

**THE VILLAGE OF CLIVE LIBRARY BOARD:  
TRUSTEE INFORMATION AND CURRENT POLICY HANDBOOK  
CONTENTS:**

- The Village of Clive Public Library Board Rules of Governance
- The Village of Clive Public Library Goals and Objectives
- The Village of Clive Public Library Plan of Service (current)
- Occupation Health and Safety
- Job Descriptions for Library Trustees

**Current Policy Index:**

1. VOLUNTEERS
2. FINANCIAL POLICY
3. INTERNET AND COMPUTER USE
4. MATERIAL TO BE LOANED, MEMBERSHIPS AND PENALTIES
5. USE OF THE HONORARIA BOARD BUDGET
6. USE OF LIBRARY FACILITIES/HOURS OF OPERATION
7. INTER-LIBRARY LOAN POLICY
8. COLLECTION DEVELOPMENT AND CENSORSHIP
9. CONFIDENTIALITY OF USER RECORDS
  9. a COMMUNITY RELATIONS F.O.I.P.
  9. b CONFIDENTIALITY OF PATRONS RECORDS
10. DISPOSITION OF LIBRARY MATERIALS
11. COMMUNITY RELATIONS
12. DONATIONS
13. INSURANCE AND SECURITY
14. PURCHASING OF LIBRARY MATERIAL
15. GRIEVANCE PROCEDURES
16. WORKING ALONE
17. VIOLENCE HARASSMENT
18. BOARD ORIENTATION AND TRAVEL EXPENSES
19. CO-OPERATION WITH COMMUNITY AGENCIES
20. SERVICE TO THE HANDICAPPED
21. STAFF POLICIES:
  - HEAD LIBRARIAN DUTIES AND RESPONSIBILITIES
  - ASSISTANT LIBRARIAN DUTIES AND RESPONSIBILITIES
  - CLERK DUTIES AND RESPONSIBILITIES
  - SAMPLE OF TERM OF EMPLOYMENT CONTRACT
  - SAMPLE OF STAFF EVALUATION FORM

***Note: "The Board" in all policies refers to The Village of Clive Library Board. Board members may be referred to as trustees or Board members.***

## **1. VOLUNTEERS**

**The Board acknowledges the valuable contributions made by volunteers, both in the day to day operation of the Library and in the range of services and special events which can be offered.**

**The involvement and integration of volunteers in the library operation is the responsibility of the Librarian, in consultation with the Board.**

**The Board believes that in order to enhance the dignity and self-esteem of volunteers, they should be accorded the same rights and are expected to assume the same responsibilities as paid staff doing the same job.**

**Public acknowledgment shall be given for the work done by volunteers from time to time.**

**An honorarium shall be paid to volunteers who are asked by the Board to assume the duties of the Librarian. The amount paid, to be consistent with the declared salary for the position. This does not apply to the regular hours that a volunteer may usually work.**

**Reviewed: June 17, 2009**

## 2. FINANCIAL POLICY

Board members are responsible for keeping themselves informed about the financial situation/workings of the Library.

- The Village of Clive Public Library Board shall conduct the financial affairs of the Library with prudence and all good faith
- The Treasurer shall conduct the financial affairs of the library in accordance with the policies established by the Board.

Procedures:

1. All bills shall be paid within a thirty day period
2. A record/copy of invoices/statements shall be kept on file. No bill will be paid without an invoice.
3. Expenses incurred on authorized Board business shall be reimbursed upon submission of receipts. (No expenses paid without a receipt)
4. The board shall receive, at each Board meeting, a financial statement. (Monthly summary and status report)
5. All ordinary bills to be paid by the Treasurer to within budgeted limits: all other bills will be taken to the Board for authorization. Any grant moneys spent will only be spent after the money has been received by the Treasurer.
6. Any action, taken by the Board, which involves a financial commitment or reimbursement, must be authorized by the Board.
7. A record of petty cash disbursements shall be kept. All deposits will be made in duplicate and kept on file.
8. All government reports and correspondence dealing with the financial affairs of the Library shall be completed promptly. A record of any such reports shall be filed for further reference.
9. Members of the public shall have access to the Audited statement.

All library accounts are to have 2 joint signing authorities: One being the Village of Clive Administrator the other being the Treasurer of the Board or Secretary of the Board.

Note: Accounting record (ledgers) shall be kept indefinitely. All other record shall be kept for the legal limit of seven years.

