

CHESTERMERE PUBLIC LIBRARY

POLICY MANUAL

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Introduction

It is the hope and the intention of the present Library Board that this policy manual will:

- (1) Provide a firm foundation for the administration of the library and the basis for procedures.
- (2) Provide the rationale for planning and budgeting.
- (3) Provide a reference source for all current rules, regulations and procedures that govern the Library.
- (4) Provide continuing guidance in a written form for future boards, directors and the local community.

The Alberta Library Trustees Association Handbook was consulted at length and various points taken for inclusion. Sample policies obtained from Alberta Community Development and other public library policies were used as well.

Mission Statement

To connect our community to information and possibilities by inspiring discovery, imagination and learning. To ignite a passion for reading.

Vision

Vital, beyond words.

Objectives of the Library

The Library shall strive to meet the following objectives:

- (1) To establish, maintain and preserve, in an organized collection, books and selected materials to promote an enlightened citizenship and enrich personal lives.
- (2) To serve the community as a centre of reliable information.
- (3) To provide opportunity and encouragement for the continuous education of all residents of the community.
- (4) To support educational, civic and cultural activities of groups and individuals.
- (5) To continually seek to identify community needs, to provide service to meet such needs and to cooperate with other organizations, agencies and institutions which can provide programs or services to meet community needs.
- (6) To provide opportunity for recreation through the use of literature, music, films, crafts and other art forms.
- (7) To achieve maximum use of the services and resources by reaching out to all members of the community.
- (8) To co-ordinate with the Marigold Library System to extend library services to the customers of the Chestermere Public Library and other libraries within the system and partners in TRAC (The Regional Automation Consortium).

Date Approved: September 19, 2007

Date Reviewed/Revised: September 15, 2015

Date to Review: September 2020

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Bylaws of the Chestermere Public Library

The Chestermere Library Board enacts the following Bylaws pursuant to the Province of Alberta *Libraries Act*, RSA 2000, Ch L-11, section 36 and the *Libraries Amendment Act*, 1998 which states:

36(1) A board may pass by-laws for the safety and use of the library, including

- (a) the terms and conditions under which
 - (i) the public may be admitted to the building,
 - (ii) public library property may be used or borrowed by members of the public, and
 - (iii) borrowing privileges may be suspended or forfeited;
- (b) notwithstanding subsection (3), fees to be paid by members of the public for
 - (i) the issuance of library borrowing cards,
 - (ii) the use of those parts of the building not used for the purposes of the public library,
 - (iii) photocopying
 - (iv) receiving information in a printed, electronic, magnetic, or other format, and
 - (v) receiving, on request, a library service not normally provided by the public library.
- (c) penalties to be paid by members of the public for abuse of borrowing privileges.

(2) *The Regulations Act* does not apply to bylaws passed under subsection (1).

(3) A bylaw or part of a bylaw that requires a member of the public to pay a fee or charge for any of the following is invalid:

- (a) admittance to any portion of a building used for public library purposes;
- (b) using library resources on library premises;
- (c) borrowing library resources, in any format normally lent by the library;
- (d) acquiring library resources through inter-library loan;
- (e) consultation with members of the library staff;
- (f) receiving basic information services.

(1) Definitions in these Bylaws shall mean:

- (a) **Act:** refers to the *Libraries Act*, R.S.A. 2000, Chapter L-11 and amendments thereto.
- (b) **Applicant:** in the case of 7.0 below, a person who makes a request for access to a record under the *Freedom of Information and Protection of Privacy Act*; elsewhere in the Bylaws means a person applying for a library card.
- (c) **Basic Information Service:** public access to current and accurate information and assistance, making use of information, communication technology, and library resources.
- (d) **Board:** the Chestermere Library Board and all the members or officers of which are appointed or chosen.
- (e) **Cardholder:** the registered user of a current library card, or the cardholder's parent/guardian in the case of a child/teen if the context deals with permission to access or cardholder responsibility.
- (f) **Director:** The Director of Library Services and any person who holds the position of Director of Library Services in an acting capacity.
- (g) **Good Standing:** a cardholder with no outstanding overdue items or charges.
- (h) **Library:** the Chestermere Public Library or, if the context so requires, any premises used by the Chestermere Public Library for library purposes.
- (i) **Library Resources:** any material, regardless of format, that is held in the Chestermere Public Library's collection, or borrowed by the Chestermere Public Library, and includes books, periodicals, audio recordings,

video recordings, projected media, paintings, drawings, photographs, micro materials, toys and games, kits, CD ROMs, and electronic databases.

- (j) **Loan period:** the period of time, as set out in Schedule B, which a Customer may borrow library resources and includes any renewal of an original loan period.
- (k) **Resident:** any person who has a residence within Chestermere and/or pays Chestermere property or business taxes. This also applies to residents of member municipalities of the Marigold Library System for whom Chestermere Public Library would be considered their local library.
- (l) **TAL:** The Alberta Library; a multi-type library consortium. As a member of Marigold, Chestermere Public Library is a member of TAL.
- (m) **TRAC:** a partnership with four regional library systems: Marigold, Northern Lights, Peace and Yellowhead.
- (n) **Cardholder Categories** shall include the following:
 - (i) **Adult:** any person 18-64 years.
 - (ii) **Teen:** any person 13 through 17 years of age.
 - (iii) **Child:** any person up to and including 12 years of age.
 - (iv) **Family:** two or more members of the same family and living in the same home.
 - (v) **Senior:** any person 65 years and older.
 - (vi) **TAL Card borrower:** a cardholder from outside the Marigold Library System with a current TAL card.
 - (vii) **Non-resident:** any person who has a permanent residence outside of Chestermere, does not pay Chestermere property or business taxes, and is not a resident of any member municipality of the Marigold Library System.

(2) Interpreting the Bylaws

- (a) Words imparting male persons include female persons.
- (b) Words in the singular include the plural and words in the plural include the singular.
- (c) Where the time limit for doing anything falls on a day when the library is closed, the time shall be deemed to be extended to the first day thereafter on which the library is open.
- (d) The headings used herein are for convenience and do not form part of these Bylaws:
- (e) The Board is a corporation as defined by the *Interpretation Act*, RSA 2000 Chapter I-8.
- (f) The Board may, from time to time change the specifics set out in the accompanying Schedules.

(3) Procedures for Acquiring and Maintaining a Library Card

- (a) Any resident or non-resident is eligible to apply for a library card. A library card is issued upon:
 - (i) Completion of application in a form prescribed by the Director.
 - (ii) Presentation of one piece of government issued photo identification bearing the applicant's permanent address in the case of a person applying for an Adult or Senior library card;
 - (iii) Signature of parent/guardian in the case of an individual Teen or Child library card.
 - (iv) Presentation of photographic identification in the case of a TAL card borrower.
 - (v) Payment of any applicable fees as outlined in Schedule A
- (b) Applicants shall receive a library card which:
 - (i) Is valid for one year from the date of issue, unless revoked by the Director under 6(c).
 - (ii) Remains the property of the Chestermere Public Library.
 - (iii) Is not valid unless the card is signed by the cardholder. The card may be signed by the cardholder's parent/guardian in the case of a child.

(4) Responsibilities of a Cardholder

- (a) The cardholder named on the library card shall be the only person that may use the card.
- (b) Loss or theft of current library card must be reported immediately to the Library. Cardholders are responsible for all library resources borrowed and all charges attributable before the loss or theft of the card

is reported. Cardholders may be assessed a minimal charge as outlined in Schedule A for a replacement card.

- (c) Cardholders must notify the library of any change of address and/or telephone number.
- (d) Cardholders are responsible for all library items borrowed on their card and shall compensate the library for all items damaged or lost while borrowed on their card.
- (e) A cardholder shall return to the library or renew any library item on or before the due date as provided in Schedule B

(5) Loan of Library Resources

- (a) There is no charge for using library resources on library premises or borrowing library resources normally lent by the library, acquiring library resources through interlibrary loan, consultation with members of the library staff or receiving basic information service.
- (b) Loan periods for library resources are set out in Schedule B.
- (c) Library resources may be reserved in accordance with policy established by the Board.
- (d) Library resources may be renewed in accordance with policy established by the Board.

(6) Penalty Provisions

- (a) The procedures for demanding the return of overdue resources are as set out in Schedule C.
- (b) Cardholders are responsible for all charges resulting from failing to return, the late return or damages to library resources, as outlined in Schedule C.
- (c) A library card may be denied or revoked if the cardholder fails to satisfy the conditions prescribed in 5.
- (d) In the cases of serious dereliction, the Board may prosecute the offence under the Libraries Act, s. 41. Such an offence is punishable under the Libraries Act, s. 41. The range of penalties applying on conviction for such offence is set out in Schedule C.
- (e) Any fine or penalty imposed pursuant to an offence under 6(d) inures to the benefit of the Chestermere Library Board in accordance with the Libraries Act, s.42.

(7) Freedom of Information and Protection of Privacy

- (a) In accordance with s.95 of the Freedom of Information and Protection of Privacy Act, the Director is designated as Coordinator responsible for the purposes of the Freedom of Information and Protection of Privacy Act.
- (b) Where an Applicant is required to pay a fee for services, the fee payable is in accordance with the Freedom of Information and Protection of Privacy Regulation, AR 200/95, or any successor regulation that sets fees for requests from the Board.

(8) Admittance to/Conduct in the Building

- (a) The portion of any building used for public library purposes is open to any member of the public free of charge during the regular hours of operation.
- (b) No person using the building shall:
 - (i) Cause unnecessary disturbance to other library users and/or violate Library Board policy.
 - (ii) Remove any library item from the library unless the item has been checked out in accordance with the procedures established for checking out library items.
 - (iii) Enter or remain in the library building except during those periods designated as open for public use or for the purpose of library business or with the knowledge and permission of the Director.
 - (iv) Solicit other library users and staff for personal, commercial, religious, or political purposes.
- (c) Persons who do not conduct themselves in accordance with 8(c) shall be asked to discontinue their actions. If the action continues or the severity of the action warrants it, library staff will direct that the person leave the building and/or library staff may seek outside assistance.
- (d) No member of the public is to be left in the building for any reason without a staff person or member of the Board present at all times.

READ A FIRST TIME THIS OCTOBER 9, 2014

READ A SECOND TIME THIS OCTOBER 9, 2014

READ A THIRD TIME AND PASSED OCTOBER 9, 2014

Chairperson

Vice Chairperson

SCHEDULE A – Registration Processing Fee for Library Membership

Resident Family Card Fee (includes 2 adults and all dependents at home)	\$27.00
Single Adult Card	\$20.00
Senior Card	\$7.00
Student Card (post-secondary student – must show School ID)	\$10.00
Teen Card (13-17)	\$7.00
Child Card (6-12)	\$5.00
Preschool Card (5 and under)	Free with adult card
Non Resident Family Card Fee	\$70.00

All other fees at the discretion of the Director.

