

Town of Bashaw Library Board

Policy Manual

Adopted by the Town of Bashaw Library Board
March 28, 2022

Mission Statement

Town of Bashaw Library Board is dedicated to the educational, recreational and cultural enlightenment of members of the community and area.

Roles of the Library

The role of the Town of Bashaw Library Board is to provide popular materials for patrons, as well as providing a site for life-long learning.

The roles of the Town of Bashaw Library Board are as follows:

- Enhance and raise the literacy awareness of the community and offer lifelong learning opportunities;
- Provide access to current fiction and non-fiction, in a variety of formats, for all ages in the community;
- Create public awareness of library services through special programs, advertising and community outreach;
- Provide a range of service hours that will accommodate the needs of individuals in the community;
- Provide free computer and Internet access to the members of the public;
- Provide a friendly, welcoming and safe environment for all.

Table of Contents

Policy 1 - Library Board

1a	Responsibility of Board	p. 5
1b	Duties of Executive	p. 7
1c	Orientation and Continuing Education	p. 8

Policy 2 - Library Resources

2a	Selection, Acquisition, Purchase and Disposition of Library Resources	p. 10
2b	Gifts and Donations	p. 10
2c	Lending Provisions and Conditions	p. 11
2d	Public-Use Internet Computers	p. 11
2e	Audio/Visual Suite	p. 13
2f	Photocopier	p. 13

Policy 3 - Library Operation

3a	Confidentiality of User Records	p. 14
3b	Hours of Service	p. 14
3c	Services for Special Needs	p. 15
3d	Public Use of Facility	p. 15
3e	Public Relations	p. 16
3f	the Alberta Library Card	p. 16
3g	Membership Fees	p. 17
3h	Overdue Fines	p. 17
3i	Lost/Damaged Items	p. 17
3j	Meeting Room Use Policy	p. 17
3k	Unattended Children	p. 18

Policy 4 - Personnel

4a	Job Description – Library Manager	p. 20
4b	Job Description – Library Assistant	p. 22
4c	Job Description – Custodian	p. 23
4d	Job Description – Volunteer and STEP	p. 24
4e	Performance Review – Library Manager	p. 25
4f	Performance Review – Library Assistant	p. 28

4g	Performance Review – Volunteers and STEP	p. 31
4h	Orientation and Continuing Education of Staff	p. 34
4i	Grievance Procedure	p. 34

Policy 5 - Finance

5a	Reimbursement for Staff and Board Members	p. 35
5b	Bank Account	p. 35
5c	Signing Officers	p. 35
5d	Fiscal Year	p. 35
5e	Record Keeping	p. 35

Policy 6 – Personal Information Banks

6a	Personnel	p. 36
6b	Human Resources	p. 36
6c	Patron Database	p. 36
6d	Public Information Held by BML	p. 37
6e	Record Retention	p. 37

Policy 7 – Violence and Harassment Policy

7a	Workplace Violence	p. 41
----	--------------------	-------

Policy 8 – Working Alone Policy

8a	Working Alone	p. 43
----	---------------	-------

Policy 9 – Yearly Events p. 44

Schedule A – Notice of Revoking of Library Membership p. 46

Schedule B – Damaged or Lost Item Notice p. 47

Schedule C – Agreement for Volunteer Services p. 48

Schedule D – Room Use Agreement p. 49

Policy 1 – Library Board

Policy 1a Responsibilities of Trustees/Board Members

Authority and Responsibility

The Board of Trustees is the legal authority for the Town of Bashaw Library Board. As a member of the Board, a board member acts in a position of trust for the community and is responsible for the effective governance of the library.

Requirements

1. Requirements of Board membership include:
2. Commitment to the work of the library and its mission.
3. Willingness to be an advocate for library services and programs with the public, the business community and the municipal, provincial, and federal governments.
4. Willingness to read and maintain familiarity with a documentation relating to board governance.
5. Willingness to attend all regular, special and committee meetings.
6. Willingness to serve on committees and attend meetings of the same.
7. Support of special events and fundraising events.

Duties and Responsibilities

A Board Member is fully informed on library matters and participates in the Board's deliberations and decisions in matters of policy, finance, programs, personnel and advocacy. The Board Member must:

1. Develop, in accordance with the Libraries Act, bylaws and policies in consultation with the board, its committees and staff.
2. Review the bylaws and policies at least annually and make necessary changes.
3. Ensure that decisions made are in accordance with these bylaws and policies.
4. Review the Board's structure, approve changes and prepare necessary bylaw amendments in accordance with the Libraries Act.
5. Ensure that Bashaw Municipal Library's objectives as outlined in the Plan of Service are implemented.

6. Approve Town of Bashaw Library Board's annual budget and request for funding to council.
7. Approve the employment of staff.
8. Participate in an evaluation of the Library Manager every 3/4 years or as needed.
9. Work with the Library Manager to develop and maintain positive relationships among the board, committees, staff, volunteers and community.
10. Assist in recruiting board members and volunteers as needed.
11. Take advantage of board development and library service training opportunities.

Board Member Orientation

1. Upon appointment to the Board, a trustee shall receive a binder/USB containing all current working documents of the Board including the budget, plan of service, bylaws, policies, and regulations.
2. In addition, each Trustee shall receive an Alberta Library trustee Association (ALTA) handbook and additional material as available in the form of a USB.
3. Each new trustee shall be made aware of the procedure for the operation of the Library and such duties that he/she may be expected to fulfill.

Term of Office

1. Board Members shall be appointed for three-year terms. A Board Member is eligible to be reappointed for only two (2) additional consecutive terms of office, unless two-thirds of the whole Town Council passes a resolution stating that the member may be reappointed as a Board Member for more than three (3) consecutive terms. **Appointments to the board follow the guidelines set in the Alberta Libraries Act.**
2. Missing 3 consecutive meetings, without notice, disqualifies a trustee from remaining a member.

The Town of Bashaw Library Board will be responsible to engage a Library Manager and Library Assistant as per qualifications and job description requirements, to supply additional staff coverage with the availability of grant monies during the summer months, and to recruit volunteer help when possible.

Board Meetings

1. The Board shall meet at least once every two months. The Board shall elect a chairperson, vice-chairperson, secretary and treasurer from among its trustees.

The Library Manager or Library Assistant may serve as recording secretary. Executive appointments will take place in November from existing board members.

