



# TOWN OF GIBBONS LIBRARY BOARD

Policies

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## TOWN OF GIBBONS LIBRARY BOARD POLICIES

*Herein, The Town of Gibbons Library Board shall be referred to as the Board, the Gibbons Public Library shall be referred to as the Library, and the Town of Gibbons shall be referred to as the Town.*

Revised: September 2017

### 1. THE BOARD

#### 1.1. Board Policies and Responsibilities

**Created** 03/06

**Revised** 02/17

**Reviewed:** 02/21

The Board, subject to any enactment that limits its authority has full management and control of the Library. The Board shall in accordance with the regulations, organize, promote and maintain comprehensive and efficient library services in the Publicity and may cooperate with other boards and libraries in the provision of those services.

- The Board shall consist of no fewer than 5 and no more than 10 members appointed by Town Council.
- No more than 2 members of the Gibbons Town Council shall serve as a member of the Board.
- A person who is an employee of the Library is not eligible to be a Member of the Board.
- The November Board meeting shall be the Annual Organizational Meeting. At this meeting, the Board shall hold elections and establish a policy schedule for the upcoming year.
- The Board shall, at its Annual Organizational meeting, elect a Chairperson, a Vice Chairperson, and a Secretary.
- Any vacancy arising from any cause shall be filled by the Gibbons Town Council as soon as reasonably possible. Available positions on the Board will be advertised to the public. All appointments shall be in accordance with the Libraries Act.
- The appointments of the members of the Board shall be made on the date fixed by the Gibbons Town Council.
- A member of the Board may resign at any time by submitting a letter of resignation.
- A person is disqualified from remaining a member of the Board if he/she fails to attend 3 consecutive regular meetings without being authorized by a resolution of the board to do so.
- The Town Council may request the resignation of any member of the Board at any time prior to the member's expiry date.
- The Board, or a person with Board approval, will be responsible for applying for grants to fund Library projects and programs.
- The Board will pay an annual membership fee to belong to the Alberta Library Trustees Association and the Library Association of Alberta.
- The Board shall pay their transfer payment to the Northern Lights Library System.
- The Board may request that the Town Council provide funds for acquiring real property for the purposes of a building to be used as a Public Library or for erecting, repairing, furnishing and equipping a building to be used as a Public Library.

## 1.2. Board Policies and Responsibilities

**Created** 03/06

**Revised** 02/17

### **Guidelines & Procedures**

All new members shall be fully versed in Board policy and will be oriented on such matters.

Upon appointment to the Board, a trustee shall receive copies of all current and/or working documents of the Board, as well as the Board Manual that will contain:

- Names, contact information, positions and terms of current trustees, dates of regular meetings.
- Names & positions of staff.
- Policy Manual & By-Laws.
- Plan of Service.
- Budget & financial reports.
- Annual report & minutes of three previous meetings.
- The Alberta Library Trustees Association Handbook.

A member of the Board and the Library Manager will spend time with the new Board member prior to their first meeting to explain the role of the library in the community and the functions of the Board.

At this meeting, each new member shall also be made aware of the operations of the library and such duties as he or she may be expected to fulfill.

## 1.3. Duties of the Library Board

**Created** 03/06

**Revised** 02/17

### **Guidelines & Procedures**

Board Members shall:

- Actively participate in meetings & committees.
- Treat other Board members with courtesy and help the chair to keep meetings on track.
- Prepare for meetings by ensuring assigned tasks from previous meetings are completed.
- Become familiar with meeting agendas & issues.
- Review minutes of prior meeting.
- Participate actively in: discussions, decision making, policy development, the development & review of the plan of service, budgeting, and employment & evaluation of staff.
- Make chair aware of relevant issues for next meeting.
- Be familiar with the Alberta Libraries Act and the Alberta Library Association Handbook.
- Be aware of ongoing trends in the library community.

1.4. Duties of the Chairperson and Vice-Chairperson	<b>Created</b> 03/06
	<b>Revised</b> 02/17

**Guidelines & Procedures**

The Chair shall provide leadership to the Board and chair Board meetings by:

- Ensuring that the meeting is required & that necessary information is collected beforehand.
- Ensuring that an agenda is prepared, with input from the Board & staff, that agenda packages contain relevant information and are distributed before the meeting.
- Starting the meeting on time.
- Making additions or deletions to the agenda as required.
- Following the approved agenda and adopted rules of order.
- Encouraging input from all.
- Setting issues out clearly and summarizing discussion while guiding the problem-solving process.
- Limiting discussion to ensure business is completed within reasonable timeframes.
- Ensuring that everyone is aware of tasks to be completed by the next meeting.