Card fees may be waived at the discretion of the Director or designate.

All library card fees are subject to review.

Date Approved: September 19, 2007

Date Reviewed/Revised: April 30, 2017

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SCHEDULE B – Loan Periods for Library Resources

- (1) All circulating resources are loaned for three weeks, with the following exceptions:
- (a) Designated DVD or Video recordings are loaned for one week.
 - (b) Items identified as vacation loan, excluding one-week DVD/Video recordings, are loaned for six weeks.
 - (c) Interlibrary items are loaned for six weeks, unless otherwise specified.
 - ~~(d)~~ All items may be renewed twice unless there is a hold on the item.

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SCHEDULE C – Extended Loan Fees and Procedures for the Return of Overdue Resources

(1) Extended Loan Fees

- (a) Adult Resources - \$.25 per day to a maximum of \$10.00
- (b) Teen Resources - \$.20 per day to a maximum of \$5.00
- (c) Children's Resources - \$.10 per day to a maximum of \$3.00

(2) Procedures for return of late materials

- (a) Customers will be notified after item is one week overdue, by telephone or email.
- (b) An overdue notice is mailed to the customer three weeks after the due date. The notice lists the title of each overdue item.
- (c) The second and final overdue notice is mailed five weeks after the due date. The notice lists the title and replacement cost of each overdue item.
- (d) Items will be deemed lost if they have been overdue for twelve weeks.
- (e) Customers who have reached the maximum fine of \$10.00 will not be allowed to borrow resources until their account is paid.
- (f) Accounts may be paid in installments without loss of borrowing privileges and accounts may be reduced or waived in special circumstances.

(3) Penalties for lost or damaged items.

- (a) The original purchase cost shall be charged.
- (b) Should the Customer find a lost item within six months of having paid for the item, the cardholder shall be reimbursed for the item, less the extended loan fee. After the six month period, the item remains the property of the Customer.

Date Approved: September 19, 2007

Date Reviewed/Revised: April 30, 2017

Date to Review: September 2020

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Board Policies

100 General Philosophy Statement and Description

- (1) The Chestermere Public Library believes that the Library is one of the most essential municipal services. The Library provides educational, informational, and recreational services.
- (2) These services are augmented by the Marigold Library System and its partners through TRAC, through which materials not available in the municipal Library can be obtained on loan.
- (3) The Chestermere Public Library is committed to resource sharing with other libraries and institutions.

Date Approved: September 19, 2007

Date Reviewed/Revised: September 12, 2019

Date to Review: September 2021

Approval Signature: _____

101 Policies and Bylaws

(1) Development of Policies and Bylaws

- (a) It is the responsibility of the Board to consider all proposals for policies or bylaws, whether they originate from within the Board or sources outside the Board, such as library staff or customers etc.
- (b) It is the sole responsibility of the Board to determine and adopt policies and bylaws relating to the Library, such adoption to be in accordance with the Alberta Libraries Act.

(2) Adoption of Policies and Bylaws

- (a) Policies
 - (i) A policy proposal or amendment must be presented to the Board by a Board member in the form of a motion. If the motion is carried, the proposal becomes policy
- (b) Bylaws
 - (i) A bylaw proposal or amendment must be presented to the Board by a Board member in the form of a motion. Three readings are required for passage of a bylaw. All three readings may occur at the same meeting, but unanimous consent is required to proceed with the third and final reading.
- (c) Amendment
 - (i) The policy manual will contain only the most current version of the bylaws and policies.
- (d) Publicizing
 - (i) Bylaws and policies adopted by the Board shall be included in the Library's reference collection.
- (e) Review and Revision
 - (i) Board policies and bylaws will be reviewed on an ongoing basis and revised at a date to be decided and noted on the policy to ensure their continued relevance and meaningfulness.
 - (ii) It will be the Chair of the Governance Sub-Committee's role to keep track of policy review dates and recommend the sub-committee conduct a review on time.
- (f) Administration in Absence of Policy
 - (i) In the absence of policy, the Board authorizes the Director to act on its behalf.

Date Approved: September 19, 2007

Date Reviewed/Revised: September 12, 2019

Date to Review: September 2021

Approval Signature: _____

102 Authority of the Board

(1) Authority comes from the *Libraries Act & Regulations* which states:

The municipal board, subject to any enactment that limits its authority, has full management and control of the municipal library and shall, in accordance with the regulations, organize, promote and maintain comprehensive and efficient library services in the municipality and may co-operate with other boards and libraries in the provision of those services.

(2) Because all powers of the Board lie in its action as a corporate body, members of the Board, collectively exercise authority through direction over all aspects of the library operation. Individual Board members exercise their authority over library affairs through their vote to take action at a legal meeting of the Board.

(3) In other circumstances, an individual Board member, including the Chairperson, shall have power only when the Board, by vote, has delegated authority to him or her.

(4) Management Rights

(a) The Board shall appoint a Director of the Library who shall:

- (i) Have direction over the operations of the Library and its staff.
- (ii) Direct the work force and create new classifications and work units, and to determine the number of employees, needed from time to time in any work unit or classification, and to determine whether or not a position will continue or become redundant.
- (iii) Hire, promote, transfer, layoff, recall, demote, discipline, suspend, or discharge employees.
- (iv) Attend all Board meetings (or ensure a designate is in attendance).
- (v) Have the powers and duties that the Board assigns.

(b) The Board maintains the right if deemed necessary to operate and manage the business of the library in all respects.

Date Adopted: September 19, 2007

Date Reviewed/Revised: September 12, 2019

Date to Review: September 2021

Approval Signature: _____

103 Responsibilities of Board Members

- (1) By consenting to serve as a trustee, you are participating in the responsibilities of the Board and agree to do the following:
- (a) Believe in and support the mission of the Library.
 - (b) Be aware of your legal responsibilities as a trustee.
 - (c) Contribute knowledge or expertise in a major management area: financial, personnel, program, policy or advocacy.
 - (d) Be aware of issues affecting the Library.
 - (e) Handle board business effectively and fairly.
 - (f) Maintain an active library membership.
 - (g) Participate in development of framework, governance and operational policies.
 - (h) Help to develop goals and objectives congruent with the library's mission.
 - (i) Regularly evaluate and review policies, goals and objectives and amend as required.
 - (j) Work to secure sufficient funds from government and other sources to carry out the goals and objectives.
 - (k) Oversee the financial management of the library.
 - (l) Develop awareness of the difference between board and staff roles.
 - (m) Participate in lobbying all levels of government for positive action for libraries.
 - (n) Increase your own and other trustees knowledge of library matters through discussion, ongoing orientation and attendance at workshops and conferences.
 - (o) Sit on at least one board sub-committee.
 - (p) Network to create opportunities for partnerships.
 - (q) Comply with the Alberta Libraries Act and Regulation.
 - (r) Embrace the Alberta Library Trustees Association *Code of Ethics* and Canadian Library Association *Statement of Intellectual Freedom*.
- (2) It is vital to remember that, as a Board Member, you will always be perceived as representing the library in your community. Even though you may personally disagree with a board decision and are free to debate it during board meetings, you must endorse it in public.

Date Adopted: September 19, 2007

Date Reviewed/Revised: April 30, 2017

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Approval Signature: _____

104 Duties of the Board

- (1) Board members shall attend all meetings and actively participate in meetings and sub-committees.
 - (a) Prepare for meetings by ensuring assigned tasks from previous meetings are completed.
 - (b) Review minutes of previous meetings.
 - (c) Make Chair aware of relevant issues for next meeting.
 - (d) Board members assigned as the secretary shall be responsible for drafting meeting minutes and forwarding those minutes to the Director.
- (2) Duties of the Executives
 - (a) The Chairperson shall preside at all meetings of the Board, authorize calls for any special meetings, serve as an ex-officio member of all sub-committees, and perform all duties associated with that office. In the event that a decision must be made without specific authority of the Board, inform the
 - (b) Board of the decision and the reason(s) necessitating it at the next regular Board meeting.
 - (c) The Vice-Chairperson shall assume and perform the duties and function of the Chairperson in the event of the absence or disability of the Chairperson.
 - (d) The Treasurer shall review the financial records of the library and perform other duties as may belong to the office or be delegated to it.
 - (e) All of the preceding Executive positions shall hold signing authority on Library bank accounts with one Executive required for signatures.

Date Adopted: September 19, 2007

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105 Liability

- (1) Alberta Interpretations Act, Chapter 1-7, Section 16; Board members are exempted from personal liability when conducting board business, provided that their acts are not illegal.

Date Adopted: September 19, 2007

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106 Appointment to the Board and Vacancies

(1) As per the Alberta Libraries Act:

(a) Appointment

- (i) A municipal board shall consist of not fewer than 5 and not more than 10 members appointed by council.
- (ii) A person who is an employee of the municipal board is not eligible to be a member of that board.
- (iii) Not more than 2 members of council may be members of the municipal board.
- (iv) A member of the municipal board is eligible to be reappointed for only 2 additional consecutive terms of office, unless 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.
- (v) Subject to subsection (6), appointments to the municipal board shall be for a term up to 3 years.
- (vi) When appointments are made in respect of a first municipal board, council shall, as nearly as may be possible, appoint 1/3 of the members for a term of one year, 1/3 of the members for a term of 2 years and the remaining members for a term of 3 years.
- (vii) Notwithstanding this section, the term of office of a member continues until a member is appointed in that member's place. 1983 cL-12.1 s10;1998 c19 s5.

(b) Dates of appointment

- (i) The appointments of the members of the municipal board shall be made on the date fixed by council.
- (ii) Any vacancy arising from any cause must be filled by council as soon as reasonably possible for council to do so. 1983 cL-12.1 s11.

(c) Elections for Executives

- (i) There shall be a Chairperson, Vice-Chairperson, Treasurer and Secretary.
- (ii) Elections shall be held annually.

(d) Additional Requirements

- (i) All appointments to the Board shall be subject to the final process.
- (ii) Application submission to the City of Chestermere Council.
- (iii) Interview, orientation of the applicant by the Board Chair and one other member of the Board.
- (iv) Criminal record check to the Library Director.

