

Town of High Level Library Board

POLICY MANUAL





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SECTION 1 – GENERAL

1.1 Mission, Vision, and Values

Our Mission

Through fostering community partnerships, the High Level Municipal Library will provide library and information services for the educational, cultural, and leisure needs of the Community.

Our Vision

The High Level Municipal Library is a comfortable space for learning, creativity, entertainment, and intellectual activity open to all.

Our Values

The High Level Municipal Library values collaboration, creativity, and advocacy.



SECTION 2 – LIBRARY CARDHOLDERS

2.1 Library Cardholders and Library Card Fees

The patron should make all efforts to ensure that the information held by the Library is current.

Library Cards

Any person may apply for a Library card.

Juvenile library cards are set at 0-15 years of age. A parent/guardian must sign juvenile cardholder registrations and the parent/guardian will be held responsible for items borrowed on juvenile library cards.

Special group cardholders are considered individually. Cost will be based on the demand for resources. These library cards will be valid for one year from the time of issue.

Transient residents

- may be issued a library card valid for six months from date of issue, plus a non-refundable deposit,
- are defined as short term residents, persons passing through or persons with a general delivery address and no telephone, and
- will be asked to provide valid government identification as per provincial legislation.

Library cards are not transferable and may not be used by others.

A patron may not be allowed to borrow after the one-month grace period without renewal of their library card.

Cardholder Fees

Library cardholder fees shall be reviewed and set annually with the Budget.

No person shall be denied a library card if the sole reason is a lack of ability to pay the fee.

Suspension

Borrowing privileges will be suspended when late fees and/or replacement charges for lost items exceed \$10.00

Replacement Charges

Library cardholders are responsible for the loss and damage to any items borrowed on their card, as well as the payment of any outstanding fines.

Lost cards must be reported immediately. A fee may be charged for replacement of the card.



2.2 Overdue Items

Library cardholders are responsible for returning library materials to the library on or before the due date.

Any items not returned by the due date are considered overdue.

The Library shall attempt to notify patrons two times before library cards are suspended.

Two lending cycles after the items are due, they shall be considered lost and an email shall be sent informing patron of replacement costs and penalties. If there is no response, the matter may be forwarded to a collection agency.

If all attempts to regain overdue items should fail, the Library reserves the right to charge the patron under the *Libraries Act*.



2.3 Complaints or Appeals by Patrons

If a patron wishes to lodge a complaint/appeal to the Town of High Level Library Board, they must follow the protocols laid out within this policy.

- Complaint/Appeal should be first addressed to the Library Manager in writing for possible resolution.
- If the resolution is not satisfactory to the patron, they can write an additional letter to the Board also forwarding the original letter that was sent to the Library Manager.

The Board's decision in such matters will be final.



2.4 Confidentiality of Patron Records

All records held by the High Level Municipal Library relating to user registration and the borrowing of library materials are confidential in nature, regardless of the source of inquiry.

Access to patron records is provided to library staff and volunteers as required to carry out the business of the library, including recovering library property and collecting late fees. Records of library members are stored in a single database for all TRAC consortium member libraries.

The contents of registration and borrowing records shall not be made available to anyone with the following exceptions:

- Under the written order of the Library Manager, such order having been issued pursuant to a proper legal process, order or subpoena under the law and/or in accordance with the *Freedom of Information and Protection of Privacy Act* of Alberta (FOIP).
Any individual in receipt of such process, order or subpoena, should forward it to the Library Manager. The Manager will consult with the Legal Counsel of the Town of High Level to determine if such process, order or subpoena is in good form and if there is just cause for its issuance. If the process, order or subpoena is not in proper form or if good cause has not been shown, insistence shall be made that such defects be cured before any records are released.
- At the request of a parent or guardian for access to the record of a library user under 15 years of age, provided the parent or guardian has authorized and accepted responsibility for borrowing privileges.
- In the case of a library user over 16 years of age, access is provided to the parent only with the permission of the child.



SECTION 3 - ADMINISTRATIVE

3.1 Personal Information Bank

The Town of High Level Library Board (THLLB) and High Level Municipal Library (HLML) keep the following banks of information, based upon the legal authority stated in each section:

Personnel Records

Information contained supports administration and payroll functions.

Information contained: Employee name, address, phone number, birth date, Social Insurance Number, benefits information, employment commencement date, salary grid placement, employment contracts, performance reviews

Individuals: all THLLB staff.

Legal Authority: *Freedom of Information and Protection of Privacy Act*, section 32(c)
Alberta Labour Code, Canada Tax Act, Libraries Act

User Database

Information contained supports the lending and use of library materials to the public.

Information contained: User name, address, telephone number and email address.

Individuals: all users registered with HLML.

Legal Authority: *Libraries Act, Freedom of Information and Protection of Privacy Act*, section 32(c).

Home Service User Database

Information contained supports the home service to these users.

Information contained: User name, address, phone number, email address and reading history.

Legal Authority: *Libraries Act, Freedom of Information and Protection of Privacy Act*, section 32(c).

Staff Directory

Information contained: Employee name, address, home and cell phone numbers, emergency contact.

Individuals: all THLLB staff.

Legal Authority: *Freedom of Information and Protection of Privacy Act*, section 32(c).

Volunteer Database

Information contained: Volunteer name, address, phone number, email address, emergency contact, criminal record check forms, volunteer hours.

Individuals: volunteers at HLML.

Legal Authority: *Freedom of Information and Protection of Privacy Act*, section 32(c).



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Room Booking Database

Information contained: name and type of organization; date, time, and location of meeting; contact name, telephone number, mailing and email addresses.

Individuals: persons booking HLML public rooms

Legal Authority: *Freedom of Information and Protection of Privacy Act*, section 32(c).



3.2 Record Keeping, Storing, and Purging

Record Keeping

The Library Manager will maintain adequate records to compile monthly and annual activity reports. The storage of files is to be kept to the legal minimum consistent with the efficient operation of the organization and the preservation of a meaningful historical record of High Level Municipal Library. Where records are deemed to be vital, the confidentiality or security of the files and the implications of their possible loss or destruction should be considered when making decisions as to where to store them.

Apart from those materials obtained or documented for the express purpose of public use, the records of the Library are confidential and may be accessed only with the permission of the Board under the guidelines set out by the *Freedom of Information and Protection of Privacy Act* and Regulation. User records are confidential unless subpoenaed by law.

The Library Manager will present all requests for access to the Library's confidential records to the Board together with any comments or recommendations.

Computer Backup

There shall be a backup process in place for every computer in the office. Staff adherence to backup procedures is the responsibility of the Library Manager.

Retaining of Records

The Library Manager shall follow the schedule set by the *Town of High Level Bylaw No.708-99*. [Schedule attached]. P= permanent on schedule.

The following items are not covered under this schedule:

Daybook	One year
Inactive Patron cardholder forms (with no fees attached to the account)	Two years

Destruction of Records

Administrative files shall be purged annually, and records moved, archived, or destroyed as appropriate.

- regular garbage disposal (wastebasket) for documents that do not contain personal or sensitive information and
- shredding all personal and sensitive documents that are no longer deemed "Necessary Records".

Destruction of records shall follow the schedule set out by the Town of High Level where applicable.



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Staff is responsible for maintenance of their own current and working files. Any significant documents received by any member of the staff shall be retained as administrative or essential files and as such fall under the purview of this policy.

RETENTION AND DESTRUCTION OF RECORDS

SCHEDULE "A"

Subject	Description	Retention Period in Years
Accounting	Monthly reconciliation & receipts	2
Accounting	Year-end general ledgers	P
Accounts Payable	General administration of accounting	7
Accounts Revenue	The control and operation of receivable accounts	7
Acquisition	Orders for goods which do not require requisitions	1
Acts and Legislation	Controlling the Town	P
Administration	General Correspondence	1
Administration	General subjects relating to administrative function and activities from the time the decision was made.	1
	Organizational chart	C
Agreements/Contracts	Agreements and contracts	7- after expiry date
Associations & Societies	Participation in the functions of mutual professional interest	3
Audits	Financial auditing methods and reports	1
Banking	Administration and establishment of bank accounts	P
Budgets-General	Final Budgeting Information	P
Capital Projects	Project lists, reports, and statistics	P
Cheque Administration	Administration of issuance, replacement, and distribution of cheques	7 from date of completion of contract
Committees	Interaction with other bodies structures for specific tasks	7
Committees	Reports on the establishment & organization of	7
Communities	Correspondence relating to administration, funding, planning, etc.	7
Contracts	Financial agreements and contracts	11 years after expiry date
Consulting Services	Contracting of consulting firms (after completion of project)	3
Equipment Operation	Operating standards, manuals, warranties, etc.	P or until item is disposed of
Finance - General	Financial administration functions	7
Funds (Debentures)	Administration of trust funds & revolving funds	P
Grants	Administration of financial assistance programs	P
Incorporation Studies	Reports & future studies	p
Information – General	Material relating to information services	2
Inventories	Recording, storage & distribution of equipment	7
Legislative & Cabinet Activities	Actions of Provincial Legislation	3

Meetings, Symposiums, Conferences	Correspondence on the establishment & participation in meetings, etc.	1
Minutes	Council and Council appointed Committees	P
Office Services	General office services administration	1
Office Equipment or Machinery	General	7
Personnel – General	Confidential files	7- After termination
Personnel	General administration of personnel management	7- After termination
Personnel- Payroll	Payroll information	7- After termination
Plans/ Studies	General plans and studies	P
Policy and Procedures	Policy Documents	7
Public Relations General	Communications with the general public	1
Public Relations	Press Releases, Declarations	1
Public Relations Publicity	Advertising posters, displays, etc.	1
Records Management-General	Correspondence relating to Records Management Program	2
Reports & Statistic Financial	Reports to maintain an ongoing record within the financial system	7
Risk Management & Insurance	Administration of insurance programs	7
Safety	Correspondence relating to the establishment and operation of a safety program	7
Statistics General Reports	Administrative reports & statistics	P
Telecommunications	Administration, installation & maintenance of telecommunications equipment	3
Training & Development	Training & development plans	2



3.3 Risk Management

Purpose

Risk management is an integral part of sound management practice and an essential element of good corporate governance. The purpose of this policy is to ensure consistency in consideration of risks and advantages in the decisions made by the Town of High Level Library Board (THLLB) and High Level Municipal Library (HLML) with respect to both policies and operations.

Definition

To THLLB, risk management means the forecasting and evaluation of risks together with the identification of procedures to avoid or minimize their impact.

Guiding Principles

- THLLB will maintain a risk intelligent culture that is innovative and proactive in identifying, assessing, and managing risk.
- Risk management will be incorporated into the strategic and operational planning processes at all levels within THLLB.
- Risk will be imbedded into THLLB's decision-making processes to allow a balanced decision making approach that considers all aspects while allowing for advancement and innovation.
- Risk management will be considered in the context of alignment with THLLB's mission, vision, and values.

Risk Categories

In order to build a cohesive risk intelligent culture, it is important to identify the numerous risks faced by HLML. THLLB maintains a schedule of risk categories that is reviewed by the Library Manager on a regular basis.

Decision Making Process

All THLLB members and HLML employees use several considerations when making risk management decisions. The consistent application of these considerations will help THLLB develop a risk informed response that uses limited resources most effectively.

Roles and Responsibilities

THLLB and HLML employees all have roles and responsibilities in contributing to THLLB's management of risk:

Front-line employees

- Are responsible for following prescribed risk management practices in the context of their daily tasks



Library Manager

- Will ensure all employees understand their responsibilities with respect to operational risk
- Are responsible for implementing good risk management practices
- Will assist in fostering a risk aware culture within HLML
- Will consider risk and the affect it has on HLML as a whole
- Will bring any risk management concerns to the attention of the Board

Library Board

- Ensures THLLB's risk management policy is in place and reviewed regularly
- Ensures risk is being continually managed with the Library Manager



3.4 Freedom of Information and Protection of Privacy

The *Freedom of Information and Protection of Privacy Act* (FOIP), in Alberta, aims to strike a balance between the public's right to know and the individual's right to privacy, as those rights relate to information held by public bodies

This law was proclaimed October 1, 1995, and now affects all provincial government departments, agencies, boards and commissions, school boards, health care boards, post-secondary educational institutions, and local government.

The Alberta legislation can be found at *Freedom of Information and Protection of Privacy Act*.
<http://www.servicealberta.ca/foip/>

The FOIP Act provides that Albertans have

- the right to request access to information held by the Library,
- the right to access personal information about themselves held by the Library,
- the right to request correction to their personal information held by the Library,
- controls on the collection, use and disclosure of personal information by the Library, and
- the right to request independent review of decisions made under FOIP.

Charges for records retrieval services can be found in Schedule A (***)

The FOIP Coordinator of the High Level Municipal Library can be contacted at:

High Level Municipal Library
10601 – 103 Street
High Level, AB
T0H 1Z0



SECTION 4 - FACILITIES

4.1 Library Facilities

A library building should be designed as a community's information and cultural center, a stimulator of new ideas and a center for continuing education for people of all ages.

The Library should have a pleasant atmosphere. It should offer to the community a compelling invitation to enter, read, look, listen, and learn.

The Town of High Level Library Board accepts the responsibility to make recommendations that the facilities remain current with changing technology and community needs.

The Board accepts the responsibility for securing funds for needed facilities.



4.2 Display and Distribution of Materials

As a community service, the High Level Municipal Library provides a variety of areas for the posting, display and distribution of information of importance and interest to the community.