2. A quorum shall be half the voting membership plus one.

Policy 1b Duties of the Executive

Chairperson shall:

1. Play a leading role in the advocacy for the library, including supporting fundraising and profile-raising activities.
2. Encourage board members to keep the library's mission in mind when participating in meetings and activities.
3. Recognize board members' contributions to the board's work.
4. Visit the library on a regular basis to maintain a good rapport with staff and be aware of issues as they arise.
5. Prepare the board's agenda with input from the board members and the Library Manager.
6. Chair meetings of the board.
7. Sign minutes of the board meetings along with the Secretary.
8. Keep discussion at meetings on topic.
9. Act as a signing officer, with other officers, for cheques and other documents such as contracts and grant applications.
10. Other duties as required.

Vice-chairperson shall:

1. Assume all powers and duties of the Chairperson in his/her absence
2. Introduce new trustees to the Policy Manual, the Handbook, and the Library Act
3. Other duties as required

Treasurer shall:

1. Work with the board and the Library Manager to develop an annual budget and keep in close communication with the Library manager on all financial matters.
2. Give regular financial reports, at least quarterly, to the board.
3. Record financial transactions on a monthly basis.
4. Act as a signing officer, with other officers, for cheques and other documents.

5. Prepare the financial records for audit and keep all necessary records and reports on file.
6. Prepare the GST Rebate Application and submit to Canada Revenue Agency.
7. Other duties as required.

Monthly bookkeeping includes:

1. Paying bills and making deposits
2. Preparing payroll, including T4's and ROE's (Record of Employment)
3. Remitting employee deductions to Canada Revenue Agency.
4. Recording transactions in accounting program.
5. Reconciling records to bank statements.
6. Preparing financial reports

Recording Secretary shall:

1. Record and file minutes of each meeting.
2. Respond to correspondence as directed.
3. Distribute minutes to the Board.

Board Members shall:

1. Fulfill orientation requirements by meeting with the Vice-chairperson, to be prepared to devote time and effort to carrying out duties of trusteeship, recognize the importance of the library as a centre of information, community culture, recreation, and continuing education.
2. Pick up information at the Library on a regular basis.
3. Attend training sessions as time permits.
4. Be accountable to the citizens and funding authorities.
5. Advise Chair if unable to attend a meeting.

Policy 1c Orientation and Continuing Education

Upon appointment to the Board, a trustee shall receive a current copy of the Policy Manual, by-laws, the Alberta Library Trustees Association handbook and The Libraries Act. These will be reviewed with the Vice-chairperson.

The Treasurer will present the new member with the working budget and explain income and expenses.

Attendance at workshops etc. and expenses such as mileage, meals and registration will be handled on an individual basis. Attendance at Parkland Regional Library board development activities are encouraged.

Policy 2 – Library Resources

Policy 2a Selection, Acquisition, Purchase and Disposition of Library Resources

All library resources purchases should be done by the Library Manager or designate, staying within budgeted book/resources allotment, with consideration as to what material is judged to be advantageous or opportune to the Town of Bashaw Library Board. Books that are in good condition may be re-allocated through the Parkland Regional Library or sold as used books to generate funds for the purchase of new ones. Otherwise they will be disposed of at the discretion of the Library Manager or designate.

The Library recognizes that many books and materials are controversial and that any given item may offend some patrons. Selection will not be made on the basis of any anticipated approval or disapproval, but solely on its merits in relation to collection development and relevancy to the interests of readers. Patrons may request, in writing, materials to be purchased.

Selection will not be inhibited by the possibility that books and materials may inadvertently come in to the possession of children. Patrons with concerns about items in the library's collection may forward those concerns, in writing, to the Board. The Board's decision shall be final.

Policy 2b Gifts and Donations

Donations are accepted at the discretion of the Library Manager and/or the Board. We reserve the right to reject donations that are not needed, or that would quickly become obsolete, also to remove donated items when they become obsolete. The Board reserves the right to use and dispose of gifts as it sees fit. Donations of money will be used in accordance with the wishes of the donor and may be accepted for specific purposes. Gifts and donations are acknowledged personally upon receipt and buy a thank you card or letter. In special instances an identification bookplate may be attached, and with permission, the names of recent donors and may be displayed in a local newspaper or posted on the bulletin board in view of the public.

Policy 2c. Lending Provisions and Conditions

Books and periodicals and non-book materials in stock or available through the Parkland Regional Library may be circulated, except for certain restricted books of reference, parts of sets, encyclopaedia, almanacs, dictionaries, etc., at the discretion of the Library Manager. Books are normally lent for a three-week period, CDs and videos for a period of seven (7) days.

The Library will loan material to other libraries as requested. However, borrowers of this library will have priority in the use of library resources.

Resources will be shared through:

- Parkland Regional Library
- Interlibrary Loan
- The ME Library Card

The use of the Library or its services may be denied for due cause. Such cause may be failure to return books or other items, non-payment of membership fees, failure to pay penalties, failure to pay for damaged or lost materials, destruction of library property, and disturbance of other patrons or any other objectionable conduct on library premises. (Schedule B)

The Library will endeavour to cooperate with, but cannot perform the function of school libraries or other institutional libraries, which are designed primarily to meet curricular needs.

Policy 2d Public-Use Internet Computers

Intellectual Freedom and Access to Information	The Library will house at least 5 public internet access computers in the library. The library provides unfiltered public access to the widest variety of resources to all members of society. We uphold the principles of intellectual freedom and the public's right to know by providing people of all ages with access to information, which reflects all points of view. This may include resources that some may consider controversial or offensive.
---	---

Children and Families	The library does not act in place in <i>loco parentis</i> . Parents and guardians are responsible for supervising their children's access to all library resources, including the internet. Library staff will be pleased to provide information and advise to assist parents or guardians in educating their children on the safe effective use of the internet.
Appropriate Use	The library's computers are located in a public space shared by people of all ages and backgrounds. When using these computers, individuals are required to do so in a responsible manner that respects the rights and privacy of others. Any use of the internet which violates local, provincial, or federal laws including the Criminal Code and Copyright Act, or creates a hostile environment for others, is prohibited on all library computers. Chat lines and adult sites may not be accessed on our computers.
Assumption of Risk	Use of the library's internet service and wireless network is entirely at risk of the user. The library is not responsible for any damage to personal devices, loss of data, loss of confidential information or any other damages that may occur while using the library's internet service or wireless network. The library makes no warranty that internet content will be accurate, reliable or safe for any download or any other purpose.
Wireless	The library's wireless network is a public, unsecured network. As with all public networks, users are at risk of having their information intercepted and viewed by others. Bandwidth limits in wireless access may be imposed.
Time Limits	Time limits on internet computers may be enforced at the discretion of library staff to ensure that all users have the opportunity to use internet resources. Computer users must sign in at the user desk to provide the necessary user statistics.
Failure to Comply	Failure to comply with the internet use policy may result in suspension of internet privileges and/or a request to leave the library. Continued violation may result in suspension of library privileges.