Reviewed: June 17, 2009

**3. Internet Policy**  
**Clive Public Library**  
**Internet & Computer Use Policy**  
**CAP/APLEN site**

**Consent & Waiver**

1. The Clive Public Library has no control or responsibility for the content of any internet site.
2. Parents or guardians are responsible for the internet sites accessed by their children.  
Please be aware that the internet offers a wealth of useful information as well as some information that would be offensive to some.
3. Parents and guardians of minor children (18 & under) are responsible for the conduct of their children. These children must have a form of consent on file in the Clive Public Library. Parents of children 9 and under are responsible for monitoring their children's use of the internet at the library.

**The signing of this document is legally binding and indicates that the terms & conditions of have been read and understood.**

1. All public access is equal.
2. The library cannot control access or availability to the internet.
3. All users must respect the privacy and sensibility of others.

**Procedures**

1. Public access available during library hours.
2. Priority given to those who have booked a time slot.
3. Maximum 30 minute sessions per user after 3pm (may be waived by librarian).
4. Log book sign in required.
5. Personal computer programs are not allowed.
6. Printing charges: Black & White - .25 cents per page and Color printing - \$1.00 per page on regular paper. Specialty papers to be brought in by the consumer, with no discount given.
7. Maximum of 2 people per terminal at any given time.

**Code of Conduct:**

The use of the internet is a privilege, not a right. Usage may be revoked at any time for inappropriate conduct. The Clive Public Library Staff reserves the right to suspend or terminate the use of the Internet Service at any time to any person abusing the following principles, or any other part of this policy.

1. The Clive Public Library does not allow
  - Unauthorized access to the internet station.
  - Using the internet for any illegal activity.
  - Posting anonymous messages.
  - Users of the library internet must not submit, publish, or display offensive or illegal materials.
2. Offenders will be documented and suspended by the library staff.
3. Users who have had privileges suspended may, within (30) thirty days of the termination, make an appeal to the Clive Public Library Board in writing, and give reasons for the appeal. The decision of the board in an appeal is final and not subject to further appeal.

**Declaration of Understanding & Adherence:**

I have read the Clive Public Library's Internet & Computer Policy, understand it and agree to adhere to the principles & procedures detailed within.

Internet user: \_\_\_\_\_ Guardian  
consent: \_\_\_\_\_

Clive Public Library Staff: \_\_\_\_\_ Date:  
\_\_\_\_\_

Internet access policy accepted by the Clive Public Library Board by Motion: Dated: May 11, 04  
Reviewed June 17, 2009

**4. The Village of Clive Public Library Board Policy**  
**Material to be Loaned, Memberships and Penalties**

Materials to be loaned by the Clive Public Library will be all books in the collection, excepting those designated and defined as reference books.

The Clive Public Library will charge a membership fee of \$15.00 per year from the date the member joins. The computer system notifies members when memberships are payable. The penalty for overdue books will be .25 cents per day until the cost of the book is reached. Then it will be the cost of the book and a \$5.00 lost/processing fee as directed by Parkland Regional Library.

Inter-library loans will be assessed according to the current policy in place. Any library materials lost or damaged will be charged against the person who signs out the materials, as covered by the by-laws.

Review Date: June 17, 2009

**5. The Village of Clive Library Board Policy**  
**Use of the Honoraria Board Budget**

The Board will pay the registration fee for workshops and courses that a trustee attends with approval of the Board from the Honoraria Budget.

Any Board member that has served on the Clive Public Library Board for the maximum 3 consecutive terms or 9 years (section 10(4) Alberta Libraries act) shall receive a gift with a maximum value of \$100.00 in recognition of their volunteered service.

The treasurer of the Board shall receive an honorarium of \$120/yr. in recognition of responsibility and service commitment.

Review date: June 17, 2009

**6. The Village of Clive Public Library Board Policy**  
**Use of Library Facilities**

The library room will be used by the general public during the regular library hours and library related meetings.

The Librarian will open and close the library facilities.

The library may be used by the library staff and by the Board for their meetings.

Library facilities will not be accessible to groups after library hours for meeting, etc. unless approved by the Board.

The library will be a non-smoking facility.

The Clive Public Library hours are as follows: 20 hours /week beginning in June 2008

Tuesday      12:30pm - 7:30pm

Wednesday    10:00am – 4:30pm

Thursday      10:00am – 4:30pm

**Reviewed:** June 17, 2009  
**Reviewed:** January 27, 2010

## 7. INTER-LIBRARY LOAN POLICY

ALL "ILL" BOOKS will be tagged and include the due date. A grace period of 2 days will apply.

Inter-library Loan books and Resource Sharing books overdue fines are: 25 cents per day. We will not waive these fines as the library will be paying them.