(2) The Board Chair shall appoint Sub-Committee Chairs each year who will

- (a) Ensure that the Committee's responsibilities are met and its goals achieved
- (b) Coordinate member efforts
- (c) Schedule meetings
- (d) Report back to the Board-at-large as necessary
- (e) Complete any other tasks deemed necessary to the smooth functioning of the Committee

Date Adopted: September 19, 2007

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107 Absence and Removal from Office

- (1) As per the Alberta Libraries Act:
 - (a) A person is disqualified from remaining a member of a board if the person fails to attend, without being authorized by a resolution of the board to do so, three consecutive regular meetings of the board.
 - (b) If a member of a Board is disqualified from remaining a member under subsection (1) the person is deemed to have resigned the person's seat on the board.
- (2) As a municipal board, the Board recognizes that the Municipal Council's power to appoint members to the Board (Alberta Libraries Act) carries with it the power to remove members from office (outlined in the Interpretation Act).
- (3) A request for absence must be received by the Chair through prior written notice in order for a resolution to be made. Members may attend meetings through teleconference, videoconference, or other pre-approved methods.
- (4) In addition, 3 unexcused absences in a single calendar year may result in removal of office, at the discretion of the Board.

Date Adopted: September 19, 2007

Date Reviewed/Revised: September 14, 2017

Date to Review: November 2018

Approval Signature: _____

108 Meetings of the Library Board

- (1) The Board shall meet periodically to review and conduct the business of the Library Board
 - (a) The Board shall hold no less than nine regular monthly meetings within a one year period.
 - (b) The Chair or a majority of the Board can call special meetings as necessary.
 - (c) Fifty percent of the members of the Library Board, in attendance at the meeting, constitutes a quorum.

Date Adopted: September 19, 2007

Date Reviewed/Revised: September 14, 2017

Date to Review: November 2018

Approval Signature: _____

109 New Board Member Orientation

- (1) Each new Board member will be contacted by the Chair to be welcomed, and should arrange for a meeting in the Library with the Director.
- (2) The new member will be given an overview of Board policies and practices which will include the following:
 - (a) Library funding
 - (b) Board operations and practices, including meeting schedules, Committee structure and Trustee roles and responsibilities
 - (c) Relationships with the City of Chestermere, Marigold and Library organizations such as The Alberta Library Trustees Association, The Library Association of Alberta, The Alberta Library, and other applicable organizations
 - (d) Library legislation
- (3) The new member will be given an overview of the Library facility and the services offered. This may also include a review of projects underway and concerns the Library Board is currently addressing.
- (4) Prior to their first Board meeting Board Members will be provided with electronic or paper copies of the following:
 - (a) Information outlining the history of the Chestermere Public Library;
 - (b) Organizational Chart;
 - (c) Alberta Public Library Survey – Current Annual report;
 - (d) Current year's budget;
 - (e) Last available Audited Financial Statements;
 - (f) Current Plan of Service/strategic plan for the Chestermere Public Library;
 - (g) Copy of "Board Basics" Handbook and Presentation;
 - (h) Current Alberta Libraries Act and Regulations;
 - (i) Policies in the areas of the Board, library resources, facilities, staff, customers and the community; and their related appendices;
 - (j) Handbook "101 Things for Library Board Members to Know";
 - (k) Other relevant information such as Library E – Resource Handouts and relevant Marigold information may be included at the discretion of the Library Director and The Library Board Chair;
 - (l) Current Board Members contact info; and
 - (m) Draft minutes from the previous month's meeting.
- (5) Board members will be provided with access to the following items upon request:
 - (a) ALTA constitution, bylaws and newsletters;
 - (b) Annual library reports;
 - (c) Board meeting minutes for at least the preceding three months;
 - (d) Municipal statistics; and
 - (e) Town of Chestermere Bylaw 93-179/2, to provide for the establishment of a Municipal Library.

Date Adopted: September 19, 2007

Date Reviewed/Revised: September 12, 2019

Date to Review: September 2021

Approval Signature: _____

110 Code of Ethics

(1) Accountability

- (a) The Chestermere Library Board shall be responsible for making policy decisions and ensuring the appropriate staff and structures are in place to carry out the policy and day-to-day tasks of the organization.
- (b) The duty of the Board member is to the Chestermere Public Library rather than to any individual community, group or special interest.
- (c) Board members are accountable to exercise the powers and discharge the duties of their office honestly, in good faith, and in the best interests of the Chestermere Public Library.
- (d) Board members respectfully hold themselves and each other accountable to their duties, policies, the Libraries Act, and all other industry standards.
- (e) This accountability supersedes the personal interest of any Board member acting as an individual or consumer of the Chestermere Public Library services. Board members shall exercise the degree of care, diligence and skill that a reasonably prudent person would exercise in comparable circumstances.
- (f) Board members should respect and work harmoniously with each other, with library staff and respect library customers and all those associated with the library.
- (g) Board members shall not publicly impugn the motives, abilities or personalities of fellow board members or library staff.
- (h) Board decisions are to be respected and publicly supported.

(2) Conflict of Interest

- (a) If a conflict of personal, financial or other interest should arise, the member shall declare their conflict of interest prior to any discussion and shall be absent from any portion of the meeting in which the matter is discussed and voted on.
- (b) The minutes must record all declarations of personal, financial and other interest.
- (c) A Board member shall ensure that unethical activities not covered or specifically prohibited by the foregoing or any other legislation are neither encouraged nor condoned.

(3) Confidentiality - Applicable under the *Freedom of Information and Privacy Act* notwithstanding that:

- (a) Board members will not communicate, either directly or indirectly, information designated confidential to anyone not entitled to receive the same.
- (b) Board members shall maintain confidentiality of information gained from or about the Board, including any information which may in any way jeopardize the confidentiality of library members or personnel of the Board.
- (c) Board members will not use information which has been designated as confidential by the Board for personal profit or use by themselves or any other person.
- (d) Board members will respect confidential information in perpetuity.
- (e) All Board materials are considered the property of the Chestermere Public Library and shall be returned at the expiration of the Board member's term.

(4) Individual Authority

- (a) Board members may not attempt to exercise individual authority of the Board except set forth in Board policies.
- (b) Board members interaction with the Director or with staff must recognize that any individual Board member does not have authority other than that explicitly stated in Board policy.

(5) Acceptance of Gifts

- (a) In their capacity as Board members, Board members shall not accept a gift, favour or service from any individual, organization or corporation, other than the normal exchange of hospitality between persons

doing business together; tokens exchanged as part of protocol; or the normal presentation of gifts to persons participating in public function.

(6) Training and Development

- (a) Board members shall acquaint themselves with the incorporating documents of the Board, bylaws, regulations, policies and organizational structure of the Board, as well as the rules of procedures and proper conduct of a meeting so that any decision of the Board may be made in an efficient, knowledgeable and expeditious fashion.
- (b) Board members may be given the opportunity to take part in educational activities which assist them in carrying out their responsibilities; within the guidelines of policy.

(7) Special Privilege

- (a) Board members will not use their position of trust to secure special privileges, favours or exceptions for themselves or any other persons.

(8) Violation of the Code of Ethics

- (a) The Chairperson is responsible for handling all reports of Board member violations of the Code of Ethics.
- (b) The process for handling reports of violations is as follows:
 - (i) The Chairperson will discuss the issue with the member concerned;
 - (ii) If unresolved, the Chairperson shall refer the issue to the Board as a whole.

Date Adopted: September 19, 2007

Date Reviewed/Revised: September 12, 2019

Date to Review: September 2021

Approval Signature: _____

111 Attendance at Conferences and Workshops

- (1) The Board encourages its members to attend conferences, workshops and other education opportunities such as the following:
 - (a) Board development workshops sponsored by Alberta Community Development
 - (b) Alberta Library Trustee Workshops
 - (c) Tours of Marigold Headquarters and other Library facilities
 - (d) Attendance of Marigold Board Meetings
- (2) Within budget guidelines and with prior Board approval, expenses incurred by individual Board members for travel, subsistence, and registration fees will be reimbursed according to Policy 112, Honorarium and Expenses, upon submission of bills to the Board.
- (3) Reports on conference activities shall be given at the following regular Board meeting.

Date Adopted: September 19, 2007

Date Reviewed/Revised: April 30, 2017

Date to Review: April 30, 2021

Approval Signature: _____

112 Honorarium and Expenses

- (1) Board members will not receive honoraria.
- (2) Expenses incurred while on Board business will be eligible for reimbursement at the discretion of the Board in the following categories
 - (a) Meal Allowances:
 - Breakfast – Maximum of \$10/day
 - Lunch – Maximum of \$15/day
 - Dinner – Maximum of \$25/day
 - Receipts are required for reimbursement.
 - There will be no reimbursement for alcohol
 - (b) Mileage:
 - Mileage will be reimbursed at the current government rate.
 - (c) Incidental:
 - The maximum allowance for incidental is \$10/day only while out of town.
 - (d) Accommodation:
 - Will be reimbursed for the actual amount of expenditure upon submission of a receipt, provided lodging expense was reasonable.
- (3) All expenses must be pre-approved by the Board Chair or designate.
- (4) Memberships in the Chestermere Public Library shall be given free of charge to volunteer Board members and at the discretion of the Board, to specific volunteers.

Date Adopted: September 19, 2007

Date Reviewed/Revised: October 9, 2014

Date to Review: September 2015

Approval Signature: _____

113 Finance Policy

(1) Principles

The Chestermere Library Board upholds the principle of:

- (a) Responsible fiscal planning and efficient procedures for the smooth operation of the financial practices of the Library.
- (b) Accurate records of the accounts of the Library.
- (c) Responsible use of library funds to achieve the goals and objectives outlined in the Library's Strategic Plan.

(2) Fiscal Year

The fiscal year shall be January 01 to December 31 of each year.

(3) Audit

The financial records of the Library will be prepared by the Director for audit by March 31 each year. The audit will be done by an auditor approved by Municipal Council. Audited financial statements are distributed to Municipal Council, Marigold Library System and the Province.

(4) Accounts

- (a) The Director in conjunction with the treasurer will keep distinct and regular accounts in accordance with all library bylaws, Revenue Canada rules and standard accounting practices.
- (b) Annual financial statements, balanced to the general ledger, shall be prepared by the Director and reviewed by the Treasurer and or Finance Committee.
- (c) A detailed accounting of financial statements shall be provided by the Director to the Treasurer and/or Finance Committee on a monthly basis in preparation for the monthly Treasurer's report.

(5) Cash Handling

In consultation with library staff, board and the financial auditor, the Director will devise and implement responsible fiscal procedures for the handling of library money.