- Materials to be considered for posting, display or distribution in public areas will be subject to established criteria and guidelines and must be approved by the Library Manager. Final authority rests with the Town of High Level Library Board.
- Displays, exhibits, handouts and all posted materials are in conformation with the Canadian Library Association's Statement on Intellectual Freedom.
- The display or distribution of any material does not constitute endorsement of its content by the Library.



4.3 Hours of Service

The Library encourages library use by all residents of the community served, by providing suitable hours of service, as determined by the Board. The hours of service are found in Schedule A (bylaw**) and will be posted on the Library door.

The Library will be closed on statutory holidays. The Library may close during civic holidays, community celebrations, such as parades, and in cases of unforeseen extreme conditions. Some areas of the Library may be restricted to staff use, i.e., administrative offices, workroom, etc.

In the event of a power failure lasting longer than 15 minutes, all patrons will be asked to leave, and the Library will close until such time as power resumes. Staff will stay on duty. The Library Manager has the discretion to send staff home if the power failure is longer than ½ hour. Staff will return to work upon resumption of power unless otherwise instructed. If power is off for a long period, a staff member shall be designated to return to the Library for a spot check of the facility.

If staff is not available to operate the Library, the Library Manager will be contacted, and every attempt will be made to find someone to work. If there is nobody available, the Library will be closed and notice of the closure will be posted on all entrances to the Library and on social media.



4.4 Library Use

The Library will serve all residents of the community and surrounding area as per Public Library Services Branch regulations.

The Library Manager may limit the use of the Library space or its services when excessive demands of groups or individuals are curtailing services to the general public.

No meetings or programs shall be held in the Library except library-related activities without prior approval of the Library Manager. A “Use of Facilities Agreement” shall be completed and kept on file. The organization using shall be responsible for returning the Library to its original condition.



4.5 Rules of Conduct for Library Users

For the comfort and safety of all user and safety of all users and staff of the High Level Library, the following rules must be respected. Violation of any of these rules may result in suspension or restriction of library privileges, including banning from library premises. Criminal offences may result in prosecution.

Animals

Only registered assistance service animals and approved Library pets are allowed in the library.

Cell phones and other devices

Cell phones, tablets, laptop computers, or other devices must be used in a manner that does not disturb others.

Disruptive behaviour and language

Behaviour that interferes with any person's comfort and use of the library is not allowed.

Threatening, abusive, harassing language or behaviour toward staff or other users is not allowed.

No person shall beg or sell services, goods, or merchandise.

No person shall distribute or post materials without permission from library staff.

No person shall traffic in, consume, or appear to be under the influence of alcohol or illegal drugs and substances.

Food and drink

Only beverages with a lid are permitted.

No food or drink is permitted when operating the library's computer equipment.

Furniture use

Sleeping is not allowed.

Feet must not be placed on the furniture.

Public Internet use

Use of the Internet for criminal activity is not allowed.

Smoking is not allowed.



Sports equipment

Bicycles are not allowed in the library.

Other sports equipment (skateboards, inline skates etc.) must not be used inside the library.

Theft / Damage to property

Stealing, damaging, or vandalizing property of the library is prohibited by law. Cutting or removing pages or articles from books or magazines, hacking into, or altering computer settings, and writing in library materials or on furniture or walls is not allowed.



SECTION 5 - FINANCIAL

5.1 Finance Policy

The Town of High Level Library Board is accountable for the effective management of the Board's financial resources. While the day-to-day administration of finances will be delegated to the Library Manager, the Board will continuously monitor the financial status and ensure compliance with legislation by requiring regular and timely financial reports. The Board Treasurer will review all financial reports and statements and report to the Board at the regularly scheduled Board meetings.

FINANCE POLICY GUIDELINES

Banking

The Library Board tenders bank accounts at the financial institution best able to meet the financial needs of the board. The Board shall consider interest rates, loaning policies, financial products, and banking fees as it makes its decision on where to tender its accounts. From time to time, the Town of High Level Library Board may review the banking services provided to the Library and make recommendations for change. Any change in banking services shall be by a motion of the Board.

Signing Authority for Cheques

Signing authority shall rest with any two of the following positions: Chairperson, Vice Chairperson, Secretary, and Treasurer for the High Level Library. Signatories cannot sign off on funds being issued to themselves. The Library Manager shall also have signing authority in case of need.

Electronic Transfer of Funds (ETF)

The library has the ability to receive and send funds electronically. When this money is accepted or sent by the Library Manager, the email and receipt of the transfer will be printed off and filed with the financial paperwork. This will be reviewed the Treasurer.

The Library Manager shall also retain the ability to deposit monies, to check balances, to transfer funds, and to obtain international money orders for the payment of Library accounts.

Fiscal Year

The fiscal year of High Level Municipal Library shall be January 1, to December 31, inclusive.

Budget

An operating budget shall be prepared annually. The Budget Committee prepares a draft budget for presentation to the Board by early September. The approved budget will be presented to Town Council by mid-September.



The Library Manager and the Board shall develop a long-term financial strategy for the High Level Municipal Library that includes planning for capital replacement, for financial emergencies, and for the long-term stability of the Library that will be linked to the Plan of Service.

The Library Manager shall report any financial anomalies to the Chairperson of the Board as soon as is reasonably possible.

Audit

The auditor shall be selected by the Board and then accepted by High Level Town Council. Town Council sets the level of financial review

Library financial records are prepared for audit by the Library Manager and the Director of Finance from the Town of High Level as soon as reasonably possible after year-end. The audited financial statement shall be received and approved by the Treasurer and Board.

A copy of the audited financial statement shall be forwarded to each trustee and the Public Library Services Branch. The audited financial statement is a public document and is available on request.

Capital Equipment Purchase, Cost Sourcing and Purchasing Procedures

The Board must approve the purchase of capital equipment not specifically approved in the budget.

Authorized staff based on catalogue selection or best buy may make purchases up to \$1,500 provided that funds are available. Amounts over \$1,500 should be submitted for two or more written quotes. The Board must approve purchases over \$1,500.00

When a higher priced item is selected, a written explanation shall be left on the filled quote explaining the reasons for the purchase. A margin of five percent over lowest bid shall be given to local companies in recognition of the community support given to the Library.

The Library Manager has the authority to decide on sourcing of library materials and to negotiate terms with vendors.

Conferences and Meetings

Trustees or staff delegated to attend conferences or authorized meetings shall be paid reasonable expenses in accordance with budget provisions and as per Town of High Level expense policies

Financial Statements

Regular financial statements shall be obtained from the appointed bookkeeper or Treasurer outlining the current year budget, year-to-date expenses, budget variances, and percentage expanded. The latest financial statements shall be available at regular board meetings or when requested. The statement shall be examined and approved by the Board, although such accounts will already have been paid.



Grant Applications

The Library Manager is authorized to apply for grants to fund High Level Municipal Library's operations and programs. If said application requires matching dollars that are unbudgeted, Board approval is required.

Maintenance of Financial Records

High Level Municipal Library's financial records shall be maintained at the Library.



5.2 Library Credit Card

The objective of having a credit card is to provide a more efficient and effective way to purchase low value goods and services and expedite purchases.

A credit card shall be issued for the use of the Library Manager upon recommendation and approval by the Library Board.

The card may be used only for purchase made on behalf of the Library or for expenses incurred for pre-authorized business trips including airline tickets, gasoline, hotel accommodations, receipted travel expenses (such as meals, taxi fares, parking), and conference registration.

The card may not be used for personal use or cash advances.

All expenditures are to be appropriate and in accordance with the Financial Policy of the Board. Supporting receipts and a Log of Charges incurred shall be maintained and must be acknowledged by the Treasurer of the Board. Travel expenses paid through the card must be acknowledged as such on the expense claim.

The statement must be paid in full each month and be reconciled with receipts and supporting documentation.

The Library Manager must sign an acknowledgement of Responsibility, which shall include the cardholder agreement as required by the issuing financial institution



5.3 Staff and Board Reimbursement

Board members take their trusteeship as volunteers and the Library will pay no honorariums to them. A retiring Board member who has served on the Board for three or more years shall receive a gold membership card which will entitle him/her to a free lifetime library card for the Town of High Level Library.

The Board will reimburse staff and board members for library expenses incurred using a personal method of payment that are related to:

- Professional development, including courses, workshops, and conferences
- Attending meetings on behalf of the library board
- Materials purchased for the library (e.g., books purchased at a local bookstore, materials purchased for library programs, etc.)
- Other library-related activities approved in advance

Expenses that may be claimed include:

- Travel-related expenses, including
 - Mileage for work-related travel in the claimant's personal vehicle. Mileage shall be paid at the current rate set by the Alberta Government Expense Policy for use of a private vehicle (\$0.505 per kilometre). Gasoline for the claimant's personal vehicle is not eligible for reimbursement.
 - Fares for other methods of transportation (e.g., bus fare, taxi fare)
 - Vehicle rental charges, including fuel charges
 - Parking charges
 - Hotel charges
 - Restaurant meal charges. Unlike other expenses, meals are reimbursed at a set rate and do not require receipts. These rates are:
 - Breakfast: \$9.20
 - Lunch: \$11.60
 - Supper: \$20.75
- Registration, tuition, and other similar charges incurred while attending approved library-related professional development.
- Charges for collection items and other materials purchased for the library.
- Other library expenses not listed above that are approved in advance.

All staff reimbursements must be approved in advance by the library manager. All reimbursements of the library manager must be approved in advance by the board chair. All board member reimbursements must be approved by board motion. The approver may set limits on how much may be spent on a given expense for reimbursement.



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Reimbursement shall require original receipts and a completed Expense Claim Form submitted to the appropriate approver as described in point 8. Note that restaurant meal reimbursements do not require receipts, as described in point 7.



5.4 Investments

The Town of High Level Library Board (the Board) recognizes the need for sound and prudent investment practices. The Board will adopt policies and establish procedures to ensure that investment earnings are maximized through investment activities which at the same time minimize exposure and risk.

Authorization

The Board authorizes the Library Manager to invest capital and operating funds not required for immediate disbursement according to the guidelines outlined below, and to dispose of any investment when necessary to meet expenditures or as prudent from an investment management point of view.

Guidelines

All investments will be with recognized financial institutions with a financial rating of AA (minimum). These investments will be government/bank guaranteed at a minimum of 75% in the following:

- Securities issued or guaranteed by the Crown in right of Canada or an agent of the Crown or the Crown in right of a province or agent of a province.
- Securities that are issued or guaranteed by a bank, treasury branch, credit union or trust corporation.

Investments shall be awarded to the financial institution with the most competitive offering after taking into consideration the administrative costs involved and all the financial needs of the Library.



5.5 Reserves

The Town of High Level Library Board (THLLB) may establish, maintain, and manage reserve funds to maintain a prudent level of available financial resources to offset unpredicted one-time expenditures. Reserve funds also provide resources for repairs/replacement/upgrading or construction of new capital assets/infrastructure.

- All requests to use reserve funds or to re-designate reserves must be approved by means of a Board motion. Requests to use reserve funds may also be submitted as part of the annual budget process.
- Interest on reserve accounts shall be included in general revenue.
- Any surplus funds in High Level Municipal Library's operating budget at year-end will be allocated to reserves as specified by the Board during the financial audit process.
- Reports on the status of reserves will be provided to the Board during the audit process and upon request throughout the year.

Capital Reserves

- To fund capital projects according to the Strategic Plan of Service. The funds are earmarked for the following purposes:

Facilities Upgrade and Future Sites

- To provide for upgrade, replacement, additions, and repairs of a capital nature to the physical building and property and for future sites.

Technology and Innovation

- To acquire or upgrade technologies to meet changing organizational or community needs and/or to pursue innovation.

Furnishings and Equipment

- To acquire or replace furniture/fixtures and equipment (other than computer equipment).

Collection Development

- To replace and enhance existing collections and/or introduce new collections.

Human Resources

- To support recruitment, terminations, legal fees, and special leave.
- The funds in these reserves may be separated into ladder terms for maximum return on investment.



SECTION 6 – HEALTH AND SAFETY

6.1 Safety

Purpose

The Town of High Level Board Library Board shall provide a safe and healthy environment for its employees, volunteers, customers, and visitors. This policy is intended to allow employees, volunteers, customers, and visitors to work for and spend time in the library with minimum personal risk, and with the confidence that the organization has taken full precautions to ensure his/her physical safety and health. For the purpose of this policy, the employer is the High Level Municipal Library.

The employer, supervisors and workers at every level are responsible and accountable for HLML's health and safety performance. Our goal is a healthy, injury-free workplace for all workers. By working together, we can achieve this goal.

High Level Municipal Library will ensure:

- the health, safety, and welfare of workers at the work site,
- the health, safety, and welfare of other persons at or near the work site who may be affected by hazards originating from the work site,
- that workers are aware of their Occupational Health and Safety (OHS) rights and duties,
- that workers are not subjected to or participate in harassment or violence at the work site,
- that workers are supervised by a person who is competent and familiar with the OHS Act, Regulations, and Code,
- they consult and cooperate with the Health and Safety Committee (HSC),
- that health and safety concerns are resolved in a timely manner,
- that supervisors and workers are adequately trained for the protection of health and safety at the work site.

Supervisors will:

- Ensure
 - they are competent to supervise the workers under their supervision,
 - the workers under their supervision work in accordance with procedures and measures required by the OHS Act, Regulations, and Code,
 - the workers under their supervision use all hazard controls and properly uses or wears the personal protective equipment required by the employer or under the OHS Act, Regulation or Code, and
 - that workers are not subjected to or participate in harassment or violence at the work site.
- Take all precautions necessary to protect the health and safety of every worker under their supervision.