The Library staff will phone twice per overdue, then mail a letter containing a bill. One week after a letter has been sent, then all members linked to the main number will be blocked until resolution has occurred. If no resolution has occurred within 30 days of the date of letter the staff will consult with the Library Board to review membership rights.

THIS GUIDELINE HAS BEEN INTRODUCED AT:  
THE VILLAGE OF CLIVE PUBLIC LIBRARY AS PER THE REQUEST OF:  
PARKLAND REGIONAL LIBRARY SYSTEM

THIS GUIDELINE WILL BE IN EFFECT AS OF JULY 1, 2001  
Reviewed: June 17, 2009

## 8. COLLECTION DEVELOPMENT AND CENSORSHIP POLICY

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.

Books and materials selected are available to any library patron, regardless of age. The Board believes in the freedom of individuals and the right and obligation of parents and guardians to develop interpret and enforce their own code of values upon their household.

Selection will not be inhibited by the possibility that books and materials may inadvertently come into the possession of children.

The Library will follow and abide by the Freedom of Information and Privacy (FOIP) policy as required by the Government of Alberta Information Act.

Reviewed June 17, 2009

## **9.CONFIDENTIALITY OF USER RECORDS**

All employees and Board members must be aware at all times of the requirement and importance of “keeping in confidence” all matters of personal or confidential nature concerning library patrons and their transactions with the Library, and of Library business.

This includes not revealing details of borrowing transactions of as person to another person or agency as well as details of complaints, delinquent accounts, etc.

### **9.a COMMUNITY RELATIONS F.O.I.P.**

9.1 The library staff must be courteous and friendly and the patron always has first priority.

9.2 Clive Municipal Library and its board and staff are subject to the Freedom of Information and Protection of Privacy Act (FOIP). Library records that can be shared with the public under this act should be available to them. In general, records that identify specific individuals may be subject to the privacy provisions of the act.

9.3 Periodically the library submits to local newspapers lists of new books and details of events happening in conjunction with the library.

9.4 The board supports public relations expenses for items such as library brochures and promotional activities such as open houses, door prizes, etc.

### **9.b CONFIDENTIALITY OF PATRON RECORDS**

Clive municipal Library and its board and staff are subject to the Freedom of Information and Protection of Privacy Act (FOIPP).

- A. All patron records will be kept confidential but may be shared with resource sharing libraries for the purposes of collecting fines and retrieving borrowed materials. When library members are registered, they will sign a card acknowledging that their contact information will be available to other libraries for these purposes.
- B. Patron records are stored in a single database for all Parkland Regional Library member libraries.
- C. Library board members, staff and volunteers will hold all personal information on staff and patrons (including patrons of any other libraries) in confidence. No records are kept of the frequency or content of visits to the library by specific patrons.
- D. Staff and volunteers are discouraged from discussing the reading habits of patrons.

Approved: June 17, 2009

## **10. DISPOSITION OF LIBRARY MATERIALS**

The disposition of library materials will be a responsibility of the Board and Librarian. It will be decided if they may be sold or given to another library or charity that can use them to better advantage.

Approved: January, 1997

Reviewed: June 17, 2009



## **11. COMMUNITY RELATIONS**

Community relations, including publicity and public relations, will be the responsibility of the Board and Librarians.

The Village of Clive Public Library will endeavor to:

1. Make governing leaders, civic officials and the general public aware of the library's objectives and services to promote understanding of these goals and services.
2. Encourage active participation by people of all ages in the varied services of the library.
3. Staff the Library with courteous and efficient individuals.
4. Provide a comfortable, courteous atmosphere.
5. Provide programs and facilities for the public so that the public may come to regard the library as a center for educational and cultural activities.
6. Invite input from members of the community at large concerning evaluation of and planning for existing and potential programs and services. The Board recognizes that relations with the community are most effective if they are regular, consistent and persistent.

Reviewed: June 17, 2009

## **12. DONATIONS POLICY**

Donations of money will be accepted by the Board and will be placed in trust for the purchasing of library material and equipment. The donations will be used for special items not covered in the regular budget.

Donations of book materials will be placed in the regular collection on condition they are found acceptable and not duplicating existing materials. Some donations may be used as a fund-raiser -for the library by becoming part of our used book sales.

Reviewed: June 17, 2009

## **13. INSURANCE AND SECURITY**

Insurance coverage of the building and contents will be under the jurisdiction of the administering Library Board.

Security of the Library portion of the building will be the responsibility of the Library Board.