(6) Budget

- (a) In conjunction with the Finance Committee, the Director will prepare the annual budget by Sept 1 each year, and will present it to the board at the first board meeting in September for Board acceptance.
- (b) Once the Budget has been accepted by the Board, the Treasurer, supported by the Director and Chair, will present the budget to the Municipal Council.
- (c) Once passed by Council the Budget will be presented to the Board for approval and once approved copies must be sent to the Province and Marigold Library System.
- (d) The Director will manage the annual budget and provide regular updates to the Treasurer. The Director is granted authority to spend within budgetary limits so long as the expense does not exceed \$2000.00
- (e) The Treasurer has the right to review any and all information deemed pertinent by the Board to his/her position of reporting to the Board as to the financial position of the library.
- (f) The Library Board reserves the right to adjust the annual budget if necessary.

(7) Non-Budgeted items

All non-budgeted items must be approved by the Board in advance of their purchase.

(8) Banking

The Board will review their banking practices and, when necessary, transfer accounts to the most appropriate service provider.

(9) Library Credit Cards

- (a) The Director shall hold a Credit Card with its limit to be determined by the Board to ensure the smooth operation of the Library.
- (b) Receipts must be provided for all purchases bought by credit card.

(10) Signing Authority

- (a) Dual Signing Authority is held by the Director, Chairperson, Vice-Chairperson, Treasurer and other Board Members as deemed necessary by the Library Board as a whole.
- (b) Two signatures are required on all cheques, with one signatory being the Director and the other a Board member with signing authority.

(11) Large Purchases

- (a) All single item / designated group of items that alone or cumulatively cost in excess of \$2,000 must be approved and signed by the Board prior to purchase.
- (b) Contracts that alone or cumulatively cost in excess of \$2,000 or are for a term longer than 1 year must also be approved and signed by the Board prior to purchase.
- (c) Where possible, three quotes must be obtained for all large purchases. For items costing \$2,000 or more but less than \$5,000 dollars it is acceptable for quotes to be verbal. For items costing \$5,000 or more written quotes must be presented to the board.

(12) New Suppliers

When new suppliers are used, the Director or Treasurer must check their GST number with the Canadian Revenue Agency prior to any purchases being made.

(13) Request for Information

Any requests for financial information must go through the Treasurer.

Approved Date: March 8, 2012

Date Reviewed/Revised: April 30, 2017

Date to Review: April 30, 2021

Approval Signature: _____

114 Membership in Library Associations

- (1) The Chestermere Library Board strongly believes that the Library should belong to various organizations.
 - (a) The Board will pay an annual membership fee to belong to the Alberta Library Trustees Association.
 - (b) The Board will pay an annual membership fee to belong to the Library Association of Alberta.

Approved Date: September 19, 2007

Date Reviewed/Revised: April 30, 2017

Date to Review: April 30, 2021

Approval Signature: _____

115 Membership in Marigold Library System

- (1) The Chestermere Library Board shall belong to the Marigold Library System, unless deemed otherwise by the Board and Municipal Council.
- (2) As per agreement, the Chestermere Library Board shall pay the transfer payment to the Marigold Library System annually.

Date Adopted: September 19, 2007

Date Reviewed/Revised: April 30, 2017

Date to Review: April 30, 2021

Approval Signature: _____

116 Contributor Recognition and Appreciation Policy

(1) Purpose

Recognition of Service and Donations: Chestermere Public Library benefits from the service and efforts of groups and individuals who further the reach and effectiveness of the Library in performing its mission. Volunteers, Foundation, committee members and financial contributors perform and render valuable assistance to the Library. Therefore, it is the policy of the Chestermere Public Library to recognize individuals or groups in appreciation for their services and contributions to the Library.

(2) Who is to be recognized

Committee members, Foundation (plus individual members), council, special event volunteers and donors, for gifts-in-kind (e.g. gift baskets/prizes), individuals who donate hours, corporate groups, group associated presenters.

(3) Implementation

- (a) Once a year an event will be held to recognize all contributors to Chestermere Public Library. All contributors will receive an invitation to the annual appreciation event.
- (b) Individuals who volunteer hours will also be recognized on a personal basis dependent on the number of service hours and scope of volunteer work.
- (c) Group associated presenters and “gifts-in-kind” will be thanked in writing.
- (d) Any further appreciation will be determined by the Appreciation Event committee and passes by the board.
- (e) N.B. For sponsorship appreciation: see Corporate Sponsorship policy.

Approved Date: June 9, 2016

Date Reviewed/Revised:

Date to Review: September 2018

Approval Signature: _____

Appendix A - The Alberta Library Trustees Association - Code of Ethics

Library Boards exist to develop, promote and monitor library services as a public trust. To this end, library trustees should be committed to the following principles:

- (1) The primary goal of public library trustees is to ensure that the public has access to the highest quality of library services possible.
- (2) Trustees should ensure that each person has access to the most complete library service possible compatible with equal service for others. Where limitations in service are unavoidable, any inherent inequality of service should favour those residents least able to obtain alternate service.
- (3) Library Trustees should observe ethical standards with truth, integrity, and honour.
 - (a) Trustees should avoid situations where personal advantage or financial benefits may be gained at the expense of other library users.
 - (b) Trustees should distinguish between their personal views and those of the institution by respecting the position of the Board, even though they may disagree.
 - (c) Trustees should respect the confidential nature of library records within the framework which allows for the monitoring of material usage and the need for public accounting.
- (4) Trustees should respect the established structure of the library.
 - (a) Trustees should attempt to work harmoniously with the Board and ultimately accept its will.
 - (b) Trustees should limit their trusteeship role to policy governance and advocacy.
- (5) Trustees are expected to take responsibility for their personal development through continuing education opportunities and participation in provincial and national library organizations.
- (6) Trustees should support intellectual freedom in the selection of library material.

Library Collection Policies

200 Philosophy

- (1) The Chestermere Public Library will acquire a wide selection of materials that meet the diverse recreational, educational and informational needs of the community. It recognizes the wide range of ages, interests, educational and cultural backgrounds of the community.
- (2) The Library does not advocate the ideas and opinions found in its collections. The availability of an item within the collections does not indicate endorsement of its contents by the Library. The Library recognizes that some materials may be regarded as controversial, unconventional and unpopular.
- (3) Responsibility for a child's or teen's choice and use of materials rests with the parent/guardian. Selection for the adult collection is not restricted by the possibility that children or teens may access materials their parent/guardian may consider inappropriate and the right and obligation of parents/guardians to guide, develop, interpret and maintain their own code of values in their family.
- (4) The Chestermere Public Library encourages its staff, volunteers, board members and customers to make suggestions as to material to be purchased.

Date Adopted: September 19, 2007

Date Reviewed/Revised: April 30, 2017

Date to Review: April 30, 2021

Approval Signature: _____

201 Statement of Intellectual Freedom

- (1) The Chestermere Public Library endorses the “Statement of Intellectual Freedom” adopted by the Canadian Library Association stated in Appendix B.
- (2) The Chestermere Public Library endorses the Library Association of Alberta’s “Statement of Intellectual Freedom” stated in Appendix C.
- (3) The Chestermere Public Library recognizes its duty, in addition to its institutional responsibilities, to uphold these principals.

Date Adopted: September 19, 2007

Date Reviewed/Revised: April 30, 2017

Date to Review: April 30, 2021

Approval Signature: _____

202 Selection of Materials

- (1) Ultimate legal responsibility for the selection of all Library materials rests with the Chestermere Library Board, which delegates the task to the Director acting in accordance with the policies established by the Library Board.
- (2) Use of selection tools:
 - (a) Professional selection tools providing review materials will be used.
 - (b) Reviews in current journals will be consulted.
 - (c) Publishers' catalogues will be used to supplement when reviews are not available.
- (3) Materials for purchase are considered on the basis of:
 - (a) Format and price
 - (b) Suitability of subject and style for intended audience
 - (c) Reputation of publisher/author
 - (d) Timeliness
 - (e) Accuracy of information and objectivity of opinion
 - (f) Readability and appeal
 - (g) Relevance to community needs and interests
- (4) The Chestermere Library Board believes Canada should develop its own self-sustaining publishing industry. The Board recommends that wherever possible Canadian Publishers and agents be used as suppliers of material for the Library and that an emphasis be placed on the acquisition of Canadian and local material for the collection.
- (5) Library recognizes a special obligation to purchase and preserve materials which convey detailed information about Canada, the province of Alberta, the community of Chestermere and its residents.

Date Adopted: September 19, 2007

Date Reviewed/Revised: October 9, 2014

Date to Review: October 2015

Approval Signature: _____

203 Gifts and Donations

- (1) The Chestermere Public Library accepts and encourages gifts and donations from the public.
- (2) Materials offered as gifts will be accepted on the condition that materials are in accordance with the guidelines of the “Selection of Materials” Policy 202.
- (3) The Library reserves the right to use and to dispose of gifts as it sees fit, following the guidelines of the “Disposition of Library Materials” Policy 204.
- (4) No condition relating to any gift may be imposed after its acceptance by the Library.

Date Adopted: September 19, 2007

Date Reviewed/Revised: April 30, 2017

Date to Review: April 30, 2021

Approval Signature: _____

204 Disposition of Library Materials

- (1) Items which cease to meet the selection guidelines may be removed from the collection by the Director.
- (2) Weeded items may be disposed of in any of the following ways, as appropriate:
 - (a) Donated;
 - (b) Offered for resale;
 - (c) Given away;
 - (d) Recycled.
- (3) Guidelines for weeding:
 - (a) Physical condition – dirty, worn-out, damaged, ragged binding, missing or torn pages, shabby appearance.
 - (b) Subject matter – information is no longer accurate; theme or style are outdated; superseded edition; duplication in little used areas.
 - (c) Usage.
 - (d) Age.

Date Adopted: September 19, 2007

Date Reviewed/Revised: October 9, 2014

Date to Review: October 2015

Approval Signature: _____

205 Acquisition from Other Sources

- (1) The Chestermere Public Library will provide information and materials from other sources including interlibrary loans.
- (2) All interlibrary loans will be made in keeping with the Alberta Libraries Act and the guidelines of the Province.
- (3) Only members of the Chestermere Public Library will have access to the interlibrary loans service.
- (4) The Library will acquire materials from other sources to meet the needs of the community.
- (5) The use of the interlibrary loan service is an extension of, not a substitute for resources not in the Library.