- Advise every worker under their supervision of all known or reasonably foreseeable hazards to health and safety in the area where the worker is performing work.
- Report concerns about an unsafe or harmful work site act or condition that occurs/exists or has occurred/existed to the employer.

Workers will:

- Protect the health and safety of themselves and other people at or near the worksite.
- Cooperate with their supervisors and employers to protect the health and safety of themselves and others.
- Use and wear devices and personal protective equipment required by the employer or the OHS Act, Regulation or Code.
- Refrain from causing or participating in harassment or violence.
- Report concerns about an unsafe or harmful work site act or condition that occurs/exists or has occurred/existed to the employer or supervisor.

In addition, the employer, supervisors, and workers will:

- Cooperate with any person exercising a duty imposed by the OHS Act, Regulations, or Code, and
- Comply with the OHS Act, Regulation, and Code and any site policies, procedures, and codes of practice.

The Library is a safe and healthy environment for employees and patrons.

Safety is a shared responsibility. Success depends on the alertness and personal commitment of all.

All employees are expected to obey safety rules, the working alone rules, and to exercise caution as well as common sense in all work activities.

All injuries, accidents, near missies and safety concerns must be reported to the Library Manager soon as possible after the incident occurring and documented in the injury book.

The Library Manager will report to the Library Board all accidents, injuries, near misses and safety concerns as soon as possible after the incident occurring.



6.2 Health and Safety Orientation/Training

Legislation: The Occupational Health and Safety Act, Ch. 0-2.1, Part 5

Employee Orientation

Library employees and volunteers will be oriented to the High Level Municipal Library's health and safety policies and procedures when they initially start working at the Library.



6.3 Emergency Preparedness

Legislation: The Occupational Health and Safety Code, Part 7

The High Level Municipal Library will ensure that all staff are familiar with the Town of High Level Emergency Response Policy (Policy 219-07) and related documents, along with the Emergency Evacuation Procedures specific to the Library.

These procedures comply with Occupational Health and Safety Legislation and include the following:

- identification of various potential and specific emergencies (e.g., fire, tornado, violence, etc.);
- procedures for dealing with identified emergencies;
- emergency response training requirements;
- location and use of emergency facilities;
- emergency locators (e.g., exit doors, first aid kits, flashlights); and
- alarm and emergency communication requirements.

The Library Manager is responsible for implementing and monitoring this policy.



6.4 Violence

Legislation: The Occupational Health and Safety Code, Part 27

Commitment

The Town of High Level Library Board, in its efforts to provide a positive, comfortable, and professional environment, will not tolerate any form of workplace violence or harassment directed by, or at, any Library employee by another employee, Board member, or member of the public.

The Board is committed to:

- investigating reported incidents of workplace violence or harassment in an objective and timely manner
- taking necessary action
- providing appropriate support

The Board is further committed to preventing acts of workplace violence or harassment on its premises

Violence in the workplace will not be tolerated. Incidents of violence will be reported to the RCMP immediately. The Library Manager will advise the Library Board in writing within 24 hours.

If the individual accused of violence is an employee of the High Level Municipal Library, the Library Manager and/or the Library Board may suspend that individual with or without pay until the initial investigation has been completed. The Board will decide on an individual basis on each case.

An employee found guilty of violence in the workplace by a Court of Law or the Human Rights Commission, will be terminated immediately.



6.5 Workplace Harassment / Abuse

Legislation: The Occupational Health and Safety Code, Part 27

Harassment in the workplace will not be tolerated. Incidents of harassment will be brought to the attention of the Library Manager as soon as possible after the incident. For more information on workplace harassment please refer to the Occupational workplace binder.

The Library Manager and/or the Library Board will investigate the incident in an expedient fashion.

If the employee alleging harassment believes the incident will be repeated, proper legal channels should be pursued.

If the individual accused of harassment is an employee of the High Level Municipal Library, the Library Manager and/or the Library Board may suspend that individual with pay until the initial investigation has been completed.

An employee found guilty of harassment in the workplace, by a Court of Law or the Human Rights Commission, will be subject to progressive discipline or may be terminated immediately.

The griever, Library Manager, and a Board representative must sign all documentation.



6.6 Working Alone

Legislation: The Occupational Health and Safety Code, Part 28

The Town of High Level Library Board (THLLB) and High Level Municipal Library are committed to the safety of its employees and volunteers. The Library considers an employee or volunteer to be working alone if they work by themselves at a work site in circumstances where assistance is not readily available when needed.

Examples of employees or volunteers who could be at risk from working alone include those who work in sites isolated from public view or who work by themselves without close or direct contact with fellow employees.

THLLB complies with provincial Occupational Health and Safety legislation regarding working alone.

THLLB will:

- identify the potential hazards of working alone and will take practical steps to eliminate or control the hazards,
- establish procedures including effective means of communication appropriate to the hazards involved for employees and volunteers to contact other people who can respond in the case of emergency, and
- ensure employees and volunteers are trained and made aware of the hazards of working alone and the preventative steps to be taken to reduce potential risks.



SECTION 7 – LIBRARY BOARD

7.1 Board Appointment Recommendations and Elected Positions

Legislation: The Alberta Libraries Act, Part 1

This policy describes the normal process that the Board follows to recommend potential board appointments to Town Council. The Board recognizes that the power to appoint and remove members of the Board rests exclusively with the Town Council.

Vacant board positions shall be advertised in the event of an opening. Prospective new board members and board members whose terms have expired (providing that they have not already served three consecutive terms on the Board) may apply in writing to the Board indicating their willingness to let their names stand for appointment or re-appointment.

The Board will consider and submit all applications to Town Council for possible board appointment. All recommendations for re-appointment shall be submitted to Town Council in the form of motions by the Board recorded in the Board meeting minutes.

Elected positions of the Board shall be renewed annually during the November board meeting.



7.2 Trustee Code of Ethics

Library boards exist to develop, promote, and monitor library services, as a public trust. To this end, Library Trustees are committed to the following principles:

1. The primary goal of public Library Trustees is to ensure that the public has access to the highest quality library services possible.
2. Trustees ensure that each person has equitable access to the most complete library service possible. Where limitations in service are unavoidable, any inherent inequality of service should favour those residents least able to obtain alternate service.
 - Trustees support intellectual freedom in the selection of library material.
 - Trustees will respect the confidential nature of library records within the framework, which allows for the monitor of material usage and the need for public accounting.
3. Library Trustees observe ethical standards with truth, integrity, and honour.
 - Trustees avoid situations where personal advantage or financial benefits may be gained.
 - Trustees distinguish between their personal views and those of the institution by respecting the position of the board, even though they may disagree.
4. Trustees respect the established structure of the Library.
 - Trustees will work harmoniously with the board and ultimately accept its will.
 - A Trustee's primary role is policy governance and advocacy.
5. Trustees are expected to take responsibility for their personal development through continuing education opportunities and participation in provincial and national library organizations.
6. Trustees must maintain confidentiality.
 - Board members shall not communicate, either directly or indirectly, information designated confidential to anyone not entitled to receive the same.
 - Board members shall not use information which has been designated as confidential by the Board for personal profit or use by themselves or any other person.
 - Board members shall respect confidential information in perpetuity.
7. All material is considered the property of the THLML and shall be returned at the expiration of the board member's term.



7.3 Board Structure

The Town of High Level Library Board operates under a “Board of the whole” structure, and as such maintains no standing committees. In operating under this structure, the Board recognizes its ongoing responsibilities in the area of Personnel, Finance, Advocacy and Program Planning, and will strike ad hoc committees as necessary.

Ad hoc committees shall consist of at least two, but not more than four members of the Board. Preference will be given to members with professional expertise in the committee’s realm of interest.

The Chairperson and the Library Manager are ex-officio members of all committees.

There are many Board responsibilities that may require an ad hoc committee to be formed.

Finance

- establish an annual budget in cooperation with the Library Manager
- responsible for major capital purchases, and ensuring tenders, leases, and contracts follow legal criteria
- management of assets of the Library
- plan for long term financial needs
- review and approve fundraising strategies
- review insurance needs

Personnel

- ensure job descriptions exist for all positions at the Library (job descriptions will include qualifications required)
- policy development and/or revision for the above
- hire and evaluation of Library Manager
- provide recommendations regarding termination of Library Manager employment
- recruit potential Board members for approval by council
- orient and train new Board members

Programs

- promote programs and services to the community
- establish the plan of service to ensure the provision of library services continue to meet the needs of the community
- develop policies and/or revisions to policies that pertain to library programs and service



Advocacy

- represent the Library to government, foundations, and corporations
- monitor government legislation and advise elected officials on the impact of current and proposed legislation
- advocate the Library and its services to local politicians
- participate in issue clarification and resolution between the Library and outside organizations



7.4 Duties of Library Board Members

It is the responsibility of every Board Member to:

- make governing leaders, civic officials, funding bodies, and the general public aware of the Library's objectives and services,
- work together with other Board Members to meet the objectives of the Library,
- be prepared for meetings, including reading minutes and other pertinent materials,
- participate in ad hoc committees as necessary. These ad hoc committees may address the following:
 - Finance
 - Personnel
 - Programs
 - Advocacy
- maintain a familiarity with the Alberta Library Trustees Handbook and the Town of High Level Library Board Policy Manual,
- review all the materials in the Trustee Learning section on the Alberta Library Trustees' Association website,
- act in accordance with the Alberta Libraries Act and to follow current Board policies and regulations,
- promote a favourable image of the Board and the Library to the public,
- maintain confidentiality,
- support special and fundraising events held by, or on behalf of the Library, and
- encourage active use of the Library by patrons of all ages and cultures.



7.5 Duties of Chairperson and Vice-Chairperson

The Chairperson shall:

- ensure that Board affairs are conducted according to the policies of the Board and the Alberta Libraries Act,
- preside at all Board meetings, preserve order, and enforce the bylaws and policies of the Board,
- be authorized to call special meetings of the Board,
- be ex-officio member of all sub-committees, giving assistance as required,
- represent the Board in official capacities,
- approve agenda and ensure all members receive copies of the agenda and other pertinent information in due time for meetings,
- provides leadership and oversight to the Board,
- serve as liaison between Town Council and Board; Library Manager and Board; and Library Manager and Town Council, and
- shall hold signing authority on library accounts.

The Vice-Chairperson shall:

- in the absence of the Chairperson, act in the capacity of Chair,
- assist the Chairperson in duties as required, and
- shall hold signing authority on library accounts.



7.6 Duties of Treasurer and Secretary

The Treasurer of the Board shall, with the assistance of the accountant and the Library Manager

- ensure that financial accounts, contracts, and agreements are conducted according to standards set by the Town of High Level,
- ensure proper authorization of accounts payable,
- shall hold signing authority on library accounts,
- ensure a monthly financial report is provided at the regular meetings of the Board,
- work with a budget committee and the Library Manager to draft an annual budget for adoption by the Board, and
- ensure that copies of all year-end financial records are sent to the Library Service Branch as required by law.

The Secretary of the Board shall, with the assistance of the Chairperson and the Library Manager

- record the minutes of the board meetings
- Submit signed Board minutes to the Town of High Level and MCLB and
- send Board package to the Board prior to meetings.



7.7 Board Meetings

All meetings will be open to the public.

Agenda Format and Preparation

- The agenda orders the business for a Library Board meeting and will include the Consent Agenda model as set out in the attached Schedule "A".
- The Library Manager will prepare a draft agenda seven days prior to the meeting and submit this to the Board Chair. The Board Chair will review this draft agenda and make any changes considered necessary.

Agenda Distribution

- Full board packages (including copies of the agenda and any attachments or reports) will be provided to Board members electronically a week prior to any regularly scheduled meeting.
- The Library Manager will make copies of the agenda available to Library staff and the general public, upon request, but only after it has been delivered to Board members as noted above.

Adoption of Agenda

- The Board must vote to adopt the agenda prior to transacting other business at a meeting and may:
 - Resolve to add new items to the agenda.
 - Delete any item from the agenda by majority vote.

Preparation and Adoption of Minutes

- The Library Manager will ensure all Board meeting minutes are prepared. Board meeting minutes will include:
 - All decisions and other proceedings;
 - the names of all Board members present and absent from the meeting;
 - the signature of the Chair for the meeting and the date of signing.
- The minutes of each meeting must be circulated to each member prior to the meeting at which they are to be adopted. If there are errors or omissions, the Board must:
 - Pass a motion to amend the minutes;
 - adopt the minutes as amended, and if there are no errors or omissions, the Board must adopt the minutes as circulated.
- The minutes adopted by the Board will be made available to Library staff and the general public. A copy of the signed minutes will be forwarded to the Town of High Level.



Frequency and Date of Meetings

The Board shall meet monthly with special meetings being called as required. Board meetings will be set for the last Wednesday of every month. Meeting dates will not be changed unless there will not be quorum on the normal meeting date. Meetings in the summer months, July and August, will be determined as needed by the Board.

Quorum

The quorum for Library Board meetings shall be at least half of the members of the Library Board, one of who will be on the executive.

Conduct of Meetings

Board meetings shall be held in accordance with Robert's Rules of Order as acceptable with the Board.

In Camera Sessions

The board meetings will include an in camera session as an agenda item to allow the Board to discuss security, legal matters, personal matters, labour relations or topics related to the functioning of the Board, as outlined in the *Freedom of Information and Protection of Privacy Act* (FOIP) as needed.



