



## **POLICIES**

January 2019

### Table of Contents

#### **General Operations**

1-1 Hours of Service	Page 1
1-2 Use of Library Equipment	Page 2
1-2.1 Public Use of Computers	Page 3
1-2.2 Internet Use	Page 4
1-3 Gifts and Donations	Page 6
1-4 Community Use of Facility	Page 7

#### **User Policies**

2-1 Unaccompanied Children and Vulnerable Adults	Page 8
2-2 Confidentiality of User Records	Page 10
2-3 Selection, Disposition, and Reconsideration of Materials	Page 11
2-3.1 Reconsideration of Library Materials Form	Page 13
2-4 Materials Lending	Page 16

#### **Board Policies**

3-1 Public and Media Relations	Page 17
3-2 Community Partnerships	Page 18
3-3 Finance	Page 19
3-4 Board Trustee Orientation and Continuing Education	Page 22
3-5 Board Governance Functions	Page 23
3-6 Records Management	Page 25
3-7 Board Organization	Page 29

#### **Operations Policies**

4-1 Employee Dress Code	Page 31
4-2 Self-Published Materials	Page 32
4-3 Violence & Harassment	Page 33
4-4 Work Alone	Page 35
4-5 Social Media	Page 37

4-6 Naloxone Policy	Page 39
5-1 Inter-Library Loans	Page 40
5-2 Resource Sharing	Page 41
5-3 Provision of Large Print Material	Page 42
5-4 Multilingual Material	Page 43
5-5 Capital equipment purchase, cost sourcing & purchasing procedures	Page 44
6-1 Service Recognition	Page 45
6-2 Contests, Raffles, and Draws	Page 47

**Personnel Policies**

7-1 Employee Records	Page 48
7-2 Working Hours	Page 49
7-2.1 Overtime and Holiday Pay	Page 50
7-3 Sick Leave (Full and part-time employees)	Page 51
7-3.1 Maternal/Paternal Leave	Page 52
7-3.1.1 Supplemental Unemployment Benefits (SUB) Plan	Page 54
7-4 Vacation (Full Time)	Page 55
7-5 Leave of Absence (Paid and Unpaid)	Page 56
7-6 Performance Appraisals	Page 58
7-7 Grievance Policy	Page 59
7-8 Dismissal of Employees	Page 62
7-9 Job Description: Library Manager	Page 64
7-9.1 Job Description: Assistant Library Manager	Page 65
7-9.2 Job Description: Circulation and Computer Technologist	Page 67
7-9.3 Job Description: Circulation Assistant	Page 69
7-9.4 Job Description: Page	Page 71
7-9.5 Job Description: Community Outreach Coordinator	Page 73
7-9.6 Job Description Programmer	Page 74

## **GENERAL OPERATIONS**

### *1-1 Hours of Service*

The Library is open to the public 54 hours per week, as follows:

Monday:	10:00 AM – 6:00 PM
Tuesday:	10:00 AM – 8:00 PM
Wednesday:	10:00 AM – 8:00 PM
Thursday:	10:00 AM – 8:00 PM
Friday:	10:00 AM – 6:00 PM
Saturday:	10:00 AM – 6:00 PM

At the discretion of the Library Manager, the Library may be closed to the public on designated holidays including: New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Holiday (August), Labour Day, Thanksgiving Day, Remembrance Day, Christmas Day, and Boxing Day.

At the discretion of the Library Manager, the library may be closed in emergency situations (e.g. power failure, extreme weather conditions, or any other occurrence where the safety of workers and patrons is threatened). As soon as possible, the Library Manager should inform the Board Chair or at least one other board member of an emergency closure.

Other closure dates not covered above must be approved in advance by Board motion.

As soon as it is determined that the library will be closed, this information must be posted so that the local community is informed.

APPROVED June 21, 2004

APPROVED September 18, 2006

APPROVED January 2011

APPROVED May 9, 2013

APPROVED January 16, 2019

## **GENERAL OPERATIONS**

### *1-2 Use of Library Equipment*

The Library's photocopier, fax machine, and printer/scanner are available for use by the public. Charges and copyright information are posted nearby.

APPROVED October 19, 1987

AMENDED June 21, 2004

AMENDED September 18, 2006

AMENDED June 17, 2009

AMENDED May 9, 2013

## **GENERAL OPERATIONS**

### *1-2.1 Public Use of Computers*

#### **Introduction**

The Stettler Public Library will make workstations available for public use. The Library will also provide wireless Internet access.

The following guidelines shall apply in the public's use of Library owned computers.

1. Computers shall be used on a first come availability basis.
2. All software is copyright protected and may not be copied. Deliberate tampering may result in copyright fines and loss of privileges.
3. Fees will be charged for printing. Fees will be set by the Board.
4. Persons using the Library's computers should have a working knowledge of computers.
5. Computers will be used in compliance with the law.

APPROVED May 19, 1997

AMENDED March 29, 2000

AMENDED June 21, 2004

AMENDED September 18, 2006

AMENDED September 2009

AMENDED May 9, 2013

# GENERAL OPERATIONS

## *1-2.2 Internet Use*

### **Introduction**

The Stettler Public Library (SPL) supports access to electronic information that serves the needs of the community. This access is provided equally and equitably to all Library users. Filters are not used by the Stettler Public Library to restrict access to the Internet.

### **Access and Use**

Patrons should be aware that the Internet is an unregulated environment and should assess the source and validity of information accordingly. Information found online may not be complete, accurate, age appropriate, or current. The Stettler Public Library is not responsible for the content or quality of online information.

The Internet is not a secure medium and the Library cannot guarantee the confidentiality of any transaction. Please use prudence before providing sensitive, confidential, or personal information over the Internet.

Library staff members are available to assist patrons with formal or informal guidance in using the Internet and accessing digital resources such as electronic databases.

1. Parents/guardians, not Library staff, are responsible for their child's (under 18 years) use of the Internet. The restriction of a child's use of a Library computer is the responsibility of the parent or guardian.
2. Users must respect copyright law and the licensing of programs and data.
3. Internet may not be available at times for reasons beyond the Library's control. No guarantee can be made that you will be able to make a wireless connection.
4. Library staff will provide basic computer assistance but cannot provide detailed in-depth training.
5. SPL assumes no responsibility for damages to hardware or loss of data, directly or indirectly, arising from the use of the Library computers.
6. Any person who willfully misuses the SPL's network, computers, or software will be legally and financially responsible with possible criminal sanctions.

## **Prohibited uses for the Internet and public workstations**

The SPL network and workstations may not be used:

- to access sites or transmit materials which violate Canadian federal, provincial or local law
- to access defamatory or discriminatory materials
- to access overt sexual images or materials considered obscene
- to send fraudulent, harassing or obscene messages
- for activities that present health or security risks
- for damaging or modifying the Library's computer equipment, software, or network
- for assuming the identity of another person
- to seek information on, obtain copies of, or modify files, data or passwords belonging to others
- to compromise the safety and security of minors

Library staff is authorized to take prompt and appropriate action to prohibit use by those who fail to comply with this policy.

APPROVED May 9, 2013

## **GENERAL OPERATIONS**

### *1-3 Gifts and Donations*

#### **Introduction**

The Stettler Public Library welcomes gifts of money and bequests to the Library. Supporting your Library makes more resources available to the community. Gifts to the Stettler Public Library are tax deductible; the Stettler Library Board is a registered charity with the Canada Revenue Agency.

#### **Monetary Donations**

Donations of money will be acknowledged and placed in a bank account for Library use. The Library welcomes charitable bequests in wills and donations of life insurance or securities. You can also recognize a loved one by recognizing a special occasion such as a birthday or wedding anniversary or by giving a gift in memory of a family member, friend or colleague. Tax receipts will be issued for donations with a value of \$20.00 and above.

#### **Donations of Materials**

All donated materials are reviewed according to the same selection criteria applied to purchased materials. This means that donations will not necessarily be added to the collection. Donations valued at \$20.00 or more by the staff are eligible for a tax receipt. The Library reserves the right to dispose of gifts not added to its collection. Items not added to the collection may be sold for the benefit of the Library.

Tax receipts can be issued by the Library Manager and Assistant Library Manager.

APPROVED October 19, 1987

AMENDED June 21, 2004

AMENDED September 18, 2006

AMENDED June 13, 2013



# **GENERAL OPERATIONS**

## *1-4 Community Use of Facility*

### **Introduction**

On occasion the Library may serve as a meeting place for community organizations and other groups. Use by these groups publicizes the location, services, and resources of the Library. Permission for use of Library space does not imply Library endorsement of the users, their beliefs, or activities.

### **Use of the Library**

1. Programs sponsored, co-sponsored or initiated by the Library shall take precedence over use by other groups.
2. Library space will be available to groups during normal Library hours at the discretion of the Library staff. If required after normal Library hours, permission from the Library Manager is required and a member of the Library staff shall be on the premises during the period of use. A staffing charge may be required.
3. Groups using the space are responsible for setting it up as required and returning the space to its original condition.
4. Groups booking Library space shall pay for any loss or damage to property arising from their use of the facility

APPROVED May 30, 1988

AMENDED February 26, 1990

AMENDED September 15, 1997

AMENDED June 21, 2000

AMENDED June 13, 2013

## **USER POLICIES**

### *2-1 Unaccompanied Children and Vulnerable Adults*

#### **Introduction**

The Stettler Public Library welcomes all community members to use its facilities and services. However, parents/guardians/responsible caregivers should be aware that the Library is a public place. Library staff cannot assume responsibility for the safety and well-being of children and vulnerable adults left unattended on the premises. Responsibility for the welfare and the behaviour of children and vulnerable adults using the Library ultimately rests with the parent/guardian or an assigned caregiver.

#### **Purpose**

To guarantee that parents/guardians/responsible caregivers accompany children and vulnerable adults in the Library.

To establish guidelines for employees in cases where parents/guardians/responsible caregivers are not present.

#### **Definitions**

Unattended children are children of any age who are apparently unaccompanied by a parent, guardian, and/or responsible caregiver. Vulnerable adults are unaccompanied persons who would typically have a caregiver and whose safety or well-being might be endangered in the absence of that caregiver.

#### **Policy**

Children under six (6) years of age must be accompanied by a responsible person at all times. Children should not be left unattended in the children's section while parents/guardians/caregivers conduct their own business in the Library. During programs, parents/guardians/caregivers of preschoolers are free to browse within the Library but should not leave the premises.