1.5. Duties of the Secretary / Treasurer	<b>Created</b> 03/06
	<b>Revised</b> 02/17

**Guidelines & Procedures**

The Secretary / Treasurer shall:

- Record minutes of the Board meetings.
- Maintain a file of original minutes, reports, policies bylaws, etc.
- Notify Board members of time & location of meetings & ensure that members receive agenda packages.
- Handle correspondence as directed by the Board; assist Chair in developing the agenda.
- Hold signing authority as treasurer, as & when required.

1.6. Advocacy	<b>Created</b> 03/06
	<b>Revised</b> 02/17

The Board may at times and when required appoint a specific representative to address specific issues including media & recruitment.

Goals of the Board:

- Maintain an organized, well-rounded and up-to-date collection.
- Promote reading and literacy among all age groups.
- Publicize the Library through various means.
- Increase membership making the Library more visible to the community.
- Encourage opportunities of learning and exploration to the community.
- Attend Workshops sponsored by library partners.

Activities which support this policy may include but are not limited to:

- Soliciting letters from library supporters.
- Making presentations and writing letters to representatives of government & business.
- Participating at election time (re: library issues).
- Soliciting the support of the local business community.
- Soliciting the support of the public at large and local community service groups.

1.7. Policy Making	<b>Created</b>	03/06
	<b>Revised</b>	02/17

The Board recognizes their responsibility to review the Board policies annually and to create new policies as required.

**Guidelines and Procedures**

The Board assumes the responsibility for developing policy that pertains to the operation of the Library. The Board recognizes that the development of policy is an ongoing process for providing effective guidelines for action of all its committees and staff.

- Suggestions for policy development may come from staff, trustees, sub-committees and patrons.
- The Board shall review and discuss suggestions and develop policy as required.
- All policies and changes to them shall be approved by means of a motion at a duly convened Board meeting and recorded in the minutes of that meeting.
- All approved policies shall be given a number & title; they shall be signed by the Board Chairperson, indicating the date of approval.
- Copies of the approved policy shall be distributed to all Board members and shall be included in the Library Policy Manual.
- The Board shall determine a schedule for the annual review of existing Policies. The Library Manager may make policy review recommendations at any time.
- The Library Manager is responsible for the administration of programs and for the implementation of policy.
- All policies shall be amendable.

1.8. Parliamentary Procedure	<b>Created</b>	03/06
	<b>Revised</b>	02/17

Parliamentary authority for rules of order at Board and committee meetings shall be: Robert’s Rules of Order.

- The chair of the Board shall vote on all motions before the Board.
- Motions of the board, except those made to enact bylaws, do not need to be seconded.
- A meeting of the Board may be held in the absence of the public (in camera) only if the subject matter being considered in the absence of the public (in camera) concerns:
  - The security of the property of the Board.
  - Personal information of an individual, including an employee of the Board.
  - A proposed or pending acquisition or disposition of property by or for the Board.
  - Labour relations or employee negotiations.

- o A law enforcement matter, litigation or potential litigation, including matters before administrative tribunals affecting the Board.
- A recorded vote is allowed only when requested in advance of the vote being taken.
- Board Members shall vote, unless they declare a conflict of interest. A Board Members who has a conflict of interest shall declare the conflict when the item in question is raised and shall leave the meeting until the item has been dealt with.
- The minutes of all Board meetings shall be recorded and signed by the Chair or acting Chair and by the Secretary.

1.9. Dissolution of the Library Board	<b>Created</b> 03/06
	<b>Revised</b> 02/17

If the Library fails to open to the public for a period of two years, the Gibbons Town Council may make an ex-part application to the Court of Queen's Bench for an order declaring the Board dissolved.

The order dissolving the Board vests in the Municipality all the property of the Board and the Gibbons Town Council through its proper officers may take possession of the vested property and dispose of it in any manner it considers advisable.

<b>2. ADMINISTRATION</b>	<b>Created</b> 09/09
2.1. Library Hours of Operation	<b>Revised</b> 03/17
	<b>Reviewed:</b> 03/21

**Guidelines and Procedures**

The Board shall ensure that the Library's hours of operation are suitable to provide access to the community.

The Library Manger, in conjunction with the Board, shall establish a reasonable range of opening hours to ensure community access.

Summer hours may come into effect pending Board approval.