Date Adopted: September 19, 2007

Date Reviewed/Revised: April 30, 2017

Date to Review: April 30, 2021

Approval Signature: _____

206 Resource Sharing

(1) As per the Libraries Act Regulation:

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

- (2) The Chestermere Public Library participates in the provincial interlibrary loan network by virtue of membership in the Marigold Library System, TRAC and TAL therefore shall abide by the rules and procedures as outlined by each.
- (3) The Board believes resource sharing is an integral part of the service provided by the Library. Therefore, every attempt should be made to make accessible any material to fulfill customer requests and the Library will reciprocate by providing any material request by other participants in the aforementioned programs.
- (4) The Board agrees as a member library of The Alberta Library to participate in The Alberta Library Card Program, in accordance with the policy of The Alberta Library Card program, as approved by the Board of The Alberta Library.
- (5) The Library publicizes the inter-library loan and Alberta Library card services to customers through newspaper articles, posters and brochures.
- (6) Training of staff in resource sharing is the responsibility of the Library through Marigold Library System, TRAC and TAL and shall be carried out through a combination of on-site visits, workshops, memo, procedure manuals, and conferences.

Date Adopted: September 19, 2007

Date Reviewed/Revised: April 30, 2017

Date to Review: April 30, 2021

Approval Signature: _____

207 World Language Materials

- (1) The Chestermere Library Board recognizes the multicultural nature of our community and our province and therefore will provide access to library materials in languages other than English.
- (2) The Library will attempt to meet any reasonable requests for service in languages other than English.

Date Adopted: September 19, 2007

Date Reviewed/Revised: April 30, 2017

Date to Review: April 30, 2021

Approval Signature: _____

208 Non-Conventional Print Materials

- (1) The Chestermere Library Board recognizes that persons unable to read or handle conventional print materials are entitled to library and informational services.
- (2) The Chestermere Public Library shall endeavor to provide materials in a form appropriate to the customer, from whatever source is available.
- (3) Sources may be, but not limited to interlibrary loan, the Province, or liaison with community or support agencies in order to put the customer in touch with the source.

Date Adopted: September 19, 2007

Date Reviewed/Revised: April 30, 2017

Date to Review: April 30, 2021

Approval Signature: _____

209 Controversial Materials (Censorship)

- (1) The Chestermere Library Board does not interpret its function or that of its administrators to be the supervisor of public morals. The Board believes in the freedom of the individual, and the right and obligation of parents/guardians to develop, interpret, and enforce their own code of acceptable conduct upon their own household.
- (2) The Library will provide, as far as possible, materials on all sides of controversial issues, including representation of unpopular or unorthodox positions, without censorship or bias, providing the materials give evidence of a sincere desire to be factual.
- (3) The Chestermere Public Library is a community resource where many points of view and modes of expression can be examined without hindrance. People have the right to reject for themselves material of which they do not approve but do not have the right to restrict the freedom of others. Individuals have the right to express opposition of ideas, language etc, however, the Library will not remove items purchased in compliance with the principals of this policy. Selection of material cannot be influenced by anticipated approval or disapproval of its intellectual content by members of the community.
- (4) Library materials will not be marked or identified to show approval or disapproval of the contents, and no catalogued material will be sequestered except for the express purpose of protecting it from injury or theft.
- (5) The public has a right to request the library to reconsider a title that has been selected. The steps in the reconsideration procedure are:
 - (a) Complete the form "Request for Reconsideration of an Item" Appendix D.
 - (b) Upon receipt of the completed form, the Librarian will bring the matter before the Board at the next meeting.
 - (c) The Board's decision in such matters will be final and not subject to appeal.

Date Adopted: September 19, 2007

Date Reviewed/Revised: April 30, 2017

Date to Review: April 30, 2021

Approval Signature: _____

Appendix B - Canadian Library Association Statement of Intellectual Freedom and Libraries

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

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

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

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

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

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

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

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

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

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

Appendix C - Library Association of Alberta - Statement of Intellectual Freedom

Every Albertan, as embodied in the Canadian Charter of Rights and Freedoms, and as supported in the Alberta Bill of Rights and Alberta's Human Rights, Citizenship and Multiculturalism Act, has the fundamental right to have access to all expressions of knowledge, creativity and intellectual activity, and to express their thoughts publicly. This right to intellectual freedom, under the law, is essential to the health and development of democracy and society in Alberta.

Libraries in Alberta have a fundamental responsibility to protect and promote intellectual freedom. Alberta libraries have a responsibility to guarantee and facilitate access to all expressions of knowledge, opinion, creativity and intellectual activity including those which some elements of society consider unconventional, unpopular, unorthodox or unacceptable.

To this end, Alberta libraries shall acquire and make available, through purchase or resource sharing, the widest variety of materials and communication media (including the Internet) that support the intellectual and recreational pursuits of both their communities and individual Albertans.

Alberta libraries have a responsibility to guarantee the right of free expression by making available all of the library's facilities and services to any Albertan who needs them regardless of age, religion, ability, gender, sexual orientation, social or political views, national origin, economic status, location and/or level of information literacy.

Alberta libraries provide service based upon the right of each Albertan to judge individually on questions of politics, religion and morality. Parents have the responsibility for determining their children's access to all library materials.

Alberta library employees do not need to endorse or support every idea or presentation contained in the materials they make available. Alberta library employees do have the responsibility to insure that all perspectives are represented in their collections.

Alberta libraries should resist all efforts to limit their ability to protect and promote intellectual freedom, while at the same time recognizing the right of criticism by individuals and groups. All requests for removal or limitation of access to materials must, however, follow the library's written procedures for reconsidering materials.

Appendix D - Request for Reconsideration of an Item (Expression of Concern)

Author:

Title:

Request initiated by:

Address:

Telephone:

Complainant represents (circle one): Self Organization or Group

ENTIRE FORM MUST BE COMPLETED FOR MATERIAL TO BE RECONSIDERED.

Please use complete sentences. Use back of sheet if necessary.

1. To what in the item do you object? Please be specific.

2. What do you feel might be the result of reading this item?

3. What redeeming features are there in this item?

4. Did you read the entire item? If no, which parts?

5. What do you believe is the theme of this item?

6. What would you like your Library to do about this item?

7. What other material, serving substantially the same purpose, would you recommend in place of this item?

Date:

Signature of Complainant:

Personnel Policies

301 Definitions

- (1) The policies in this document apply to the employees and volunteers of the Chestermere Public Library. Where no policy is set out in this document, the provisions of the Alberta Employment Standards will be followed.
- (a) For the purpose of this policy, the following definitions shall apply:
- (i) **Employee** shall refer to those full-time and part-time individuals who are employed by the Library and responsible for library service at the Chestermere Public Library.
 - (ii) **Volunteers** shall refer to those individuals who perform duties that contribute to the operation of the Library but are not paid for performing these duties.
 - (iii) **Board** shall refer to the Chestermere Library Board, which is comprised of appointed officials and community members.
 - (iv) **Director** shall refer to the Director of Library Services and any person who holds the position of Director of Library Services in an acting capacity.
 - (v) **Direct Report** shall refer to the person to whom an employee or volunteer reports to, and shall be determined by the most current organizational chart. The Director may also act with the authority of any Direct Report under his or her management, as appropriate.
- (b) Requests for any exceptions regarding the application of the Personnel Policy must be submitted to the Director. The Director may choose to make a ruling or may forward the request to the Chestermere Public Library Board for a decision.

Date Adopted: September 15, 2015

Date Reviewed/Revised: October 10, 2019

Date to Review: September 2021

Approval Signature: _____

302 Employee Recruitment

- (1) The Chestermere Library Board upholds the principle of selecting the most qualified and suitable candidate to fill any position that becomes available. The Board supports fair employment practices consistent with legislation. The Board is responsible for hiring the Director. The Director will then be responsible for hiring any additional staff and acquiring volunteers.
- (2) Vacancies may be offered internally. External job postings may be placed in the local newspaper, library employment online services, the library's website and at other agencies and publications that are deemed appropriate for the position.
- (3) Hiring of family members of current employees and Board will be restricted by "arm's length" criteria in terms of hiring and direct supervision. It is necessary for any employee or Board member to disqualify himself/herself immediately whenever the appearance of a conflict of interest exists.
- (4) Screening of all applicants will include a minimum of three references, a Criminal Record check and a Vulnerable Sector check. All employees and volunteers must provide a Criminal Record check and a Vulnerable Sector check every three years. The documents must be submitted within 30 days of the employee's anniversary date. The Library will reimburse employees for the cost of security checks.
- (5) The offer of employment will be issued by the Director. Employment offers for the Director will be issued by the Board. Written acceptance of a position will be required, agreeing to the position, wages, hours of work and any benefits.
- (6) All positions will have a probationary period set as follows:
 - (a) Management/supervisory positions - six months
 - (b) All other positions - three months
- (7) During the probationary period, the employee may be dismissed at any time, for any reason, at the discretion of the employee's Direct Report.
- (8) The probationary period may be reduced or waived in the case of a promotion of a current employee.

Date Adopted: September 15, 2015

Date Reviewed/Revised: October 10, 2019

Date to Review: September 2021

Approval Signature: _____

303 Working Hours, Conditions of Employment and Recording of Time Worked

- (1) The hours of employees will be set to meet the needs of the library with consideration given to meeting the needs of the employees.
- (2) The regular hours of work for
 - (a) Director and Assistant Director 37.5 hours per week
 - (b) Full-Time Librarian is 37.5 hours per week.
 - (c) Full-Time Library Assistant is 37.5 hours per week.
- (3) Part-time employees may be scheduled to work up to thirty (30) hours per week.
- (4) Extra shifts/hours will be paid at the employee's normal rate of pay for that position.
- (5) Any time in lieu must be approved in advance. Time in lieu will be given at a rate of 1 hour lieu for every hour worked.
- (6) Part-time employees are allowed an unpaid rest break of ½ hours minimum during each shift in excess of 5 hours.
- (7) Scheduling for evening and weekend work will be carried out as equitably as possible. Final decisions regarding schedules rest with the Director.
- (8) For the purposes of Local Authorities Pension Plan (LAPP) administration, annual base units (used in the calculation of pensionable service) will be established by position in hours, as follows:

(a) Director and Assistant Director	1950
(b) Librarian	1950
(c) Library Assistant	1950
- (9) Employees will record time worked into the Avanti online payroll site. The Direct Report will approve hours before being submitted to the City of Chestermere payroll. City of Chestermere payroll will maintain these records as per *Alberta Employment Standards*.

Date Adopted: September 15, 2015

Date Reviewed/Revised: October 10, 2019

Date to Review: September 2021

Approval Signature: _____

304 Leave of Absence

All leaves of absence must be communicated to, and coordinated with, the employee's Direct Report.

(1) Sick Leave

- (a) Full Time Employees will earn sick leave with pay at the rate of one day per month. Sick leave covers illness as well as medical appointments. The Director must give prior approval for medical appointments.
- (b) Sick Leave will accumulate to a maximum of 90 working days. Accumulated sick leave is not eligible for payout.
- (c) When an employee is going to be absent due to illness for more than three days then a note from a medical doctor will be required unless exempted by the employee's Direct Report.