Children of elementary school age may come into the Library independently but should not be left unattended for substantial periods of time. If Library staff notices that children are left for extended periods of time, Library staff will attempt to contact the parents/guardians/caregivers.

Unattended children/vulnerable adults at closing time or in the event of an emergency situation— parents/guardians/caregivers are expected to make arrangements for supervision and, when necessary, to arrange for rides home when the Library closes. If an unattended child or vulnerable adult is observed at closing time, Library staff will attempt to contact a parent/guardian/caregiver. If that person cannot be contacted, staff will notify the RCMP. Staff

will remain with the child until the RCMP arrive. Under no circumstances will Library staff transport or take the child/vulnerable adult away from the Library building.

APPROVED June 21, 2004

AMENDED March 19, 2015

## **USER POLICIES**

### *2-2 Confidentiality of User Records*

#### **Introduction**

Library users have a right to privacy and confidentiality regarding the collection of personal information and the use they make of the Stettler Public Library facility, collections and web site.

#### **Purpose**

To ensure that the privacy of individuals' personal information is collected, used, disclosed and stored in compliance with the privacy provisions of the Alberta Freedom of Information and Protection of Privacy Act.

To ensure that members of the public have access to information about the operations of the Library and to their own personal information held by the Library.

#### **Policy**

The Stettler Public Library keeps personal information for the purposes of planning, administering, assessing, and marketing Library services and programs. Users who do not wish to be contacted about Library programs or fundraising may choose to opt out. Personal information may be shared between libraries for the purposes of collecting fines, retrieving borrowed materials, and other related business. Library user personal information may not be sold, given away, or leased to other organizations.

The Library will not disclose a user's personal information to a third party without the individual's consent except in the following cases:

- in response to a subpoena, court order or a specific written request from a law enforcement agency to assist in an investigation or as required by law
- personal information about a child (up to 16 years of age) will be released only with the written approval from the parent or legal guardian
- personal information about a person of diminished capacity such that the law has deemed that person not to be responsible for his/her actions will be released to the person(s) noted in the user record as assisting in the management of the care and return of Library materials

The above provisions apply to Stettler Public Library Board members, employees, and volunteers.

APPROVED October 10, 1987

AMENDED March 19, 2015

## **USER POLICIES**

### *2-3 Selection, Disposition, and Reconsideration of Materials*

#### **Introduction**

The Stettler Public Library selects, acquires, and provides free and open access to materials regardless of format. The Library strives to meet the current educational, informational, and recreational requirements of the community and anticipate future needs by developing collections that are broad in scope and variety. As the community changes and develops, the Library will be both a physical and a virtual resource for community members.

#### **Purpose**

The purpose of this policy is to guide staff in the acquisition of material to meet the needs of Library users and to inform the public about the principles by which materials are selected/de-selected from the Library's collections.

#### **Responsibility of Selection**

Ultimate responsibility for selection of materials rests with the Library Manager, who operates within the policies established by the Library Board. This authority may be delegated to other members of the Library staff who select items for collections.

The Board endorses the Canadian Library Association's Statement on Intellectual Freedom and, therefore, SPL acquires a wide range of materials representing various points of view, including materials which may be considered controversial or offensive to some individuals.

#### **Selection**

Resources are selected using professional judgment taking the following criteria into consideration:

- community demand and relevance
- recommendations by critics, reviewers, and patrons
- relationship to the existing collection
- suitability of physical format for Library use
- date of publication
- reputation, skill, or significance of the originator of the work
- local, Alberta, or Canadian content
- budget and space considerations
- availability at other Parkland region and Alberta libraries
- fulfillment of service objectives as outlined in the Library's Plan of Service

Selection of an item for the Library collection does not constitute endorsement of the content or the viewpoint expressed in the item. The Stettler Public Library participates in resource sharing initiatives to provide the greatest access to Library materials. The Board recognizes that this policy is carried out in compliance and with due regard for all applicable legislation. Suggestions from the public for the purchase of Library materials are encouraged and given due consideration under the collection development guidelines.

### **Deselection**

Deselection is an ongoing process in which materials are assessed for currency, condition, accuracy, and usage. Community interest, authority, availability of more current information, and space for new acquisitions are factors considered when deciding whether to withdraw items.

### **Controversial Materials**

The following will not cause an item to be automatically included or excluded from the collection:

- race, religion, sexual orientation, nationality, or political views of an author
- frankness or coarseness of language
- controversial content
- endorsement or disapproval of an individual or group

No materials are excluded from selection solely because they may come into the possession of a child. Monitoring a minor's use of the collection is the responsibility of the parent/guardian.

### **Reconsideration**

The Library welcomes questions about the collection and an open exchange of ideas and opinions. Library users who object to any collection materials are asked to complete a *Request for Reconsideration of Library Materials* form. The request for reconsideration will be reviewed by the Library Manager and a written response will be provided to the customer. If the customer disagrees with the decision of the Library Manager, they may make a further request for reconsideration to the Board, whose decision will be final.

While staff members are always willing to discuss the composition of the collection, the Library is obliged to withdraw only that material judged illegal by the higher courts in Canada.

APPROVED June 21, 2004  
AMENDED February 19, 2015

## USER POLICIES

### *2-3.1 Reconsideration of Library Material Form*

#### **Reconsideration of Library Material**

**Please complete this form and return it to the Library Manager. Once the form has been reviewed, you will receive a written response to your request.**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/Town/Village: \_\_\_\_\_

Province: AB

Postal code: \_\_\_\_\_

Phone number: \_\_\_\_\_

E-mail address: \_\_\_\_\_

Name (if any) of the organization you represent: \_\_\_\_\_

---

Resource on which you are commenting:

- Book/eBook
- DVD
- Magazine/Newspaper
- Content of Library program
- Other (specify):

Title: \_\_\_\_\_

Author/Producer: \_\_\_\_\_

Copyright date: \_\_\_\_\_

Please include an attachment if required for the following questions:

1. What brought this resource to your attention? (For reviews, please give publication details if possible.)

---

---

---

---

2. Have you read/viewed the entire work? If not, what sections did you review?

---

---

---

3. To what do you object? Please be specific and give page references where applicable.

---

---

---

4. What in your opinion is the author's/producer's theme?

---

---

---



5. What resources do you suggest to provide additional information on this topic?

---

---

---

What action are you recommending?

---

---

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

## **USER POLICIES**

### *2-4 Materials Lending*

#### **Introduction**

In accordance with the Stettler Public Library's mission, the Library will provide a wide variety of materials and services to meet community information, education, recreation, and cultural needs.

#### **Purpose**

The purpose of the materials lending policy is to make materials widely available to the community, to outline processes for borrowing, and accountability for items borrowed.

#### **Definitions**

**Fines** are charged when materials are returned after their due date.

**Fees** are charged for damaged, lost and/or unreturned materials.

#### **Policy**

Any member of the public who possesses a Library card from an Alberta public or academic Library, and whose account is in good standing, may borrow materials from the Stettler Public Library.

All materials shall be loaned free of charge for set periods of time and under certain conditions as established in the Board's bylaws.

If costs such as photocopying, insurance, or postage charges are incurred when borrowing materials from other institutions for patron use, these charges may be passed on to the requesting borrower.

In the event that materials are not returned by the specified due date or materials are lost, damaged, or otherwise not returned to the Stettler Public Library the borrower's account shall be charged fines and/or fees in accordance with the Board's bylaws.

Borrowers are responsible for all use of their Library cards until the card is reported as lost and cancelled by the borrower. Parents/legal guardians of children are responsible for all use made of their children's Library cards.

Library card holders may have their access to lending services suspended if the accumulated fines and fees exceed the limit set by the Library.

The Stettler Public Library participates in Alberta wide borrowing and resource sharing as outlined in the Resource Sharing policy.

APPROVED May 30, 1988

AMENDED March 28, 2000

AMENDED June 21, 2004

AMENDED September 17, 2015

## **BOARD POLICIES**

### *3-1 Public and Media Relations*

#### **Introduction**

The Board of the Stettler Public Library is committed to ongoing, positive communications with media, patrons, and the public at large.

#### **Purpose**

To ensure that information about the Stettler Public Library is consistent and accurate, that communications reflect the vision and mission of the Library, and that members of the community are aware of Library programs and services.

#### **Policy**

The Library Manager is responsible for developing and maintaining a public relations program designed to positively influence the perceptions, attitudes, and opinions of community members.

The Board is responsible for developing policies that support the public relations program of the Library. The Board will also support the Library Manager in publicly representing the Library.

Public relations activities will be guided by the Library's current plan of service. PR activities may include, but are not limited to, generating Library publicity such as posters or flyers, posting on the Library's webpage and social media profiles (Social Media Policy), placing advertisements, submitting articles or speaking to news media, and presenting to community groups.

All materials being released or published will meet guidelines as established by the Library and are subject to approval by the Library Manager before release.

#### **Library Spokespersons**

Those authorized to speak publicly or to the media on Stettler Public Library business are the Board chair (or designee), the Library Manager, the Assistant Library Manager or employees as designated by the Library Manager.

Speaking engagements made on behalf of the Library will be coordinated through the Library Manager.

In an emergency situation, the Library Manager or designee will make official statements to the public and the media.

Library staff will not make public statements (letters to the editor, social media, etc.) designed to speak officially for the Library without prior approval from the Library Manager.

APPROVED October 19, 1987  
AMENDED September 17, 2015

## **BOARD POLICIES**

### *3-2 Community Partnerships*

#### **Introduction**

The Stettler Public Library may partner for programming content or otherwise collaborate with organizations when the partnership supports the goals and objectives of the Library. The Board encourages Library management, staff, and Board trustees to be involved with various community groups.

#### **Purpose**

To establish basic guidelines for collaborating with community partners.

#### **Policy**

Programs developed through community partnerships will meet the same standards as Library-developed programs.

The Library may provide content and present programs in other venues or other organizations may provide content and present programs at the Library.

Staff support for promotion and on-site assistance may be provided.

Content based partnerships do not mean that the Library endorses particular points of view promoted at programs and this will be noted on publicity where appropriate.

No business solicitation is permitted during programs.

Partners will be acknowledged as appropriate.