Reviewed: June 17, 2009

#### **14. PURCHASING OF LIBRARY MATERIAL**

The purchasing of the library material and equipment will be decided by the Board and the librarian.

The librarian will endeavor to acquire materials in languages other than English if requested by a member of the public. Materials will be provided as they are made available to us through the Parkland Library System.

The librarian will acquire materials for persons unable to use the conventional printed material; upon availability as requested by the public.

The selection of materials purchased will be the responsibility of the librarian based upon requests from the general public.

Reviewed: June 17, 2009

## **15. GRIEVANCE PROCEDURES**

WHEN ANY EMPLOYEE BELIEVES ANY CONDITION AFFECTING HIM IS UNJUST OR INEQUITABLE AND WISHES TO PRESENT A GRIEVANCE, THE EMPLOYEE SHALL FOLLOW THIS PROCEDURE.

A PROBLEM RELATED TO SAFETY SHALL NOT BE CONSIDERED A GRIEVANCE AND SHOULD BE DEALT WITH UNDER THE SAFETY POLICY.

AN EMPLOYEE FILING A GRIEVANCE IS TO CONTINUE WORK AND TO FOLLOW THE INSTRUCTIONS OF THE LIBRARIAN UNTIL THE GRIEVANCE IS SETTLED.

EACH STEP IN THE GRIEVANCE PROCEDURE SHALL HAVE A TIME OF FIVE (5) WORKING DAYS, UNLESS OTHERWISE DEFINED.

A GRIEVANCE SHALL COMMENCE WITH THE STEPS OUTLINE BELOW:

### **STEP ONE:**

THE EMPLOYEE SHALL PRESENT THE GRIEVANCE IN WRITING TO THE LIBRARIAN, AND THE EMPLOYEE AND LIBRARIAN SHALL USE ALL REASONABLE EFFORTS TO SOLVE THE PROBLEM.

IF THE LIBRARIAN FEELS IT IS AT EASE IN BRINGING THE GRIEVANCE TO THE LIBRARIAN, IT MAY BE DISCUSSED WITH THE CHAIR. THE CHAIR MAY IF REQUESTED, ACCOMPANY THE EMPLOYEE IN PRESENTING THE GRIEVANCE TO THE LIBRARIAN.

### **STEP TWO:**

IF THE PROBLEM CANNOT BE RESOLVED, THE EMPLOYEE SHALL PRESENT THE GRIEVANCE IN WRITING, TO THE COMMITTEE. THE LIBRARIAN SHOULD ALSO PRESENT A WRITTEN REPORT TO THE COMMITTEE.

THE LIBRARIAN SHALL ARRANGE A MEETING FOR VERBAL PRESENTATIONS OF BOTH PARTIES IN THE PRESENCE OF EACH.

### **STEP THREE:**

THE CHAIR SHALL ARRANGE A MEETING FOR VERBAL PRESENTATIONS OF ALL PARTIES INVOLVED IN THE PRESENCE OF EACH OTHER. THE CHAIR SHALL, IN WRITING, ADVISE ALL CONCERNED PARTIES OF THE DECISION.

### **STEP FOUR:**

IF THE DECISION OF THE CHAIR DOES NOT SATISFACTORILY RESOLVE THE GRIEVANCE, THE GRIEVANCE MAY BE PRESENTED IN WRITING, TO THE COMMITTEE.

THE COMMITTEE SHALL ARRANGE A MEETING TO HEAR ALL VERBAL PRESENTATIONS AND SHALL RENDER ITS DECISION IN WRITING WITHIN TWO (2) WEEKS. THE COMMITTEE'S DECISION SHALL BE FINAL.

WHERE A STEP IS NOT AVAILABLE TO AN EMPLOYEE, THE EMPLOYEE SHALL PROCEED TO THE NEXT.

### **CONFIDENTIALITY**

ALL INFORMATION RECEIVED DURING A GRIEVANCE PROCESS SHALL BE CONSIDERED PERSONAL INFORMATION AND SHALL ONLY BE AVAILABLE TO THE GRIEVER, LIBRARIAN, CHAIR, BOARD AND COMMITTEE.

Approved: June 17, 2009

### **16. Working Alone Policy**

All employees and volunteers must adhere to the Working Alone Policy. Float monies should be kept to a minimum in cash drawer and the balance stored in a second location. Checks must be made to ensure outside lights work. Employees and volunteers should be aware of who is entering the library. Use of the washroom should be monitored when possible. At closing time employees and volunteers are to make sure all patrons have left the premises and the building is locked and secure.

Any employee or volunteer-working alone in non-library hours must keep all doors into the Library locked.