Policy 2e Audio/Visual Suite

Musical and non-musical CD's are available.

e Book readers may be signed out for three weeks or longer if required.

Privately owned CD's may be played on the library's equipment, however the library is not responsible for any damage that may occur.

DVD's are available.

No outside DVD's will be allowed to be viewed except those received via the regional system. Exceptions may be made, for programming purposes, at the discretion of the Library Manager.

Disturbing others while patrons use electronics will not be permitted.

Policy 2f Photocopier and Fax Service

Photocopier service will be available to all members of the public, in accordance with current copyright law.

Charges for black and white copies will be levied at \$0.25 per copy and \$0.40 per copy double-sided.

Charges for faxes will be \$1.00 each.

Policy 3 – Library Operation

Policy 3a Confidentiality of User Records

All Town of Bashaw Library Board staff and board members shall hold in strict confidence any records or transactions relating to patrons' individual membership, use, borrowing, complaints, delinquent accounts, etc.

Policy 3b Hours of Service

The public hours of service for the Town of Bashaw Library Board except for Statutory Holidays, shall be:

Public

Monday. 1:30 pm – 4:30 pm
 Tuesday. 10:00 am – 4:30 pm
 Wednesday 1:30 pm – 7:00 pm
 Thursday 10:00 am – 4:30 pm
 Friday 10:00 am – 4:30 pm

Administration (Not Open to Public)

Monday 9:30 am – 12:30 pm
 Tuesday 9:45 am – 10:00 am
 Wednesday 9:45 am – 10:00 am
 Thursday 9:30 am – 10:00 am
 Friday 9:30 am – 10:00 am

The Library is closed between 12:30 and 1:30 pm, Monday to Friday.

The library will be closed on Statutory Holidays.

New Year's Day January 1	Labour Day First Monday in September
Alberta Family Day Third Monday in February	Thanksgiving Second Monday in October
Good Friday Friday before Easter Sunday	Remembrance Day November 11
Victoria Day Monday before May 25	Christmas Day December 25
Canada Day July 1	The library will close at 2:30 on Christmas Eve.

The library will also be closed on September 30 for [National Day for Truth and Reconciliation](#) but is not considered a statutory holiday.

The Board allows that the library may be open to the public during times which are outside of the regular public hours when special library programs or events are being offered.

Policy 3c Services for Special Needs

Whenever possible, the Library will attempt to provide, through its own collection and/or regional resources, subject to availability, materials for those with special needs.

Large print and audio books will be maintained in the Library's collection and/or circulating book blocks are provided for use of any Library patrons.

Every effort will be made to provide reasonable access to high interest, low vocabulary materials for all appropriate age levels including adult basic reading materials.

Policy 3d Public Use of Facility

The Board recognizes the importance of the Library to the community as a cultural centre and promotes the use of the building to achieve maximum usage. Partnerships with other community groups are encouraged. Suggestions from the community for possible programs will be considered by the Board.

The Library will serve all residents of the community and the surrounding rural area. Service will not be denied or curtailed because of religious, racial, social, economic or political status.

The use of the Library or its services shall be limited when excessive demands of groups or individuals tend to curtail services to the general public.

Policy 3e Public Relations

The Board recognizes that public relations involve every person who has any connection with the library. The Board urges its own members and all staff members to realize that he or she represents the library in every public contact.

The Board recognizes the importance of vibrant library images and is committed to presenting such an image to the public.

The Board recognizes that relations with the community are most effective if they are regular, consistent and persistent. Submissions to the local papers and other means will be undertaken on a regular basis.

The two prime aims of the library's public relations program are:

- to make governing leaders and the general public aware of the library's objectives and services and to promote understanding of these goals and services.
- to encourage active participation by people of all ages in the varied services of the library.

Policy 3f The ME Library Card

Any borrower in good standing of a member library of The ME Library is eligible to participate in reciprocal borrowing through The ME Library.

The borrower is responsible for materials borrowed and fines incurred. .

All local library policies and rules take priority and will apply to all persons using The ME Library Card. Restrictions may apply.

Materials can be returned to any participating library. The receiving library will note the date returned and will make every reasonable effort to forward the item by its next business day.

A participating library is a library that participates in The ME Library Card Program. This includes issuing and honouring The ME Library Card and receiving returned items.

A home library is a library at which an individual is a borrower. A participating library is the library that lends items under The ME Library Card Program.

Policy 3g Membership Fees

The Library shall charge a membership fee to all persons wishing to borrow materials of any kind from the Library.

A membership card shall be issued to each borrower. It shall be valid for one year from date of issue

The fee structure shall be approved by the Board and be made public.

User records shall be held in the strictest confidence and will not be available to anyone other than Library staff, except as directed by a legal subpoena. (*See also Confidentiality of User Records Policy 3a*)

Policy 3h Overdue Fines

Books loaned and not returned within the 3-week period will be deemed overdue. Audio or visual materials loaned and not returned will be deemed overdue.

The fine for overdue items is \$0.25 per library item, per day open, not exceeding current value of the book.

Policy 3i Lost/Damaged Items

If a library item has been deemed to be lost or damaged, the borrower will be charged the total cost of replacement of said item.

Policy 3j Commitment of Use Policy

Users of the meeting area:

- Are responsible for setting up and putting away any furniture and equipment and must leave the facility as they found it.
- Must bring own supplies, unless other arrangements were made with the Manager at the time of booking.

Library sponsored programs or meetings will have priority over other user events. Whenever possible, advanced registrations will be honoured.

Library sponsored programs/events or meetings are not charged rent. For non-Library sponsored functions, the Manager and/or Board have the authority to waive fees when appropriate.

Booking of the room may be made any time the Library is open but the final approval for the event is at the discretion of the Manager. At the time of booking any event, a Commitment of Use Agreement must be executed.

Attachment of items to the walls is prohibited, unless prior arrangements are made.

Alcoholic beverages are not permitted anywhere in the Library, unless the Board agrees by Board motion.

The Manager and/or Board reserve the right to refuse user privileges without explanation. Appeals for such refusal may be made to the Board whose decision is final.

Policy 3k Unattended Children

The Town of Bashaw Library Board welcomes children of all ages to use its facilities and services. However, the Library staff and Board cannot assume responsibility for the safety and well-being of children left unattended in the building.

Responsibility for the welfare and the behaviour of children using the library ultimately rests with the parent/guardian or an assigned caregiver.

An unattended child is hereby defined as a child under the age of 10 who is in the library not accompanied by a responsible adult for more than 1 hour.