APPROVED October 19, 1987  
AMENDED September 17, 2015

## **BOARD POLICIES**

### *3-3 Finance*

#### **Introduction**

To ensure financial stability and organizational continuity of the Library, the Board will adopt regulations to ensure that the finances of the Library are managed in an effective and efficient manner.

#### **Purpose**

To establish a clear financial accountability framework, enabling the Board and Library Manager to understand their responsibility and accountability related to the financial management of the library.

#### **Budget**

The Board and Library Manager will develop a yearly budget with additional two year projections, and present the plan in accordance with the process established with Town Council and County Council. Once the budget is approved, the Library Manager will authorize expenditures that are included in the budget.

#### **Audit**

The Board will ensure that the Library's financial records are reviewed annually by a professional accounting firm. The Board will commission a full audit conducted by a professional accounting firm every three years.

#### **Signing Authority**

Cheques prepared by the Library require two signatures. The signing officers shall be the Board Chair, the Treasurer, and the Library Manager.

#### **Banking**

From time to time the Finance and Personnel Committee will review the banking service provided to the Library and make recommendations to the Board. Any change in banking service shall be approved by the Board.

## **Financial Statements**

The Library Manager shall present a financial statement outlining the current year budget, year-to-date expenses, and budget variances at each Board meeting for review. Any anomalies will be reported to the Board Chair and the Treasurer as soon as reasonably possible.

## **Expense Reimbursement**

Board members who wish to take a course or who are delegated to attend conferences or authorized meetings shall be paid expenses in accordance with budget provisions upon the provision of receipts.

Mileage shall be paid to staff and Board members on Library business at a rate to be determined by the Board.

Reimbursement amounts and procedures for mileage and per diems are outlined in Appendix A. These reimbursement levels shall be reviewed every three years.

APPROVED October 19, 1987  
AMENDED October 18, 1999  
AMENDED September 18, 2006  
AMENDED March 19, 2015  
AMENDED June 20, 2018

## **Appendix A - Expense Reimbursement Schedule**

All expenses are to be submitted on the Expense Claim form with receipts attached.

- Mileage: Current Canada Revenue Agency automobile allowance rate. Documentation of mileage using a printout from a mapping application (such as Google Maps) shall be submitted with the expense claim form.
- Meals: Receipts for meals are to be submitted with the expense claim. The Board will not reimburse for any liquor costs unless approved under special circumstances. Receipted meals shall be capped at a maximum of \$55 per day.
- Accommodations: standard room rates appropriate to the locale. When a conference or a meeting exceeds 150 kilometers from Stettler and proceedings commence in the morning, the preceding night's accommodation costs shall be paid upon submission of appropriate receipts.
- Travel: economy class expenses

## **BOARD POLICIES**

### *3-4 Board Trustee Orientation and Continuing Education*

#### **Introduction**

The Board recognizes the importance of informed trustees in the provision of Library services.

#### **Purpose**

To ensure that new trustees are aware of the Board's structure, procedures, and responsibilities.

#### **Policy**

##### **Orientation**

Trustee orientation occurs at the fall organizational meeting or at a new trustee's first meeting. At that time the trustee(s) will be introduced to Library staff and other Board members, will tour the Library facility, and will receive an overview of trustee roles and responsibilities.

Trustees will receive electronic copies of all current and/or working documents of the Board, including Board meeting minutes, financial statements, Library budget, Library policies, and the Library's current plan of service.

In addition, each trustee will receive a copy of the current Libraries Act and Regulations, information from the Alberta Library Trustees Association, and other material as designated by the Board or the Library Manager.

##### **Continuing Education**

Trustees are encouraged, with prior Board approval, to attend workshops and conferences and to participate in other programs in order to remain informed of trends in Library services. Priority will be given to trustees who have not attended previous Library conferences. Trustees are expected to provide a short written report to the Board. The Board will also endeavour to offer other learning opportunities to trustees. Costs for conferences and workshops will be covered, within budget constraints, in accordance with the Finance Policy.

APPROVED October 19, 1987  
AMENDED November 28, 1988  
AMENDED November 19, 1990  
AMENDED November 23, 1998  
AMENDED June 21, 2004  
AMENDED September 17, 2015



## **BOARD POLICIES**

### *3-5 Board Governance Functions*

#### **Introduction**

The Alberta Libraries Act and Regulations define the powers, duties, and functions of The Board. Trustees of the Stettler Public Library assume the responsibilities allocated to Board members by the relevant legislation. Among these responsibilities are:

Financial Governance  
Advocacy  
Policy Governance  
Personnel Governance

#### **Purpose**

To ensure a common understanding of the Board's duties, powers, and functions.

#### **Policy**

##### **Financial Governance**

- Establish a budget process and financial reporting system;
- Develop the Library's annual budget in conjunction with the Library Manager;
- Review and adjust the budget as circumstances require;
- Identify required financial policies and follow best practices in managing the Library finances.

##### **Advocacy**

- Be an active advocate for the Library, taking advantage of all opportunities to raise awareness of the Library. It is expected that each member of the Board will become involved in promoting the Library. This may involve speaking to community groups, and service at community events, as outlined in the Public and Media Relations Policy;
- Stay informed of Library issues, trends, and developments;
- Develop and implement a Plan of Service that considers the emerging needs of the community and represents the Library to the community, municipal leaders, and all major stakeholders.

##### **Policy Governance**

- Develop policies in adherence to the Libraries Act and Regulations, as well as policies required under separate legislation;
- Review and update bylaws regularly;
- Review and update policies regularly.

**Personnel Governance**

- Define roles, responsibilities, and functions of the Board and committees;
- Recruit and recommend candidates for appointment to the Board;
- Orient and train Board members;
- Recruit, hire, evaluate, and terminate the Library Manager.

Trustees act as a Board and have no individual authority over staff. It is not within the power of individual trustees to order staff to carry out tasks or to discipline staff. Formal communication between the Board and staff is carried out through the Library Manager.

APPROVED September 23, 1991

AMENDED September 17, 2015

## **BOARD POLICIES**

### *3-6 Records Management*

#### **Introduction**

The Board shall ensure that the Stettler Public Library keeps orderly and timely records in compliance with federal and provincial acts and regulations such as the Alberta Freedom of Information and Protection of Privacy Act and the Canadian Income Tax Act.

#### **Purpose**

To establish a structure for the retention of records in compliance with relevant legislation.

#### **Definitions**

For the purpose of this policy, “records” shall mean either paper or electronic information related to the business activities of the Town of Stettler Library Board, the County of Stettler No. 6 Library Board, or the Stettler Public Library.

“Transitory records” are records that have short-term, immediate, or no value and will not be required for future reference.

“Permanent records” are records whose value does not diminish over time and that are retained because of administrative, legal, fiscal, or historical value.

#### **Policy**

The storage of files shall be kept to the legal minimum consistent with the efficient operation of the organization and the preservation of a historical record of the Library. The Library Manager has the discretion to retain records longer than the period provided for in this policy.

The Board gives authority for the destruction of records in accordance with the retention schedule to the Library Manager. The Library Manager will be responsible for the proper and complete destruction of records disposed of under this policy. The Library Manager will maintain documentation of disposal including the date of destruction and a list of the records destroyed.

The retention periods for records shall be:

- Specified for a number of years, or;
- Retained until superseded, or;
- Permanent

Permanent records shall be preserved and never destroyed. Records may be retained as either hard copies or electronic copies in appropriate storage at the Stettler Public Library.

Transitory records shall be disposed of at any time when they no longer serve any valid purpose.

Destruction of records shall be accomplished in such a way that the information contained therein is completely obliterated, without any copy being retained.

See Appendix B outlines for records retention timelines.

APPROVED September 20, 1999

AMENDED June 21, 2004

AMENDED September 17, 2015

## **Appendix B – Records Retention Schedule**

### **Permanent**

- Annual Reports
- Board Meeting Agendas
- Board Meeting Minutes
- Bylaws

### **Retained 10 years, then destroyed**

- Accident reports
- Insurance records and claims – retained 10 years after expiration and/or settlement
- Legal matters – records relating to legal proceedings and legal advice provided to the Board

### **Retained 7 years, then destroyed**

- Accounts payable/receivable
- Audited financial statements
- Annual budgets
- Bank statements, reconciliations, records of deposits, and cheques
- Contracts and agreements – includes persons and companies with whom the Stettler Public Library has entered into a contract or agreement
- Grant documentation – retained 7 years after requirements are met
- Taxation – records pertaining to GST, charitable tax receipts, and supporting documentation

### **Retained 5 years, then destroyed**

- Board packages
- Incident reports
- Lease – retained 5 years after expiry
- Personnel permanent files– includes personal data, employment references, appraisals, pay and benefits, training, accident reports, WCB information etc. Retained 5 years after termination of employment.
- Policies – retained 5 years after superseded

**Retained 2 years, then destroyed**

- Building projects – retained for 2 years following completion of project, then transferred for selective retention

**Retained 1 year, then destroyed**

- General correspondence, both incoming and outgoing
- Personnel temporary files – includes vacation requests, monthly schedules, attendance details, etc. Retained for 1 year or final resolution of issue.
- Unsolicited résumés and job applications, employment references, and interview notes for candidates who were not hired

**Retained until superseded, then destroyed**

- Information on equipment – retained for life of equipment
- Job descriptions – retained until job is removed or description is superseded

## ***BOARD POLICIES***

### *3-7 Board Organization*

#### **Board Officers**

The Board officers will be the Chair, the Vice Chair, and the Treasurer, who will be nominated and elected at the annual organizational meeting each year.

#### **Chair**

- Presides at Board meetings, executes documents authorized by the Board, serves as an ex-officio member of the standing and ad hoc committees of the Board, and performs all duties associated with the office;
- Sets the agenda for Board meetings in consultation with the Library Manager;
- Acts as an authorized signing officer of all documents pertaining to the financial business of the Board;
- Signs a copy of Board meeting minutes upon their confirmation by the Board.

#### **Vice Chair**

- In the absence or disability of the Board Chair, or if there is a vacancy in that office, the Vice Chair shall assume and perform all functions of the Chair.

#### **Treasurer**

- Acts as an authorized signing officer of all documents pertaining to the financial business of the Board;
- Reviews the Library's financial reports and activities.

#### **Board Committees**

Board members must sit on a minimum of one committee each year. Board business may require members to sit on more than one committee.

