policy. A patron who is concerned about others' adherence to the policy may bring it to the attention of the staff.

## **Public Safety**

In order to ensure the safety of patrons and staff, the Wells Branch Community Library has established safety rules and procedures. If any of these procedures are exercised, an incident report should be filed within 24 hours by the manager on site and any other involved personnel.

Wells Branch Community Library is committed to providing and maintaining a healthy and safe work environment for all employees and volunteers. Any unsafe conditions that may be potential hazards or items in need of repair should be immediately reported to the Library Director or other manager. All accidents or emergencies must be reported immediately to the Library Director or shift manager. The library prohibits staff and volunteers from bringing handguns into the workplace according to Texas Labor Code s2.062 (a)(b)

Adequate and appropriate training is provided by the library to all staff. This includes annual inspections of safety equipment and alarm services as well as fire/evacuation drills and basic first aid/CPR for permanent employees.

If there is a probability of damage to the facility or a claim against the library, the Director (or designee) will contact the insurance company. If there is a potential for legal intervention, the Director (or designee) will contact the library's attorney.

The library maintains written safety and emergency procedures at all public desks for easy access. These documents include phone numbers for utilities, locations of equipment, instructions for addressing outages in power or internet, pest control, threatening behaviors, weather, fire, and water emergencies. Written instructions should never outweigh common sense. All employees are authorized to call 9-1-1 or evacuate the building at any time if they believe it is in the public's best interest.

Library personnel cannot take responsibility for or transport a patron, nor can they give access to the facility outside library hours.

## **Volunteers**

Library volunteers assist the staff and serve the public in a pleasant and efficient manner. Volunteers give of their time and talents without expectation of special treatment. The library does not reduce fines or extend any other privileges in exchange for volunteer services. Volunteers may be terminated for failing to comply with the terms of the Volunteer Handbook and/or Conduct Policy. The Volunteer Agreement and Handbook outlines expectations, duties, terms of service, and record maintenance for the volunteer program.

### **Community Service:**

Any volunteer who needs official documentation of their hours of service must make that known at the interview. The library offers documentation of hours upon volunteer request and letters of recommendation for volunteers in good standing. Whether the library can accommodate court ordered community service hours will be determined on a case-by-case basis and is generally limited to residents of the district.

**Eligibility:**

Volunteers must meet age, ability, and availability requirements for the specific position. Before starting, each volunteer must successfully complete an interview, orientation and training and must demonstrate proficiency for the assigned task. Available shifts and tasks may change at any time and the library cannot accept all eligible volunteers.

## Complaints and Concerns

Contact the Manager on Duty or Library Director concerning any issue you have with the quality of service being provided by Wells Branch Community Library. If a complaint is brought to the Board of Trustees, the board will refer the matter to the Library Director.

You may reach the director in the following ways

- By phone at the library number (512-989-3188).
- By mail addressed to Library Director at Wells Branch Community Library, 15001 Wells Port Drive, Austin TX 78728.
- By email at [director@wblibrary.org](mailto:director@wblibrary.org)

If your complaint concerns the Library Director, it may be sent directly to the President of the Board of Trustees at [president@wblibrary.org](mailto:president@wblibrary.org) or by mail addressed to Board President at Wells Branch Community Library, 15001 Wells Port Drive, Austin TX 78728. Trustees are not generally available by telephone.

All complaints made to the Wells Branch Community Library will be kept confidential to the extent permitted by law. The Staff, Director, and Board of Trustees of the Wells Branch Community Library view complaints as valuable opportunities for improvement, and will not tolerate retaliation against any employee or patron for complaints or concerns reported to the library.

*Complaints about materials, such as a request to remove something from the collection, follow a different policy and procedure. In those cases, please ask a library manager for a 'Request for Reconsideration of Library Materials' form.*