Unattended children of any age may be asked to leave the library if their behaviour is inappropriate, disruptive or if they refuse to comply with the library rules.

All parents/guardians or caregivers of children visiting the library will be notified of the Unattended Children Policy and sent a letter of information.

The library must have emergency contact information for the children attending the library.

Contact information will be available on the membership forms. A sign-in page for the children will be at the registration desk. Upon arrival children will sign the attendance sheet.

Policy 4 – Personnel

All staff and volunteers must submit a current Vulnerable Sector Check prior to commencing employment or volunteer service at the library.

Policy 4a Job Description – Library Manager

Job Title: Library Manager

Supervisor: Responsible to the Town of Bashaw Library Board as a whole.

Under the direction of the Town of Bashaw Library Board, the Library Manager is responsible for the overall management of the library. The Library Manager will ensure the library is managed within the bylaws, policies and budgets approved by the board.

Duties and Responsibilities

1. Works with the Board in planning short and long term goals.
2. Responsible for all duties defined under and within the authority provided in the Library Bylaws.
3. Ensures that the Library is in compliance with the Alberta Library Act and Regulations.
4. Acts as the Freedom of Information and Privacy Head (FOIPP), to ensure compliance with the Freedom of Information and Protection Act and respect the confidentiality of library patron's personal and contact information.
5. Responsible for duties and procedures required by the Library's affiliation with Parkland Regional Library System.
6. Provides leadership and training to staff and volunteers.
7. Plans, organizes, directs and evaluates operation of the Library.
8. Acts as a liaison between patrons and the Board.
9. Assists in preparing annual budget and manages the use of those funds.
10. Assists in preparation and development of the library strategic plan, bylaws and policy manual and facilitates the carrying out of these policies and plans.
11. Recommends and assists in changes to policy and bylaws with policy committee.
12. Assist with the preparation of agendas for Board meetings and distributes them.
13. Prepares and presents reports for the Board as required.

14. Responsible for the selection, acquisition and cataloguing of new and donated materials.
15. Responsible for inventory of all equipment with serial numbers and M-Drive backup of files.
16. Maintains periodical subscriptions.
17. Ensures that regular Library routines are followed such as the collections of mail, e-mails, overdue reports, fines and drop box returns.
18. Responsible for grant applications and any applicable reporting requirements.
19. Responsible for completing and submitting the Annual report to Library Services Branch, and reports required by Parkland Regional Library and other reports as required.
20. Responsible for Interlibrary loans, including sending and receiving materials.
21. Responsible for providing patron service (including complaints and concerns), and reference duties. Report comments and complaints as part of the Library Manger's Report.
22. Utilizes services, workshops and conferences offered by Parkland Regional Library.
23. Assists with fundraising initiatives as required.
24. Presents correspondence at Board Meeting and complete tasks with same.
25. Complete annual performance review of Assistant Librarian with designated board member.
26. Make monthly deposits or more frequently when necessary.

Community and Public Services

1. Conducts reference searches by the most appropriate method available to answer client's questions.
2. Responsible for initiating, implementing and evaluating programs in relation to community needs (ie. SRP, Preschool Storytime, Work Experience Students).
3. Supervises and actively engages in public relations promotion for the library within the community by ensuring that the local media is informed of current library events.
4. Also ensures advertising, website, posters and other displays are current.
5. Serves as a liaison with community groups and other libraries.
6. Oversees the arranging and delivering of library materials to seniors and local Seniors' housing.
7. Other duties assigned as necessary.

Qualifications/Education/Work Experience

1. Minimum Grade Twelve Education
2. Working knowledge of computers to a degree of competency required for a library
3. Good communication and organizational skills

Policy 4b Job Description - Library Assistant

Job Title: Library Assistant

Supervisor: Responsible to the Library Manager

The Library Assistant reports directly to the Library Manager, and assumes responsibility for the library in the absence of the Library Manager. The major function is dealing with the public and performing tasks related to the circulation of library materials.

Duties and Responsibilities

1. Checks Library materials in and out and maintains circulation files
2. Answers reference questions and assists patrons in finding requested Library materials
3. Provides patrons with information and basic assistance in computers, Internet and the Parkland Regional Library system.
4. Assists in maintaining an active public relations program.
5. Assists in collection maintenance and development.
6. Receives, prepares and sends inter-library loans.
7. Assists Library Manager in compiling statistics.
8. Accepts and records monies coming into the Library.
9. Keeps informed of current developments in library services and programs through attendance at training workshops, seminars and conferences as budget allows.
10. Processes memberships and fines.
11. Assists in supervision of volunteers.
12. Assumes extra duties as required by the Library Manager.
13. Assists with fundraising as required.
14. Participates in annual performance review with Library Manager and designated trustee.

Qualifications/Education/Work Experience

1. Library experience and computer skills an asset.
2. Position involves frequent reaching, bending, lifting, standing and carrying.

Policy 4c Job Description - Custodian

Requirements

1. Must be able to follow oral or written directions.
2. Must be able to work independently.
3. Must be able to use cleaning equipment.
4. Involves frequent reaching, bending, lifting, walking and carrying.
5. Hours of cleaning are 12 hours per month. Work is to be completed when library is closed to the public either weekly or bi-weekly, and at a time convenient to the employee.

Duties

Weekly or Bi-Weekly

1. Wipe all desks, tables, countertops, file cabinets, children's chairs, coffee tables, loveseat.
2. Wipe all armrests on chairs and legs as needed.
3. Wipe all computer screens, keyboards and printers in public area.
4. Wipe handles on all book carts.
5. Wipe door and cupboard handles.
6. Wipe telephone, fax machine, answering machine and printer at circulation desk.
7. Vacuum floor.
8. Empty garbage containers.
9. Vacuum stuffed animals and chairs as needed.

Monthly

1. Wash inside of windows as needed.
2. Wash inside window sills as needed.
3. Wipe outside of photocopier as needed.
4. Dust books and shelves as needed.
5. Empty recycling as needed.

April and October

1. Wipe all inside blinds.
2. Check for gum under chairs and tables.
3. Wash tops of wooden bookshelves.
4. With volunteer help, dust jungle canopy and mural; condition leather love seat.
5. Dust/wipe items on walls. (e.g. framed artwork, bulletin boards)

Annual spring cleaning completed by volunteers.

Policy 4d Job Description – Volunteer and STEP

The Volunteers, as Librarians, are expected to complete the following duties when working on their own (ie. in the absence of the Library Manager)

1. Provide a RCMP Vulnerable Sector Check (includes Criminal Record Check)
2. Maintain the Library in an orderly state.
3. Operate the circulation desk and re-shelve items.
4. Issue membership cards and/or renew patron's cards.
5. Collect money for fines for overdue or lost books or donations.
6. Put requests on items for patrons.
7. Perform other tasks as requested by the Library Manager.
8. Turn off computers and lights at end of shift.
9. Make sure the Library and Community Center are locked and keys returned.