#### **Personnel and Finance Committee**

- Develops the annual operating budget in consultation with the Library Manager;
- Ensures that there is an effective annual external auditing process and review the audited financial statements;
- Monitors the budget and financial activities of the Library;
- Recruits, interviews, presents, and recommends Library Manager candidate to the Board for consideration;
- Presents proposed budget to the Board and municipal councils;
- Coordinates the annual evaluation of the Library Manager.

#### **Policy Committee**

- Reviews, revises, and recommends amendments to the bylaws and policies of the Library;

- Ensures that bylaws and policies are in conformity with applicable legislation and in keeping with the library's mission statement and the standards of the Library Association of Alberta and the Canadian Library Association;
- Presents policy to the Board for consideration;
- Ensures clarity and internal consistency of bylaws and policies.

### **Advocacy**

- Develops a three year Plan of Service based on a community needs assessment;
- Develops and executes an advocacy plan based on the Plan of Service in conjunction with the Library Manager;
- Reports on advocacy to the Board;
- Coordinates Board members to attend community events as library representatives.

### **Annual Organizational Meeting**

The Board shall hold its annual organizational meeting at the first regular meeting after trustee appointments are made in October. The election of Board officers (Chair, Vice-Chair, and Treasurer) for one-year terms shall take place at this meeting. Committee appointments and trustee orientation will also take place at this meeting.

### **Board Meetings**

Regular meetings of the Board will take place each month, with the exception of July and August. The December meeting takes place at the discretion of the Board. The dates, times, and minutes of all meetings will be shown on the Library website ([spl.prl.ab.ca](http://spl.prl.ab.ca)). Additional meetings may be called by the Chair upon at least 24 hours notice.

All regular meetings of the Board are open to the public in accordance with the Alberta Freedom of Information and Protection Privacy Act.

Parliamentary procedure (according to the latest edition of Roberts' Rules of Order) shall be observed upon request of a present Board member. A quorum for the transaction of business at any Board meeting shall consist of a simple majority (50% plus 1) of the trustees.

If a Board member misses three (3) consecutive meetings he/she will automatically be dismissed unless retained by a resolution of the Board.

### **Administration in the Absence of Policy**

In the absence of policy, the Board authorizes the Library Manager to act on its behalf. Prior to actions, the Library Manager may consult with the Board Chair and/or other Board members.

APPROVED September 17, 2015  
AMENDED June 20, 2018



## **BOARD POLICIES**

### *4-1 Employee Dress Code*

Public image plays an important role in developing and maintaining support for the Library. In order to maintain a public image consistent with a professional organization, each staff member's dress and grooming will be appropriate for a business environment and in keeping with his or her work assignment. Health and safety standards must also be considered in dressing for work.

APPROVED June 18, 2009

AMENDED September 13, 2012

AMENDED July 20, 2018

## **BOARD POLICIES**

### *4-2 Self-Published Materials*

#### **Introduction**

As self-publishing is experiencing rapid growth, the Stettler Public Library receives many inquiries from authors regarding the addition of self-published items to our collection. These guidelines provide additional information regarding submitting a title for consideration.

#### **Purpose**

The purpose of this policy is to guide staff in the acquisition and disposition of self-published materials.

#### **Policy**

Self-published books are considered for the Library's collection when they are written by a local (typically from Stettler or the County of Stettler No. 6) author, include unique local content, and fit the scope of the Selection, Dispositions, and Reconsideration of Materials Policy.

Materials receiving an independent, positive review in one or more of the major review journals or newspapers (such as The Edmonton Journal, The Calgary Herald, The Globe & Mail, Quill & Quire, Library Journal, Kirkus Reviews, Booklist, or Publisher's Weekly) are carefully considered. We are more likely to add a self-published book to our collection if it has been reviewed in a major review journal. Self-published e-books are not considered unless they are available for purchase through one of our e-book platforms.

Items not added to the collection will be disposed of to the best advantage of the Library, which may include selling them to provide funding for new materials, events, or equipment.

Items may be withdrawn after one year, unless they have circulated regularly.

APPROVED February 19, 2015

## **BOARD POLICIES**

### *4-3 Violence and Harassment Policy*

#### **Introduction**

The Stettler Public Library is committed to providing a safe, secure, respectful workplace for its employees, free from all types of violence and harassment. The Library considers acts of workplace violence and harassment to be serious misconduct and will not tolerate acts of violence or harassment by or against any member of our workplace.

This policy applies to all employees of the Library as well as volunteers and the Board of the Library.

Members of the public, visitors to the Library, or individuals conducting business with the Library are expected to adhere to the Library's policy, including refraining from committing acts of violence or harassment against employees, volunteers, members of the Library Board or persons acting on behalf of the Library. If incidents of harassment or violence occur, the Library will take steps to ensure a harassment and violence free workplace, including barring the individual from its facility or discontinuing business with the individual.

#### **Purpose**

The purpose of this policy is to ensure that:

1. Individuals are aware of and understand that acts of workplace violence and harassment are considered to be serious misconduct for which necessary action will be imposed;
2. Those subjected to acts of workplace violence and harassment are encouraged to access any assistance they may require in order to pursue a complaint;
3. Individuals are aware of available recourse if they are subjected to, or become aware of, situations involving workplace violence or harassment.

#### **Definitions**

For the purpose of this policy, "violence" whether at a work site or work related, means the threatened, attempted or actual conduct of a person that causes or is likely to cause physical injury and "harassment" means engaging in a course of comment or conduct that is known or ought reasonably to be known to be unwelcome. Harassment is prohibited on the grounds of race, creed, religion, colour, sex, marital status, sexual orientation, family status, mental and physical disability, physical size or weight, age, nationality, ancestry or place of origin, place of residence, or the receipt of public assistance. Harassment can take place in person or via other means (social media, text messages, e-mails, telephone calls etc.)

Violence and harassment can include, but are not limited to:

1. Threatening behaviour such as shaking fists, destroying property or throwing objects;
2. Verbal or written threats that express an intent to inflict harm;
3. Physical attacks;
4. Verbal abuse;
5. Bullying behaviours such as:
  - a. spreading malicious or untrue rumours, gossip or innuendo
  - b. Undermining or deliberately impeding a person's work
  - c. criticizing a person persistently or constantly
  - d. excluding or isolating someone socially;
6. Any other behaviour that is intended to intimidate, humiliate, degrade, offend or cause fear in a reasonable person in the circumstances.

### **Procedures**

If an individual believes he/she has been subject to violence or harassment, the individual shall:

1. Tell the alleged offender directly or with the assistance of a third party that his/her behaviour is unwelcome and ask him/her to stop;
2. Keep a record of incidents (dates, times, location, possible witnesses, nature of incident, the employee's own response).
3. The complainant may ask for support from the Library Manager to communicate his/her objections if the objectionable behaviour continues.
4. The complainant may choose to submit a formal written complaint documenting his/her concerns. No action shall be taken against an individual for making a complaint unless the complaint is made maliciously or without reasonable and probable grounds.
5. The complaint will be investigated by the Library Manager and he/she will take the necessary action to respond to the incident

### **Consequences**

Violation of the policy may be subject to disciplinary action commensurate to the incident, up to and including dismissal.

Staff faced with an urgent situation involving threatening or violent conduct, where there is reasonable belief that the safety of persons may be threatened, should contact the police immediately.

APPROVED May 10, 2012

# OPERATIONS POLICIES

## *4-4 Work Alone Policy*

### **Introduction**

The Stettler Public Library will provide and maintain safe and healthy working conditions for workers in accordance with the Alberta Occupational Health and Safety Act, Regulations, and Code. Every attempt will be made to schedule staff in such a way as to avoid working alone. In the event that working alone cannot be avoided due to illness, scheduling conflicts, vacations or other circumstances, this policy should be followed.

This policy applies to all employees of the Library as well as to all volunteers.

### **Purpose**

The purpose of this policy is to provide a safe environment for Library staff and volunteers through provision of procedures to be followed when working alone.

### **Definitions**

A worker is considered to be working alone if working by himself/herself at a work site in circumstances where assistance is not readily available when needed.

‘Hazard’ means a situation, condition or thing that may be dangerous to the safety or health of workers.

### **Procedures:**

It is the responsibility of all personnel to perform work safely and to be accountable for their own safety. This includes: exercising prudent judgement regarding whether or not to perform potentially hazardous activities alone and obtaining prior authorization from a supervisor before beginning hazardous work-alone operations to ensure that all risks have been thoroughly evaluated from the perspective of working alone, and that the residual risk is acceptably low

1. If a worker is working alone, he/she will be contacted by a supervisor at one hour intervals throughout the period that he/she is alone. If no response is received, the supervisor will make two subsequent attempts at 5 minute intervals to call the worker via telephone. If the worker cannot be contacted, the supervisor will contact the Stettler Recreation Centre to investigate further. If necessary, the supervisor will advise the nearest RCMP detachment and follow the direction of the RCMP.
2. Any arrangement of furniture and shelving should be kept in straight lines to ensure that visibility of patrons is not obstructed
3. Staff should be aware of who is entering the Library
4. Computer stations should be visible to staff

5. Float monies should be kept to a maximum of \$150 in the cash drawer.
6. No tasks involving climbing or heavy lifting shall be undertaken
7. Emergency contact numbers (911, Library Manager, Library Assistant Manager, Board Chair, Board Co-chair) must be placed in plain view of the staff
8. New staff and volunteers are oriented/trained in the Work Alone Policy and related procedures.
9. Workers are expected to inform the Library Manager of any safety concerns they may have with any of the reporting systems. Concerns deemed significant should be reported to the chair of the Board.
10. If a situation arises that would endanger the worker's personal safety, the worker is to flee instead of confronting the offender.
  - Leave the Library and go directly to the recreation facility
  - Notify the police (dial 911)
  - Notify the Library Manager immediately
  - Report all work site incidents by filling in an incident report form within 24 hours of the event

**Closing Time:**

1. Make sure all patrons have left the premises at closing time
2. Lock the door at closing time, then follow through with closing procedures for the day
3. After hours meetings/work must take place with the Library doors locked
4. Workers will report suspicious activity to the RCMP

APPROVED September 13, 2012

# OPERATIONS POLICIES

## *4-5 Social Media*

### **Introduction**

Online communication is essential to support the Stettler Public Library's mission of providing a wide variety of materials and services to meet community information, education, recreation and cultural needs.