**Library Hours:**

Monday, Friday	10:00 a.m. to 5:00 p.m.
Tuesday, Wednesday, Thursday	10:00 a.m. to 7:00 p.m.
Saturdays	10:00 a.m. to 2:00 p.m.
Sundays	Closed
Public Holidays & Long Weekends	Closed

2.2. Freedom of Information and Protection of Privacy	<b>Created</b> 03/06
	<b>Revised</b> 03/21

The Board and Library personnel are subject to the Freedom of Information and Protection of Privacy Act (FOIPP) and should be familiar with the FOIP Act's privacy provisions including the collection, use, disclosure, accuracy, linkage and disposition of personal information.

**Guidelines and Procedures**

- All patron records will be kept confidential but may be shared with resource sharing libraries for collecting fines and retrieving borrowed materials.
- By signing up for a library membership, borrowers acknowledge that their contact information may be available to other libraries for these purposes.
- Board Members, staff and volunteers will hold all personal information of 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 unless agreed upon by patron. Maintain reading list in Polaris will default to “no”, unless specified by patron on TRAC application form.
- Staff and volunteers are not to discuss the reading habits of individual patrons.
- No personal information will be provided to anyone for any reason except when a written court order is provided or where required by law (in written format).

**Commented [RE1]:** Reading list can be maintained in Polaris, but the default is no. Patrons can maintain a reading list if they opt in. This must be noted on the TRAC form and is a part of our process for issuing a library card.

2.3. Personal Information Banks	<b>Created</b> 04/11
	<b>Revised</b> 04/21

Regular business practices of the Library involve the retention of personal information including employee, board member, and patron records.

**Employee Records may include:**

- Employees and/or volunteer applications and resumes.
- Employee timesheets, social insurance number, earnings, income tax records, performance evaluations, and correspondence.
- Contact information including address, phone number, and email.

**Board Member Records may include:**

- Application to join the Board, record of appointment, years of service or length of term, and position(s) held.
- Contact information including address, phone number, and email.

**Patron Records may include:**

- Electronically stored information in the Library’s ILS database.
- Legal name, address, phone number, date of birth, parent or guardian name, email address and membership type. Gender identity is optional and is left to patron discretion.
- Program/participant list may contain name, age, phone number, and membership number.
- Reference question forms may contain patron’s membership number.
- Interlibrary loan materials may contain the last 4 digits of the patron’s phone number.

**Commented [RE2]:** "sex" is deleted and gender identity is left to patron discretion.

2.4. Record Retention & Destruction	<b>Created</b> 11/08
	<b>Revised</b> 03/17

**Guidelines and Procedures**

The purpose of this policy is to ensure that necessary records and documents are adequately protected and maintained. The Library Manager will maintain adequate records to compile monthly and annual reports to comply with federal rules, regulations and provincial legislation including:

- The Income Tax Act of Canada
- Province of Alberta Freedom of Information and Protection of Privacy Act (FOIP)

The Gibbons Public Board will retain the library records based on the schedule outlined in the Record Retention and Destruction Policy 2.4

**A) Retention of Library Records**

Permanent library records will be stored in the library office at the Library and at the Town office as outlined in the Record Retention Schedule. Board Documents should be digitally backed up monthly to the **Library Manager's cloud storage** account and physically stored in a designated Board Documents folder. Older hardcopy documents may be moved into bankers' boxes for further storage. All documents moved into boxes should be properly labeled and secured.

**Commented [RE3]:** Language changed to refer to generic cloud storage to avoid naming specific services that might not reflect current practice.

**B) Disposition of Library Records**

Following the time guidelines outlined in policy, the Library Manager shall compile a list of Library records which have been selected for disposal. The list of records for disposal shall be given to the Board. The Board shall call for a motion for the destruction of the records at the next regularly scheduled Board meeting.

The Library Manager will be responsible for the proper and complete destruction of the records destroyed under this policy, and will, as soon as possible, report the destruction of records to the Board.

**C) Record Retention Schedule**

The types of records and their corresponding action, as set out in this schedule, include:

Permanent Records → Keep	The original records shall be preserved and never destroyed. These may include hardcopy, digital, and flash drive copies.
Replaced Records → Replace	Annual forms shall be replaced yearly or replaced after a designated amount of time.
Destroyed Records → Destroy/Shred → Recycle	Records shall be destroyed without any copies being retained

See (Appendix N) Record Retention Schedule

2.5. Expenses	<b>Created</b> 03/06
	<b>Revised</b> 03/17

**Guidelines and procedures**

The Library Manager will be reimbursed for any purchasing done for the Library. An Expense Claim Form must be filled out and receipts attached. Mileage, in accordance with the Town, will be paid to the Library Manager for trips to purchase Library materials.