(2) Maternity and Parental Leave

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

(3) Bereavement Leave

- (a) In the event of the death of an immediate family member, up to three working days or five working days if the employee has to travel more than 1,000 km with regular pay will be granted to the employee.

(4) Compassionate Leave

- (a) Compassionate leave may be granted to employees who have to be away from work temporarily to provide care or support to a family member who is gravely ill with significant risk of death. The leave will be unpaid and will be up to 8 weeks in length.
- (b) Those who provide care to a parent, child, spouse, brother, sister, grandparent, grandchild, son-in-law, aunt, uncle, niece, nephew, foster parent, ward, guardian, or a gravely ill person who considers the claimant to be like a family member are able to claim the benefit.
- (c) During the leave, an employee will be required to pay their premium for those health and insurance benefits they are eligible for.
- (d) Upon returning to work, the leave will be considered as continuous employment and the anniversary date will remain the same.

(5) Jury Duty

- (a) Employees shall be granted leave of absence without loss of pay for the purpose of jury duty, acting as a witness or if summoned to appear in court on behalf of the Chestermere Public Library. Any remuneration awarded by the court shall be refunded to the Library. Upon being served with notice to appear in court, the employee will immediately notify their Direct Report.

Date Adopted: September 15, 2015

Date Reviewed/Revised: October 10, 2019

Date to Review: September 2021

Approval Signature: _____

305 Vacations

- (1) Accrued vacation entitlement can be taken after successful completion of probation.
- (2) Vacation entitlements are as follows
 - (a) Full-Time Employees:
 - (i) After one year of service, 15 working days with pay
 - (ii) After seven years of service, 20 working days with pay
 - (iii) After twelve years of service, 25 working days with pay
 - (iv) After seventeen years of service, 30 working days with pay
 - (b) Part-time Employees:
 - (i) After one year of service, 4% vacation pay, payable each pay period
 - (ii) After two years of service, 6% vacation pay, payable each pay period
 - (iii) After seven years of service, 8% vacation pay, payable each pay period
 - (iv) After twelve years of service, 10% vacation pay, payable each pay period
 - (v) After seventeen years of service, 12% vacation pay, payable each pay period

Date Adopted: September 15, 2015

Date Reviewed/Revised: October 10, 2019

Date to Review: September 2021

Approval Signature: _____

306 Absenteeism

- (1) Employees are expected to be prompt and regular in attendance.
- (2) Employees, who are unable to report to work on time because of circumstances beyond their control, including illness, are expected to notify their Direct Report within a reasonable period of time on the morning of the absence.
- (3) An absence of a period of three consecutive days without contacting the Direct Report may be considered justification for termination.

Date Adopted: September 15, 2015

Date Reviewed/Revised: October 10, 2019

Date to Review: September 2021

Approval Signature: _____

307 Declared Holidays

- (1) The Library Board deems certain days as Declared Holidays during which the Library will be closed.
- (2) The following days are recognized as Declared Holidays:
 - (a) New Year's Day
 - (b) Family Day
 - (c) Good Friday
 - (d) Easter Sunday
 - (e) Easter Monday
 - (f) Victoria Day
 - (g) Canada Day
 - (h) August Civic Holiday
 - (i) Labour Day
 - (j) Thanksgiving Day
 - (k) Remembrance Day
 - (l) Christmas Day
 - (m) Boxing Day
 - (n) Any other day proclaimed as a holiday by the Federal, Provincial or Municipal Governments
- (3) If a Declared Holiday falls on a full-time employee's regularly scheduled day off, the employee shall be entitled to another day off in lieu of that holiday, to be taken at a time agreed upon between the Direct Report and the employee.
- (4) Eligibility for holiday pay will be determined in accordance with the Alberta Employment Standards Code for Part-time employees.
- (5) Full-time & Part-time employees who work a shift on a Declared Holiday will receive time and a half in lieu for every hour worked.

Date Adopted: September 15, 2015

Date Reviewed/Revised: October 10, 2019

Date to Review: September 2021

Approval Signature: _____

308 Performance Reviews

- (1) A review of each employee's performance will be conducted annually at a time and date agreed upon by the employee and their Direct Report (preferably the anniversary of commencement of employment).
- (2) The appraisal shall involve a review of the employee's job description for possible changes, a review of the goals set during the previous appraisal, and the setting of new goals for the coming year. The review will take into account the employee's ability to perform the tasks listed in the job description and the completion of goals set.
 - (a) A sample performance appraisal document is attached in Schedule E
 - (b) A copy of the signed performance appraisal shall be placed in the employee's confidential personnel file.

Date Adopted: September 15, 2015

Date Reviewed/Revised: October 10, 2019

Date to Review: September 2021

Approval Signature: _____

309 Employee Conduct and Disciplinary Action

- (1) Direct Reports have full authority and responsibility to discipline or dismiss any employee for just cause. Progressive discipline with the aim of being corrective will be utilized, except in extreme cases.
- (2) Progressive discipline steps:
 - (a) Verbal warning with an agreed upon time frame to sit down to discuss.
 - (b) First written warning that includes a reasonable time frame to correct the problem
 - (c) A second written warning that includes a reasonable time frame to correct the problem.
 - (d) Dismissal.
- (3) All disciplinary documentation will be immediately copied and provided to the employee and a signed copy acknowledging receipt will be placed in the employee's file. Each notice or warning will be recorded clearly indicating the potential consequences should the behavior continue or recur.
- (4) Terminations will be administered in accordance with the guidelines established by the Alberta Employment Standards. These Employment Standards may be accessed electronically at the Government of Alberta website.
- (5) Direct Reports and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis to provide the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

Date Adopted: September 15, 2015

Date Reviewed/Revised: October 10, 2019

Date to Review: September 2021

Approval Signature: _____

310 Termination or Alteration of Employment

- (1) Direct Reports may terminate any Employee at any time, for *just cause* without notice or compensation in lieu thereof.
- (2) Termination for *just cause* may include, but shall not be limited to:
 - (a) Rank insubordination
 - (b) Theft
 - (c) Physical or verbal abuse
 - (d) Use of drugs or alcohol on the job
 - (e) Serious infraction of the FOIPP regulations
 - (f) Unreliability and/or dishonesty
 - (g) Mistreatment of library customers, volunteers, or fellow employees
 - (h) Poor job performance or work habits
 - (i) Unexplained absences
 - (j) Any incident of equal gravity
- (3) At any time the Direct Report may terminate or fundamentally alter the terms of employment for any reason, in their absolute discretion, by providing written notice, or pay in lieu of notice, or a combination thereof, equal to the minimum requirements of the *Employment Standards Code*, R.S.A. 2000, Chapter E-9 Section 56 and 57 of the *Employment Standards Code* outlined in Schedule F. No notice or pay in lieu of notice in excess of the minimums of the *Employment Standards Code* shall be provided. Should there be a discrepancy between Schedule F and the current *Employment Standards Code*, the current Employment standards code will be followed.
- (4) It is understood and agreed that the above notice or payment in lieu of notice, or combination thereof, is reasonable and adequate notice, and will fulfill all requirements for notice, or payment in lieu of notice imposed by law.
- (5) Upon termination or alteration of employment as set out herein, it is understood that the Employee shall have no further claims against, or be entitled to any further remuneration or compensation from the Library arising out of the termination or alteration of employment.
- (6) To be considered to have left “in good standing” employees of the Library are encouraged to give fourteen (14) calendar days notice of termination of employment.
- (7) Payment of earnings when employee is terminated or resigns will meet or exceed Alberta Employment Standards.
- (8) An employee dismissed for *just cause* will forfeit any special privileges or benefits and will only receive wages and vacation pay due by Employment Standards.

Date Adopted: September 15, 2015

Date Reviewed/Revised: October 10, 2019

Date to Review: September 2021

Approval Signature: _____

311 Grievance Procedure

- (1) A grievance is defined as any difference arising out of the interpretation, application, administration or alleged violation of any policy affecting employees. A grievance must be presented in writing with full detail. Employees experiencing employment-related problems may contact their Direct Report for resolution of the problem. The Director may take staff problems to the Board.
- (2) The purpose of the grievance procedure is to ensure that any grievance is processed in an expeditious manner. Therefore, compliance with the procedures is mandatory. The griever shall be present at each step of the grievance procedure. If the employer fails to comply with the procedures, the grievance may be processed to the next step by the griever. If the griever fails to comply with the procedures, the grievance shall be considered abandoned. An abandoned grievance will not prejudice employees in any future grievance of a similar nature.
- (3) Note that a grievance is a term with legal meaning, whereas a complaint is not. For a grievance to be placed, the employee's employment must have been adversely affected by the matter being grieved. A complaint may result from any condition of employment that the employee feels is unjust or inequitable. An earnest effort shall be made to settle a grievance fairly and promptly in the manner hereinafter described.
- (4) An Employee with a grievance in regard to the interpretation of this Policy will resolve it through the procedures outlined below.
 - (a) A grievance will be initiated by the griever/employee with their Direct Report within seven (7) calendar days from the day the incident comes to the attention of the Employee.
- (5) In the event that an employee or volunteer is uncomfortable or unable to make a complaint or file a grievance with their Direct Report, they are encouraged to do so with a Direct Report who is higher on the organizational chart.
 - (a) For example, an employee may use their discretion to file a grievance with the Board.
 - (b) Confidentiality will be maintained wherever possible
- (6) Volunteers are encouraged to make a complaint to their Direct Report if they believe their rights have been violated.

Date Adopted: September 15, 2015

Date Reviewed/Revised: October 10, 2019

Date to Review: September 2021

Approval Signature: _____

320 Director of Library Services Job Description

As Chief Executive Officer and sole employee of the Board, the Director is responsible for all areas of library service and operation. This involves planning, developing, managing, organizing, evaluating, and at times actively engaging in the day-to-day functioning of the Library. While the level of direct involvement in each functional area varies, requiring a degree of delegation of tasks, final responsibility and accountability to the Board rests with the Director.