### **Purpose**

To set out expectations for Stettler Public Library employees, authorized contributors, and members of the public who engage in the Library's online and social media channels. To ensure that the Library's use of online and social media channels addresses service objectives in a manner consistent with its mission and vision.

### **Definition**

Online and social media channels are defined as any web application, site, or account created and maintained by the Stettler Public Library. These may include, but are not limited to, blogs, social networks (Facebook, Twitter, Pinterest, etc.), online communities, websites, and mobile applications.

### **Policy**

#### **General**

When engaging with the Stettler Public Library via online and social media channels, the Library trusts its community members to be respectful to each other. Library representatives will monitor sites affiliated with the Library and reserve the right to remove submissions that fall into any of the following categories:

- Spamming, trolling, and flaming
- Personal insults, name calling, and harassment
- Racist, hateful, sexist, homophobic, slanderous, insulting, life-threatening, or otherwise offensive or unlawful messages/comments/images
- Unintelligible or irrelevant messages/comments/images
- Solicitation and advertising
- Aggressive, coarse, violent, obscene, or pornographic messages/comments/images

The Library does not verify the accuracy, truthfulness, or reliability of any information posted by users and does not accept any responsibility for content appearing on its online and social media channels that does not originate with Library employees or authorized contributors.

### **Stettler Public Library employees and authorized contributors**

The Stettler Public Library recognizes that employees and authorized contributors are committed to ethical and professional communication, and expects this behaviour to continue in the online environment.

Personal information of patrons and staff, including name, address, or borrowing records, must not be shared on personal or Library social media sites without permission. Staff are responsible for following all privacy protection laws and policies and must not post confidential information of any type.

Social media content created by an employee as part of his/her employment is the property of the Library and not the employee.

### **Personal social media sites**

When using social media for personal use and when identifiable as a Library employee, staff must be aware of the potential impact of their communications on the reputation and service values of the Library and act appropriately and with good judgment.

Staff may not make any comments on behalf of the Library on their own personal social media sites. Staff may, however, share information already posted on Library social media sites on their own sites.

The Library may take appropriate disciplinary action in response to prohibited behaviour. These guidelines are meant to apply only to work-related postings and are not meant to infringe upon personal interaction or commentary.

### **Members of the public**

The Stettler Public Library encourages members of the public to contribute to the Library's online and social media channels. Comments, posts, messages, and creative content are welcome provided they are in keeping with the Library's mission and vision.

All content provided for inclusion on the Library's online and social media channels may be used and reproduced as the Library sees fit. It is the responsibility of contributors to ensure that they have the right to contribute the material that they post and they will bear full responsibility if they infringe upon the rights of anyone else.

APPROVED September 17, 2015



## **OPERATIONS POLICIES**

### *4-6 Naloxone Policy*

The objective of having naloxone in the library is to preserve life, prevent harm, and promote recovery. Staff will have access to training to learn to recognize the signs of an opioid overdose and access to naloxone kits to administer naloxone. In the event of naloxone administration, staff will contact emergency help and will provide after-care support until emergency help arrives.

Staff have the duty of care to themselves and others to provide first aid assistance to the level of their competence, and to call on expert assistance if necessary.

The Library Manager shall be responsible for ensuring:

- that there are at least two naloxone kits on site and that those kits be replaced prior to expiration
- that naloxone kits are stored in a secure location
- that staff have access to training if they so desire.

APPROVED June 20, 2018

## **OPERATIONS POLICIES**

### *5-1 Inter-Library Loans*

Information service is an important aspect of Library services. The reference collection is maintained and updated regularly. Staff are routinely trained in the use of the reference materials.

Inter-Library loan materials shall be obtained according to the policy of the Board in conjunction with Parkland Regional Library.

The Library will borrow materials from other sources when it is the most efficient way of providing the necessary information or materials.

Staff members are expected to contact local sources of information once the Library's collection has been exhausted.

The Library may limit the requests of the patron depending on the amount, type and availability of the materials.

The Board agrees to absorb any costs incurred in the acquisition of inter-Library loans, thereby increasing the likelihood of a successful search without imposing additional expense on patrons.

APPROVED October 19, 1987

AMENDED June 16, 1997

## **OPERATIONS POLICIES**

### *5-2 Resource Sharing*

The Board recognizes the need for additional cooperation and networking with other libraries which it deems beneficial to the Library.

Networking will be established by using the services provided by Parkland Regional Library and the Alberta Library (TAL). The Board will participate fully in interLibrary loans by making print resources available to other libraries when requested.

It is the policy of the Board to provide access to Library materials and information services for those patrons with special needs.

Such services include:

- Large Print Books are contained in the Library's collection. In addition, the Library receives periodic bulk loans from Parkland Regional Library.
- Outreach Service—The Library will endeavor to provide an outreach service, upon request, to any patron in the community who, by reason of health, age, or unusual circumstance, is unable to visit the Library and use its regular services.
- Other Needs—Whenever possible, the Library will attempt to provide, through its own collection and/or regional resources and subject to availability, reasonable access to high interest, low vocabulary materials for all appropriate age levels, including adult basic reading materials.

APPROVED May 30, 1988  
AMENDED January 23, 1989  
AMENDED June 16, 1997

## **OPERATIONS POLICIES**

### *5-3 Provision of Large Print Materials*

The Library shall purchase permanent additions to its collection in large print, and may supplement its collection with circulation blocks of large print materials when they can be obtained from other libraries.

APPROVED October 19, 1987

## **OPERATIONS POLICIES**

### *5-4 Multilingual Materials*

The Library acknowledges the importance of providing patrons with materials in other languages other than English. The Library may select materials in other languages available through Parkland Regional Library. The selection of material is subject to the guidelines and conditions of Parkland Regional Library.

The frequency of recycling materials obtained through this service shall be as needed and at the discretion of the Library Manager.

APPROVED October 19, 1987

AMENDED June 6, 1997

## **OPERATIONS POLICIES**

### *5-5 Capital equipment purchase, cost sourcing and purchasing procedures*

In addition to those items specifically included in the budget, the Library Manager has the right to purchase capital equipment costing up to \$1,500. The purchase of capital equipment costing more than \$1,500 and not specifically approved in the budget needs to be reviewed by the Finance Committee and approved by the Board.

Purchases up to \$1,500 may be made by authorized staff on the basis of catalogue selection or best buy. Amounts over \$1,500 should be submitted for two or more competitive quotes except in some cases, for example, in the case of automation-related purchases. Written quotes are required for purchases over \$5,000.

The Library Manager shall contact local suppliers or contractors for quotations when it is deemed feasible that the merchandise or service being sought could reasonably be supplied locally. The Library Manager may delegate this task to the Library staff or committee chairs as appropriate.

Preference will be given to local suppliers or contractors to the fullest degree possible, with the guideline being that local supplier or contractor is selected whenever the delivered price is less than 10% higher (for purchases or services having a value up to \$5,000) or less than 5% higher (for purchases or services having a value of over \$5,000 to an upper limit of \$50,000).

When a higher priced item is selected, a written explanation shall be left on the filed quote explaining the reasons for the purchase.

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

In any decision, the Library may take into consideration all factors in the final cost of a product or service. The following factors may be weighted differently, dependent upon the scope and nature of the service or product obtained, and not limited to:

- Transportation costs
- Availability (delivery time)
- Quality
- Warranty
- Brands
- Support & service availability
- Price
- Expertise in product/service area
- Qualifications
- Other pertinent requirements

APPROVED September 18, 2006

# **OPERATIONS POLICY**

## *6-1 Service Recognition*

### **Introduction**

The Town of Stettler Library Board and the County of Stettler No. 6 Library Board (“the Board”) recognizes the importance of Library employees and trustees for the ongoing effective operation of the Stettler Public Library.

### **Purpose**

To formally acknowledge the hard work and dedication shown by the staff and trustees and to set levels for gift values based on years of service.

### **Policy**

#### **Employees**

Employees’ years of service are recognized by the Board with a gift or cheque as set out in Appendix C – Employee/Trustee Service Recognition Schedule and a letter or a card from the Board thanking the employee for service to the Library. After a minimum of 10 years of service, employees shall receive an honorary lifetime Library card.

A year of service is determined based on the date of hire.

#### **Board Trustees**

Trustees’ service recognition is based on their 3 year terms of appointment. Typically a trustee will serve up to three terms. In some cases (section 4 (4) of Libraries Act) a member of the municipal Board is eligible to be reappointed if at least 2/3 of the whole council passes a resolution stating that the member may be reappointed as a member for more than 3 consecutive terms.

Upon completion of their service to the Board, trustees are recognized by the Board with a gift as set out in Appendix C – Employee/Trustee Service Recognition Schedule and a letter or a card from the Board thanking the trustee for service. After a minimum of 2 terms of service, trustees shall receive an honorary lifetime Library card.

APPROVED February 18, 2016

## **Appendix C – Employee/Trustee Service Recognition Schedule**

### **Employees**

Gifts/cheques for recognition of years of service shall have the following values:

5 years	up to \$75.00
10 years	up to \$100
15 years	up to \$150
20 years	up to \$200
25 years+	up to \$250

Gifts/cheques for employees retiring or resigning shall have the following values:

Less than 1 year	\$0
1 to 4 years	up to \$50
5 to 10 years	up to \$100
11 to 15 years	up to \$150
16 to 20 years	up to \$200
25+ years	up to \$250

### **Trustees**

Gifts for trustees resigning/completing their service with the Board shall have the following values:

Less than 1 year	\$0
1 year to 3 years	up to \$50
3 years to 6 years	up to \$100
6 years to 9 years	up to \$150

If a trustee has been appointed for more than 3 terms, the value of the gift may be up to \$200.



## **OPERATIONS POLICY**

### *6-2 Contests, Raffles, and Draws*

#### **Introduction**

The Stettler Public Library occasionally organizes contests, raffles, and draws for various functions and purposes.

#### **Purpose**

To clarify the conditions under which Library employees and trustees can and cannot enter contests, raffles, and draws.

#### **Definitions**

Immediate Family: “Immediate family” includes: parents, common-law partner (of at least one year) or spouse, brothers or sisters, and children of the employee/trustee, and the employee/trustee’s partner, grandparents and grandchildren.

#### **Policy**

Adult employees, trustees, and immediate family members over the age of 16 are not eligible to enter any contest conducted by the Library and judged by Library employees or trustees involving a merit-based competition.