In accordance with budget provisions and with the approval of the Board, employees and Board Members who attend seminars, conferences, or workshops will be reimbursed for the following:

- Conferences fees
- Transportation costs
- Accommodations
- Meals, with receipts, up to \$75 per day
- Incidental up to \$40 per day

2.6. Finance	<b>Created</b> 03/06
	<b>Revised</b> 04/21

**As well as the responsibility set out in the Libraries Regulations Parts 1, 2 & 3, the Board is responsible for:**

- Preparing the annual Library budget-
- Approving audited financial statements.
- Approving expenses.
- Approving policy.

**Library Budget**

- The Fiscal Year for the Library shall be January 1 to December 31.
- The Board shall prepare a budget with estimates of the money required to operate and manage the Library during the ensuing fiscal year.
- The Board shall pass the budget at the November meeting and ensure the budget is submitted to the Town Administrator before the end of the fiscal year.
- The Town Administrator shall present the library’s budget to Town Council for approval. The Town Council may approve the estimate in whole or in part.

**Audit & Accounting**

- The annual audit will be done by the auditor for the Town and reimbursed by the Library as represented in the Library budget. The auditors report shall be submitted to Town Council upon its completion.
- Any unplanned/unbudgeted expenditure must be approved by the Board & motion prior to expense being incurred.
- The Town will administer accounting services for the Library.
- Financial records will be kept by the Town.
- A spreadsheet will be kept by the Librarian to track daily sales income.

**Commented [RE4]:** changed terminology

**Expenses & Signing Authority**

- Signing Officers for grant applications and other official correspondence will be two of the following, the Chairperson, Treasurer and Librarian.
- No Signing Officer shall sign a cheque that is payable to themselves.
- A motion is required from the Board when a budgeted expenditure of monies above \$650 is required.

**Commented [RE5]:** added "budgeted" and increased limit to \$650

## 2.7. Social Media Policy

**Created** 09/14  
**Revised** 03/17

The use of Social Media is recognized as an additional communication tool for the purposes of sharing information and encouraging dialogue with the public. It allows for the timely publications of news stories and events.

### Guidelines and procedures

- The creation of an official Library social media site is subject to approval by the Board.
- Postings may include, but are not limited to Library news, programs and events.
- Designated personnel (as assigned by the Board) may create content on the Library social media sites at their discretion if it does not constitute inappropriate use as defined in this policy.
- The Library reserves the right to remove or restrict any inappropriate content posted by visitors.
- When representing the Library on social media, whether on official library social media applications or on their personal accounts, employees are expected to communicate in a respectful and professional manner.
- As much as reasonably possible, information will be confirmed for accuracy before posting.
- Inappropriate use is defined as creating public posts or sending private messages which:
  - Reflect negatively on the Library and Staff;
  - Contain personal or confidential information;
  - Do not abide by Library policies;
  - Do not abide by municipal, provincial and federal laws;
  - Include profanity, copyrighted information, defamatory or offensive comments, opinion, sexual content, the promotion of illegal activities or discrimination;
  - Contain any content deemed inappropriate by the Library Manager or the Board.

## 2.8. Gifts to the Library

**Created** 03/06  
**Revised** 03/17

### Guidelines and procedures

- Gifts to the Library will be accepted only on the condition that they become the property of the Library to be used or disposed of as the Library decides.
- The Library Manager will accept gifts or donations on behalf of the Library.
- A gift of money, property or stocks with conditions attached, will be reviewed by the Board before its acceptance.

### 3. LIBRARY MATERIALS

#### 3.1. Statement of Intellectual Freedom

Created 03/06

Revised 05/17

The Library strives to promote Intellectual Freedom among patrons through the materials they borrow and through the space that they share. The Library believes that:

*All persons in Canada have the fundamental right, as embodied in the nation's Bill of Rights and the Canadian Charter of Rights and Freedoms, to have access to all expressions of knowledge, creativity and intellectual activity, and to express their thoughts publicly. This right to intellectual freedom, under the law, is essential to the health and development of Canadian society.*

- Libraries have a basic responsibility for the development and maintenance of intellectual freedom.
- It is the responsibility of libraries to guarantee and facilitate access to all expressions of knowledge and intellectual activity, including those, which some elements of society may consider to be unconventional, unpopular or unacceptable. To this end, libraries shall acquire and make available the widest variety of materials.
- It is the responsibility of libraries to guarantee the right of free expression by making available all the library's public facilities and services to all individuals and groups who need them.
- Libraries should resist all efforts to limit the exercise of these responsibilities while recognizing the right of criticism by individuals and groups.
- Both employees and employers in libraries have a duty, in addition to their institutional responsibilities, to uphold these principles.