Policy 4e Performance Review – Library Manager

A performance review should be:

1. A positive opportunity for the Board to step back and look at the progress the Library Manager has made.
2. A time to determine what changes are needed, and make suggestions as to how these changes can be made.
3. A duty and a right of the Library Board as the board of management.
4. A focus on performance rather than personality.

A performance review should not be:

1. Critical, but rather should be constructive.
2. A time of surprises, but rather a time to reflect on issues already discussed during the year.

The purpose of a performance review:

1. To ensure the employee is fulfilling the job expectations.
2. To acknowledge good work.
3. To improve weak areas.
4. To review working conditions.
5. To help both employer and employee set future goals together.

The performance review will be conducted “in camera” and kept in confidence between the Library Board and the Library Manager. Anyone else, other than the board and staff, is prohibited from seeing it. Once completed the review shall be filed.

~~~~~

### **1. Job Description**

1. After reviewing your job description, do you feel it accurately reflects your duties and responsibilities?
2. Since your last performance review, highlight any changes in responsibility.

Evaluator’s Comments:

### **2. Working Relationships**

How are your working relationships with:

1. Volunteers?

2. Staff?
3. Board members?
4. Public?

Evaluator's Comments:

### **3. Goals/Objectives/Bylaws/Needs Assessment**

1. Are you aware of the Library's Goals and Objectives, Bylaws, and Needs Assessment? If yes, do you feel they are appropriate?
2. Please comment if you would like to see changes in this area.
3. Are there any Goals and Objectives that prevent you from giving quality service to the Library and to our patrons? If yes, please list any ideas for improvement.

Evaluator's Comments:

### **4. Performance Strengths**

1. What do you see as your strengths in your job? How do these strengths benefit Town of Bashaw Library Board?
2. What areas of your performance do you want to improve? (Consider interpersonal relationships, teamwork, programming, supervisory skills, administrative skills, report writing, punctuality, tidiness and others).

Evaluator's Comments:

### **5. Educational Activities**

1. List your educational activities for the past year (please include workshops attended, personal interest groups, etc.).
2. What further training, or changes in working conditions, would help your work performance? How can we assist?
3. List new projects, ideas, or areas where you made new or improved developments for the Library.

4. What actions went well?
5. What actions need more development?
6. What projects would you like to see implemented in Bashaw Municipal Library in the coming year?

Evaluator's Comments:

The above information has been discussed by the Library Manager and Town of Bashaw Library Board Members on the following date: \_\_\_\_\_

Employee \_\_\_\_\_

Town of Bashaw Library Board Member. \_\_\_\_\_

## **Policy 4f Performance Review – Library Assistant**

*A performance review should be:*

1. A positive opportunity for the Board to step back and look at the progress the Library Manager has made.
2. A time to determine what changes are needed, and make suggestions as to how these changes can be made.
3. A duty and a right of the Town of Bashaw Library Board as the board of management.
4. A focus on performance rather than personality.

*A performance review should not be:*

1. Critical, but rather should be constructive.
2. A time of surprises, but rather a time to reflect on issues already discussed during the year.

*The purpose of a performance review:*

1. To ensure the employee is fulfilling the job expectations.
2. To acknowledge good work.
3. To improve weak areas.
4. To review working conditions.
5. To help both employer and employee set future goals together.

The performance review will be conducted “in camera” and kept in confidence between the Library Manager and the Library Assistant. Anyone else, other than the board and staff, is prohibited from seeing it. Once completed the review shall be filed.

### **1. Job Description**

1. After reviewing your job description, do you feel it accurately reflects your duties and responsibilities?
2. Since your last performance review, highlight any changes in responsibility.

Evaluator’s Comments:

### **2. Working Relationships**

How are your working relationships with:

1. Volunteers?

2. Staff?
3. Board members?
4. Public?

Evaluator's Comments:

### **3. Goals/Objectives/Bylaws/Needs Assessment**

1. Are you aware of the Library's Goals and Objectives, Bylaws, and Needs Assessment? If yes, do you feel they are appropriate?
2. Please comment if you would like to see changes in this area.
3. Are there any Goals and Objectives that prevent you from giving quality service to the Library and to our patrons? If yes, please list any ideas for improvement.

Evaluator's Comments:

### **4. Performance Strengths**

1. What do you see as your strengths in your job? How do these strengths benefit Town of Bashaw Library Board?
2. What areas of your performance do you want to improve? (Consider interpersonal relationships, teamwork, programming, supervisory skills, administrative skills, report writing, punctuality, tidiness and others).

Evaluator's Comments:

### **5. Educational Activities**

1. List your educational activities for the past year (please include workshops attended, personal interest groups, etc.).

2. What further training, or changes in working conditions, would help your work performance? How can we assist?
3. List new projects, ideas, or areas where you made new or improved developments for the Library.
4. What actions went well?
5. What actions need more development?
6. What projects would you like to see implemented in Bashaw Municipal Library in the coming year?

Evaluator's Comments:

The above information has been discussed by the Library Assistant and Library Manager on the following date: \_\_\_\_\_

Library Assistant \_\_\_\_\_

Library Manager \_\_\_\_\_

## **Policy 4g Performance Review – Volunteers and STEP**

*A performance review should be:*

1. A positive opportunity for the Board to step back and look at the progress the Library Manager has made.
2. A time to determine what changes are needed, and make suggestions as to how these changes can be made.
3. A duty and a right of the Library Board as the board of management.
4. A focus on performance rather than personality.

*A performance review should not be:*

1. Critical, but rather should be constructive.
2. A time of surprises, but rather a time to reflect on issues already discussed during the year.

*The purpose of a performance review:*

1. To ensure the employee is fulfilling the job expectations.
2. To acknowledge good work.
3. To improve weak areas.
4. To review working conditions.
5. To help both employer and employee set future goals together.

The performance review will be conducted “in camera” and kept in confidence between the Library Manager and the Volunteer/STEP staff member. Anyone else, other than the board and Volunteer/STEP staff member is prohibited from seeing it. Once completed the review shall be filed.

### **1. Job Description**

1. After reviewing your job description, do you feel it accurately reflects your duties and responsibilities?
2. Since your last performance review, highlight any changes in responsibility.

Evaluator’s Comments:

## **2. Working Relationships**

How are your working relationships with:

1. Volunteers?
2. Staff?
3. Board members?
4. Public?

Evaluator's Comments:

## **3. Goals/Objectives/Bylaws/Needs Assessment**

1. Are you aware of the Library's Goals and Objectives, Bylaws, and Needs Assessment? If yes, do you feel they are appropriate?
2. Please comment if you would like to see changes in this area.
3. Are there any Goals and Objectives that prevent you from giving quality service to the Library and to our patrons? If yes, please list any ideas for improvement.

Evaluator's Comments:

## **4. Performance Strengths**

1. What do you see as your strengths in your job? How do these strengths benefit Town of Bashaw Library Board?
2. What areas of your performance do you want to improve? (Consider interpersonal relationships, teamwork, programming, supervisory skills, administrative skills, report writing, punctuality, tidiness and others).

Evaluator's Comments:



**5. Educational Activities**

1. List your educational activities for the past year (please include workshops attended, personal interest groups, etc.).
2. What further training, or changes in working conditions, would help your work performance? How can we assist?
3. List new projects, ideas, or areas where you made new or improved developments for the Library.
4. What actions went well?
5. What actions need more development?
6. What projects would you like to see implemented in Bashaw Municipal Library in the coming year?

Evaluator's Comments:

The above information has been discussed by the Library Assistant and Library Manager on the following date: \_\_\_\_\_

Library Manager \_\_\_\_\_

Volunteer/STEP staff member \_\_\_\_\_

## **Policy 4h Orientation and Continuing Education for Staff**

The Board shall support ongoing education for its staff. The board shall encourage its staff to attend workshops and training.

When a new Library Manager is hired, Parkland Regional Library consultants will be called in to undertake an orientation and training with the employee.

New volunteers and STEP employees will be trained by the Library Manager.

## **Policy 4i Grievance Procedure**

If the library manager has a grievance, the first person to address would be the Board Chairperson. If results were unsatisfactory, the next option would be to address the Board.

If volunteers and/or staff members have a grievance, the first person to address would be the Library Manager. If the results were unsatisfactory, the next option would be to address the Board.

## **Policy 5 – Finance**

### **Policy 5a Reimbursement for Staff and Board Members**

The Board does not pay trustees honoraria nor for attendance at board meetings. The Board may pay trustees and staff expenses on approved board business. Mileage rate reimbursement is based on the Town mileage rate.

**Claims:** Original receipts are to be submitted to the treasurer for reimbursement.

### **Policy 5b Bank Account**

An account in the name of Town of Bashaw Library Board shall be held in a local financial institution branch in the Town of Bashaw. All monies received by the Board shall be deposited in above account.

### **Policy 5c Signing Officers**

The signing officers on cheques shall be any two of the following four executive members: Chairperson, Vice-chairperson, Treasurer or Secretary.

### **Policy 5d Fiscal Year**

The fiscal year for the Town of Bashaw Library Board will run from January 1 to December 31 of each year.

### **Policy 5e Record Keeping**

The Town of Bashaw Library Board shall keep distinct and regular accounts of its receipts, payments, credits, assets and liabilities and shall have these accounts for each fiscal year audited by an independent auditor approved by village council. Such accounts shall be kept in accordance with generally accepted accounting principles. Records will be retained or destroyed as per the Personal Information Bank policy.

## **Policy 6 – Personal Information Banks**

### **Policy 6a Personnel**

Location: Town of Bashaw Library, 5020 - 52 Street, Bashaw, AB TOB OH0

Information contained: Resume, Police record check, performance evaluations, reprimands and commendations, and training certificates obtained.

Individuals: Permanent and part-time staff at Town of Bashaw Library.

Legal Authority: Freedom of Information and Protection of Privacy Act section 32(c)

### **Policy 6b Human Resources**

Location: Town of Bashaw Library, 5020 - 52 Street, Bashaw, AB TOB OH0

Information contained: Includes information to support administration and payroll functions.

Personal information contained would include employee name, address, phone number, birth date, criminal record check, employment commencement date, salary grid placement, emergency contact, payroll deductions, benefit plans, vacation status and sick leave.

Individuals: Permanent and part-time staff at Town of Bashaw Library.

Legal Authority: Alberta Labour Code, Canada Tax Act, Library Act

### **Policy 6c Patron Database**

Location: Town of Bashaw Library, 5020 - 52 Street, Bashaw, AB TOB OH0

Information contained: Information that supports the lending and use of library materials to the public.

Personal information includes name, address (including legal land description), telephone number and email address of patron.

Individuals: All patrons registered with Town of Bashaw Library.

Legal Authority: Libraries Act, Freedom of Information and Protection of Privacy Act, section 32(c).

## Policy 6d Public Information Held by Bashaw Municipal Library

- Minutes of board meetings
- Bashaw Policy Manual and Bylaws
- Audited financial statements
- Annual report
- List of board members and staff

This information is available to the public without a request under the FOIP legislation.

## Policy 6e Record Retention

The Town of Bashaw Library Board keeps orderly and timely records of the business of the library.

Authority for destruction of records is given to the Library Manager by the board. The Library Manager is responsible for the proper and complete destruction of the records required to be destroyed under this policy. Permanent records are stored at the Town of Bashaw Library, 5020 - 52 Street, Bashaw, AB T0B 0H0 in locking metal filing cabinets.

### RECORDS RETENTION SCHEDULE

The records as set out are:

**Destroyed** – the records shall be destroyed without any copy being retained

**Permanent** – the original records shall be preserved and never destroyed

**Replaced** – documents are replaced when superseded

Records are held as:

**Electronic** – the record shall be retained electronically

**Hardcopy** – the original document is retained

**ILS** – information is retained only in Integrated Library System

| Subject                             | Description           | Form at | Years Kept | Actio n |
|-------------------------------------|-----------------------|---------|------------|---------|
| <b>Accounting/Financial Records</b> | Bank Deposit Books    | E/H     | 7          | De      |
|                                     | Bank Reconciliations  | E/H     | 7          | De      |
|                                     | Bank Statements       | E/H     | 7          | De      |
|                                     | Cancelled Cheques     | E/H     | 7          | De      |
|                                     | Cash Receipts Journal | E/H     | 7          | De      |

|                                      |                                 |     |                       |    |
|--------------------------------------|---------------------------------|-----|-----------------------|----|
|                                      | Cheque Register                 | E/H | 7                     | De |
|                                      | Invoices                        | E/H | 7                     | De |
|                                      | Petty Cash<br>(vouchers)        | E/H | 7                     | De |
|                                      | Purchase Orders                 | E/H | 7                     | De |
|                                      | Receipts                        | E/H | 7                     | De |
|                                      | Receivables/Paid<br>Invoices    | E/H | 7                     | De |
|                                      | <b>Payroll</b>                  | E/H | 7                     | De |
|                                      | EI Records                      | E/H | 7                     | De |
|                                      | Garnishees                      | E/H | 7                     | De |
|                                      | Income Tax<br>Deductions        | E/H | 7                     | De |
|                                      | Individual<br>Earnings Records  | E/H | 7                     | De |