If there is no charge for tickets for a raffle or draw, adult employees, trustees, and immediate family members over the age of 16 are not eligible to enter the raffle/draw. If there is a charge for tickets for a chance to win an item (raffle) or for a cash draw and the selection of the winner is random the raffle/draw is open to everyone.

Adult employees, trustees and their immediate families may apply to merit-based contests where blind judging is carried out by a panel of independent community members who are not employees of the Library, or trustees.

Library employees aged 16 and under and immediate family members of trustees and employees aged 16 and under may enter all Library contests.

The Library will include information about contest ineligibility on promotions.

APPROVED February 18, 2016

# **PERSONNEL POLICIES**

## *7-1 Employee Records*

### **Introduction**

The Stettler Public Library maintains records on each employee. These records contain copies of all documentation relating to employment including, but not limited to: documentation relating to pay, benefits, pension, terms of employment, résumé, signed contract of employment, performance appraisals, disciplinary letters, career development records and attendance.

### **Purpose**

To define where and how employee records are maintained and to outline conditions of access to the records.

### **Policy**

A personnel file for each Library employee is maintained in the Library Manager's office. Payroll, benefits, and pension documents and the Library Manager's personnel file are stored at the Town of Stettler office.

Information contained in an employee's personnel file is deemed confidential. Employee files are only available to the following persons:

- the employee
- the Library Manager
- Town of Stettler employees as required to fulfill payroll, benefits, and pension functions
- The Personnel and Finance Committee shall have access to the Library Manager's file only. In cases of exceptional employee grievance escalated to the Board level the committee members will have access only to those documents relevant to the grievance.

All employees are entitled to examine the contents of their file in the presence of the Library Manager or designate.

Inactive personnel files are retained according to Appendix B – Records Retention Schedule.

All documents will be maintained in accordance with the Freedom of Information and Protection of Privacy Act and Regulations.

APPROVED November 23, 1998

AMENDED February 18, 2016

## **PERSONNEL POLICIES**

### *7-2 Working Hours*

#### ***Rest periods***

*A 30-minute unpaid rest period will be required for shifts 5 hours and above.*

#### **Employment status**

Full time: 28 hours or more per week.

(Full time is one who occupies a position as established by The Board)

Part-time: 20 hours per week, but less than 28 hours.

(Part-time is one who works on a regular basis)

Casual: less than 20 hours per week.

(Casual includes permanent part-time and/or one who is hired to fill seasonal or an occasional established position and is not covered by the terms of this policy)

APPROVED October 19, 1987

AMENDED February 24, 1992

AMENDED May 19, 1997

AMENDED February 21, 2018

## **PERSONNEL POLICIES**

### *7-2.1 Overtime and Holiday Pay*

Hours in excess of those set in this policy in relation to specific positions will be considered overtime. Employees may choose to take time off in lieu of overtime.

Overtime shall be taken within six (6) months of overtime being worked if written permission has been granted in writing by the Library Manager for it to be taken at a later time. Overtime shall be paid or taken at 1.5 times the hours worked.

Consistent overtime shall be reviewed by The Board in relation to the specific demands of the position.

### *Holiday Pay*

All employees are eligible for general holiday pay, no matter how long they have worked in the previous 12 months. Holiday pay will be calculated as 5% of wages from the previous 4 weeks worked.

APPROVED May 25, 1992  
AMENDED February 21, 2018

## **PERSONNEL POLICIES**

### *7-3 Sick Leave (Full and part-time employees)*

A maximum of 12 days per year for full-time employees.

A maximum of 6 days per year for part-time employees.

After 3 consecutive days, a medical certificate shall be required.

A full-time employee shall be entitled to an accrual of 90 consecutive work days (120 calendar days) of unused portion of sick leave. Absence due to illness in excess of 90 days shall be subject to Long Term Disability insurance.

APPROVED October 19, 1987

AMENDED February 24, 1992

AMENDED March 15, 1993

AMENDED May 19, 1997

AMENDED June 21, 2004

## PERSONNEL POLICIES

### *7-3.1 Maternal/Paternal Leave*

An employee who has been employed for a continuous period of at least 12 months is entitled to maternity leave and/or parental leave without pay as follows:

#### Maternity

- a) a period not exceeding 17 weeks commencing at any time during the period of 12 weeks immediately preceding the estimated date of delivery, and
- b) if the actual date of delivery is after the estimated date of delivery, an additional period consisting of the time between the estimated date of delivery and the actual date of delivery.
- c) maternity leave shall include a period of at least 6 weeks immediately following the date of delivery, which is the Health-Related portion of leave.
- d) an employee, who takes maternity leave and parental leave, must take the leaves consecutively to a maximum of 52 weeks.

#### Parental

- a) a period not exceeding 37 weeks commencing at any time after the birth or adoption of the child but it must be completed within 52 weeks of the date of birth or placement.

“Date of Delivery” means the date when the pregnancy of an employee terminates with the birth of a child or the pregnancy otherwise terminates.

“Medical Certificate” includes a written statement for the purpose of this policy containing the signature of a physician.

“Continuous Period” consists of working the regularly scheduled hours and days as the position requires..

An employee shall give at least 6 weeks notice in writing of the day on which they intend to commence maternity or parental leave and, if so requested, shall provide a medical certificate certifying the estimated date of delivery.

An employee who fails to give 6 weeks notice and who is otherwise entitled to maternity leave, is entitled maternity leave for any of the periods specified above if within 2 weeks after she ceases to work she provides a medical certificate:

- a) indicating that she is not able to work by reason of a medical condition arising from her pregnancy, and

b) giving the estimated date of delivery or the actual date of delivery.

If, during the 12 week period immediately preceding the estimated date of delivery, the pregnancy of an employee interferes with the performance of her duties, the Stettler Public Library may, by notice in writing, require the employee to commence maternity leave.

An employee, with the agreement of the Stettler Public Library Board, may shorten the duration of the 6 week period following the actual date of delivery by providing a medical certificate indicating the resumption of work will not endanger her health.

When an employee takes maternity leave and is unable to return to work after the expiration of the allowable period referred in this policy by reason of a medical condition arising following the date of delivery, she shall be granted a further period of maternity leave without pay of not more than 3 weeks, if she provides a medical certificate that states that she is not able to return to work at that time.

The Stettler Public Library shall not terminate or lay off an employee who has commenced maternity leave under this policy.

An employee who wishes to resume her employment on the expiration of their leave to which they were entitled shall give the Stettler Public Library 4 weeks notice in writing of the day on which she intends to resume employment. The Stettler Public Library shall:

- a) reinstate them in the position they occupied at the time their leave commenced, or
- b) provide them with alternative work of a comparable nature, at not less than the same wages and other benefits that had accrued to them to the date that they commenced leave.

The Stettler Public Library is not required to allow an employee to whom leave has been granted, to resume their employment until after the expiration of 4 weeks from the date on which they give notice of their intention to resume employment after the date of delivery or placement.

An employee on leave shall not be eligible for accumulation of vacation credits or sick leave entitlements during the total period of leave granted.

The employee may pay both the employer and employee portion of all benefit costs. Total payment covering the entire period of authorized leave shall be paid before commencement of leave. The employer will pay for the employer portion of benefit costs during the Health-Related portion of absence.

Maternity leave benefits shall also apply to Stettler Public Library part-time employees, who work a minimum of 20 hours per week.

APPROVED June 19, 1995  
AMENDED June 21, 2004

## **PERSONNEL POLICIES**

### *7-3.1.1 Supplemental Unemployment Benefits (SUB) Plan*

1. The employees covered by the SUB Plan include only female staff who are full-time permanent employees who have served continuously for at least 12 months prior to the date the said leave commences.
2. The objective of the Plan is to supplement the Employment Insurance Benefits (EI) received by female employees for temporary unemployment due to valid health-related reasons during maternity leave.
3. a) Employees must prove they have applied for and are in receipt of EI benefits in order to receive payment under the Plan.  
  
b) Employees must provide satisfactory medical evidence confirming the validity of the health-related reason for absence from work during maternity leave.
4. Employees disentitled or disqualified from receiving EI benefits are not eligible for SUB except if the only reason for non-receipt is that the employee:
  - a) is serving the two week EI waiting period.
5. Employees do not have a right to SUB payments except for supplementation of EI benefits for the unemployment period as specified in the SUB plan.
6. The benefit level paid under the SUB Plan is set at 95% of the employee's normal weekly earnings. It is understood that in any week the total amount of SUB, Employment Insurance gross benefits, and any other earnings received by the employee will not exceed 95% of the employee's normal weekly earnings.
7. The maximum number of weeks for which SUB is payable during a maternity leave is 17 weeks (if paid during waiting period).
8.
  - a) The SUB Plan is financed from the employer's general revenues.
  - b) SUB payments will be identified separately in the payroll files.
9. The Stettler Public Library will use the employee's EI benefit stub to verify that the employee is receiving EI benefits.
10. Payments in respect of guaranteed annual remuneration or in respect of deferred remuneration of severance pay benefits will not be reduced or increased by payments received under the SUB Plan.

APPROVED June 21, 2004



## **PERSONNEL POLICIES**

### *7-4 Vacation (Full Time)*

1 to 3 years: 2 weeks paid vacation

3 to 5 years: 3 weeks paid vacation

5 to 10 years: 4 weeks paid vacation

10 to 19 years: 5 weeks paid vacation

20+ years: 6 weeks paid vacation

An employee seeking to take more than 3 weeks of vacation at one time must have Board approval.

Vacation time may not be carried over to the next calendar year, unless approved by the Board, to a maximum of one week vacation.

Where the employee qualifies for sick leave with a medical certificate, bereavement, or any other approved leave during his/her vacation period, there shall be no deduction from the vacation credits for such absence.

APPROVED October 19, 1987  
AMENDED February 24, 1992  
AMENDED May 19, 1997  
AMENDED June 21, 2004

## **PERSONNEL POLICIES**

### *7-5 Leave of Absence (Paid and Unpaid)*

#### *Paid Leave of Absence*

##### **Compassionate Leave:**

A full-time employee is entitled to a temporary leave of absence with pay for not more than five (5) working days, for each occurrence, because of the critical illness or death of a spouse, child, parent, legal guardian, brother, sister, parents of a spouse, grandparents, grandchildren, grandparents of a spouse, brother-in-law, sister-in-law, or a relative who is a member of the employee's household. An employee is entitled and up to one (1) working day to attend the funeral of an aunt/uncle of the employee or spouse, or a niece/nephew of the employee or spouse.