#### 3.2. Resource Sharing

Created 09/14

Revised 05/17

***The Libraries Act Regulation 7 (2)(c):***

*Resource sharing including participation in a provincial resource sharing network and the conditions that apply to the acquisition of library resources and information from other sources including inter-library loans and information in electronic databases.*

The Board participates in the Provincial Resource Sharing Network by the partnerships listed below and therefore shall abide by the rules and procedures outlined by all.

- Northern Lights Library System
- Alberta Public Libraries Electronic Network (APLEN)
- ME Libraries
- The Alberta Library (TAL)

The Board participates in the provincial resource sharing network and the System/Node as outlined in the Provincial Resource Sharing Network Guidelines

- The Board will not charge another member library for the inter-library loan service.
- The Board publicizes the interlibrary loan, APLEN and ME/TAL card services to patrons

through newspaper articles, posters and brochures, presentation to groups and organizations, and displays within the community.

Training of staff in resource sharing is the responsibility of the Board through the Northern Lights Library System and shall be carried out through a combination of on-site visits, workshops, memo, procedures manuals, and conferences.

3.3. Loan of Materials	<b>Created</b> 03/06
	<b>Revised</b> 05/17

The Library will make available for loan, with a few exceptions, a variety of materials for informational and recreational purposes to those who hold a current library membership.

#### Guidelines and Procedures

- All books, magazines and audio/visual materials either part of the Library collection, shall be loaned to the public free of charge and within the rules & regulations as established in the Board Bylaws and the Libraries Act.
- Library resources will be shared with other libraries.
- Holiday extension loans are available at the discretion of the Library Manager.
- The exception to the above lending policy are as follows:
- Materials from other libraries may be subject to an additional charge.
- Seasonal and high demand items may not be renewed.
- DVD's that have a borrowing period of 1 week.
- Reference materials must be used in the library.
- Items damaged by the borrower shall be assessed and if necessary, charged to the borrowers account, up to and including the full replacement cost of the damaged item.

#### Loan of Materials:

- All material may be borrowed for up to three (3) weeks and renewed twice, at the discretion of the Library Manager. Materials that have been reserved by another borrower may not be renewed. Each patron can borrow a maximum of 50 print items and a maximum of 10 audio visual items at any given time.
- Reserved material must be collected within 1 week of notification or at the discretion of the Library Manager.

#### Fines:

- Fines are \$.25 per operating day, for each overdue item.
- Fines for overdue materials will be calculated and the borrowers borrowing privileges will be suspended if the fine is \$10.00 or greater, until payment is received.
- Lost or badly damaged items will be calculated at the full replacement cost of the materials.
- The maximum overdue fee for a single item is \$10.00, equivalent to 40 days.
- Items borrowed longer than 40 days will be considered lost and the borrow will be billed for the replacement cost of the item.
- If the borrower returns the lost material, the cost of the item will be refunded and the patron will owe the overdue fee.
- Once an item has been paid for, it becomes the borrower's property. The patron will not have to pay additional overdue fees.

**Procedure for overdue material and demand for the return of the material:**

Material(s) that is not returned or renewed within three weeks of the original check out date will be considered overdue. The Library Manager, may, at their discretion, contact the patron by phone or mail to facilitate the return of overdue materials.

3.4. Selection and Deselection of Materials	<b>Created</b> 03/06
	<b>Revised</b> 05/17

**Selection:**

The Library Manager will be responsible for the selection of materials for the library by:

- Utilizing the book budget funds to ensure that there are sufficient monies to purchase new material throughout the year.
- Evaluating the library collection to identify needed material.
- Deciding on the disposition of outdated, non-circulation or damaged material. Collection weeding guidelines are available from the Northern Lights Library System.

**Deselection:**

Material, that ceases to meet the selection guidelines, may be removed by the Library Manager. Weeding should be done on an annual basis.

3.5. Services for Print Disabled Patrons	<b>Created</b> 09/14
	<b>Revised</b> 05/17

The Board believes that patrons with a print disability are entitled access to the Library and other information services.