The Library Director manages the Library within the framework of the Alberta Libraries Act and Regulations, the Library's corporate culture as embodied in the Chestermere Public Library Vision and Mission Statements, Strategic Plan, policies, budget, and the Board's directives, all with particular emphasis on excellence in customer service. The Director is accountable to the Board and reports to the Chair. The main functions and areas of accountability are:

- Administers and oversees all library operations in accordance with the policies and procedures set out by the Board.
- Ensuring the efficient functioning of the library thus meeting the goals, objectives and mission of the organization.
- Build relationships and/or partnerships with the community to increase awareness of the Library, its services, programs and resources.
- In partnership with the Board and Foundation solicit private sector donations.
- Assists the Board with policy formation, suggests policy changes, monitors and evaluates existing policies and procedures and implements and interprets Board policies to the staff and the community.
- Attends regular Board meetings.
- Provides leadership in working relationships and communication, ensuring high productivity and quality public service; encourage initiative, responsibility and creativity.
- Provides staff with a safe and welcoming work environment thus promoting loyalty and job satisfaction.
- Coordinates programs and services as governed by the Board to meet the goals and objectives of the Library and the needs of the community.
- Assists the Board with regular strategic planning initiatives.
- Accounts for all capital and operational expenditures in an astute and diligent manner.
- Reports to the Board on library activities, performance measures and provides the Board with advice on matters pertaining to library operations and activities.
- Manages all functions relating to staffing and volunteer recruitment: hiring, terminating, training, disciplining, supervising, mentoring and evaluating.
- Coordinates collection management with the intent of providing the community with materials required for information, recreation and relaxation.
- Prepares, presents and upon approval, manages the annual budget.
- Plans, develops and implements public relations programs, identifies funding sources and completes grant applications in conjunction with the Board and Staff.
- Prepares and submits annual reports and other documents to the Public Library Services Branch and to Marigold Library System.
- Ensures the Library facility, technology, equipment, furnishings, fittings and supplies are appropriately maintained and replaced. Ensures safe conditions for Staff, the public and building operation.
- Participates in professional associations and professional development opportunities.
- Other duties assigned by the Board.

Qualifications

- MLS from an accredited university or equivalent. Equivalent education and experience may also be considered by the Board.
- Five years of experience in an increasingly responsible supervisory and/or administrative position.
- Valid driver's license and own transportation.

- Ability to work flexible hours.
- Must have a current Criminal Record Check/Police Information Check

Date Adopted: September 19, 2007

Date Reviewed/Revised: September 15, 2015

Date to Review: January 2018

Approval Signature: _____

321 Assistant Director Job Description

The Assistant Director reports to the Director. As part of the management team, the Assistant Director carries out the day-to-day functions of the Library.

Chestermere Public Library employees support and work within the framework of the Alberta Libraries Act and Regulations, the Library's corporate culture as embodied in the Chestermere Public Library Vision and Mission Statements, Strategic Plan, policies, budget, and the Board's directives, all with particular emphasis on excellence in customer service.

The main functions and areas of accountability are as follows:

- Administers and oversees all library operations in accordance with the policies and procedures in the absence of the Director.
- Liaises with stakeholders and represents the Library at professional meetings and community outreach in the absence of the Director or when delegated to do so.
- Assists the Director in the daily management and operation of the library.
- Assists the Director in the administration and evaluation of current library services and programs
- Assists the Director in the planning, implementation and evaluation of goals and objectives as reflected in the Strategic Plan.
- Advises the Director about changes necessary to library procedures.
- Attends workshops and conferences in order to garner knowledge of new developments in the library field, enhance existing work skills and obtain new ideas for services and programs.
- Assists in the training, supervision and evaluation of staff and volunteers.
- Assists in preparing monthly and weekly work schedules to ensure effective and efficient use of staff.
- Establishes and implements public relations programs and partners with other community organizations to promote the Chestermere Public Library
- Promotes library services, collections, and programs within the library and the community.
- Supports the planning, organizing and promoting of special events, programs and projects that satisfy emerging trends, or as determined by the Director.
- Assists with policy/procedure development and implementation
- Develops, manages and measures effectiveness of library programs and functions for all demographics of the community
- Facilitates relationships between the library and other community organizations such as Parent Link, Community Services etc.
- Oversees the maintenance of the library website and social media sites in cooperation with select staff.
- Purchases office supplies for the Library
- Coordinates and manages the booking of the program room.
- Oversees daily cash procedure
- Other related duties.

Qualifications

- MLS or Library Technician diploma or equivalent education/management and experience
- The ability to build and maintain an effective network of resources and community connections
- Valid driver's license and own transportation
- Ability to work flexible hours

- Must have a current Criminal Record Check/Police Information Check
- Valid first aid training

Date Adopted: September 19, 2007

Date Reviewed/Revised: June 5, 2017

Date to Review: January 2018

Approval Signature: _____

322 Librarian Job Description

The Librarian reports to the management team.

Chestermere Public Library employees support and work within the framework of the Alberta Libraries Act and Regulations, the Library's corporate culture as embodied in the Chestermere Public Library Vision and Mission Statements, Strategic Plan, policies, budget, and the Board's directives, all with particular emphasis on excellence in customer service.

The Librarian is accountable and reports to the management team. The main functions and areas of accountability are as follows:

- Assists the management team in the administration and evaluation of current library services and programs
- Assists in the training of staff and volunteers.
- Assists with troubleshooting and maintenance of technology.
- Develops and maintains comprehensive troubleshooting and instruction manuals for office equipment and the integrated library system.
- Promotes library services, collections, and programs within the library and the community.
- Supports the planning, organizing and promoting of special events, programs and projects that satisfy emerging trends, or as determined by the management team.
- Develops, manages and measures effectiveness of library programs and functions for children in the community
- Liaises with stakeholders and represents the Library at professional meetings and community outreach when delegated to do so.
- Assists with the maintenance of the library website and social media sites in cooperation with select staff.
- Other related duties.

Qualifications

- MLS or equivalent with public library background
- Valid driver's license and own transportation
- Ability to work flexible hours
- Must have a current Criminal Record Check/Police Information Check
- Valid first aid training

Date Adopted: September 15, 2015

Date Reviewed/Revised: June 5, 2017

Date to Review: January 2018

Approval Signature: _____

323 Job Description – Library Assistant

The Library Assistant is accountable to and reports to the management team and is responsible for carrying out activities relating to circulation activities, to the maintenance of the Library's collections, to programming and to readers' advisory services.

Chestermere Public Library employees support and work within the framework of the Alberta Libraries Act and Regulations, the Library's corporate culture as embodied in the Chestermere Public Library Vision and Mission Statements, Strategic Plan, policies, budget, and the Board's directives, all with particular emphasis on excellence in customer service.

The main functions and areas of accountability are:

- Follows established library procedures to ensure the efficient functioning of the library thus meeting the goals, objectives and mission of the organization.
- Check in, checkout, registration and related circulation duties including preparing and completing computer generated reports, filing etc.
- Answers circulation, readers' advisory and general library questions; Assists customers in locating materials to meet their needs.
- Processes library materials including new materials, mending and preparing interlibrary loans.
- Shelves and shelf reads collections to ensure customer access.
- Participates in Library programming and advocacy/outreach to meet the goals of the Library and the needs of the community.
- Cash handling and reconciliation.
- Creates and maintains displays.
- Other related duties.

Qualifications

- General high school diploma.
- Valid driver's license and own transportation.
- Ability to work flexible hours
- Must have a current Criminal Record Check/Police Information Check

Date Adopted: September 19, 2007

Date Reviewed/Revised: April 30, 2017

Date to Review: January 2018

Approval Signature: _____

Chestermere Public Library Staff Performance Review

Staff Name: _____

Date of Review: _____

Position: _____

1. What can you do to better align your actions with the VISION and MISSION for the Chestermere Public Library?

2. What can you STOP DOING to better align your actions with the VISION and MISSION for the Chestermere Public Library?

3. What can we do to help you better accomplish YOUR GOALS and/or better align with our VISION and MISSION for the Chestermere Public Library?

Signature: _____

Date: _____

Signature of Supervisor: _____

Date Adopted: September 15, 2015

Date Reviewed/Revised: April 30, 2017

Date to Review: January 2018

Approval Signature: _____

Employer's termination notice

56 To terminate employment an employer must give an employee written termination notice of at least

- a) one week, if the employee has been employed by the employer for more than 3 months but less than 2 years,
- (b) 2 weeks, if the employee has been employed by the employer for 2 years or more but less than 4 years,
- (c) 4 weeks, if the employee has been employed by the employer for 4 years or more but less than 6 years,
- (d) 5 weeks, if the employee has been employed by the employer for 6 years or more but less than 8 years,
- (e) 6 weeks, if the employee has been employed by the employer for 8 years or more but less than 10 years, or
- (f) 8 weeks, if the employee has been employed by the employer for 10 years or more.

1996 cE-10.3 s56

Termination pay

57(1) Instead of giving a termination notice, an employer may pay an employee termination pay of an amount at least equal to the wages the employee would have earned if the employee had worked the regular hours of work for the applicable termination notice period.

(2) An employer may give an employee a combination of termination pay and termination notice, in which case the termination pay must be at least equal to the wages the employee would have earned for the applicable termination notice period that is not covered by the notice.

(3) If the wages of an employee vary from one pay period to another, the average of the employee's wages for the 3-month period immediately preceding the date of termination of employment is to be used to determine the employee's termination pay.

1996 cE-10.3 s57

Date Adopted: September 15, 2015

Date Reviewed/Revised: April 30, 2017

Date to Review: January 2018

Approval Signature: _____

400 Occupational Health and Safety Policy

- (1) The Chestermere Library Board is committed to providing safe and healthy library facilities for staff and customers.
- (2) Occupational Health and Safety requires employers to
 - (a) Identify existing or potential hazards of working alone
 - (b) Implement measures to reduce risk
 - (c) Ensure an effective means of communicating in case of emergency
 - (d) Ensure that staff can perform their jobs safely.

Date Adopted: September 19, 2007

Date Reviewed/Revised: April 30, 2017

Date to Review: January 2018

Approval Signature: _____

401 Working Alone

(1) The Chestermere Library Board is committed to providing safe and healthy library facilities for staff and customers. As such:

- (a) A minimum of two library employees (paid or volunteer) must be working when the Library is open to the public.
- (b) Library employees may be in the Library alone outside of regularly scheduled shifts only with the permission of the Director or the Board Chairperson, and for the express purposes of Library tasks, including room rental or after hour programming.
- (c) In the event that scheduled employees are unable to attend their shift, leaving only one employee in the building during open hours, the Director and/or Board Chair will be informed and, at her/his discretion, a decision to close the building may be made.
- (d) All attempts to have two people in the library during open hours will be exhausted prior to closing the library. If while these attempts are being made, a staff member is alone, she/he is authorized to close the library until the situation is rectified.

