

TOWN OF TWO HILLS PUBLIC LIBRARY BOARD POLICY MANUAL

Category: Safety
Policy Number: 801
Title: Working Alone

Policy Statement:

Provides a safe environment and reduces risk for the employee who works alone at the library.

Guidelines and Procedures:

1. Control of Cash and Valuables

No more than \$20 in bills in small denominations is to be kept in the cash drawer at any time. Funds over this amount are to be kept in a different location under lock and key until deposit time.

Deposits are to be made once a month to limit cash amounts at hand. Large amounts are to be turned over to the Treasurer as soon as possible.

The cash drawer is to be kept locked at all times.

Petty cash is to be kept in a separate location from general cash box (membership fees and fines) under lock and key.

Staff valuables are to be kept out of sight from the general public.

Doors separating the library main area from the kitchen and programming area should be posted ***Authorized Personnel Only***.

If a patron presents a large bill, inform that person that you cannot make change and request that he/she return later with the appropriate amount of cash. Under no circumstances is staff to leave the front to go to stored general cash to make change while a patron is in the building. Location and presence of the storage box is strictly employee information only.

2. General

Staff is encouraged to attend workshops related to working alone.

Height markers are to be posted by all doorways.

If a patron exhibits threatening behaviour or appears to be in possession of dangerous items (weapons, vicious pets, etc.) staff is to immediately notify 911.

All employees will be given the "Robbery Prevention" and Standard Violence Prevention" handouts upon accepting employment. They will be encouraged to review this material regularly. See Appendix J

Emergency contact numbers are to be posted by each phone, and fast dial emergency numbers are to be programmed into each phone where possible.

If an employee notices any sign of disturbance upon approaching or entering the library building, that employee is to immediately vacate the premises and phone the appropriate authorities from another location.

Scissors, letter openers, pens and pencils, knives and other sharp objects should not be kept at the front of desk drawers where they can be seen when the drawer is opened. Open blade knives shall be stored in approved containers or with the blades retracted.

Drawers of desks and filing cabinets shall be kept closed when not being used.

All employees shall exercise good housekeeping habits, not allowing wastepaper, or other combustible material to accumulate.

The side or back doors should be locked from the outside at all times with only the main entrance accessible to customers.

The library manager is to check the security of the work site at the beginning and at the end of the shift. In the case of finding an intruder follow: Appendix K - Violence Prevention Procedures in case of Robbery

Window coverings are to be open in the main section of the library when the library manager is present to allow for two-way visibility.

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Safety/Working Alone

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