According to the Canadian Copyright Act, a print disability is a learning, physical or visual disability that prevents a person from reading conventional print.

More specifically, a print disability can be a:

- Learning disability: An impairment relating to comprehension
- Physical disability: The inability to hold or manipulate a book
- Visual disability: Severe or total impairment of sight or the inability to focus or move one's eyes

The Board will endeavor to provide materials in a form appropriate for patrons with print disabilities from a variety of sources including but not limited to:

- National Network for Equitable Library Service (NNELS),
- Centre for Equitable Library Access (CELA),
- Canadian National Institute for the Blind (CNIB),
- Public Libraries Services Branch,
- Inter-library Loan,
  - Northern Lights Library System,
  - The Alberta Library consortium.

### 3.6. Reconsideration of Library Materials

**Created** 09/14  
**Revised** 05/17

If someone objects to the Library's ownership of a item(s) and wishes to have the material removed, the following steps will occur:

- The individual will be given a copy of the Library's Statement of Intellectual Freedom Policy.
- The individual will be given an opportunity to complete a "Request for Reconsideration of Library Material" form – (Appendix K).
- The request will be submitted to the Library Manager who will complete a review of the item and then forward the request to the Board.
- The Board will make a final recommendation about the material under review.
- The individual will be notified in writing of the recommendations within 30 days, of filing their request for reconsideration.
- If not satisfied with the recommendation of the Board, a written appeal must be made to the Board within 30 days. The appeal will be added to the agenda of the next regularly scheduled Board meeting for reconsideration.
- Notice of the final determination will be sent to the challenger within 30 days of the Board meeting.
- The challenged material(s) will remain in the collection until the final determinations is made.

### 3.7. Donation of Materials

**Created** 03/06  
**Revised** 05/17

The Library is happy to accept donations from patrons and community members and will use the following criteria to ensure the efficient use of donated materials.

#### Guidelines and Procedures

The Library **will** accept the following materials:

- o Fiction Books (paperbacks and hardcovers)
- o Non-Fiction Books that have been purchased in the last 5 years.
- o Children's Books
- o Gently used DVD's
- o Audio Books on CD

The Library **will not** accept the following materials:

- o Encyclopedia sets
- o Textbooks
- o Specialized journals
- o Magazines
- o Materials in poor condition (i.e. - yellowed, worn, dusty, damp, moldy, torn, or smelly items).
- o Cassettes, VHS, vinyl records,
- o Computer software or games.
- o Reader's Digest abridged/condensed books.
- o Comic Books
- o Burned or sample CDs or DVDs

Upon donation, all materials become the sole property of the Library. The Library Manager will determine which materials may be added to the Library collection and which materials be sold at the Library Book Sale. Any funds generated will be used to enhance library services. Charitable receipts cannot be issued for donated material.

## 4. LIBRARY PERSONNEL

### 4.1. Personnel Policy

**Created** 03/06

**Revised** 05/17

#### **Definitions**

Library personnel are defined as any person, either paid or volunteer, who is entrusted with the operation and security of the Library and who provides Library services to the community.

#### **Board Responsibilities**

The Board shall ensure:

- That the Library is suitably staffed by knowledgeable qualified employees.
- That the Library is a safe and equitable workplace for its staff and volunteers.
- That all new personnel be given orientation and training suitable to the needs of their position. A copy of their job description and access to the Board policy manual shall also be provided.
- That job descriptions for each staffed position exist and are reviewed as part of the performance appraisal process. See (Appendix E) (Appendix G).

#### **Personnel obligations:**

All Library personnel, either paid or volunteer, shall:

- Be familiar with the goals and objectives of the Library as well as its policies and procedures.
- Have the ability and desire to help patrons find information and access Library services.
- Be bound to the Library code of conduct

### 4.2. Personal Suitability of Volunteers

**Created** 02/10

**Revised** 05/17

The Library shall be staffed in part by community volunteers as determined by the Library Manager.

#### **Guidelines and Procedures**

Volunteers shall:

- Have adequate computer knowledge & skills and be willing to undergo training to become proficient in library software.
- Possess an appreciation for literature and books.
- Be a minimum of 18 years of age if working un-supervised.
- Have excellent organizational skills.
- Be willing to take initiative and follow directions easily.

4.3. Staff Performance Reviews	<b>Created</b>	02/10
	<b>Revised</b>	05/17

All employees of the library shall be evaluated on an annual basis to provide ongoing development opportunities.