Employees and volunteers must make contact with family members every three hours while in the Library alone. Emergency code is in place along with contact numbers. Family members must have the contact phone numbers of the Head Librarian or designated alternate in case of an emergency.

If an employee or volunteer has reason to believe it is not safe for them in the building, they are to have a contact available to call for an escort from the Library or they are to call local law enforcement.

A contact list shall be kept at the Library with emergency contact numbers.

The Board is responsible for ensuring employees have easy access to a telephone while they are working alone in the Library.

If the employee or volunteer encounters an unsafe situation while working alone, the employee or volunteer is to immediately alert the Head Librarian, or the designated board member, if necessary, the local law enforcement.

If necessary, employees and volunteers are allowed to leave the premises for their own safety or to obtain assistance should an unsafe situation occur. However, before leaving, it is the responsibility of employee or volunteers to insure all patrons are cleared from the Library. In any situation that would endanger the safety of an employee or volunteer, where possible, they are to flee instead of confronting an offender.

In confronting someone have a telephone in hand and possible a contact on the line.

Employees or volunteers shall report to the chairperson, Head Librarian if any serious situation occurs while they are working alone.

The employees and volunteers are expected to inform the Head Librarian of any safety concerns they may have with any of the reporting systems. Concerns deemed significant should be reported to the chair of the board.

**Approved:** June 17, 2009

### 17. Violence and Harassment Policy

The purpose of this policy is to ensure that:

- Individuals are aware of and understand that acts of violence or harassment are considered a serious offence for which necessary action will be imposed

Definition

- Threatening behavior- such as shaking fists, destroying property or throwing objects
- Verbal or written threats- any expression of intent to inflict harm
- Harassment- any behavior 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

**FORMS OF WORKPLACE VIOLENCE**

• Rumors	• Vandalism	• Psychological trauma
• Swearing	• Sabotage	• Anger- related accidents
• Verbal abuse	• Pushing	• Rape
• Pranks	• Theft	• Arson
• Arguments	• Physical assault	• Murder
• Property damage	•	•

**SOURCES OF WORKPLACE VIOLENCE**

• Fellow employees	• Customers	• Unauthorized intruders
• Supervisors	• Patrons/ students	• Outside contacts
• Managers	• Board members	•

Consequences

Violations of the policy may be subject to disciplinary action commensurate to the incident, up to and including dismissal and or indefinite suspension of Library privileges.

**Approved:** June 17, 2009

**Incident Report**

<b>Date of Incident</b>	<b>Time of incident</b>	<b>Location</b>

<b>Alleged Abuse by:</b>	<b>Patron</b>	<b>Employee</b>	<b>Volunteer</b>
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<b>Nature of Abuse:</b>	
<b>Bodily Harm</b>	<b>Stealing</b>
<b>Emotional Harm</b>	<b>Forcing unwanted sexual attention</b>
<b>Unacceptable Behavior</b>	<b>Other</b>

<b>Physical Injury Information:</b>		
<b>None</b>	<b>Minor- No treatment</b>	<b>Treatment required</b>

**Loss/Damage to personal property:**      **No**                      **Yes, if yes then what:**

**Description of Incident:**

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<b>First Time Incident</b>	<b>Recurring Incident</b>
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<b>Signature of Witness (es)</b>

<b>Person Reporting</b>

<b>Investigation by Director:</b>

<b>Follow-up Information:</b>					
<b>Discussion with staff:</b>	<b>Yes</b>	<b>No</b>	<b>Police Involvement:</b>	<b>Yes</b>	<b>No</b>

<b>Resolution</b>

**Director Signature**

**Date**

**Approved:** June 17, 2009

**18. BOARD ORIENTATION AND TRAVEL EXPENSES**

To ensure that new trustees will effectively participate in Board activities and will make informed decisions, there shall be a trustee orientation program. New trustees will be provided with a position description to outline the duties and responsibilities of the executive, committee and members of The Village of Clive Public Library Board.

To ensure that trustees have the opportunity to stay informed of current trends and to upgrade skill through continuing education, the Board will publicize programs, workshops and conferences offered by library associations, post-secondary institutions and community organizations that would be of benefit to library trustees.

The Board shall incur the expense of any conferences attended by Board members on behalf of The Village of Clive Public library, upon approval of the Board/

**Approved:** February 23, 1990

**Reviewed** June 17, 2009

**19. COOPERATION WITH OTHER COMMUNITY AGENCIES**

In order to supply the community with a more complete service the Library will co-operate where possible with other community agencies.

