

- A. The recruitment, engaging, training and supervision (including regular evaluations) of volunteers and volunteer activities, shall be the responsibility of the Volunteer Coordinator. The Volunteer Coordinator may be the librarian, another staff member, or a volunteer.
- B. Provision should be made for maintenance of personnel records, job descriptions, re-training, probation period, etc. for volunteers.
- C. Suggested guidelines for qualifications of volunteers are:
 - i) Age: Fifteen (15) years or older for work at the Circulation Desk;
 - ii) Education: sufficient to meet the demands of a particular position;
 - iii) Skills: suitable to the position;
 - iv) Probation: Fifteen (15) hours work, or nearest equivalent, in the job specified;
 - v) Term of employment: the volunteer should demonstrate a willingness to make a commitment of at least three (3) hours monthly, for a period of six (6) months or more, or for the duration of a specific program, as appropriate.

6.16 New Board Members

- A. New Board members will meet with the Board Chairperson or other Board members to explain how the meeting runs until adequately acquainted.

7. The Library And The Community

A. Public Relations

- i) The Board recognizes that a public relations involves 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.

ii) The Board and the librarian are expected to participate in community activities and to give talks to groups or individuals about library services as required.

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

- a) To make governing leaders, civic officials and the general public aware of the library's objectives, services and programs, and to promote understanding of these goals and services.
- b) To encourage active participation by people of all ages in the varied services and programs of the library.

iv) It shall be the policy of the Lamont Public Library to carry out a continuing Public Relations Plan, based on sound knowledge of the community, a clear understanding of the library's general goals and objectives, and practical use of the resources available.

B. Patron Complaints

i) About an individual book, or its suitability as part of the library collection: The patron shall be requested to complete the attached form Appendix 3 - "Citizen's Request for Reconsideration of a Book" for consideration of the Library Board.

ii) Other: The complaint shall be in writing to the Board, who will give a corresponding written answer as soon as possible. Simple complaints that can be dealt with by desk staff are not subject to the above.

8. Policy And Bylaw Review and Revision

A. Review

One section of the policies and bylaws of the Lamont Public Library shall be reviewed by the Board on a five-year basis.

B. Revision

- i) Any changes in the policies, or inclusion of new articles, or deletion of currently approved articles, shall require a majority vote of the Board.
- ii) Thirty (30) days notice in writing must be given of proposed changes as outlined above.