**Guidelines and Procedures**

For Staff

- Library staff shall complete a goal setting exercise (Appendix H) and submit it to the Library Manager prior to his/her anniversary date as determined by the Library Manager.
- The Library Manager will set a date for a review meeting with the library staff member.

For the Library Manager

- The Library Manager shall complete a goal setting exercise (Appendix H) and submit it to the Board at the last regular board meeting prior to his/her anniversary date.
- At this board meeting, a sub-committee of two shall be struck to fill out a performance appraisal (Appendix D) and set a date for meeting with staff to review and complete.
- The sub-committee will meet at least two weeks prior to conferring with the staff person.
- The appraisal shall be provided to the manager prior to the review meeting.
- Any training or development recommended by the Board will be discussed at the time of appraisal.

4.4. Grievance and Conflict Resolution	<b>Created</b>	11/08
	<b>Revised</b>	05/17

Library personnel have a means of safely presenting any grievances or conflicts should they arise.

**Guidelines & Procedures**

- An employee or volunteer, having a grievance or concern arising from the interpretation, application, operation or alleged violation of the conditions of employment or other matter(s) relating to her/his employment, should first discuss the concern with the Library Manager to resolve the matter. If the Library Manager has a concern, he/she should discuss the matter with the Board Chairperson.
- If the griever and the Library Manager or the Library Manager and the Board Chairperson cannot resolve the issue, a full written record of the concern should be made to the Board within 5 days of the discussion.
- The Board shall then act as the Grievance Committee. A written response or decision shall be forwarded to the griever within 10 days of the original written concern being received.
- If the response or decision of the Board is unsatisfactory to the concerned parties, he/she has the right to appeal to the Alberta Labour Relations Board or other organizations as applicable.

#### 4.5. Health & Safety

**Created** 04/06

**Revised** 09/17

The Board strives to create and maintain a safe workplace to minimize and/or prevent occupational injuries, illnesses, and accidents for all library personnel. The Board is required to comply with Occupational Health and Safety Act, Occupational Health and Safety Code and its regulations.

The Board will establish and enforce programs and procedures to reduce the risk of occupational injuries, illnesses, and accidents as well as minimize and/or prevent violence and unacceptable behaviour in the workplace to foster the safety and security of employees and visitors.

#### **Definitions**

“Violence” may mean any of the definitions below:

- a) Library personnel are threatened or assaulted on the library premises or while executing job duties.
- b) Library personnel threaten or assault other personnel or a library visitor while executing job duties.
- c) A library member or visitor is threatened or assaulted on the library premises

#### **Guidelines and Procedures**

The Library Manager will:

- Examine and identify safety risks and ensure that library personnel are aware of potential risks.
- Ensure that working conditions are safe and suitable for library personnel. The Library Manager may close the Library at their discretion in the case of inclement weather that poses a risk to library personnel and visitors.
- Ensure an effective means of communication, and other security measures shall be available to all library personnel who work alone or in isolation.
- Develop and publish a comprehensive Emergency Response Manual for library personnel ensuring that appropriate health and safety standards are implemented in accordance with Alberta statutes.
- Ensure that employees receive proper medical treatment when injured and that accident and injury reports are properly prepared and issued.

Library personnel will:

- Report any incident of violence in the workplace to the Library Manager and complete and incident report.
- Ensure they are working safely and in compliance with accepted safe work practices, procedures, and legislated health and safety standards.
- Ensure the safety of all visitors to the Library premises by following the guidelines in the Emergency Response Manual.

#### 4.6. Working Alone

Created 03/18

Revised

The Board recognizes that there may be times where an employee may be required to work alone in the Library. This may include but may not be limited to:

- Working when additional staff support is not readily available
- Being at the library after everyone has left for the day, or coming into the library before opening hours,
- Driving alone to or from library outreach and professional development locations.

#### Guidelines & Procedures

Whenever possible, Library personnel will:

- Notify the Library Manager if they intend on being in the Library outside of regular operational hours.
- Know how to reach the Town after hours emergency contact person.
- Adhere to safe working procedures.

Whenever possible, the Library Manager will:

- Identify and assess situations where working alone may be required.
- Maintain open communication with personnel who are required to work alone.
- Work with library personnel to develop safe work procedures.