7.8 Electronic Motions and Voting

At the discretion, or with the consent, of the Board Chair, and for matters of an urgent nature, OR time-sensitive matters OR where it would be more expeditious to do so OR when it is not feasible for the Board to meet in person, email polling and/or electronic voting may be used to help facilitate decisions of the Library Board in accordance with the following:

- In recognition that decisions are being made using email communication in lieu of a face-to-face meeting, extra effort will be made to ensure that members are provided with sufficient background materials and adequate documentation to support the request for a decision.
- All communication will be shared as a group email with all members copied on correspondence including questions, responses, and general commentary. All members will select “reply all” when providing comments so that these will be shared simultaneously with all members and a record will be kept of the email exchange.
- If a resolution is required, the Board Chair may authorize the Library Manager to conduct an electronic vote of the members. A clear rationale will be given to the members to explain why a motion is necessary. The question to be answered will be stated clearly in the form of a specific resolution provided for members’ consideration. Respondents will be asked to vote upon the resolution.
- In the event of an electronic vote, a reasonable and adequate time will be determined for members to respond to the request for a decision. Members will have the opportunity to declare a conflict and not participate in the vote. Every effort will be made to obtain a response from each member (i.e., allow each person to register their vote). The resolution shall be deemed to have been approved only if, by the end of the time period specified, the Library Manager has received approval responses from a majority of the voting members.
- Non-response to an electronic vote will be considered an abstention.
- Voting records will be kept and included as minutes in the agenda of the next face-to-face meeting of the Board.
- A resolution approved by email polling and electronic voting, permitted by the Board Chair, and passed by a majority of voting members, shall have the same force and effect as a resolution passed at a regularly constituted meeting of the Library Board.
- The Library Manager shall prepare a summary document noting the purpose of, and any decisions resulting from, the electronic exchange including any subsequent resolutions.



7.9 Trustee Orientation and Continuing Education

The Board recognizes the need for orientation of new Board members and the need to acquire skills and knowledge relating to their roles as Board Trustees. The Board is prepared to provide resources and materials for orientation of new Trustees.

New Board Member Package

1. The Board will provide an orientation package to each new Trustee. This package shall consist of:
 - Introduction to the local library system and the services it provides
 - Map of area served by Library
 - Library's current plan of service
 - List of Trustees and committees
 - Names and positions of staff, including an organizational chart and job descriptions
 - Municipal bylaw establishing the library board
 - The library board's bylaws and policy manual
 - The library board's rules of order for board meetings
 - Introduction to the Provincial library network and the services it provides
 - Financial statements and budget
 - Annual report
 - Alberta Libraries Act and Regulations
 - Information about the legal and ethical responsibilities of board trustees, including the responsibility to "speak with one voice" and maintain confidentiality
 - Information about the relationship between the library board and staff, especially between the library board and the library manager
 - Trustee job description
 - Sources of Library funding, including information about the fiduciary responsibilities of library boards
2. A Trustee's orientation package will be distributed to each new Board member at their first Board meeting or shortly thereafter. The Library Manager and members of the Board delegated by the Board Chair shall be responsible for the orientation package preparation and distribution.
3. The Trustee should keep his or her orientation manual for ongoing reference. The Library Manager will distribute updates to the manual when required. The Trustee should return the



manual to the Library Manager when the Trustee leaves the board. Trustees are required to keep their manual up to date.

Trustee Orientation

The orientation process will be the responsibility of the Vice Chair, Treasurer, and the Library Manager. This process will include an explanation of the materials in the new trustee's orientation package and a tour of the library.

The Library Trustee will, with the Library Manager, acquaint him-or herself with procedures and programs at the Library.

Continuing Education of Trustees

The Board recognizes the importance of having informed Trustees. To ensure this, the Board provides, within the limits of its budget, financial support for attendance at library conferences and relevant workshops and membership in library organizations.

Trustees are expected to regularly attend library or trustee courses, conferences, or workshops in the area, as time and budget guidelines permit.

Within budget guidelines, expenses incurred by individual Trustees for travel, subsistence, lodging, and registration fees will be reimbursed, as per established procedure.

Trustees are expected to provide a verbal report on conference attendance to the Board.

Trustees Association Memberships

The Board purchases an annual institutional membership in the Alberta Library Trustees Association (ALTA). The Board Chair is the voting representative.

Expenses incurred by individual Trustees for association memberships may be reimbursed, with prior approval by board motion.



7.10 Policy Making

The Town of High Level Library Board (THLLB) has the authority under the Libraries Act of Alberta for the governance of the High Level Municipal Library (HLML) and for ensuring that policies for framework, board self- governance and operations are developed.

In fulfilling its responsibility for policy-making, the Board will:

- Define the functions of the Board, and approve framework, board self-governance and operational policies.
- Work from the broadest, most general statement of policy when setting operational policy, developing more specific policies as necessary.
- Ensure its policies:
 - comply with relevant legislation, with THLLB's by-laws, with THLLB's Plan of Service and with existing Board policies or agreements, before approving new policies.
 - are available to Board members, THLLB's employees and the public.
 - are reviewed regularly.
- Ensure the Library Manager:
 - obtains all THLLB employee and public input as is needed and then provides the Board with such information, advice and documentation as is required for the development of policies.
 - is responsible for implementing Board policy, apart from policies dealing with Board process and self-governance. The Board Chair has the responsibility to implement policies dealing with board process and self-governance.
 - identifies and recommends areas for policy development to the Board. The Library Manager has the responsibility and authority to provide direction in areas not covered by policy, until given direction by the Board.



SECTION 8 – LIBRARY MATERIALS

8.1 Collection Management

Definitions

“Collection” refers to a grouping of library materials.

The words ‘books’, ‘library materials’, ‘materials’, or other synonyms as they may occur in this policy have the widest possible meaning; hence, it is implicit that every form of permanent record is to be included (e.g., audio materials, tapes, CDs, audio visual materials, computer programs, bound and unbound manuscripts, photographs, drawings, and paintings).

“Selection” refers to the decision that must be made to either add a given item to the collection or to retain one already in the collection. It does not refer to reader guidance.

Purpose of the Collection Management Policy

The purpose of the Town of High Level Library Board’s (THLLB) Material Selection Policy is to guide staff and to inform the public about the principles upon which collection development, maintenance, and reconsideration decisions are made. The following principles have as their basis the Canadian Federation of Library Association’s Statement on Intellectual Freedom, which the Town of High Level Library Board accepts as policy. (See Policy Statement on Intellectual Freedom).

A policy cannot replace the judgment of the Library Manager but stating goals and indicating boundaries will assist in choosing from a vast array of available materials.

The Library sets as its major goals in material selection: the advancement of knowledge, the education and enlightenment of the people of the community and the provision of recreational reading.

As a responsibility of library service, books and other materials selected should be chosen for values of interest, information, and enlightenment for all the people of the community. There should be the fullest practicable provision of material presenting all points of view concerning the problems and issues of our times – international, national, and local; and books or other material of sound factual authority should not be proscribed or removed from library shelves because of partisan or doctrinal disapproval.

High Level Municipal Library does not attempt to promote any beliefs or points of view, nor does it endorse the opinions expressed in the materials held in the collection.



Responsibility for Material Selection

The responsibility for selection lies with the Library Manager. However, the Library Manager may delegate to staff members authority to interpret and guide the application of the policy in making selections.

Objectives

The primary objective of selection shall be to collect materials of contemporary significance and of permanent value. The Library will always be guided by a sense of responsibility to both present and future in adding materials, which will enrich the collection and maintain an overall balance. The Library also recognizes an immediate duty to make available materials for enlightenment and recreation, even though such materials may not have enduring interest or value. If public demand warrants it, the library will provide a representative sampling of experimental and ephemeral material but will not attempt to be exhaustive.

Use of Library Materials

The Library recognizes that many items are controversial and that any given item may offend some patrons. Selection will not be made based on any anticipated approval or disapproval, but solely on the merits of the work in relation to the building of the collection and to serving the interest of readers.

Library materials will not be marked or identified to show approval or disapproval of the contents, and no catalogued book or other item will be sequestered, except for the express purpose of protecting it from injury or theft.

Guidelines for Selection

The Library takes cognizance of the purpose and resources of other libraries in the area and shall not needlessly duplicate functions and materials.

The Library does not attempt to acquire textbooks or other curriculum-oriented materials except as such materials also serve the general public.

Legal and medical works will be acquired only to the extent that they are useful to the general public.

Because the Library serves a public embracing a wide range of ages, educational backgrounds and reading skills it will always seek to select materials of varying complexity.

In selecting material, the Library will also consider the following criteria:

- an item's contribution to the balance of the total collection,
- an item's recommendation or notation by reviewers, critics, or general public,
- an item's present and potential value to the community needs and interests
- cost and format (e.g., paperback, hardcover, audio, software, etc.),
- the number and nature of requests for an item
- the suitability and style for an item's intended audience and
- representative of a challenging, though extreme or minority, point of view.



The Library will attempt to acquire history of the local area.

Acquisition and Purchase of Materials

The library encourages and invites suggestions from the public for the addition of specific items to the collection. These suggestions will be referred to the selector responsible for that collection area. Suggested items will then be considered according to selection criteria. Receipt of suggestions does not imply automatic acceptance of the item for the library collection.

If a suggested item is not purchased, HLML may be able to obtain it through interlibrary loan for the person who suggested the item for purchase if that person is interested in borrowing the item.

Maintaining the Collection

The Library staff will use good judgment in removing from the collection any materials which no longer serve a need, and to keep the collection in good repair.

The following criteria will be used when considering material for removal from the collection:

- The worth of the item in comparison to new works in the same subject areas
- The usefulness of the item to the public
- The amount of available space
- The item's currency and accuracy
- The physical condition of the item
- The availability of funds for purchasing replacement material

Discarded items will be handled through such means as sale, donation, or recycling.

Library Material Vendors

The Library will acquire its materials through the Peace Library System, but should the situation arise where an independent vendor is required, the following criteria will be used by Library staff to select a vendor:

- positive relationship with a vendor;
- price, including shipping, handling and invoicing charges;
- availability (fill rate);
- turnaround time from order to delivery;
- returns policies;
- availability of required cataloguing and processing services; and,
- Canadian and local vendors, all other things being equal



8.2 Donations

Monetary Donations

Tax receipts are issued by the High Level Municipal Library for all monetary donations of ten dollars (\$10.00) or greater.

Monetary donations can be allocated to specific areas of the library collection, to equipment or to facility enhancement. The THLML reserves the right, however, not to accept a monetary donation if the request is for items or facility enhancement deemed unsuitable or inappropriate for the library.

Donation of Library Materials

The Library reserves the right to accept or reject any donation of new or used books and other library materials.

All donations become the property of the Library and are subject to normal acquisition and disposal criteria applied to purchased materials.

Tax receipts are not issued for donated library materials.

Other Materials

The Library will accept donations of non-collection items, including artwork, equipment, or other tangible property only if the items satisfy a definite need.

All property donated becomes the exclusive property of the Library. The Library may use or at any time dispose of the property in any way it sees fit.

Tangible capital assets received as donations are recorded at fair market value at the date of receipt and are also recorded as revenue.

Library Values:

Donations must not undermine the integrity of the non-commercial public space that the Library provides. In developing sponsorship arrangements, the Library will:

- Safeguard the equity of access to library services and not allow sponsorship agreements to give an unfair advantage to, or cause discrimination against, any sectors of the community.
- Protect its principle of intellectual freedom and equity of access to its programs, services, and collections.
- Protect the confidentiality of user records.
- Not permit sponsors to have an undue impact on the policies and practices of the Library or information provided by the Library (e.g., materials selection, purchasing, or web content) or to influence or alter the basic goals and objectives of Library programs.



8.3 Resource Sharing and Interlibrary Loan

Resource Sharing

The Town of High Level Library Board supports and participates in resource sharing among libraries within Alberta, working toward the vision of The Alberta Library: “empowering Albertans through equitable access to library and information resources.”

The Library participates in the Alberta Public Library Network, which includes Supernet access and online resources in addition to resource sharing.

The Library will participate in intra-library loan of all library resources within The Regional Automation Consortium (TRAC).

Material in a variety of formats may be lent at no charge to libraries throughout Alberta and Canada; loans of some library resources may be restricted, as per provincial resource-sharing guidelines.

In accordance with the *Libraries Act*, the Library will not charge a fee to its users for acquiring items from other libraries.

The Library will participate in The Alberta Library (TAL) card program and ME Libraries initiative by making its resources available to all library users who hold a valid TAL card or ME Libraries membership and ensuring that items belonging to other libraries are returned efficiently.

The Library will work with other libraries in Alberta, and with TAL, to access electronic resources through subscriptions, licensing, or direct purchasing.

Interlibrary Loans

When TAL (The Alberta Library) cardholders require material or service outside of those available from the High Level Municipal Library, the staff will attempt to meet those needs by utilizing the following:

- Provincial resources sharing agreements
- Reference service of Peace Library System and
- Networking with other libraries, such as academies, school, or special libraries.

The following materials may not be provided through Interlibrary Loan:

- Basic reference material
- Genealogical books (i.e., detailed books providing details of family history as opposed to booked which assist in locating such material, identify persons and/or provide brief biographical information)



- Full issues of periodicals (usually photocopies of articles will be supplied free of charge if found in Alberta)
- Specific texts for schools, college, or university courses, and
- Rare books.

A maximum of five interlibrary loan requests can be made at one time.

There may be a charge levy from the lending library.



8.4 Lost and Damaged Items

Members are responsible for returning library materials to the library in good condition by the due date.

- An item that is two lending cycles overdue is considered to be lost.
- Library materials that are unreasonably soiled or damaged beyond repair will be treated the same as lost items.
- The patron shall be informed in writing that the Library considers the item to be damaged beyond repair and that the Library considers such items to be treated as if lost.
- The Library Manager decides as to what constitutes unreasonably soiled or damaged beyond repair.
- The Library Manager reserves the right to charge the patron under the Alberta Libraries Act for all lost items.