**Reviewed:** June 17, 2009

**20. SERVICE TO THE HANDICAPPED**

The Village of Clive Public Library shall endeavor to provide materials in other than conventional print, such as talking books, in order to extend service to all members of the community.

As the Library at present is not accessible by wheelchair we will provide service to any individual who requests books by personal service and encouraging them to use "on-line service" and our drop off box at the top of the stairs.

**Reviewed:** June 17, 2009

## **21.STAFF POLICIES:**

### **Librarian Job Description**

**General Description:** The Librarian is responsible for implementing and enforcing the policies of the Board within the operations of the Library.

**Responsibilities:** The Librarian has responsibilities in the following areas:

- 1. The Library Board:**
  - Provides regular reports to the Board on all matters essential to the effective functioning of the Library and the Board.
  - Participates in Board and committee activities as required.
  - Attends Board meetings.
  - Recommends' policies.
  
- 2. General Administration:**
  - Directs policy implementation, and administers the organization of the Library.
  - Oversees property maintenance.
  - Maintaining day to day operation of the Library.
  - Keeps actuate up to date statistics.
  
- 3. Personnel Administration:**
  - Responsible for hiring, evaluating and dismissing of staff.
  - Training and supervising of staff and volunteers
  - Scheduling of staff
  
- 4. Planning:**
  - Suggests new policy and policy improvements to the Board.
  - Assesses the need for new programs.
  - Establishes plans for Library activities.
  - Provides an atmosphere suitable for continuous improvement.
  
- 5. Financial Control:**
  - Administers Library funds according to the approved budget.
  - Provides input into the budgeting process to ensure libraries needs are met.
  - Completes all applications for grant and financial assistance with help of Board or designated committee.
  
- 6. Public Relations:**
  - Promotes public awareness of the Library.
  - Ensures friendly representation of the Library to the community.
  - Receives and deals with patrons and Library related complaints
  
- 7. Collection Development and Maintenance:**
  - Provides all acquisition responsibilities including: deciding what books, magazines, movies and other material needed to buy based on suggestions from patrons and staff.
  - Weeding
  - Shelf reading



## **Principal Duties of the Librarian**

1. **Attends Board meetings.**
2. **Recommends policy to the Board.**
3. **Assist with the planning and policy development of the Board and carry out said policies.**
4. **Provides advice to the Board.**
5. **Prepare reports for the Board meetings, keeping the Board informed about the Library work.**
6. **Collects all statistics and prepares annual report.**
7. **Plans, implements, and evaluates programs.**
8. **Orients new Board members to the Library and operations.**
9. **Engages in community relations.**
10. **Hires new staff.**
11. **Provides friendly, helpful and efficient services to Library users.**
12. **Initiates and prepare application for funding for projects and programs.**
13. **Selects and purchases Library material.**
14. **Schedules staff.**
15. **Manage the day to day operation of the Library.**
16. **Keep Library materials properly organized.**
17. **Keep all necessary statistics.**
18. **Fundraising-coordinate any book sales, raffles or other events that may occur.**
19. **Collect and deliver all mail.**
20. **Coordinate volunteer help for the Library.**
21. **Weeding of collection.**
22. **Inter Library loans.**
23. **Resource sharing.**
24. **Internet and Computer usage – helping patron with any problems they encounter.**
25. **Attending courses offered at PRL.**
26. **Keeping the Library and washroom clean and tidy.**

### **Education requirements:**

- **Grade 12**
- **Previous Library experience preferred**

### **Physical requirements:**

- **Lifting up to 25 kg**
- **Reaching and bending**
- **Stair climbing**
- **Exposure to dust**

**Approved: December 3, 2008**

Reviewed June 17, 2009

## Assistant Librarian Job Description

**General Description:** The Assistant Librarian reports to the Librarian. In the absence of the Librarian the Assistant Librarian will be responsible for Library operations.

**Responsibilities and Duties:**

- **Collection Development** – Assists the Librarian with acquisitions, processing, weeding of books, magazines, movies, and the deletion of items.
- **Programs and Services** – Will help the Librarian with planning and implementing programs / fund raisers.
- **Circulation and Reference** – Perform all aspect of circulation including check – ins/outs, memberships and book drop. Performs reference duties including all aspects of customer service, answering the phone, phoning patrons about their overdue items, interlibrary loans, van run, mail, shelving books and computer assistance.
- **Finance and Accounting** – Accept and record monies coming into the Library.
- **Professional Development** – Encouraged to take any course, workshops or seminars when available.
- **Public Relation** – Assist in maintaining active public relations including: informing patrons of Library hours, programs, special events/programs. Be understanding, courteous and welcoming.
- **Opening and Closing** – Performs all opening and closing procedures. At closing ensures that all patrons are out of the Library, the bathroom is checked, and that all books are checked in. The Library should be clean and tidied ready for morning opening. All lights are off, the alarm is set, and all doors and windows are closed and locked.
- **Manages** – the day to day operations when the Head Librarian is not there.
- **Library keeping** - keeps the Library and washroom neat and tidy and clean, shelf reading,

