

TOWN OF VEGREVILLE LIBRARY BOARD

POLICY MANUAL

Category: Library Operations

Policy Number: LIB-03-003

Title: Services Offered

1. The Vegreville Centennial Library provides access to materials and resources in many formats.
2. The Library develops services as needed to meet the expanding expectations of the public. These services are carried out by an experienced, knowledgeable and approachable team of Employees and Volunteers.
3. The Library implements and integrates technology to better meet the needs of its Patrons.
4. Services are continuously reviewed to ensure their usefulness to the public. As new needs arise, new services will be created.
5. The Library may approve the exhibiting or displaying within the Library facilities of any items which may be of interest to the Patrons, whether on loan to or owned by the Library.
6. Library Employees provide guidance and assistance to enable Patrons to find the information they seek.
7. Requests for information may be made by Patrons in person, in writing, through electronic means, or by telephone.
8. Information that is provided to Patrons must be the most accurate possible. The source of the information may be given to the Patron if requested.
9. Library materials that are currently available at or through the Vegreville Centennial Library include but are not limited to: circulating and non-circulating books, both in print (including hardcover and softcover) and in electronic format (audiobooks, digital downloads of e-books and audiobooks), audio materials (CDs), video (including DVD and Blu-Ray), video games and magazines. Materials available at the Library change based on changing technology and the changing needs of the community.
10. Vegreville Centennial Library has several computers available for public use. Anyone may use the computer for up to one hour each day.
11. Employees will allow a Patron to make a local telephone call for a fee. Employees will telephone a taxi or a minor Patron's parents without charging a fee.
12. Photocopying service, either in black and white or in color, is available at the Library during regular hours of operation for a per-page fee. Staff will operate the photocopier for Patrons.
13. Materials will be scanned to email by Employees for any Patron at a per-page fee rate.
14. Supervision of exams by the Library Manager is available during daytime weekday staffed library hours by prearranged appointment only. The Manager may consider supervising exams during evenings and weekends based on their own availability.
15. Library programs are developed and run on a regular basis, based on the needs and wishes of the community.

Date Approved: February 17, 2021

Board Chair Signature: 

Date to be Reviewed: February 2024