8.5 Circulation of Materials

All materials shall be loaned to patrons within the rules and regulations as established in the Library Board Policies and By-laws, as well as provincial legislation with the following exceptions:

- any materials designated “Reference”,
- the current issue of periodicals,
- talking Books, on loan from the Provincial Consortium, will only be available to an applicant who has been medically certified with an inability to read or handle conventional print material, and
- archived items of historical value.

The Library Manager may set limits from time to time on the number of items that may be in the possession of any one patron.

The Library Manager has the right to limit the number of items on a particular topic that may be borrowed at any one time in recognition that library resources are limited.

Any person who so desires may freely use any materials on library premises.



8.6 Statement of Intellectual Freedom

The Town of High Level Library Board endorses the statement from the Canadian Federation of Library Associations on Intellectual Freedom and Libraries.

The Canadian Federation of Library Associations recognizes and values the *Canadian Charter of Rights and Freedoms* as the guarantor of the fundamental freedoms in Canada of conscience and religion; of thought, belief, opinion, and expression; of peaceful assembly; and of association.

The Canadian Federation of Library Associations supports and promotes the universal principles of intellectual freedom as defined in the *Universal Declaration of Human Rights*, which include the interlocking freedoms to hold opinions and to seek, receive and impart information and ideas through any media and regardless of frontiers.

In accordance with these principles, the Canadian Federation of Library Associations affirms that all persons in Canada have a fundamental right, subject only to the Constitution and the law, to have access to the full range of knowledge, imagination, ideas, and opinion, and to express their thoughts publicly. Only the courts may abridge free expression rights in Canada.

The Canadian Federation of Library Associations affirms further that libraries have a core responsibility to support, defend and promote the universal principles of intellectual freedom and privacy.

The Canadian Federation of Library Associations holds that libraries are a key institution in Canada for rendering expressive content accessible and affordable to all. Libraries are essential gateways for all persons living in Canada to advance themselves through literacy, lifelong learning, social engagement, and cultural enrichment.

Libraries have a core responsibility to safeguard and facilitate access to constitutionally protected expressions of knowledge, imagination, ideas, and opinion, including those which some individuals and groups consider unconventional, unpopular, or unacceptable. To this end, in accordance with their mandates and professional values and standards, libraries provide, defend, and promote equitable access to the widest possible variety of expressive content and resist calls for censorship and the adoption of systems that deny or restrict access to resources.

Libraries have a core responsibility to safeguard and foster free expression and the right to safe and welcoming places and conditions. To this end, libraries make available their public spaces and services to individuals and groups without discrimination.

Libraries have a core responsibility to safeguard and defend privacy in the individual's pursuit of expressive content. To this end, libraries protect the identities and activities of library users except when required by the courts to cede them.



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Furthermore, in accordance with established library policies, procedures and due process, libraries resist efforts to limit the exercise of these responsibilities while recognizing the right of criticism by individuals and groups.

Library employees, volunteers, and employers as well as library governing entities have a core responsibility to uphold the principles of intellectual freedom in the performance of their respective library roles.

Canadian Federation of Library Associations Statement on Intellectual Freedom and Libraries

Approved by CLA: June 27, 1974; Amended November 17, 1983; November 18, 1985; September 27, 2015. CFLA-FCAB: Adopted August 26, 2016; Reviewed April 12, 2019.



8.7 Censorship and Complaints

The Library recognizes that many books and materials are controversial and that any given item may offend some patrons.

Selection will not be made based on 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 legal guardians to develop, interpret, and enforce their own code of values upon their own household.

The Board will review complaints concerning the selection of a specific title only if the complainant has completed the Citizen's Request for Reconsideration of Material form.

TOWN OF HIGH LEVEL LIBRARY

Citizen's Request for Reconsideration of Material

Author_____Hardcover_____Paperback_____

Title_____

Publisher (if known)_____

Request initiated by_____

Telephone_____Address_____

City_____Postal code_____

Complainant represents

_____Him/Herself
_____Name of organization_____
_____Identify other group_____

1. To what in the book do you object? (Please be specific; cite pages)
2. What do you feel might be the result of reading this book?
3. For what age group would you recommend this book?
4. Is there anything good about this book?
5. Did you read the entire book?_____What parts?_____
6. Are you aware of the judgment of this book by literary critics?
7. What would you believe is the theme of this book?
8. What would you like your library to do about this book?
_____Do not assign it to my child
_____Withdraw it from all users
_____Send it back to the Library Manager for re-evaluation.
9. In its place, what book would you recommend?

Date_____Signature of complainant_____



SECTION 9 – LIBRARY SERVICES

9.1 Library Services

The Library will select from the range of available materials and will organize for ease of access those books and materials, which best meet the needs of the community.

The Library staff will provide guidance and assistance to enable patrons to find the information they seek.

The Library will initiate programs to stimulate the use of the Library for the enlightenment of patrons of all ages. This may be done through publicity, displays and exhibits, story hours, book talks, summer programs, special programs, films, and other appropriate means, either in the Library, or in conjunction with other community groups.

The Library will cooperate with other community groups to determine and meet the needs of the community and to assist them in their programs.

The Library accepts responsibility for securing information beyond its own resources by borrowing materials which it does not own, and which cannot be purchased, or for which demand does not justify purchase.

The Library may loan material, but not equipment, to other libraries as requested.

The Board recognizes that no single library can meet all the demands of its community. The Board and the Library Manager will be alert to opportunities for cooperating with other libraries to strengthen the services and resources of the Library.

The Library will attempt to provide services during the hours that best meet the needs of the community.

Periodic reviews will be made of library services to determine whether the needs of the community indicate services should be modified or new services added.



9.2 Provision of Service to those with Unable to Use Conventional Print

Definition

A library user unable to use conventional print may also be known as a print-disabled user. Print-disabled users include any user who has a perceptual disability, defined in the federal *Copyright Act* as “a disability that prevents or inhibits a person from reading or hearing a literary, musical, dramatic or artistic work in its original format, and includes such a disability resulting from:

- (a) severe or total impairment of sight or hearing or the inability to focus or move one’s eyes,
- (b) the inability to hold or manipulate a book, or
- (c) an impairment relating to comprehension.”

Commitment

The Town of High Level Library Board (THLLB) believes those unable to use conventional print materials should have full access to library services and will endeavor to incorporate appropriate services and materials for print-disabled users.

- These materials will be provided in a format appropriate to the user, subject to user needs and preferences, availability of materials, and within appropriate financial limits.
- THLLB will cooperate with national, provincial, and local community agencies in this effort.
- Library materials may be delivered to those print-disabled users who qualify for this service, as per THLLB’s policy *Home Service for Those Physically Unable to Pick Up Library Materials*.



9.3 Provision of Library Materials in Languages other than English

The Library Board recognizes the importance of multiculturalism and the diversity of ethno-cultural groups in the province.

The Library will provide books in other languages for patrons, upon request, through Provincial resources.



9.4 Home Service for Those Physically Unable to Pick Up Library Materials

Purpose

Through Home Service delivery, the High Level Municipal Library (HLML) will provide free home delivery of library materials to eligible participants by approved and assigned volunteers.

This delivery service for people unable to physically visit the library aligns with Town of High Level Library Board (THLLB) Mission Statement and Plan of Service.

Eligibility

Home Service is available to any person within the Town of High Level who is confined to home due to temporary or chronic illness or disability.

Participants will be required to have an active HLML membership to qualify for this service. A Home Service delivery application form must be completed requesting access to this service.

Service

All circulating materials may be borrowed through Home Service; subject to the conditions of HLML's borrowing policy.

Types of service available:

- Home delivery: Library items delivered once per month by a library volunteer
- Branch pick-up: An individual may designate a family member, friend, or caregiver to pick up library materials on his/her behalf
- Extended Care Home delivery: Library items delivered every six weeks by a library volunteer

Delivery

Library materials will be delivered and retrieved by designate volunteers on a schedule to be determined between HLML, the participant, and the volunteer. If conditions in the home or approach to the home are deemed to be unsafe or unhealthy, HLML may discontinue or refuse service.

Volunteers

Volunteers will be required to provide a vulnerable sector police record check prior to working with this program, and on an annual basis. Any costs associated with such checks will be reimbursed by HLML. Prior to beginning their work, volunteers must attend an orientation session.

Volunteers are always required to carry a cell phone for emergency purposes.



Staff

The Library Manager will assist volunteers with the selection of materials from HLML's collection based on the reading profile created for the participant. Home Service participants may also request specific titles.

Fees

Home Service participants have extended borrowing privileges, including longer loan periods and exemptions from late fees. Regular replacement fees will be charged for lost or damaged materials. Repeated loss or damage of materials will result in discontinuation of service.



9.5 Internet and Computer Use

Internet Access Policy

In response to advances in technology and the changing needs of the community, the High Level Municipal Library endeavours to develop collections, resources, and services that meet the cultural, informational, recreational, and educational needs of the community. It is within this context that the High Level Municipal Library offers access to the Internet.

The Library does not monitor and has no control over the information accessed through the Internet and cannot be held responsible for its content. The Internet is a global entity with a highly diverse user population and library patrons use it at their own risk.

All Internet resources accessible through the Library are provided equally to all library users. Parents or guardians, NOT the Library or its staff, are responsible for the Internet information selected and/or accessed by their children. Parents are requested to supervise their children's use of the public access computers and the Internet. Unsupervised children 15 years and under are not permitted on the computer without specific parental permission. Staff may request proof of age.

To be more specific:

The High Level Municipal Library does not censor your access to materials or protect you from information you find offensive. There is material and information, which you may personally find controversial or inappropriate. Not all sources on the Internet provide accurate, complete, or current information. You need to be a good information consumer, questioning the validity of the information you find.

Staff Assistance

Library staff cannot provide in-depth training concerning Internet computer jargon or personal computer use. We may, however, be able to offer searching suggestions and answer questions. Because of the library scheduling, Internet- trained staff may not always be available.

Guidelines for Accessing the Internet at the Library

1. The Internet Access computer is normally available, subject to periodic maintenance during the scheduled library hours.
2. Use of the Internet Access computer is on a first-come first-served basis. Users must sign in at the front desk prior to using any of the public access computers, providing your correct name. No user may remain on the Internet for longer than one hour unless prior arrangement has been made with library staff.
3. Although the Library does not censor access to the Internet, you are required to respect the other users of the Library when accessing information. In this context, if the materials you are accessing are inappropriate, illegal, or offensive, you may be asked to leave. Repeat offensives, as deemed by staff, will result in total loss of Internet privileges.



4. You **may not** use your own software programs on the Internet Access computer. This will help prevent computer viruses that are common on public computers.
5. A maximum of TWO patrons are allowed at the terminal at any one time.
6. You must ask the Library Manager or Assistant for permission if you wish to use a personal storage device.

WARNING: Although we use a virus-checker on the Internet Access computer, this will not completely protect you from the chance of getting a virus. Software downloaded from the Internet may contain a virus, and you need to have virus-checking software on your computer. The High Level Municipal Library is not responsible for damage to a patron's disk or computer, or for any loss, damage, or liability that may occur from patron use of the Library's computers.

7. Printing is available. The user will be responsible for all printing generated because of their activities.
8. You may not be able to always go to the places on the Internet you may want to visit. There are many reasons, among them:
 - There are too many Internet visitors, and the host computer has closed or limited access from the "outside world"
 - The database or resource is licensed to a particular institution, in which case you need to be affiliated with the institution to get access
 - The host computer has changed its address or has closed down
 - The Library's internet connection may be periodically and temporarily inoperable due to technical difficulties
9. If any user abuses, misuses, or engages in any use of the computer equipment or software not authorized by the site, or introduces a virus, will be prohibited from using this service. **Misuse will result in loss of your computer privileges.**
10. Illegal activity is prohibited.



9.6 Programs

Purpose

Programs are activities that will support the strategic service priorities of the Town of High Level Library Board's (THLLB) Plan of Service and will respond to community needs and interests.

In the provision of its programs, the THLLB abides by the Canadian Federation of Library Associations' 201 Statement on Intellectual Freedom and Libraries, specifically:

that all persons in Canada have a fundamental right, subject only to the Constitution and the law, to have access to the full range of knowledge, imagination, ideas, and opinion, and to express their thoughts publicly.

THLLB does not warrant or assume any legal liability or responsibility for the currency, relevance, accuracy or completeness of any information, apparatus, product, or process disclosed in the programs presented.

THLLB programs

- These programs may be presented by THLLB staff or by a THLLB -approved provider
- Program proposals by community members are welcome; however, THLLB will not be obligated to offer such programs
- THLLB staff are responsible for completing all necessary program planning documentation, to maximize programming efficiency and accountability

Other programs

- THLLB may collaborate with other organizations to plan and offer programs and events, to maximize community impact

THLLB staff will follow established procedures when responding to concerns, questions, or complaints about programs.



9.7 Social Media

Purpose

The Town of High Level Library Board (THLLB) supports open dialogue and the exchange of ideas and endorses the use of social media tools to enhance communication, collaboration, and information exchange. The Social Media Policy provides a framework for staff to engage our customers in an ongoing conversation regarding the High Level Municipal Library (HLML).

The policy covers all social media platforms maintained by HLML staff and the monitoring and responding to social media sites maintained by other individuals or organizations.

Definition

For the purpose of policy, social media is defined as an interactive online media that allow parties to communicate instantly with each other or to share data in a public forum.