#### 4.7. Leave

Created 03/18

Revised

The Board recognizes the need to provide leave to library personnel on a variety of occasions. Any leave of absence utilized for purposes other than that for which the leave was granted may be grounds for dismissal

#### Sick Leave

Library personnel have a responsibility to be at work as scheduled. However, employees should make every effort to ensure that they are in a state of health and well-being which will enable them to perform their job to the best of their abilities.

The Library shall provide the following supports:

- Full time employees of the Library will receive 10 sick days on January 1 of each year. All unused sick days will expire December 31 of each year.
- Part time employees will not receive sick leave credits but may take sick leave without pay for a period of up to 3 consecutive days. After 3 days, a physician's note will be required for extended sick leave without pay.

**Personal and Family Responsibility Leave**

All employees are eligible for up to 5 days of unpaid leave per year for personal sickness or short-term care of an immediate family member. This may include attending to personal emergencies and caregiving responsibilities related to education of a child.

**Compassionate Leave**

Temporary leaves of absence with pay will be granted to permanent employees who have been employed for at least 90 days for the following circumstances:

- Critical illness or death in the immediate family – up to three (3) days. This includes: Current spouse, parent, brother, sister, brother-in-law, sister-in-law, child, father-in-law, mother-in-law, son-in-law, daughter-in-law, grandparent or grandchild, aunt, uncle, niece, nephew, grandparent of spouse, legal guardian.
- Where travel outside the province is required, such leave may additionally include travel time to a maximum of two (2) days within North America, three (3) days outside of North America.
- An additional three (3) days of unpaid leave will be provided following the period of paid absence.
- Any additional leave will be provided at the discretion of the Board.

**Maternity & Parental Leave**

Maternity and Parental leave should be granted in compliance with Alberta Labour Employment Standards Code, upon proper written notice of at least six weeks.

- Maternity leave shall be available for a period not to exceed 15 weeks. Upon returning to work, the employee should be placed in the former position, or if the former position is not available, in an equivalent position with no change in level or increment placement.
- Parental leave should be available for a period not to exceed 37 weeks. Upon returning to work, the employee should be placed in the former position or, if the former position is not available, in an equivalent position with no change in level or increment placement. An employee must give at least four (4) weeks written notice of the day he/she plans to return. Earned vacation, holiday benefits, and security will not continue during parental leave.

**Domestic Violence Leave**

- Up to 10 days of unpaid leave may be taken annually by employees addressing a situation of domestic violence.

**Citizenship Ceremony Leave**

- Up to one half day of unpaid leave may be taken by employees attending a citizenship ceremony.

**Critical Illness of a child**

- Up to 36 weeks of unpaid leave may be taken by the parents of a critically ill or injured child.

**Death or Disappearance of a Child**

- Up to 52 weeks of unpaid leave may be taken by employees whose child has disappeared because of a crime, or up to 104 weeks if a child died because of a crime.

## 5. LIBRARY PATRONS

### 5.1. Behaviour and Conduct in the Library

**Created** 11/08

**Revised** 06/17

The Board shall establish the Code of Conduct for Behaviour in the Library (Appendix A). The Library Manager shall ensure that all patrons follow the Code of Conduct. Should an incident arise, the Library Manager will complete an Incident Report (Appendix B).

### 5.2. Computers and Internet Use

**Created** 03/06

**Revised** 06/17

The Board will ensure that the public have free access to Library computers and the internet including wireless connectivity.

#### Guidelines and Procedures

- Continuous use of the Library's computers requires a Computer Card. Patrons wishing to acquire a Computer Card shall complete an Acceptable Technology Use Contract (Appendix C) to be signed by the patron or legal guardian if under the age of 18.
- There is no charge to access the Library Computers. However, patrons are responsible to pay any printing fees.
- Patrons are expected to sign in to use the Library Computers using the sign in sheet.
- The Library will offer free Wireless Internet Access (Wi-Fi) for patrons to use on their personal devices. To access the Wi-Fi, patrons must enter the Library's username and password.
- The Wi-Fi access points are unsecured. The library assumes no responsibility for any information that is compromised and/or any damage to the users' hardware or software.
- Users shall use the Library's wireless Internet service in a legal and responsible manner. Internet users must be aware that they are working in a public environment with people of all ages and with diverse viewpoints.
- Users must not engage in any activity that interferes with any other person's ability to use the Library and its resources.
- In accessing the Internet, users are subject to federal and provincial legislation related to Internet use, including the provision of the Criminal Code regarding, obscenity, child pornography, sedition and the incitement of hatred. Users may not use this network for any illegal purposes.
- The Board reserves the right to terminate a wireless Internet session at any time.