**Education requirements:**

- **Grade 12**

**Physical requirements:**

- **Lifting up to 25 kg**
- **Reaching and bending**
- **Stair climbing**
- **Exposure to dust**

**\*And other duties as assigned by the Library manager**

Approved: December 3, 2008

Reviewed June 17, 2009

## Clerk Job Description

**General Description:** The Clerk reports to the Librarian. In the absence of the Librarian and the Assistant Librarian, the Clerk will be responsible for Library operations.

### **Responsibilities and Duties:**

- **Programs and Services** – Will help the Librarian with implementing programs / fund raisers.
- **Circulation and Reference** – Perform all aspect of circulation including check – ins/outs, memberships and book drop. Performs reference duties including all aspects of customer service, answering the phone, phoning patrons about their overdue items, van run, mail, shelving books and computer assistance.
- **Finance and Accounting** – Accept and record monies coming into the Library.
- **Professional Development** – Encouraged to take any course, workshops or seminars when available.
- **Public Relation** – Assist in maintaining active public relations including: informing patrons of Library hours, programs, and special events/programs. Be understanding, courteous and welcoming.
- **Opening and Closing** – Performs all opening and closing procedures. At closing ensures that all patrons are out of the Library, the bathroom is checked, and that all books are checked in. The Library should be clean and tidied ready for morning opening. All lights are off, the alarm is set, and all doors and windows are closed and locked.
- **Manages** – the day to day operations when the Head Librarian is not there.
- **Library keeping** - keeps the Library and washroom neat and tidy and clean, shelf reading,

### **Education requirements:**

- **Grade 10**

### **Physical requirements:**

- **Lifting up to 25 kg**
- **Reaching and bending**
- **Stair climbing**
- **Exposure to dust**

**\*And other duties as assigned by the Library manager**

Reviewed: June 17, 2009

**TERMS OF EMPLOYMENT BETWEEN THE VILLAGE OF CLIVE LIBRARY BOARD AND  
LIBRARIAN**

The agreement made in duplicate the \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_.

The person \_\_\_\_\_ shall be referred to as the Librarian throughout this document.

**TERM OF EMPLOYMENT:**

This contract shall commence on \_\_\_\_\_, 20\_\_\_. Thirty days notice shall be required for either party to terminate this agreement.

**HOURS OF EMPLOYMENT:**

The Librarian shall be paid for hours worked per week to a maximum of 20hours per week as well as 2 extra hours per month for errands, etc. outside of library hours. In-service shall be covered as approved by the board – usually the librarian receives hourly pay for the time spent at local workshops/conferences.

**SALARY:**

The rate of pay shall be \$\_\_\_\_\_/hour. After an initial period of three months a raise of .50/hour shall be implemented.  
Personal leave may be arranged at the Boards discretion as necessary.

**RESPONSIBILITIES AND DUTIES:**

The board recognizes that the Librarian is the first contact with all clients. She/he should conduct themselves in a professional manner at all times.  
The librarian will provide a report to the Board on ongoing activities at all Board meetings. Any concerns should be addressed to the Chairman of the Library Board.

**DUTIES:** These are varied and should refer to the recent attached list as a guideline only. This is most likely not to be a complete or current list.

**IN WITNESS WHERE OF** the parties hereto have executed this agreement as of the day and year first above written.

Signed by the Board Chairman in the presence of:

\_\_\_\_\_  
\_\_\_\_\_  
Witness  
Chairman

Signature of the Board

Signed by the Librarian in the witness of:

\_\_\_\_\_  
\_\_\_\_\_  
Witness

Signature of the Librarian

**TERMS OF EMPLOYMENT BETWEEN THE VILLAGE OF CLIVE LIBRARY BOARD AND ASSISTANT LIBRARIAN**

The agreement made in duplicate the \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_.

The person \_\_\_\_\_ shall be referred to as the Librarian throughout this document.

**TERM OF EMPLOYMENT:**

This contract shall commence on \_\_\_\_\_, 20\_\_\_. Thirty days notice shall be required for either party to terminate this agreement.