HLML Social Media

- HLML's website is the official channel of digital communication for the Library. Social media spaces established by HLML should supplement the website and be collaborative, interactive, and engaging to the wider community.
- The establishment of all new social media platforms are approved on a case by case basis by the Library Manager. Approval is based on suitability, audience fit, and long-term sustainability.
- The Library Manager will provide direction of HLML's social media platforms. Staff will monitor all social media channels in order to quickly engage with the community.
- All staff involved with social media have responsibility for authoring, editing, and monitoring the space. They will be guided as necessary by the Library Manager and Assistant as to the nature and content of material posted on the site.
- HLML recognizes and respects differences in opinion. All interactions are regularly monitored and reviewed for content and relevancy. Postings which contain the following will be removed:
 - Obscenity
 - Discriminatory content, harassment, or bullying
 - Inflammatory or demeaning content (personal attacks, threatening language)
 - Potentially libelous statements
 - Plagiarized material
 - Content which is out of context or not related to the discussion
 - Personal information published without consent
 - Commercial promotion, self-promotion, or spam
 - External hyperlinks not related to the discussion
- Abuse may result in the poster being barred from posting any subsequent messages.



- Participation in HLML social networking sites implies agreement with all Library policies including the Social Media Policy, Rules of Conduct Policy, and Public Computers and Wireless Network Policy.

Monitoring Social Media

- HLML routinely monitors social media to know what others are posting about the organization. Staff is encouraged to post content on existing social media within their scope of authority and area of expertise using the Library's social media accounts. Staff will use posted content as a means of delivering key messages and leveraging the Library's position.
- Staff content is the voice of HLML and therefore staff will:
 - identify themselves as an employee of HLML and their role
 - be respectful and post meaningful content
 - protect HLML's proprietary information & confidentiality
 - build opportunities to create connections within the broader community
 - post content that is consistent with HLML's values and standards
 - follow the Procedures for Posting on Social Media Sites



SECTION 10 – PERSONNEL

10.1 Definition of Employment Status

Salaried

A salaried employee is a full-time employee who is paid a monthly wage. These employees are eligible for the benefit program. Over thirty hours a week is considered full-time

Part-time

A part-time employee is an employee who is paid an hourly wage. These employees are eligible for the benefit program with Board approval.

Permanent

A permanent employee, either salaried or hourly, is an employee who occupies an established position and who has successfully completed the probationary period for the position.

Probationary

A probationary employee, either salaried or hourly, is an employee who occupies an established position and who has not completed the probationary period for the position.

Temporary

A temporary employee, either salaried or hourly, is an employee who occupies an established position on a temporary basis. This employee is hired as an interim replacement, to temporarily supplement the workforce, or to assist in completing a specific project. Employment assignments in this category are of a limited duration. These employees are not eligible for the benefit program.

Casual

A casual employee is employed in a position where the hours worked are on an as-required basis. The casual employee has an established employment relationship with the High Level Municipal Library but are assigned to work on an intermittent and/or unpredictable basis.

Contractor

Those individuals who work for the High Level Municipal Library and who are not deemed to have an employee/employer relationship with the organization. Typically, these individuals operate their own business, supply their own tools and equipment, and bills the High Level Municipal Library for services performed. These individuals are not eligible for the benefit program.



10.2 Pre-requisites for Employment

In addition to other requirements for being accepted, specific positions may include:

- A medical examination may be required on application for designated positions, or if required for benefit plans, or where chronic health problem may have an impact on the ability of the candidate to complete the duties of the job.
- Driver's License may be required as a condition of employment, and where it is required, loss of a driver's license may be cause for termination.
- Criminal record checks and SIN will be required for all employees.



10.3 Employee Code of Ethics

The Board requires High Level Municipal Library (HLML) employees to be independent, and impartial, and that their positions not be used for personal advantage. To this end, the following is a code of ethics to be followed by all HLML employees:

Provision of Information

A HLML employee must provide information impartially and non-judgmentally, regardless of belief or personal philosophy.

Acceptance of Gifts / Financial Gain

A HLML employee shall not accept any gifts or rewards which may appear intended to influence them in the discharge of his/her duties.

No personal financial gain by a Library employee should result from his/her role in providing information to a Library user.

Outside Employment

A HLML employee may engage in outside work or a business, or undertake supplementary employment, including self-employment, provided such work does not:

- interfere, compromise, or present an ethical or legal conflict of interest with his/her duties as a HLML employee, and/or
- represent a HLML opinion.

A HLML employee shall not utilize HLML assets and/or work time for outside employment or personal use.

Political Office

A HLML employee may request a leave of absence without pay to run for office.

A HLML employee elected to a public office may continue to be employed, provided there is no conflict of interest between his/her duties with HLML, his/her duties as a public official, and the *Libraries Act* of Alberta.

Violation of the Code of Ethics

All staff are required to sign a Code of Conduct yearly. A HLML employee violating any provisions of this policy will be subject to disciplinary action and possible dismissal.



Use of Social Media

When engaging in personal social media, HLML employees are expected to act responsibly and respectfully. In particular, we advise employees to:

- Make it clear that the views expressed are personal and do not represent HLML. Using a disclaimer such as “opinions are my own” will avoid misunderstandings.
- Avoid any defamatory, offensive, or derogatory content, which may be a violation of HLML Violence and Harassment Policy if directed toward colleagues, customers, partners, or THLL Board members.



10.4 Probationary Period

The normal probationary period for employees is ninety (90) calendar days from the date of hiring. During this period the employee will become accustomed to the work required and the Library Manager will evaluate whether the individual's skills will be adequate for the full range of responsibilities. The employee will be informed in writing of his/her employment status at the end of the probationary period.

Probationary periods may be extended in 90-day increments upon the recommendation of the Library Manager.

Library Manager has a probationary period of one hundred and eighty (180) days.

Probationary period for the Library Manager may be extended in 90-day increments upon the recommendation of the Library Board.



10.5 Staff Orientation and Continuing Education

The Town of High Level Library Board recognizes the importance of informed and well-trained staff. It supports this policy by providing, within the limits of its budget, orientation programs; encouragement and support for attendance at library conference, workshops, and library-related courses within and outside the Town; and institutional membership in library organizations.

Orientation

New employees are given orientation and training that will prepare them to best provide service to the public.

Orientation and training are the responsibility of the Library Manager and includes an understanding of:

- the role of the Library in the community
- the role of the Library in the larger library community, including participation in both the local library system and the Provincial Library network
- the responsibilities and duties of the Board and staff
- the Library's policies, services, goals, and objectives,
- the job description, and
- specific training for the employee's position.

Each new employee is given a Staff Handbook for personal use and study along with job-specific material provided by the employee's supervisor.

Education

The Library Manager may, within the limits of the budget, approve staff attendance at library-related meetings, workshops, and conferences without prior Board approval.

Within budget guidelines and with prior approval of Library Management, expenses incurred by individual staff members for travel, subsistence, lodging, and registration fees will be reimbursed, as per established procedure.

The Library Board supports and encourages the ongoing training of library staff through staff development workshops and regular system training sessions. With the authorization of the Board, the Library Manager may occasionally close the library to allow staff the opportunity to attend these training opportunities.

The Board supports and encourages informal, ongoing sharing of information among library staff as part of their continuing education.



Formal Further Education

The Board supports staff attending formal education programs related to their work at the library to further their education.

Employees wishing to take an unpaid leave of absence for the purpose of further education must apply to do so as per established policy for leave without pay policy.

For an absence for the purpose of further education, the Board may hold an employee's position for a maximum of two (2) years.

Library Association Memberships

The Board purchases an annual institutional membership in the Library Association of Alberta (LAA). The Library Manager is the voting representative.

Within budget guidelines and with prior approval of the Library Manager, other association institutional memberships may be purchased.

Expenses incurred by individual library staff members for association memberships may be reimbursed, with prior management approval. The Library Manager will approve individual memberships for library staff members. The Library Board will approve individual memberships for the Library Manager by board motion.



10.6 Hours of Work

Work Week

Salaried employees shall work a regular week consisting of thirty-seven and a half hours. Employees are scheduled for an eight and a half hour workday, which includes a one-hour unpaid lunch break.

Banked Time / Overtime

A salaried employee who has approval to work outside normally scheduled hours shall be entitled to take the equivalent time off at a time mutually agreed to between the employee and his/her supervisor, based upon operational requirements.

Hours worked in excess of an employee's normally scheduled hours, but less than the weekly threshold of 44 hours, will be banked at a rate of 1:1.

Hours worked in excess of 44 hours will be banked at a rate of 1:1.5, in compliance with provincial *Employment Standards*.

All banked time and overtime must be used within six months of accrual. All opportunities to use this time within this period must be exhausted. However, if extenuating circumstances arise that prevent the employee from using banked time and overtime within six months, it will be paid out.

Rest periods

All salaried employees are permitted two rest breaks, one in the first half and one in the second half of each shift. The maximum duration of each break shall be fifteen minutes, to be taken at times appropriate for the smooth operation of the library.

Hourly employees are entitled to one fifteen- minute rest period after two hours of work.

Rest period entitlements may not be used to arrive late, leave early, extend lunch breaks, and may not be banked.



10.7 Employee Compensation

The Wage and Salary Grid as reviewed and approved by the Library Board shall determine employee compensation.

Each employee shall be eligible for an incremental increase, budget permitting.

Increase will be effective upon individual employment anniversary date, budget permitting and at the discretion of the Library board.

Increase will not be retroactive, without prior approval of the Library Board.

Employees will be entitled to paid and unpaid breaks in accordance with Alberta Employment Standards.



10.8 Paid Holidays

Employees will receive the following twelve paid holidays:

- New Year's Day
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- August Civic Holiday
- Labour Day
- Thanksgiving Monday
- Remembrance Day
- Christmas Day
- Boxing Day

Salaried employees will receive a floater day between December 23rd and January 2nd, as determined by the Library Manager. Employees will receive additional statutory holidays as defined by Federal, Provincial or Municipal legislation.

Statutory holidays falling on a weekend will be granted on a proceeding or subsequent weekday. Statutory holidays for wage employees will be paid providing they meet the requirements of the current Alberta Statute.



10.9 Vacation

An employee is normally authorized to take vacation only after it has been earned. If paid vacation is taken prior to such time being earned and the employee leaves High Level Municipal Library for any reason before such time is earned, vacation overpayment will be deducted from wages paid to the employee on his/her final pay until the overpayment has been reimbursed.

For the first calendar year of employment, vacation entitlement will be ten (10) working days for non-supervisory staff and fifteen (15) working days for supervisory staff.

One (1) additional day per year of employment, as of the employee's anniversary date, will be added to the vacation entitlement to a maximum total vacation of twenty five (25) working days.

Vacation earned must be taken by the anniversary date of the following year.

Vacation cannot be taken in cash equivalent except upon retirement, resignation, or termination.

The Library Board, in exceptional circumstances, may approve variations to this policy.

This policy applies to all Regular and Temporary Staff.

The Library Manager approval must be given prior to scheduling holidays.

Part time employees will be paid vacation pay in each pay period.

The Board or Chairperson will approve the Library Manager's vacation.



10.10 Paid Leaves

The Library Board recognizes the need for time off for special circumstances. Salaried employees may take eighteen (18) days off with pay each year. Any additional time will require prior approval of the Library Manager and in the case of the Library Manager, the Library Board. A Request/Notice of Leave form must be filled out by staff and supervisor. A copy of the Request/Notice of Leave form will be saved in the staff member's file. See staff policy manual for copy of Request/ Notice of Leave form. In cases of sudden illness staff members will fill out the Request/Notice of Leave form will be filled upon return to work.

Time off with pay will include time for casual illness not compensated for under the benefit plan, bereavement, healthcare appointments, or family illness/ healthcare appointments. It will also include travel time necessary for the above.

The definition of "Family" shall include blended families, grandparents, parents, siblings, children, other dependents, regardless of residence, or any relation living within the household of the employee. The definition of "family" may be extended at the discretion of the Library Manager and/or in the case of the Library Manager the Library Board.

Time off must be earned before it is used.

Staff may use vacation/banked time if they don't have enough leave earned.

Leave must be taken by the anniversary date of the following year.



10.11 Unpaid Leaves

An employee may request a leave of absence without pay as per the Alberta Employment Standards Code.

Where leave does not fall under the Alberta Employment Standards job protected leave, each request will be determined by the Library Manager or Library Board. Nonjob-protected leave may be denied.

All requests and responses must be in writing. If the leave request is denied an explanation will be provided to the staff member.



10.12 Timekeeping

All staff is required to keep accurate records of time worked to calculate pay and benefits. All employees are required to clock in at the beginning of their shift and clock out at then end of their shift; any discrepancies must be reported to the Library Manager.



10.13 Pension

The Library Board does not belong to a pension plan or fund.

In lieu of a pension plan, the Library Board will pay to each salaried employee an amount set by the Library Board subject to final approval of the annual budget.

The pension contribution will be deposited monthly as a contribution to an RRSP.



10.14 Health Spending Account

The Town of High Level Library Board does not belong to a medical plan. In lieu of a medical plan, eligible employees may have access to a Health Spending Account. Each employee will be granted a starting amount of \$ 120.00 with an increase of \$ 10.00 per year budget permitting.

Allotment must be accrued before it is spent. Monies must be spent by the year end. Monies can be spent on the staff member, staff member's spouse/partner, and/or dependents.

Allotments may be spent on the following:

- Medical premiums
- Dental coverage
- Dental care
- Massage therapy
- Chiropractor
- Physiotherapy
- Speech language pathology services
- Counselling
- Reflexology
- Vision care
- Hospital costs
- Health support (e.g., smoking cessation, weight management, etc.)
- Prescription drug reimbursement
- Life insurance fees
- Disability coverage fees
- Fitness services (e.g., gym pass, fitness lessons, pool pass, etc.)
- Reimbursement of post-secondary courses after successful completion and there is Board approval prior to commencement of the course
- Physical fitness equipment (after one month has passed since purchase).