##### **Funeral Attendance:**

Employees may take a maximum of four hours, with pay, to attend a funeral, with the approval of the Library Manager.

##### **Attending Leave:**

Employees shall be eligible for five (5) consecutive days leave, with pay, for attending either the birth of the employee's child or to bring a newborn baby or adopted child to the employee's home. This article shall only apply when the event takes place on the employee's regular workday.

##### **Personal Leave:**

All employees requesting Leave of Absence must make an application through the Library Manager.

#### *Unpaid Leave of Absence*

Employees will be eligible for these unpaid leaves after ninety (90) days of employment:

##### ***Long-Term Illness and Injury Leave***

Employees are entitled for up to sixteen (16) weeks of job protection per year for long-term personal sickness or injury. Reasonable notice will be required, and a medical certificate may be required.

##### ***Personal and Family Responsibility Leave***

Employees are entitled for up to five (5) days of job protection per year for personal sickness or short-term care of an immediate family member. This includes attending to personal emergencies and caregiving responsibilities related to the education of a child.

***Bereavement Leave***

Employees are entitled for up to three (3) days of job protection per year for bereavement of an immediate family member.

***Domestic Violence Leave***

Employees are entitled for up to ten (10) days of job protection per year for employees addressing a situation of domestic violence.

***Citizenship Ceremony Leave***

Employees are entitled for up to one (1) day of job protection for employees attending a citizenship ceremony.

***Critical Illness of a Child***

Employees are entitled for up to fifty-two (52) weeks of job protection for parents of critically ill or injured children.

***Death or Disappearance of a Child***

Employees are entitled for up to fifty-two (52) weeks of job protection for employees whose child disappeared as a result of a crime, or up to one hundred and four (104) weeks if a child died as a result of a crime.

***Discretion of The Board***

The Board may waive eligibility periods and may extend leave periods at their discretion. Application to The Board must be made through the Library Manager.

APPROVED February 14, 2013

AMENDED February 21, 2018

## **PERSONNEL POLICIES**

### *7-6 Performance Appraisals*

New employees' performance appraisals are to be done at 3 months, 6 months, and yearly thereafter.

The Library Board's personnel committee shall be responsible for the appraisals of the Library Manager.

The Library Manager shall be responsible for all staff and volunteer appraisals.

APPROVED October 19, 1987

AMENDED June 21, 2004

## **PERSONNEL POLICIES**

### *7-7 Grievance Policy*

#### **PURPOSE**

The purpose of this policy is to provide a mechanism for individual employees to raise a grievance arising from their employment. The policy will also ensure that such grievances are dealt with promptly, fairly and in accordance with other related Policies of the Organization.

#### **SCOPE**

The initial approach to settling any issue is open communication. An employee should first seek to resolve any complaint with the Library Manager (or Acting Manager) through informal discussion. If such discussion does not resolve the matter, the employee may initiate a formal grievance as described in this policy in an effort to seek resolution.

For the purposes of this policy, a 'grievance' is defined as any disagreement arising from the interpretation, application, operation or alleged violation of the policies of the Stettler Public Library or of the Employment Standards Code.

#### **GRIEVANCE COMMITTEE**

The Grievance Committee shall consist of all members of the "Personnel and Finance Committee" as established by the Board at their annual organizational meeting.

#### **GRIEVANCE PROCEDURE**

The employee shall proceed with a grievance in the following manner:

- Talk informally to the library manager to see if the matter can be resolved. The employee may request the presence of another staff member at this meeting if desired.
- If the situation is not resolved through informal discussion, the employee may submit the grievance in writing to the library manager.
- The library manager shall have up to 10 working days to respond to the employee in writing, outlining actions that will be taken, if any, to resolve the disagreement.
- If dissatisfied with the library manager's response, the employee may submit a written grievance to the Grievance Committee through the Chair (or their designate) within ten (10) working days of receipt of the library manager's response. The written grievance must include the following information:
  - Name(s) of the aggrieved;
  - Nature of the grievance and the circumstances out of which it arose;
  - The remedy or correction the employer is being asked to make.

- The grievance may be delivered to the Chair in person, by mail or by email.
- Within 30 days of the receipt of a written grievance, the committee will convene to hear the facts and surrounding circumstances including meeting with the library manager (or acting manager) and other individuals as appropriate.
- If the committee adjourns the hearing without setting a date to reconvene, the hearing shall be considered closed.
- The Committee will make a decision whether the remedy or correction requested is appropriate within 30 days of closing the grievance hearing and will communicate their decision (including reasons for their decision) in writing to the employee and library manager.
- The Grievance Committee's decision is final.

## **RECORDS**

The Committee shall ensure that records kept for matters attended by the Committee are limited to statements of facts, submissions by parties to the hearing, and a copy of the Committee's response including written reasons for the Committee's decision.

APPROVED July 18, 2018

APPROVED January 16, 2019

## **PERSONNEL POLICIES**

### *7-8 Dismissal of Employees*

In cases where the Library Manager considers the employee's conduct to be inappropriate, the Library Manager will review the problem with the employee, putting the problem in writing and having the signature of the employee and the Library Manager affixed to the note and filed in the employee's personnel folder. If the problem is corrected, no further action will be taken.

If the problem continues, a review will be repeated. A second note with both the employee's and the Library Manager's signature will be attached to the file.

If no improvement is noted by the Library Manager, the employee may be dismissed. The cause is to be put into writing and a copy forwarded to the Board.

If the employee feels unfairly treated, they may appeal the Library Manager's decision in writing and submit it to the Board for review.

APPROVED October 19, 1987

AMENDED May 19, 1997

## **PERSONNEL POLICIES**

### *7-9 Job Description: Library Manager*

Under the direction of the Library Board, the Library Manager is responsible for the overall management of the Library. As the Chief Executive Officer for the Library, the Library Manager will ensure the Library is managed within the bylaws, policies, and budgets approved by the Board.

#### **Duties and Responsibilities:**

##### 1) Administration and Management

Executes all duties defined under and within the authority provided in the Library Bylaws.

- Assures the Library is in compliance with the Alberta Library Act and Regulations.
- Acts as the Freedom of Information and Privacy Head (FOIP) to ensure compliance with the Freedom of Information and Protection of Privacy Act.
- Plans, organizes, directs, and evaluates the operation of the Library.
- Hires, trains, supervises, evaluates Library staff/volunteers, maintains personnel files and supports on-going staff training and development.
- Acts as liaison between staff and the Board.
- Assists in preparing the annual budget.
- Sets the agenda for Board meetings.
- Prepares and presents reports for the Board as required. These include but are not limited to financial reporting, Library needs and progress, community needs and assessments, and a monthly Library Manager's report.
- Ensures that statistical records on circulation, memberships, and other records that may be required are maintained.
- Controls circulation, issues memberships and collects fees.
- Responsible for the selection, acquisition, and classification of new materials as well as development and inventory controls of the collection.
- Maintains periodical subscriptions, selects orders, renews and cancels according to patron usage and budget.
- Ensures that regular Library routines are followed such as the collection of mail, timely disbursements for expenses and revenue deposits and assists in budget preparation.
- Responsible for grant applications and any applicable reporting requirements.
- Responsible for completing and submitting the annual report to Library Services Branch.

##### 2) Community and Public Services

- Conducts reference researches by the most appropriate method available to answer client's questions.
- Initiates, implements, and evaluates programs in relation to community needs.



- Supervises and actively engages in public relations promotion for the Library within the community by ensuring a weekly column for the local paper is written, the local media is informed of current Library events, and ensuring advertisements, posters and other displays are current.
- Serves as a liaison with community groups and agencies.

### **Education/Work Experience**

Minimum: Advanced certificate in rural libraries training and/or such experience in the operation of a Library as may be acceptable to the Board subject to any minimum requirements as specified in the Act.

Previous experience at the administrative level of a public or regional Library system and a working knowledge of computers to a degree of competency required for the Library.

### **Physical Requirements**

- a) Is required to lift, carry, or move Library materials weighing 5-10 kg on a regular basis, with occasional lifting of items up to 30 kg.
- b) Ability to reach a range of shelves between 5 cm and 200 cm above floor level.
- c) Able to handle exposure to dust.

### **Other Requirements**

- a) As a condition of employment, individuals must pass an “Intervention Record Check” with the Alberta Children and Youth Services.

### **Hours of Work**

This is a 35 hour per week position that requires evening and weekend work.

APPROVED March 17, 2003

AMENDED June 21, 2004

AMENDED September 18, 2006

## **PERSONNEL POLICIES**

### *7-9.1 Job Description: Assistant Library Manager*

The Assistant Library Manager reports directly to the Library Manager, is involved in the overall operation of the Library and assumes responsibility for the Library in the absence of the Library Manager.

### **Duties and Responsibilities**

#### 1) General Duties

- Maintains membership records, daily statistics, and any records that may be required by the Library Manager or the Board.
- Evaluates the need for and suggests the purchase of new materials and the placement in the collection.
- Assists in the training and work scheduling of staff.
- Provides supervision in the absence of the Library Manager.
- General accounting duties utilizing a computerized accounting system which include accounts payable, accounts receivable, cheque disbursements, deposits, and bank reconciliations.
- Acts as the key resource person in areas requiring the solving of problems that occur in the daily operations of a Library that include but are not limited to software problems, technical problems, and Parkland requirements including barcode linking items.
- Circulation desk duties.

#### 2) Community and Public Services

- Responds to inquiries by telephone or in person.
- Conducts reference researches by the most appropriate method available to answer client's questions.
- Co-writes the weekly Library News for the local newspaper.
- Maintains current Library promotions for public information via Power Point, posters, and the Stettler Public Library web page.

### **Education/Work Experience**

Minimum: A recognized Library Technician diploma and/or such experience in the operation of a Library that may be acceptable to the Board.

Previous experience in a Library system and a working knowledge of computers, to a degree of competency required by the Library.

### **Physical Requirements**

- Is required to lift, carry or move Library materials weighing 5-10 kg on a regular basis, with occasional lifting of items up to 30 kg.
- Is able to reach a range of shelves between 5 cm and 200 cm above floor level.
- Is able to handle exposure to dust.

