**Harper Library General Operations Policy**

Harper Library (hereinafter Library) is a 501(c)3 public library that supports Harper, western Gillespie, and small portions of eastern Kimble and northern Kerr Counties, Texas**.** Our mission is to provide full library services including library materials, internet access, computer use, programs, and basic office services (faxes, printing, copying) for all visitors to our Library. The Harper Library Resale Shop (hereinafter Resale Shop) exists to provide income for the support of the Library and to provide a discount retail source for clothing, housewares and other items to Harper and the surrounding area.

**Non-Discrimination**

The Library and Resale Shop will not discriminate against any person due to race, color, sex, age, religion, sexual orientation, or national origin per the anti-discriminatory statements in our By-Laws, the rules of the Texas Library System, and the laws of the United States of America. As a public library, the Library and Resale Shop are open to the public during business hours.

**Card Holders**

Any resident or landowner within the Harper Independent School District area may become a member. Visitors residing in the area for longer than two months may become members if they provide contact information for their permanent residence along with their local contact information. All applications must be filled out completely with the correct contact information.

The Library Director or a person designated by the Director is responsible for maintaining and updating the records of members. Card holders will remain active unless they move from the area.

Card holders will remain active members if ALL Library policies are followed.

The following policies are written in documents available at the Library circulation desk:

1. Harper Library Community Room Use Policy
2. Harper Library Patron Behavior Policy
3. Harper Library Unattended Children Policy

Sections of the following policies governing the administration of the Library include rules for members:

1. Harper Library Donation Policy
2. Harper Library Material Inventory Policy
3. Harper Library Computer, Internet, and Wi-Fi Policy
4. Harper Library Computer, Internet, and Wi-Fi Access Handout
5. Harper Library Interlibrary Loan Policy

Card holders are permitted to check out items from the collection for a length of time set by the Library Director. Card holders must return items by the due date or incur a late fee. The per day late fee will be posted at the circulation desk. Failure to return items will result in payment due for the replacement cost of the items. Failure to comply with these policies will result in suspension of the privilege to check out items from the Library.

Confidentiality will be maintained concerning the personal information of patrons or patron library use statistics per the U.S. Privacy Act. Volunteers or staff may state when an item is due to be returned to the Library, but they may not reveal the name of the patron who has the item checked out. Personal information about patrons, staff, volunteers, or the Library Board/Resale Shop Resource Team is not permitted to be in public view.

**Volunteers**

Any adult is welcome to apply to volunteer for Library staffing, fundraising, Resale Shop staffing, or Library or Resale Shop sponsored events. Prospective volunteers will be required to fill out a short Volunteer Interest Questionnaire. The Interest Questionnaire will be submitted to the Library Coordinator and/or the Resale Shop Volunteer Coordinator. The prospective Library volunteer will be interviewed by the Library Coordinator. The prospective Resale Shop volunteer will be interviewed by the Resale Shop Volunteer Coordinator and the Resale Shop Resource Team. A Library/Resale Shop Volunteer Application will be completed at the time of the interview. The completed application will be placed in the office file cabinet. Emergency medical information for volunteers will be available in the Volunteer Hours Notebook on the Library circulation desk for Library volunteers and in the cabinet below the cash register in the Resale Shop for Resale Shop volunteers.

Youth /teen volunteers who are in the 6th grade or older may volunteer in the Library~~.~~ They must submit a Library/Resale Shop Volunteer Application signed by a parent or legal guardian. A teen/youth may not volunteer without an adult volunteer present.

All volunteers will receive training regarding Library/Resale Shop policies and the different tasks/jobs required for their volunteer positions. In the Library, there is an online Biblionix Apollo manual available for staff use. A Library Operations Manual is available in a folder on the circulation desk. A Resale Shop Operations Manual is available in the Resale Shop. Copies of all policies are available in a folder on the Library circulation desk. Harper Library Executive Board of Directors members will be provided with copies of all policies.

Volunteer staffing for the Library will be scheduled by the Library Director. Volunteer staffing for the Resale Shop will be scheduled by the Resale Shop Resource Team. Volunteers for fundraising or special events will be scheduled by the committee chair for the event.