The Board may approve additional requests as it sees fit.



10.15 Alberta Employment Standards Code

The Library Board, Library Manager, staff, and all volunteers must abide by the Alberta Employment Standards Code.



10.16 Employee and Volunteer Grievances

A grievance is defined as any disagreement arising from the interpretation, application, operation, or alleged violation of the Personnel policies of High Level Municipal Library or of the *Employment Standards Code* of Alberta.

An employee or library volunteer who has a grievance related to their employment in the Library should present a written statement and discuss the concern with the Library Manager. If the Library Manager has a grievance, the Manager should bring all written correspondence to discuss the matter with the Library Board Chair.

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 and all documentation should be provided to the Library Board within 15 days of the discussion.

The Library Board will then refer this matter to the Personnel Committee of the board. This committee shall review the matter and make a recommendation to the Board.

There should be three Personnel Committee members reviewing the grievance, including one officer of the board.

After receiving and considering the recommendation of the Personnel Committee, the Board should make a decision regarding the grievance. A written record of this decision should be forwarded to the griever within 30 days of the original written concern being received.

If the response or decision of the Library Board is unsatisfactory to the griever, the griever has the right to appeal to other organizations as applicable:

- Alberta Employment Standards: Contact for issues related to hours of work, holiday pay, days off, maternity and parental leave, overtime hours, vacations, wage payment, and employee termination.
- Occupational Health & Safety: Contact for issues related to workplace safety, including working alone.
- Office of the Information and Privacy Commissioner of Alberta: Contact to make a request for your personal information under the FOIP act. For more information about the FOIP act, contact Service Canada.
- Alberta Human Rights Commission: Contact for questions regarding discrimination in the workplace.

The griever, Library Manager, and a Board representative must sign all documentation.



10.17 Political Activities

The High Level Municipal Library and the Library Board are neutral in their support of any organization.

Political activities of employees shall not interfere with the ability of the employee or their co-workers to perform their duties.

If the activity will interfere with the employee's duties, the employee may request a leave of absence (or use vacation time) as outlined in the Alberta Employment Standards Code.

Political activities shall not be conducted on the Library premises.



10.18 Performance Evaluation

The primary purpose of a performance evaluation is to compare actual results with desired results and to design action plans for the future. The essence is guidance, mentoring, and development for continuing improvement. It is also an opportunity to thank employees for their efforts on behalf of the library. The library board is an employer, and so it must take steps to evaluate its employees on a regular basis.

All employees, including the manger, should be evaluated at the end of their probationary period (three months for staff members and six months for Library Manager). They should complete the Performance Evaluation Form with their supervisor annually. However, performance conversations should also be taking place throughout the year, as described in Section C of the Performance Evaluation Form.

The Personnel Committee of the Board shall evaluate the Library Manager. The Personnel Committee will consist of three Board members. The Board Chair should be one of the Board members who sits on this committee, because the Board Chair is the primary contact person between the library board and the Library Manager.

The Library Manager will meet with the Personnel Committee, and they shall complete the evaluation form together. The completed evaluation form shall then be placed in the Library Manager's personnel file.

The Chair of the Personnel Committee shall make a report to the Board.

The Library Manager is responsible for evaluating the other library staff. All staff will interview with the Library Manager, and they will complete the evaluation form together. The completed evaluation form shall then be placed in the staff member's personnel file.

The Library Manager is responsible for evaluating the library volunteers. All volunteers will interview with the Library Manager, and they will complete the evaluation form together. The completed evaluation form shall then be placed in the volunteer's personnel file.

High Level Library Board

Performance Evaluation Form

Assessment Period: _____

Date: _____

Employee Name: _____

Position: _____

Reviewer's Name(s): _____

PART A: Employee Self-Reflection

The employee should complete this section once a year. Use this section to reflect on your own performance as you complete this form. Your conversations recorded in Section C do not have to use these questions.

1. Has the past year in your position been good, bad, or satisfactory to you? Why?
2. What do you consider to be your most important achievements of the past year? Why?
3. What do you like and dislike most about working for this organization?
4. What elements of your job do you find the easiest and the most difficult?
5. What elements of your job interest you the most and the least?
6. Are there any modifications or changes that you feel should be made to your job description? (If changes are made, an amended job description will be attached to this document after the appraisal is completed.)
7. What actions could be taken to improve your performance in your current position by: You: Your supervisor: Your board:

PART B: Performance Objectives and Accountability

<u>Quality and Quantity of Work Performed</u> <i>Displays accuracy and attention to detail in completing tasks. Completes all required tasks as outlined in job description.</i>
Employee's Comments:
Supervisor's Comments:
<u>Communication Skills</u> <i>Conveys and receives information accurately and appropriately. Consider listening, speaking and writing skills.</i>
Employee's Comments:
Supervisor's Comments:
<u>Attendance and Punctuality</u> <i>Is available at the office/work area on a regular basis.</i>
Employee's Comments:
Supervisor's Comments:
<u>Reliability/Dependability</u> <i>Takes on and follows through on assignments and instructions. Completes assignments on time.</i>
Employee's Comments:
Supervisor's Comments:
<u>Initiative/Motivation</u> <i>Assesses a situation accurately and responds appropriately. Anticipates and confronts problems. Thinks constructively and originates action.</i>
Employee's Comments:
Supervisor's Comments:
<u>Cooperation and Interpersonal Skills</u> <i>Seeks to assist and co-operate with others in completing assignments or tasks on a consistent basis. Works as a team member; discusses problems with team before taking action. Accepts guidance provided by supervisory staff; readily seeks out answers/information from supervisor or co-workers to undertake responsibilities.</i>
Employee's Comments:

Supervisor's Comments:
<u>Customer Service</u> <i>Provides appropriate and polite responses to internal and external customer requests in a timely manner.</i>
Employee's Comments:
Supervisor's Comments:
<u>Coaching and Training Skills</u> <i>Discusses expectations and priorities with staff on a regular basis; orients and trains staff in new and changing job functions; works with staff to set goals and objectives; communicates System policies and procedures; is readily available for consultation and direction; encourages ongoing development of staff.</i>
Employee's Comments:
Supervisor's Comments:
<u>Organizational Abilities</u> <i>Manages staff work activities through appropriate planning, prioritization, use of time management, and the effective use of resources within the approved budget; delegates appropriate responsibility and authority to staff.</i>
Employee's Comments:
Supervisor's Comments:
<u>Building Commitment</u> <i>Guides others to work towards common objectives; develops cooperation and teamwork; motivates staff to complete tasks while instilling a feeling of self-worth and accomplishment.</i>
Employee's Comments:
Supervisor's Comments:
<u>Decision-making</u> <i>Identifies/evaluates issues; uses good judgment to reach sound conclusions; generates alternatives; understands consequences; makes accurate and timely decisions; attends to details.</i>
Employee's Comments:

Supervisor's Comments:

The employee and the reviewer(s) should complete the first three columns at the beginning of the assessment period. The employee and the reviewer(s) should work together to describe the employee's individual performance objectives for the next year, including measures and targets. Complete the last column at the end of the performance period.

<u>OBJECTIVES</u> (What do you and your supervisor agree you should achieve?)	<u>PLAN OF SERVICE</u> (How does this objective tie into your library's Plan of Service?)	<u>MEASURES</u> (How will you know you've achieved your goals?)	<u>RESULTS</u> (What did you achieve?)
E.g., I want more children to come to story time.	E.g., One of our library's objectives is to improve children's attendance at library programs.	E.g., Story time attendance will improve by 10% by this time next year.	E.g., Story time attendance improved by 12%.

PART C: Conversations Throughout The Year

The employee and his supervisor should complete this section throughout the year. Performance management is an ongoing conversation between the employee (you), and your supervisor. Use this section to record ongoing discussions with your supervisor throughout the year, whether they are informal and spontaneous or scheduled and focused.

Conversation topics normally include:

- Your progress in fulfilling your objectives.
- Problems you've encountered, how you dealt with them, and what you learned from the experience.
- Issues you're dealing with and how your supervisor can provide support.
- Constructive feedback on your performance and how your supervisor can provide support.
- Your learning and career goals and how your supervisor can provide support.

This section is for the benefit of you and your supervisor. You can record as many or as few conversations as you like. You can write as much or as little as you like. Review these conversations with your reviewer(s) at the end of the performance period.

Conversation Date	Key Discussion Points

PART D: Professional Development

Identify any courses, workshops, or other training taken by the employee over the past year:
Identify any training or development activities that the employee wants to take or that the reviewer recommends that he take:

PART E: General Comments

Reviewer Comments:
Employee Comments:

The employee and the reviewer(s) acknowledge that this assessment has been reviewed and discussed by signing and dating below. I have been made aware of my Supervisor's comments and recommendations. My signature on this document does not mean that I agree or disagree with the information but appears as a matter of record that I have been made aware of this information. I have the right to add any additional information I wish to this document. A copy of this report is available to me upon request.

Employee Signature

Print Name

Date

Reviewer Signature

Print Name

Date

Reviewer Signature

Print Name

Date



10.19 Personnel Records

The Town of High Level Municipal Library maintains two separate types of personnel records. The first is the employee's electronic file, which is managed by the Library Manager and is accessible by only the Library Manager. The second is a physical file that is also kept by the Library Manager.

The types of documents included in each file are listed in Schedule A.

All reasonable steps will be taken to ensure the confidentiality of both electronic and physical personnel records. Only the Library Manager and the concerned employee shall have direct access to the physical personnel records. The Board Chair will have access to both the electronic and physical records of the Library Manager.

Should access to an employee's personnel record be requested by their supervisor, it will be provided at the discretion of the Library Manager.

The concerned employee will be informed of documents added to or deleted from their physical personnel file.

The Library Manager or designate must be present when any employee's physical file is accessed.

An employee may access their files (both electronic and physical) at any time.

Schedule A

Personnel Records

The Town of High Level Municipal Library has personnel records including employee's electronic file, which is managed by the Library Manager. The second part is a physical file that is kept by the Library Manager.

The employee file includes:

- Personal information (address, SIN, emergency contacts)
- Tax forms (TD1 and TD1AB)
- Void cheque or direct deposit information
- Enrolment information for benefits and pension plans if applicable
- Offer letters including changes in position or hours
- Employee requests for additional shifts/hours
- Interview documents and references
- Notice of resignation
- Records of Employment
- Notice of maternity or parental leave
- Consent form for photo release
- Employee resumes and applications
- Performance appraisals
- Professional Development Request Forms
- Records of disciplinary actions
- Requests for leave not maternity or parental related (e.g., sick leave)
- Information concerning employee health (e.g., Doctor's notes)
- All other information determined by the Library Manager to be kept confidential from the electronic employee files.
-



10.20 Progressive Discipline

Policy Intent

The Board has adopted a policy of Progressive Discipline to ensure that Town of High Level Library Board (THLLB) employees have the opportunity to correct any performance or behavioral problems that may arise. To this end, the Board has established a set of reasonable rules and guidelines for employees to follow.

Progressive Discipline

- If an employee violates THLLB policy or exhibits problematic behavior, a system of progressive discipline shall be utilized where possible.
- With each infraction or apparent problem, these steps will be followed as required:
 - Step 1 Verbal warning
 - Step 2 Written warning
 - Step 3 Termination of employment
- In either of the first two steps, the employee will be:
 - alerted to the problem
 - provided with a review of the correct THLLB policy regarding the violation
 - advised of the consequences associated further infractions
 - provided with a suggestion towards a method of improvement
- If no further infractions of the policy in question occur after the initial verbal or subsequent written warning, no further disciplinary action shall follow.
- Degrees of discipline shall be used in relation to the problem at hand. As the situation dictates, based on the past performances of the employee, and the seriousness of the violation, THLLB reserves the right to skip the three step disciplinary process and move straight to termination where necessary.

Investigation and Documentation

- Problematic behavior or violations of THLLB policy shall be properly investigated and documented by the employee's supervisor and / or the Library Manager.
- All measures taken in the progressive disciplinary process shall be documented, including verbal warnings.
- THLLB shall retain the documentation in the employee's personnel file for a period of twelve months.



Progressive Discipline Policy

Step 1: Verbal Warning

Name of Employee: _____

1. On _____ we met to discuss your behavior / performance:

2. To improve your future performance, the following recommendation was made:

Your Supervisor will provide assistance and supervision to ensure that the problem is rectified.

This is your first warning. In the event that this behavior is not corrected, , you will receive a written warning, the second of three steps in THLLB progressive discipline system.

Please keep this.for your records.

Name of Supervisor:_____ **Title:**_____

Signature: _____

Name of Employee: _____

Signature: _____



Progressive Discipline Policy

Step 2: Written Warning

Name of Employee: _____

1. On _____ we met to discuss your behavior / performance:

2. To improve your future performance, the following recommendation was made:

Your Supervisor will provide assistance and supervision to ensure that the problem is rectified.

As this is your second warning, you should be aware of the serious nature of this offence.

This written warning will be regarded as your final warning. In the event that this behavior is not corrected, your employment with THLLB will be terminated.

Please keep this for your records..