**HOURS OF EMPLOYMENT:**

The Librarian shall be paid for hours worked per week to a maximum of 20hours per week. In-service shall be covered as approved by the board – usually the librarian receives hourly pay for the time spent at local workshops/conferences.

**SALARY:**

The rate of pay shall be \$\_\_\_\_\_/hour. After an initial period of three months a raise of .50/hour shall be implemented. Personal leave may be arranged at the Boards discretion as necessary.

**RESPONSIBILITIES AND DUTIES:**

The board recognizes that the Librarian is the first contact with all clients. She/he should conduct themselves in a professional manner at all times.

**DUTIES:** These are varied and should refer to the recent attached list as a guideline only. This is most likely not to be a complete or current list.

**IN WITNESS WHERE OF** the parties hereto have executed this agreement as of the day and year first above written.

Signed by the Board Chairman in the presence of:

\_\_\_\_\_  
\_\_\_\_\_  
Witness  
Chairman

Signature of the Board

Signed by the Librarian in the witness of:

\_\_\_\_\_  
\_\_\_\_\_

**Witness**

**Signature of the Librarian**

**TERMS OF EMPLOYMENT BETWEEN THE VILLAGE OF CLIVE LIBRARY BOARD AND  
CLERK LIBRARIAN**

The agreement made in duplicate the \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_.

The person \_\_\_\_\_ shall be referred to as the Librarian throughout this document.

**TERM OF EMPLOYMENT:**

This contract shall commence on \_\_\_\_\_, 20\_\_\_. Thirty days notice shall be required for either party to terminate this agreement.

**HOURS OF EMPLOYMENT:**

The Librarian shall be paid for hours worked per week to a maximum of 20hours per week. In-service shall be covered as approved by the board – usually the librarian receives hourly pay for the time spent at local workshops/conferences.

**SALARY:**

The rate of pay shall be \$\_\_\_\_\_/hour. After an initial period of three months a raise of .50/hour shall be implemented.

Personal leave may be arranged at the Boards discretion as necessary.

**RESPONSIBILITIES AND DUTIES:**

The board recognizes that the Librarian is the first contact with all clients. She/he should conduct themselves in a professional manner at all times.

**DUTIES:** These are varied and should refer to the recent attached list as a guideline only. This is most likely not to be a complete or current list.

**IN WITNESS WHERE OF** the parties hereto have executed this agreement as of the day and year first above written.

Signed by the Board Chairman in the presence of:

\_\_\_\_\_  
\_\_\_\_\_  
Witness  
Chairman

Signature of the Board

Signed by the Librarian in the witness of:

\_\_\_\_\_  
\_\_\_\_\_  
Witness

Signature of the Librarian

**THE VILLAGE OF CLIVE PUBLIC LIBRARY  
EMPLOYEE PERFORMANCE EVALUATION**

**Employee name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Job title:** \_\_\_\_\_ **Date hired:** \_\_\_\_\_

**Ratings code: 5=far exceeds expectations 4=Exceeds expectations 3=Meets expectations  
2= Needs development 1= unacceptable**

1. <b>Attendance:</b> the degree in which the Employee is present to work on days scheduled.		
2. <b>Punctuality:</b> The degree to which the Employee reports to work on time.		
3. <b>Productivity:</b> The amount of work the Employee accomplishes in the time available.		
4. <b>Accuracy:</b> The degree to which the Employee can be counted upon to perform assigned job duties accurately and in accordance with instructions.		
5. <b>Willingness to learn:</b> The willingness and desire exhibited by the Employee to increase his/her job knowledge.		
6. <b>Initiative:</b> The degree to which the Employee exhibits initiative in the performance of tasks without waiting for specific instructions.		
7. <b>Library Programming:</b> The degree to which the Employee demonstrates knowledge of Library policies, programs, library services, by-laws, procedures etc.		
8. <b>Customer Service:</b> The degree in which the Employee provides customers with enthusiastic, friendly and appropriate personal assistance.		
9. <b>Teamwork/Cooperation:</b> The willingness to pitch in to help others, even if help may not be part of specific job responsibilities.		
10. <b>Personal Appearance:</b> The appropriateness of the Employees dress, grooming and personal appearance.		



1. Areas in which the Employee excels:

2. Areas in which improvement could be made:

3. Employees career aspirations/enhancements:

4. Outside educational or training programs the Employee plans to participate in:

5. Other comments by evaluator or Employee:

**Acknowledgment of Performance Evaluation and Review of Position description:**

**Employee Signature** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Evaluator Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Evaluator Signature** \_\_\_\_\_ **Date:** \_\_\_\_\_  
**(Optional)**