Date Adopted: October 29, 2008

Date Reviewed/Revised: April 30, 2017

Date to Review: January 2018

Approval Signature: _____

402 Violence in the Workplace

- (1) The Chestermere Library Board is committed to providing safe and healthy library facilities for staff and customers. In accordance with the Occupational Health and Safety legislation and regulations, The Chestermere Public Library Board:
- (a) Defines violent acts as the threatened, attempted or actual conduct of a person that causes, or is likely to cause physical injury to its staff as per the Criminal Code and Federal/Provincial Laws.
 - (b) Will deal immediately with behaviors that are a threat to personal safety or area of a violent nature to prevent escalation and ensure the safety of staff through intervention or contact with the police.
 - (c) Will appropriately investigate and discipline those in contravention of this policy, either Director or members of the public.
 - (d) Any instances of staff contravention will be investigated and addressed by the Library Director.
 - (e) Violence and abuse towards the Board and staff will not be tolerated, as defined in (a). Steps may be taken by the Board or Director to ban the perpetrator from the premise until an investigation is complete.
- (2) Staff will:
- (a) Refrain from any behavior that can be construed as violent.
 - (b) Report and instances of violence to the Director immediately.
 - (c) Contact the police, if the situation is occurring or is escalating.

Date Adopted: October 29, 2008

Date Reviewed/Revised: April 30, 2017

Date to Review: January 2018

Approval Signature: _____

403 Harassment in the Workplace

- (1) The Chestermere Library Board is committed to providing safe and healthy library facilities for staff and customers. As such:

- (a) It defines harassment as behaviors, practices, or policies either written, verbal or in any digital format, that demean or in any way lessen an employee or a member of the public, or that have an adverse impact based on age, ancestry, color, race, religion, sexual orientation, gender or any other ground covered by Alberta's Human Rights, Citizenship and Multiculturalism Act.
- (b) Will deal immediately with behaviors, practices or policies that demean or lessen any employee as stated in (a).
- (c) Will appropriately investigate and discipline those in contravention of this policy, either Director or members of the public.
- (d) Any instances of staff contravention will be investigated and addressed by the Library director.
- (e) Harassment towards the Board and staff will not be tolerated, as defined in (a). Steps may be taken by the Board or Director to ban the perpetrator from the premise until an investigation is complete.

- (2) Staff will:

- (a) Refrain from any behavior that can be construed as harassing or demeaning.
- (b) Report and instances of harassment to the Library Director or Board Chair immediately.

Date Adopted: October 29, 2008

Date Reviewed/Revised: April 30, 2017

Date to Review: January 2018

Approval Signature: _____

500 Meeting Room Rental Policy

(1) Purpose and Intent

- (a) The Chestermere Public Library views its facility resources as a valuable community asset. The Meeting room is provided for library and library-related programs and meetings. After these needs are met, the meeting room facilities are available to non-profit community groups/organizations.
- (b) There is no charge for use of the meeting room by groups presenting programs in which the Library is a sponsor or partner. The final determination regarding charges will be left to the discretion of the Director.

(2) Policy

- (a) There is one meeting room in the Chestermere Public Library.
- (b) The Library shall review each application for meeting room space and determine eligibility in one of the three following categories:
 - (i) preferred user
 - (ii) not-for profits/community groups
 - (iii) For profit organizations
- (c) The preferred user list includes but is not limited to: Library Board and Foundation, organizations that have partnered with the Library where both parties benefit, e.g. planned program facilitated by an outside instructor for Library customers at no charge to the Library or its customers.
- (d) Space in the meeting room will be rented out as per the current Library Fee Schedule.

(3) Booking Procedure

- (a) The meeting room must be booked through the Director or designate at least 7 days prior to the meeting / event. The security deposit must be paid at time of booking.

(4) Security Deposit

- (a) A security deposit of \$50 shall be obtained for meeting room rental.
- (b) The renter's responsibility for damages is not limited by the amount of the security deposit.
- (c) The security deposit shall be applied in part or in whole to any expense incurred as a result of damages/theft to the Library and or equipment during the time that the renter occupies the meeting room.
- (d) The security deposit shall be returned in full to the renter upon a satisfactory inspection of the meeting room and or equipment by the Director or designate following completion of the event, or end of rental date.

(5) Authority of the Library

- (a) The Library shall have authority to cancel any event and have authority to remove or have removed any persons from the Library if it is determined that any policies are broken or that the meeting room is not being used for the purpose for which it was intended.
- (b) The Library shall, at its discretion, provide equipment as per the Library Equipment Rental Schedule. The Library shall have the authority to deny the use of the meeting room to any person or group.

Date Adopted: April 16, 2008

Date Reviewed/Revised: April 30, 2017

Date to Review: February 2019

Approval Signature: _____

501 Computers and Internet Policy

(1) Statement of Intent

- (a) Chestermere Public Library Board offers public access to the Internet at our library. The Internet, as an information resource, enables the library to provide information beyond the limits of its own collection.

(2) Public Access Computers

- (a) All members of the community have equal access to the Internet either through stationary public access computer(s) or wireless devices, during open hours. The library reserves the right to limit the time spent on public access computers during busy periods.
- (b) Use of the public access computer(s) is at the sole risk of the user. The library will not be responsible for damage to a person's hardware or software, or for any loss of data, damage, or liability that may occur from a person's use of the library's computers, whether from computer virus infection, or otherwise.
- (c) People are responsible for protecting their wireless devices from viruses and other security threats. The library is not responsible for any information that is compromised, or for any damage caused to hardware or software when using the library's wireless network services. Causes for damage may include, but are not limited to power surges, security issues, hacking, or viruses.
- (d) Users are responsible for any willful damage to the library's computers and may be liable for replacement costs.

(3) Internet Access and Wi Fi

- (a) The library and its staff cannot control the availability of access to the Internet, to specific information sites, or to e-resources. Access is not available at all times and information sites change rapidly and unpredictably as they are beyond the control of the Library.

(4) The Internet

- (a) Chestermere Public Library provides unfiltered access to the Internet, in line with our views on censorship (policy 209, Appendices B and C). The Internet is an unregulated global environment. While it offers a wealth of information that is personally, professionally, and culturally enriching, it also contains information that may be offensive, disturbing, illegal, or not suitable to some persons or communities.
- (b) Whilst upholding the right of library users to access materials that support their intellectual pursuits, the library internet cannot be used for illegal activity, to access illegal materials, or to access obscene material, as defined under section 163 of the Canadian Criminal Code. This includes but is not limited to identify theft, distribution of illegal materials, accessing illegal images, stalking, harassment, bullying and other codes/laws which prohibits to do so.
- (c) Users are responsible for the information they access; not all Internet information sources provide accurate, complete, or current information. The library does not monitor and has no control over the information accessed through the Internet and is not responsible for its content or usage. Users are responsible for their online activity, including but not limited to, commercial transactions made while using the library's Internet connection. We ask that patrons using the Internet – whether on personal devices or public access terminals – remain aware of their surroundings and consider other library users when using the public computers.
- (d) Parent or guardians are solely responsible for the information accessed by their children and for their children's use of the Internet.

(5) Legal Compliance

- (a) In accessing the Internet, the user is subject to federal, provincial, and municipal legislation related to Internet use, including the provisions of the Criminal Code regarding obscenity, child pornography, sedition, and the incitement of hatred. You must not use the Internet for any illegal purposes. You agree that you will use the Internet in compliance with all applicable municipal, provincial, federal and international laws, rules

and regulations, including any laws regarding the transmission of technical data. You shall not (a) use the Internet to upload, transmit or otherwise distribute any content that is unlawful, defamatory, harassing, abusive, fraudulent, obscene, contains viruses, or is otherwise objectionable (as determined by the Library in its sole discretion); (b) upload, transmit or otherwise distribute content that infringes upon another party's intellectual property rights or other proprietary, contractual or fiduciary rights or obligations; or (c) use the Internet for any fraudulent or inappropriate purpose.

- (b) Copyright: Copying or distributing material found on the Internet may infringe on copyright or other intellectual property rights of others. The Library is not responsible for such infringements by you
- (c) Breach of these Terms of use: If you breach any provision of these Terms of Use, damage this hardware, modify or attempt to modify any software program, or subvert or attempt to subvert any security devices that the Library has installed, then the Library may terminate your use of any of the Library's computers. The Library may also suspend library privileges for such length of time as the Library considers appropriate. In addition, your breach, damage or security subversion may result in civil or criminal proceedings being commenced against you. The Library reserves the right, but shall have no obligation, to investigate your use of the Internet in order to determine whether a violation of these Terms of Use has occurred or to comply with any applicable law, regulation, legal process or governmental request.
- (d) Identification: You agree to hold harmless and indemnify the Library, its directors, officers, employees and agents, from and against all third party claims and legal proceedings of every kind whatsoever arising from or in any way related to your use of the Network. This includes all legal costs incurred by the Library in the defence of such claims and proceedings.

Approved Date: Sept 13, 2012

Date Reviewed/Revised: April 30, 2017

Date to Review: February 2019

Approval Signature: _____

Schedule G - Booking Procedure for Chestermere Public Library Meeting Room

The meeting room must be booked through the Library Director or designate at least 7 days prior to the meeting / event. A security deposit must be obtained at time of booking.

(1) Security Deposit

- (a) A security deposit of \$50 shall be obtained for meeting room rental.
- (b) The renter's responsibility for damages is not limited by the amount of the security deposit.
- (c) The security deposit shall be applied in part or in whole to any expense incurred as a result of damages/theft to the Library and or equipment during the time that the renter occupies the meeting room.
- (d) The security deposit shall be returned in full to the renter upon a satisfactory inspection of the meeting room and or equipment by the Director or designate following completion of the event, or end of rental date.

(2) Booking Procedure

- (a) The Library will not be rented on statutory holidays or days/times when the library is closed unless specifically approved by the Director.
- (b) All renters booking the meeting room must complete a rental agreement APPENDIX G prior to use. Signers must be 18 years of age or older.
- (c) The Library may provide a separate rental agreement at the Director's discretion.

(3) Authority of the Library

- (a) The Library shall have authority to cancel any event and have authority to remove or have removed any persons from the Library if it is determined that any policies are broken or that the meeting room is not being used for the purpose for which it was intended.
- (b) The Library shall, at its discretion, provide equipment as per the Library Equipment Rental Schedule.
- (c) The Library shall have the authority to deny the use of the meeting room to any person or group.

(4) Responsibilities of the Renter

- (a) No smoking or alcohol is permitted in the building.
- (b) The renter shall be responsible for the cleanliness of any equipment used, including tables and chairs.

(5) Responsibilities of the Library

- (a) The Library shall set up and take down tables and chairs as required.
- (b) The Library shall insure that the meeting room is in a clean and presentable condition prior to any scheduled meeting or event.

I, _____ (please print) under contract with the Library understand my responsibilities as per this policy and am subject to appropriate disciplinary action, which may include termination of our contract or payment for damages/cleaning.

Signed: _____ Date: _____