Name of Supervisor: _____ Title: _____

Signature: _____

Name of Employee: _____

Signature: _____



10.21 Termination and Resignation

Termination of Employment

- As per the *Employment Standards Code* of Alberta, employees are entitled to notice of termination of employment in writing, except for the exclusions noted herein, with the length of such notice normally dependent on the employment with the employer:
 - One week for employment of more than 3 months, but less than 2 years;
 - two weeks for employment of 2 years or more, but less than 4 years;
 - four weeks for employment of 4 years or more, but less than 6 years;
 - five weeks for employment of 6 years or more, but less than 8 years;
 - six weeks for employment of 8 years or more, but less than 10 years; and
 - eight weeks for employment of 10 years or more.
- Termination notice is not required:
 - for employees who have been employed for 90 days or less;
 - when the Library Manager and/or the Board considers that the employee's conduct warrants immediate dismissal for just cause.
- The Library Manager may choose to provide termination pay instead of notice to the employee to be terminated, or a combination of both, in accordance with the *Employment Standards Code* of Alberta
- Full years of service will be calculated from the date an employee completes their probationary period. Once an employee is off probation you can't put them back on.
- Payment of all wages and vacation pay owing to the date of termination is due within three days.
- Where an employee is dismissed for just cause or for any other reason specified by the *Employment Standards Code* as not requiring notice, the employer must pay all wages and vacation pay due to the employee within 10 days of the date of termination.

Resignation of Employment

- The employee must give one week's written notice if they have been employee for more than 90 days, but less than two years and two weeks written notice if the employee has been employed for 2 years or more.
- An employee does not have to give notice if they have been employed for 90 days or less.
- All wages and vacation pay due to the employee must be paid within three days following termination of employment.



Created: Sept 2010
Revised: Mar 2023
Next rev:Mar 2026

- When notice is not required, all wages and vacation pay due to the employee must be paid not later than 10 days after the last day of employment.



10.22 Library Volunteers

Purpose

The Town of High Level Library Board believes in the valuable contribution volunteers can bring to library service. The Library's volunteer program enhances and enriches library services and the work of paid Library staff. The Board enhances the involvement of volunteers in all appropriate programs and activities.

Definitions

- Board means the Town of High Level Library Board.
- Volunteer means a person who performs tasks that contribute to the operation of the Library or the provision of any library service and is not paid a wage or salary by the Library for performing these tasks.

The work of volunteers shall complement, but not replace, the work of paid Library staff. All volunteer tasks must aid the Library in achieving its goals and objectives. Volunteers may share the work of a paid job description or do work not listed in a paid job description.

Recruitment

- All individuals interested in becoming volunteers must complete a volunteer application form and agree to a police check. The Library shall reimburse any costs associated with satisfactory police checks.
- Completion of an application form may be forgone for specific volunteer projects at the discretion of the Library Manager.
- Application forms shall be kept on file for a period of one year; subject to review should a suitable volunteer position become available during that time.
- Volunteers may not work directly under or be supervised by an immediate family member.
- Volunteers are selected based on their qualifications and the needs of the Library at any given time.

All volunteers shall immediately disclose any business, commercial, or financial interest where such interest may be construed as being in real, potential, or apparent conflict with their volunteer assignment.

Volunteers may not use their library affiliation in connection with partisan politics, religious matters, or community issues.

The Library reserves the right to limit the number of volunteers in the Library at one time.



Orientation and Training

- Each volunteer shall receive a general orientation to the Library and be made aware of the Library's rules and expectations by the Library Manager or designate.
- Volunteers shall receive a current volunteer job description and training for the volunteer tasks they are expected to accomplish.

Access to Information and Confidentiality

- Volunteers have the right to access all information relevant to and necessary for the satisfactory performance of their assignment. Volunteers shall have access to specific patron records only when it is necessary for the performance of their assignment.
- Volunteers are responsible for maintaining confidentiality of all propriety or privileged information whether this information involves an individual staff member, volunteer, patron, or other person, or involves overall library business.
- Volunteers are required to abide by all Board Policies and Bylaws.

Evaluation

- The services of a volunteer may be terminated by Library or by the volunteer.
- Volunteers wishing to terminate their service to HLML shall provide notice to the Library Manager as far in advance as possible.
- The Library reserves the right to evaluate the placement and performance of a volunteer. This may lead to the reassignment of the volunteer or the termination of the relationship between the volunteer and Library.

While on assignment for the Library, volunteers shall not represent themselves as other than a volunteer with the Library.

Work schedules and specific time commitments will be arranged between each volunteer and the Library Manager.

All volunteers are considered to be representatives of the Library and shall conduct themselves in an appropriate manner when carrying out assignments for the Library.

The Board shall set aside funds in each budget year to recognize the valuable contributions made by the volunteers



10.23 Job Descriptions

Library Manager

Job title	<i>Library Manager</i>
Reports to	<i>Town of High Level Library Board</i>

General Description

The Library Manager is accountable to the Library Board through the Chair of the Board. The Library Manager is responsible for implementing the library's Plan of Service through the operations of the Library.

The Board Chair shall serve as the liaison between the Board and the Library Manager in between Board meetings.

Duties and Responsibilities

The Library Manager 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 as in Appendix A.
- Provides professional expertise, prompt and accurate Library information and opinions to the Board.
- Assists Board Chair in identifying assignments to working Committees of the Board and developing Board leadership.
- Recommends policy for consideration by the Board.
- Carries out all approved policies of the Board.
- Maintains a good working relationship with the Library Board.
- Participates in Board and committee activities as required.
- Orients new Board members to Library operations.
- Attends Board meetings.

2) Personnel Administration

- Accepts responsibility for hiring, training, supervising, coaching, evaluating, and dismissing staff.
- Provides annual performance evaluation for all employees and reports results to the Board.
- Determines appropriate hours of work.



- Arranges staff work schedules for the purpose of providing fair and adequate staff coverage during the hours of Library operation.
- Recruits and trains library volunteers

- **3) Planning**

- Leads the execution of the Library's Plan of Service.
- Establishes ongoing plans for library activities in consultation with the Board, staff, volunteers, and other community organizations
- Leads evaluation of existing library programs.
- Compiles necessary statistics based on input from all other staff members.

4) Financial Control

- Oversees expenditures according to approved budget and ensures that all debts incurred by the Library are paid in a timely manner.
- Provides documents for monthly financial records including all revenue and expenditures to bookkeeper and Board representative.
- Oversees bookkeeping and data entry into library's accounting software.
- Provides monthly financial reports to the Board.
- Sits as a member of the Board Finance Committee, which prepares the annual budget.
- Completes applications for grants with the help of the Board or designated committee.
- Initiates and prepares applications for funding for projects and programs, and follows through on reports of expenditures, as required.

5) General Administration

- Provides friendly, helpful, and efficient library service to patrons.
- Develops library collections and access, which responds to the evolving needs of all library patrons as identified in Plan of Service.
- Assists other staff members with program delivery.
- Directs policy implementation and administers the organization.
- Manages the day-to-day operations of the Library.
- Oversees property maintenance.

6) Promotion

- Ensures effective representation of the Library to the community.
- Promotes increased public awareness of the Library.
- Represents the Library at community functions.



7) Other Professional Responsibilities

- Builds strategic partnerships with the municipality and other community organizations.
- Participates in the activities of the library system, attends library system meetings.
- Participates in the activities of relevant professional library organizations.
- Keeps abreast of current developments in library services and programs through attendance at training workshops, seminars and conferences as budget allows.
- Assumes other duties as required.

Skills Required

Effective interpersonal skills are required in order to work effectively with the Board, staff, volunteers, and the community. Specific qualities include the following:

- Ability to act as a liaison between Board and staff.
- Ability to interpret Board policy decisions to staff.
- Demonstrated ability to think creatively, develop plans of action, adapts to change, and carry plans through to successful completion.
- Demonstrated leadership ability.
- Demonstrated ability to recognize and set priorities and to use initiative and independent judgment in a wide variety of situations.
- Demonstrated ability to select, develop, motivate, and evaluate staff.
- Demonstrated ability to build strategic partnerships and community coalitions, and to foster positive relationships.
- Excellent verbal and written communication skills.

Qualifications

- A post-secondary degree in library & information studies, a library technician diploma, or related training or experience.
- At least three years' experience in a supervisory role.
- Canadian citizen or able to work in Canada.
- Ability to work evening and weekend shifts as required.
- Valid driver's license.

Working conditions

This position involves lifting, bending, reaching, standing, seeing, and hearing. This job also involves frequent exposure to dust.

Requires a mature adult, comfortable working within a loose team framework, able to plan, organize and complete tasks without supervision.



Created: June 2020
Revised:
Next rev: June 2022

This position will be evaluated after a 180 day probation period and thereafter formally on a yearly basis.

Direct reports

- All other library employees and
- Volunteers

Date Revised: March 28, 2018



Appendix A

Reports to Board

The following information will be provided to the board one week before the regular scheduled board meeting:

- 1) Agenda for Meeting
- 2) Minutes of Last Meeting
- 3) Financial Reports
 - 1) Balance sheet
 - 2) Budget versus actuals comparative statement for end of previous month
- 4) Library Manager Report
 - a) Information related to work completed around:
 - i) Board
 - ii) Personnel
 - iii) Planning and Programming
 - 5) Program Information to be itemized and detailed.
 - 6) Program Evaluations including: name of program, frequency, # of sessions, # of staff hours, # of volunteer hours, # of participants (any new participants), cost, revenue, and partnerships
 - 7) New Ideas for programming- include supporting documentation
 - iv) Finances
 - v) Library promotion
 - vi) Other comments
- b) Library stats
 - i) Collection
 - ii) Circulation
 - iii) TRAC
 - iv) Cardholders
 - v) Exams invigilated
 - vi) Footfall
- 3) Retail book sales
- 4) Update on action plan



Library Assistant

Job title	<i>Assistant Manager</i>
Reports to	<i>Library Manager</i>

Job purpose

To assist in the smooth and efficient running of the High Level Municipal Library and its programs as per policies and procedures.

Duties and responsibilities

1) General Administration

- Use of cash register for retail sales and Library fees
- Provide information resources both in book form and through the internet to assist the public
- Maintain statistics and records of library usage, reference questions, programs, and computer usage
- Maintain a detailed journal of daily activities
- Keep Library Manager apprised of what is happening in the Library

2) Personnel Administration

- Provide guidance in the Library Manager's absence
- Assist with training of new staff and continuing training of existing staff in a supportive manner.

3) Planning

- Joint planning and implementation of Library programs and program presentations.

4) Library Duties

- Responsible for closing Library during evening shifts and covering off other shifts.
- Assist and/or train public members in Library use and computer use.
- Facilitate both incoming and outgoing interlibrary loans.
- Check and fulfill requests on VDX daily
- Pick up and deliver courier mail
- Cataloguing, processing, and repair of the Library collection
- Shelving of materials, shelf reading and organizing of materials

5) Promotion

- Maintain the Library's Facebook account with information relevant to Library activities.
- Participate in fund-raising activities of the Board and the Friends



6) Financial

- Reconcile weekly deposits and take to the bank

7) Other Responsibilities

- Keep Library, work areas, and storage areas tidy and organized
- Perform other duties and/or functions as assigned by Library Manager.
- Maintain /update skills by attending the RLC and taking other training such as webinars or courses as directed by the Library Manager

Qualifications

- Completion of grade 12
- Customer service experience
- Organizational and communication skills
- Minimal supervision required
- Attentiveness to detail
- Knowledge of, experience with, or willingness to learn Library practices and procedures
- A sense of humor and a love of books

Working conditions

This position involves lifting, bending, reaching, standing, seeing, and hearing. This job also involves frequent exposure to dust.

Requires a mature adult, comfortable working within a loose team framework, able to plan, organize and complete tasks without supervision.

This position will be evaluated after a three month probation period and thereafter formally on a yearly basis.

Direct reports

Library Aide

Volunteers

Approved by:	
Date approved:	March 22 2018
Reviewed:	

Ideally, a job description should be reviewed annually and updated as often as necessary.



Library Aide

Job title	<i>Library Aide</i>
Reports to	<i>Library Manager and Library Assistant</i>

Job purpose

To assist in the smooth and efficient running of the High Level Municipal Library and its programs as per policies and procedures under the direction of the Library Manager and his/her designate.

Duties and responsibilities

1) General Administration

- Use of cash register for retail sales and Library fees
- Provide information resources both in book form and through the internet to assist the public
- Maintain statistics and records of library usage, reference questions, programs, and computer usage
- Keep Library Manager and Library Assistant apprised of what is happening in the Library

2) Planning

- Implementation of Library programs and program presentations.

3) Library Duties

- Responsible for closing Library during evening shifts and covering off other shifts.
- Assist and/or train public members in Library use and computer use.
- Facilitate both incoming and outgoing interlibrary loans.
- Shelving of materials, shelf reading and organizing of materials

4) Promotion

- Participate in fund-raising activities of the Board and the Friends

5) Other Responsibilities

- Keep Library, work areas, and storage areas tidy and organized
- Perform other duties and/or functions as assigned by Library Manager or Library Assistant.
- Janitorial duties as per schedule

Qualifications

- Customer service experience
- Organizational and communication skills
- Minimal supervision required
- Attentiveness to detail



- Knowledge of, experience with, or willingness to learn Library practices and procedures
- A sense of humor and a love of books

Working conditions

This position involves lifting, bending, reaching, standing, seeing, and hearing. This job also involves frequent exposure to dust.

Requires a mature adult, comfortable working within a loose team framework, able to plan, organize and complete tasks without supervision.

This position will be evaluated after a three-month probation period and thereafter formally on a yearly basis.

Direct reports

None

Approved by:	
Date approved:	October 24, 2018
Reviewed:	

Ideally, a job description should be reviewed annually and updated as often as necessary.

A national organization agreed to post this policy on www.hrcouncil.ca as part of the HR Toolkit. Sample policies are provided for reference only. Always consult current legislation in your jurisdiction to create policies and procedures for your organization