|                                      | Journal                         | E/H | 7                     | De |
|                                      | T4 Slips/<br>Summaries          | E/H | 7                     | De |
|                                      | Time Sheets –<br>Daily/Overtime | E/H | 7                     | De |
|                                      | WCB Annual<br>Report            | E/H | 7                     | De |
| <b>Agendas</b>                       | Part of Minutes                 | E/H | P                     |    |
| <b>Annual Reports</b>                |                                 | E/H | P                     |    |
| <b>Budgets</b>                       |                                 | E/H | P                     |    |
| <b>Bylaws</b>                        |                                 | E/H |                       | Re |
| <b>Contracts</b>                     |                                 | E/H |                       | Re |
| <b>Correspondence</b>                | Historical                      | E/H | At your<br>discretion |    |
| <b>Deeds or Agreements for Space</b> | E/H                             | P   |                       |    |
| <b>Employees and Volunteers</b>      | Contact Lists                   | E/H | Current               | Re |
|                                      | Interview Notes                 | E/H | 1                     | De |
|                                      | Job applications<br>(hired)     | E/H | 7                     | De |
|                                      | Job applications<br>(not hired) | E/H | 1                     | De |
|                                      | Job descriptions                | E/H | Current               | Re |

| <b>Subject</b>                           | <b>Description</b>                 | <b>Form at</b> | <b>Years Kept</b>     | <b>Action</b> |
|------------------------------------------|------------------------------------|----------------|-----------------------|---------------|
|                                          | Personnel files                    | E/H            | 7 yr after they leave | De            |
|                                          | Solicited Resumes                  | E/H            | 1                     | De            |
|                                          | Staff Appraisals                   | E/H            | 7 yr after they leave | De            |
|                                          | TD1 Forms                          | E/H            | 7 yr after they leave | De            |
|                                          | Termination                        | E/H            | 7 yr after they leave | De            |
|                                          | Unsolicited Resumes                | E/H            | 1                     | De            |
|                                          | WCB Claims                         | E/H            | 7 yr after they leave | De            |
| <b>Expression of Concern Files</b>       |                                    | E/H            | 1                     | De            |
| <b>Financial Statements</b>              |                                    | E/H            | 7                     |               |
| <b>Grant Applications</b>                |                                    | E/H            | 7                     | De            |
| <b>Interlibrary Loan/transit records</b> |                                    | Max 1 yr       | De                    |               |
| <b>Inventory</b><br>(after superseded)   | Capital Assets                     | 7              | De                    |               |
| <b>Legislation</b>                       |                                    | E/H            | Current               | Re            |
| <b>Media Releases</b>                    |                                    | E/H            | As needed             |               |
| <b>Minutes</b>                           | Local Society                      | E/H            | P                     |               |
|                                          | Local Advisory Committee           | E/H            | P                     |               |
| <b>Newspaper Clippings</b>               |                                    | E/H            | At your discretion    |               |
| <b>Overdue/fine notices</b>              |                                    |                | Max 1 yr              | ILS           |
| <b>Parkland Contact List</b>             |                                    | E/H            | Current               | Re            |
| <b>Patron Records held in ILS</b>        | Expired with fees/fines under \$25 |                | 2                     | ILS           |
|                                          | Expired with fees/fines over \$25  |                | 7                     | ILS           |
| <b>Policies</b>                          | After superseded                   | E/H            |                       | Re            |
| <b>Project Applications</b>              | Step, YCW, etc                     | E/H            | 7                     | De            |

|                     |                                      |     |                    |    |
|---------------------|--------------------------------------|-----|--------------------|----|
| <b>Publications</b> | Special reports or historical value  | E/H | At your discretion |    |
| <b>Vendors</b>      | Correspondence                       | E/H | 7                  | De |
|                     | Warranties                           |     | Until expired      | De |
| <b>Workshops</b>    | Librarians/<br>Managers/<br>Trustees |     | 7                  | De |
|                     | Training and Development             |     | 7                  | De |



# **Policy 7 – Violence and Harassment Policy**

## **Policy 7a Workplace Violence**

The Occupational Health and Safety Code of Alberta requires employers to recognize and assess workplace violence as a hazard and develop appropriate responses to workplace violence.

Town of Bashaw Library Board promotes an abuse-free environment in which all people respect one another and work together. Any act of violence or harassment committed by or against any individuals affiliated with this organization is unacceptable conduct and will not be tolerated.

We are committed to investigating incidents of violence and harassment in an objective and timely manner, taking necessary action and providing appropriate support for victims.

Employees or any other individual affiliated with this organization shall not subject any other person to workplace violence or allow or create conditions that support workplace violence. No action shall be taken against an individual for making a complaint unless the complaint is made maliciously or without reasonable and probable grounds.

Acts of violence and harassment can take the form of physical contact or non-physical behaviours and can include but would not be limited to:

- threatening behaviour – such as shaking fists, destroying property or throwing objects
- verbal or written threats – any expression of an intent to inflict harm
- harassment – any behaviour that demeans, embarrasses, humiliates, annoys, alarms or verbally abuses a person and that is known or would be expected to be unwelcome.

This includes words, gestures, intimidation, bullying, or other inappropriate activities.

- verbal abuse – swearing, insults or condescending language
- physical attacks – hitting, shoving, pushing or kicking

Acts of violence and harassment destroy individual dignity, lower morale, engender fear, and break down work unit cohesiveness.

Violations of the policy may be subject to disciplinary action proportionate to the incident, up to and including dismissal.

For acts of violence or harassment by individuals outside of this organization, action taken would be proportionate with the incident up to and including temporary or permanent withdrawal of services or legal action.

Where there is reasonable belief that the safety of persons may be threatened staff should contact the police immediately.