### **Hours of Work**

This is a 35 hour per week position that requires evening and weekend work.

APPROVED March 17, 2003

AMENDED September 18, 2006

## **PERSONNEL POLICIES**

### *7-9.2 Job Description: Circulation and Computer Technologist*

This position reports directly to the Library Manager or senior staff member on duty. The major function is dealing with the public and performing tasks related to the circulation of materials.

#### **Duties and Responsibilities**

##### 1) General Duties

- a) Carry out assigned duties related to the circulation desk which may include:
  - recording of memberships
  - receipt and/or records of incoming funds
  - contacting clients for reservation books
  - keeping records of bulk loans, interLibrary loans, and multi-biblio bulk loans
- b) Help with reference work
- c) Assists in training staff.
- d) Provides supervision of pages and other circ staff in absence of Library Manager or Assistant Library Manager.
- e) Generates reports, packaging and shipping of interLibrary loans
- f) Pick up mail and empty drop box
- g) Arranging displays
- h) Help with the processing of new books and barcoding by adding/removing materials & assigning loan periods.
- i) Repair books and sort donated books for shelf or sale
- j) Participates in shelf reading and inventory.

##### 2) Community and Public Service Duties

- a) Maintains current Library promotions for public information via PowerPoint, posters and the Stettler Public Library website.
- b) Provides general orientation, direction, instruction, guidance and/or supervision to all Library patrons.

##### 3) Computer and Technology duties

- a) Maintains the day to day operation of all computers
- b) Investigates, analyzes and corrects problems concerning computers
- c) Responds to user inquiries, questions, problems (both staff and public) and determines appropriate resolutions.
- d) Maintains software and hardware as appropriate.
- e) Designs, develops and maintains the SPL website.
- f) Support and trains staff and public to use new media technologies
- g) Provides basic troubleshooting of printers and photocopying machines.

#### 4) Other

- a) Monitors, maintains and verifies overdues on all Library materials.
- b) Other duties as assigned by the Library Manager.

### **Education/Work Experience**

Minimum: Grade 12 and/or such experience in the operation of a Library that may be acceptable to the Library Manager or the Board.

Knowledge of and ability to set up and troubleshoot:

- Hardware
- Windows XP
- Networks
- MSOffice

Personal suitability including:

- Empathy and ability to deal with stressful situations
- Listens and communicates effectively with individuals and in writing
- Ability to work effectively in a team environment
- Ability to use good judgment when making decisions
- Ability to prioritize workload

An interest in libraries, public service, reading and a working knowledge of computers to a degree of competency required by the Library.

Basic First Aid and CPR is required.

### **Physical Requirements**

- a) Is required to lift, carry, or move Library materials weighing 5-10 kg on a regular basis, with occasional lifting of items up to 30 kg.
- b) Is able to reach a range of shelves between 5 cm and 200 cm above floor level.
- c) Is able to handle exposure to dust.

### **Hours of Work**

This is a part-time position that requires evening and weekend work.

APPROVED October 3, 2006

## **PERSONNEL POLICIES**

### *7-9.3 Job Description: Circulation Assistant*

This position reports directly to the Library Manager or senior staff member on duty. The major function is dealing with the public and performing tasks related to the circulation of materials.

### **Duties and Responsibilities**

- a) Carry out duties related to the circulation desk which includes accurately:
  - circulating items
  - recording memberships
  - recording cash transactions
  - contacting clients regarding requested items
- b) Responding to reference queries
- c) Assisting in training staff.
- d) Providing supervision of pages and other circ staff in absence of Library Manager or Assistant Library Manager.
- e) Generating reports, packaging and shipping of interLibrary loans
- f) Emptying drop box
- g) Arranging displays
- h) Processing new materials
- i) Repairing materials
- j) Participating in shelf reading and inventory
- k) Other duties as assigned by the Library Manager

### **Education/Work Experience**

Minimum: Grade 12 and/or such experience in the operation of a Library that may be acceptable to the Library Manager or the Board.

An interest in libraries, public service and reading as well as a working knowledge of computers to a degree of competency required by the Library.

### **Physical Requirements**

- d) Is required to lift, carry, or move Library materials weighing 5-10 kg on a regular basis, with occasional lifting of items up to 30 kg.
- e) Ability to reach a range of shelves between 5 cm and 200 cm above floor level.
- f) Able to handle exposure to dust.

### **Other Requirements**

- b) As a condition of employment, individuals must pass an “Intervention Record Check” with the Alberta Children and Youth Services.

### **Hours of Work**

This is a part-time position that requires evening and weekend work.

APPROVED March 17, 2003  
AMENDED June 21, 2004  
AMENDED June 2, 2006  
AMENDED September 18, 2006  
AMENDED January 21, 2010

## **PERSONNEL POLICIES**

### *7-9.4 Job Description: Page*

Under the direction of the Library Manager or senior staff member on duty, the Library page performs tasks related to the maintenance of materials and shelves.

### **Duties and Responsibilities**

- a) Shelving, reading, and tidying shelves
- b) Repairing books including covering and reinforcing new books
- c) Library closing duties that include but are not limited to:
  - checking for books in the book drop
  - ensuring the Library is neat and tidy before closing
- d) Helping with duties related to the circulation desk
- e) Other duties as assigned by the Library Manager or designate

### **Education/Work Experience**

Minimum: 14 years of age or older with an interest in libraries, reading, or books. 12 years of age with Permit to Employ an Adolescent.

Working knowledge of computers and Library procedures is desirable.

### **Physical Requirements**

- a) Required to lift, carry, or move Library materials weighing 5-10 kg, with occasional lifting of items up to 30 kg.
- b) Able to reach a range of shelves between 5 cm and 200 cm above floor level.

### **Hours of Work**

This is a part-time position that requires evening and weekend work.

APPROVED March 17, 2003  
AMENDED September 18, 2006  
AMENDED February 21, 2018



## PERSONNEL POLICIES

### *7-9.5 Job Description: Community Outreach Co-ordinator*

Under the direction of the Library Manager, the **Community Outreach Co-ordinator** will provide a broad variety of services to the community the Library serves in keeping with the Library's service philosophy. The incumbent will be responsible for front-line customer service within and beyond the walls of the Library to community members of all age levels from a wide range of cultural, economic, social and educational backgrounds. The incumbent will work collaboratively to develop a community-driven response to community-identified service needs and will connect, consult and collaborate with community members in order to build relationships and partnerships. The incumbent will provide leadership in the provision of services to promote lifelong learning in the community – including literacy, reference/readers' service, programming and technology support.

#### **Duties and Responsibilities:**

- a) Establishing contact with the communities of:
  - a. Byemoor
  - b. Endiang
  - c. Gadsby
  - d. Botha
  - e. Erskine
  - f. Rochon Sands
  - g. Others if applicable, as well as local seniors lodges, daycares and youth centres to set up a location and times to deliver programs and services to those groups.
- b) Plan, promote, deliver and evaluate Library services, programs and collections to target customer groups with needs for service delivery.
- c) Assist in researching and analysing community needs.
- d) Manage community partnerships with organizations serving target markets.
- e) Identify and participate in opportunities to market SPL collections and services to the individuals and organizations in the community.
- f) Provide written reports for the Board.
- g) Maintain awareness of Library collections of interest to the communities. Promote Library collections.
- h) Maintain professional knowledge by attending relevant conferences and workshops, reading professional publications, establishing community networks and learning from best practices in other libraries.
- i) Provide circulation and membership services including:
  - a. Maintain good public relations with customers
  - b. Interpret and communicate Library policies and procedures to customers within the guidelines of the Library's service philosophy. Interpret customer account information; negotiate and accept payments, modify accounts.
  - c. Register customers for memberships.
- j) Other duties as assigned by the Library Manager.

## **Education/Work Experience/Abilities**

- Early literacy program delivery training.
- Experience delivering programs to groups.
- Passion for community and customer service.
- Knowledge of and ability to work with diverse communities.
- Ability to assess community interests and needs and plan services accordingly,
- Ability to work effectively with customers of all age levels and backgrounds, recognize the needs of users from a wide variety of cultural, economic, social and educational backgrounds.
- Ability to work effectively outside of traditional Library activities and settings.
- Superior interpersonal, communication, presentation and collaboration skills.
- Ability to work positively and effectively within a team environment.
- Commitment to CLA Position Statements on Intellectual Freedom and on Diversity and Inclusion.

## **Physical Requirements**

- a) Is required to lift, carry, or move Library materials weighing 5-10 kg on a regular basis, with occasional lifting of items up to 30 kg.
- b) Is able to reach a range of shelves between 5 cm and 200 cm above floor level.
- c) Is able to handle exposure to dust.

## **Other Requirements**

- c) As a condition of employment, individuals must pass an “Intervention Record Check” with the Alberta Children and Youth Services.

## **Hours of Work**

This is a 20 hour per week position that may require evening and weekend work.

APPROVED December 2009

## **PERSONNEL POLICIES**

### *7-9.6 Job Description: Programmer*

Under the direction of the Library Manager or senior staff member on duty, the Programmer assesses, develops, plans and facilitates implementation of programming for the Library. The Programmer attends all staff meetings as requested.

#### **Duties and Responsibilities:**

- a. Assessing, with the Library Manager, the programming needs of the Library based on program area of responsibility.
- b. Recommending to the Library Manager an appropriate mix of programming, including targets, priorities, publicity, cost, and assistance required to implement such programs.
- c. Assists Library Manager on assessing needs in the community in program area of responsibility
- d. Planning, preparing, and conducting regular programs.
- e. Planning, preparing and maintaining Library displays including bulletin Boards and book displays
- f. Maintaining Library areas and organizes as required
- g. Responsible for purchasing of program materials based on budget set out by Library Manager.
- h. Responsible for reporting on program successes and making recommendations for improvement in the future.
- i. Liaisons with participants, parents, and program users to provide information about programs.
- j. Responsible for maintaining the learning opportunities of the Library in public advertising places such as the Library website, town of Stettler website, facebook and other locations as required.
- k. Responsible for creating marketing materials for programs offered including posters, brochures, and calendars and distributing these in the community.
- l. Performs Circulation Assistant duties when required (see 4-9.3 for description)
- m. Performing other related duties as required.

#### **Hours of Work**

Varies based on needs assessment and programs offered.

APPROVED November 2011