A log of the amount of time volunteers work will be maintained and statistics reported by the Library Director to the Harper Library Executive Board of Directors. Volunteers must record their hours in the log at the Library Circulation desk or at the checkout desk in the Resale Shop. Volunteers should also report any additional volunteer hours to the Library Director or Resale Shop Resource Team. If a volunteer is unable to work an assigned shift, it is the responsibility of the volunteer to notify the Library Director or a Resale Shop Resource Team member. The Library Director or Resource Team member will search for a replacement. If a replacement cannot be found to staff the Library or Resale Shop for a shift, or a day, a notice will be posted on the door and the Library or Resale Shop will be closed during those hours.

All volunteers working in the Library or Resale Shop are expected to be clean and dressed in appropriate attire. No shorts, T-Shirts with inappropriate slogans, torn clothing, crop tops, pajama pants, or revealing clothing will be permitted. Library volunteers may order a shirt from one of the catalogs provided by the Library Director. The shirt can also be embroidered with the Library logo and the volunteer’s name. The Library will cover the cost (up to $40.00) for one (1) shirt, inclusive of the cost of the embroidery; for a regularly scheduled volunteer who has worked for at least 3 months.

**Paid Employees**

All positions open for paid employees will be advertised for a one (1) month period in local newspapers. An initial interview for a position available in the Library shall be conducted by the Library Director. An initial interview for a position in the Resale Shop shall be conducted by the Resale Shop Volunteer Coordinator who will confirm any decision with the Resale Shop Resource Team. The Harper Library Executive Board of Directors President and one other Board member will conduct a second interview with applicants referred by the Library Director or Resale Shop Volunteer Coordinator.

The Harper Library Executive Board of Directors shall make the final decision upon the recommendation from the interviewers, by reviewing the information given on the application and/or resume, and information given by references. The employee shall sign an Employee Agreement Form.

The Harper Library Executive Board of Directors shall determine the salary with consideration given to budget criteria.

Employee reviews will be held after the first six months of employment and annually thereafter using the Harper Library Employee Evaluation Form. The evaluation shall be conducted by the Vice-President of the Harper Library Executive Board of Directors and two members of the Board; one of which has direct experience working with the Library or Resale Shop employee.

**Staff Training**

The Library Director will be responsible for periodic training sessions for Library volunteers. The Resale Shop Resource Team will be responsible for periodic training sessions for Resale Shop volunteers. New employees or volunteers can be trained “on the job” by another experienced staff member appointed by the Library Director or Resale Shop Resource Team. In the Library, there are two training guides available for staff use. The guides are the Biblionix Apollo manual found electronically in Biblionix and an Operations Manual. In the Resale Shop, training guides are available at the checkout desk. The training guides will be reviewed and updated as needed by the Library Director or the Resale Shop Resource Team.

**Bulletin Board Use**

Library and Resale Shop postings will take priority over any other items posted. Flyers and notices from area non-profit organizations may be posted if adequate room is available in the Library or Resale Shop. Flyers may also be posted on the door of the Library or Resale Shop. No posters for organizations will be hung on the walls or shelf units. The bulletin board or other locations for postings will be checked twice a week to remove outdated information. No personal items for sale flyers or business advertising are allowed to be posted at any time.

**Website**

The Library website is for the sole purpose of promoting the Library and Resale Shop. No personal notices will be permitted. It is the Library Director’s shared responsibility along with a designated assistant to assure the website is checked and updated for accuracy no less than every two months. Any substantial changes should be approved by the Harper Library Executive Board of Directors. Passwords shall not be shared.

**Apollo Software**

The Library Director will be the main contact for Biblionix personnel for maintenance for support and updates. The Library Director may designate another staff member to call for information regarding ~~on~~ a particular problem. See the Harper Library Material Inventory Policy for those responsible for Material Inventory changes in the system.

**Resale Shop**

The Resale Shop Procedures and Policies are attached and available in a notebook at the checkout desk of the Resale Shop.

Adopted by the Harper Library Executive Board of Directors on November 19, 2018