Other incidents should be taken to the Board Chairperson and a meeting of all parties be arranged. If the outcome is not satisfactory, the matter will be put in writing and taken to the Board level as per the grievance policy.

Confidence must be maintained and the victim must receive support if necessary.

# **Policy 8 – Working Alone Policy**

## **Policy 8a Working Alone**

Alberta Occupational Health and Safety Code requires that each organization has a working alone policy.

As far as it is reasonably practical to do so, the Bashaw Municipal Library strives to ensure the health and safety of each staff member and volunteer. Each staff member and volunteer takes reasonable care to protect their own health and safety as well as that of any other member of the public in the building.

A Hazard Assessment of the library facility will be done to identify any existing or potential hazards in the workplace associated with working alone.

Safety measures will be implemented to reduce the risks to staff members and establish a means of communication between staff members and those responding to their safety needs. Options include library telephone and personal cell phones.

For safety purposes the back door of the Bashaw Library will remain locked so that the public must enter through the front entrance.

Outside lights will be turned on during any required evening shifts.

Staff and volunteers are aware of the security system and know how to arm and disarm it.

As staff members will be working alone for their shifts, it is preferable that no one under the age of 16 years work or volunteer in the library. If a staff member or volunteer is under 16 years of age, it is required that they have an adult on the premises with them at all times during their shift.

Staff members are required to report to the Board Chairperson any work-related injuries or illnesses experienced while at work.

## **Policy 9 – Yearly Events**

### **January**

- i. Start Annual Report for Alberta Municipal Affairs
- ii. Implementation of new Budget
- iii. Set Up Committees
  - iv. County Rep
  - v. Policy Handbook
  - vi. Public Relations/ phoning
  - vii. Needs assessment, Goals and objectives, Plan of Service ( if not current)
  - viii. PRL Rep
  - ix. Performance Appraisal
  - x. Fund Raising
- xi. Bylaw changes and readings voted on
- xii. Complete surveys.

### **February**

- a. Finish Annual Report and send to Alberta Municipal Affairs and Parkland Regional Library

### **March**

- a. Annual Organizational Meeting of Town of Bashaw Library Board
- b. Update USB's

### **April**

- a. Evaluation Committee does Librarians Performance Appraisal
- b. Review Library Manager and Library Assistant duties and responsibilities

### **May**

- a. Discussions with BDSS regarding summer student

### **June**

- a. Meeting with summer student(s) that BDSS hires for the Library's Summer Reading Program
- b. Statement of Receipts & Disbursements (or financial review/audit) , Budget and Application for Financial Assistance due to Municipal Affairs

**July**

- a. Continuing to help the Summer Student(s) with the Reading Program

**August**

- a. Finish Up Summer Reading Program and send statistics to Parkland

**September**

- a. Start planning the Fundraising Silent Auction for November
- b. Prepare displays for Truth & Reconciliation Week
- c. Start planning for Alberta Culture Days
- d. PRL Conference in Lacombe

**October**

- a. Continue with advertising and requests for donations for the Silent Auction
- b. Start working on budget for next year

**November**

- a. Set up, advertise and promote Annual Fundraising Silent Auction
- b. Present budget request to Town Council and forward budget and user stats to Camrose County Council

**December**

- a. Budget (estimated budget) due to Municipal council

**SCHEDULE "A"**

**NOTICE OF REVOKING OF LIBRARY MEMBERSHIP**

Dear:

Our records show that:

\_\_\_ You have failed to pay for damaged or lost items within two weeks of final notice.

\_\_\_ You have failed to return library items as requested.

It is the policy of the Library Board to withdraw borrowing privileges until such time as the above matter is dealt with.

Please drop into the library or call if you have any concerns regards this matter.

Sincerely

Library Manager

## SCHEDULE "B"

### DAMAGED OR LOST ITEM NOTICE

Dear:

Our records show that you have an item(s) that is/are eight weeks overdue or is/are damaged beyond repair.

Author: \_\_\_\_\_

Title: \_\_\_\_\_

Type (eg. DVD, book): \_\_\_\_\_

Due Date: \_\_\_\_\_

It is the policy of the Town of Bashaw Library Board to consider items eight weeks overdue as lost unless we have been notified otherwise.

#### **THE LOST ITEM POLICY is as follows:**

- a. Where a list price is available, patrons shall be charged the full list price.
- b. Where a list price is not available, patrons shall be charged with replacement cost.
- c. When an item is out of print or cannot be obtained for some other reason, the library reserves the right to choose an item of similar value to replace it and the patron shall be charged the full replacement cost.
- d. If a lost item(s) is returned after the final notice has been mailed and before the library has purchased a replacement, the item shall be accepted in lieu of payment.
- e. If a lost item is returned after the final notice has been mailed and a replacement has been purchased by the library, the patron shall be required to pay for the replacement according to a, b and c of the Lost Item policy notice. The patron may keep the found item if he/she wishes.
- f. The total now owing for the above-mentioned damaged or lost book(s) is \$\_\_\_\_\_. It would be appreciated if you would give this matter your immediate attention.

Sincerely,

Library Manager

## **SCHEDULE "C"**

### **Agreement for Volunteer Services**

I understand that my services are valuable to the library and agree to:

1. Perform the tasks given to me to the best of my ability
2. Be punctual and conscientious in the fulfillment of my duties
3. Participate in initial and ongoing training as directed by Library authorities
4. Take any problems, criticisms, or suggestions to the Library Manager or her delegate
5. Consider as confidential all information which I may hear directly or indirectly concerning a library patron
6. Accept supervision from Library authorities
7. Uphold the standards of this library before the community at large
8. Maintain a working relationship with staff and other volunteers

#### **Volunteer**

Understanding that the library volunteer is a valuable addition to the library and its staff, the library agrees to:

Treat the volunteer as a co-worker and offer the full support of the library staff

*The library also agrees to provide:*

1. Suitable assignments, with consideration for personal abilities and skills
2. Orientation to the Library and preparation for the job
3. Continuing training and supervision for the job
4. Information about new developments and ongoing training
5. The right to be heard, take part in planning, and to make suggestions
6. Recognition for good performance

Library Manager \_\_\_\_\_

Date \_\_\_\_\_



## **SCHEDULE "D"**

### **Commitment of Use Agreement**

Name of User/Organization: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Date(s) Required: \_\_\_\_\_

Type of Function: \_\_\_\_\_ Times Needed: \_\_\_\_\_

Equipment: \_\_\_\_\_

#### Commitment of User Agreement

a. The User agrees to reimburse Town of Bashaw Library Board in full for any and all damage to the Town of Bashaw Library Board which may be the direct or indirect result of the User's use of the property at the Library Manager's discretion.

b. The User expressly agrees that during its use and occupancy of the premises, it will indemnify and save harmless the Town of Bashaw Library Board and the Town of Bashaw from, and against, any and all liability whatsoever resulting from injury or damage to any person, persons or property by reason or as a result of the acts of it or its servants, agents, employees or workers at the Library Manager's discretion.

Signature of User or Representative: \_\_\_\_\_

Approved by: \_\_\_\_\_

Date: