

CAROLINE MUNICIPAL LIBRARY

POLICY MANUAL



Approved November 26, 2007

**CAROLINE MUNICIPAL LIBRARY
POLICY MANUAL**

CAROLINE MUNICIPAL LIBRARY – POLICIES

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CAROLINE MUNICIPAL LIBRARY

POLICY MANUAL

Category: Board

Policy Number: 101

Title: Appointment to the Board

Policy

Statement:

Individuals that have a strong commitment to the ideals of library service in the community should be approached to serve on the Board.

Guidelines and Procedures:

1. The Caroline Library Board, hereinafter called the Board, will consist of (7) seven members appointed by the Council of the Village of Caroline. There must be (4) four village appointees and (3) three County of Clearwater appointees on the Board. One voting member will be a Village Councilor. One voting member will be the County representative.
2. A term of office for a Board member is three years commencing in October. No member of the Board may serve more than two consecutive terms.
3. The Village representative will report all vacancies on the Board to the Village Council within five working days. These positions will be filled in the same manner as originally made. Appointments will be made for three years for all members of the Board including Village and County representatives.
4. Available positions on the Library Board will be advertised through the local newspaper to the general public.
5. Potential individuals should be approached to see if they would be interested in serving on the Board and asked to submit a letter of interest.
6. Appointments shall be in accordance with the Libraries Act.

CAROLINE MUNICIPAL LIBRARY

POLICY MANUAL

Category: Board

Policy Number: 102

Title: **Orientation of Trustees**

Policy

Statement:

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

Guidelines and Procedures:

- 1) Upon appointment to the Board, a trustee shall receive copies of all current and/or working documents of the Board, as well as a folder that will contain:
 - Names and addresses, positions and terms of the current trustees; dates of regular meetings
 - Names and positions of staff
 - Policies & Bylaws
 - The Alberta Libraries Act and Regulation
 - Roles and Responsibilities of a Board Member
 - Current Plan of Service
- 2) A member of the Board and the Librarian will spend time with the new Board member prior to their first meeting explaining the role of the library in the community and the functions of the Board.
- 3) Upon attendance at his or her first meeting, each new member shall be made aware of the operations of the library and such duties as he or she may be expected to fulfill.
- 4) Trustees will be expected, when possible, to attend at least one session of a Trustee orientation workshop

CAROLINE MUNICIPAL LIBRARY

POLICY MANUAL

Category: Board

Policy Number: 103

Title: Duties of the Board

Policy

Statement:

Board members shall actively participate in meetings and committees.

Guidelines and Procedures:

1. Treat other Board members with courtesy, helping the chair to keep the meeting on track.
2. The Board shall follow Robert's Rules of Order
3. Prepare for meetings by ensuring assigned tasks from previous meetings are completed.
4. Become familiar with agenda and issues.
5. Review minutes of previous meeting.
6. Board members are expected to participate actively in:
 - Discussions and decision-making
 - Policy development, approval, monitoring, review and evaluation.
 - Development and review of the Plan of Service.
 - Budgeting.
 - Employment/evaluation of staff.
 - Fundraising
7. Make chair aware of relevant issues for next meeting.
8. Board members should be fully versed in the Alberta Libraries Act

The Board will have power to:

- Select a librarian and assistants as may be deemed necessary, to fix salaries, determine working conditions, and prescribe duties.
- Make and enforce all rules, regulations and policies for the governance of the Caroline Municipal Library.

CAROLINE MUNICIPAL LIBRARY

POLICY MANUAL

Category: Board

Policy Number: 103 Page 2

Title: **Duties of the Board**

- Administer funds received from the Province of Alberta and any additional funds which may accrue to the Library. The Board will be responsible for having an annual budget prepared and for the acceptance of an annual budget. The Board will approve all payment of bills.
- Have prepared all the necessary and proper reports as may be required by the municipal, provincial or federal governments.

The Board and Library staff is responsible for:

- public relations and interpreting the Library to the public
- instituting a program of planned growth and improvement of Library service and monitoring the success of said service.

CAROLINE MUNICIPAL LIBRARY

POLICY MANUAL

Category: Board

Policy Number: 104

Title: Duties of Chairperson

Policy

Statement:

Duties of the chairperson shall be clearly delineated.

Guidelines and Procedures:

1. Provides leadership to the Board.
2. Ensures that the Board meets requirements of trusteeship.
3. Chairs (Board) meetings by:
 - Ensuring that the meeting is required and necessary information is collected beforehand.
 - Starting the meeting at the scheduled time, outlining meeting's objectives.
 - Making additions or deletions to agenda as required.
 - Following the approved agenda and the adopted rules of order
 - Encouraging input from all
 - Setting issues out clearly and summarizing discussion while guiding the problem solving process.
 - Limiting discussion to ensure business is completed within the allotted time
 - Ensuring that everyone is aware of tasks to be completed by the next meeting.

Sets tone and climate for Board activity.

Ensures proper records are kept and signs adopted minutes of meetings and approved policies.

Holds signing authority on Library bank accounts.

CAROLINE MUNICIPAL LIBRARY

POLICY MANUAL

Category: Board

Policy Number: 105

Title: Duties of Vice-Chairperson

Policy

Statement:

Duties of the vice-chairperson shall be clearly delineated.

Guidelines and Procedures:

1. Assumes duties of the chair in the absence of the chair.
2. Assumes active trustee recruitment and orientation.
3. Any other duties as assigned by the chair.

CAROLINE MUNICIPAL LIBRARY

POLICY MANUAL

Category: Board

Policy Number: 106

Title: **Continuing Education of Trustees**

Policy

Statement:

Board members shall be aware of ongoing trends in the library community.

Guidelines and Procedures:

Trustees are encouraged to attend workshops and conferences and to participate in other programs in order to become and remain informed of current and projected trends in library services and to develop specific skills in order to adequately fulfill their position.

Funding will be made available whenever possible, and within budget constraints, to achieve these goals.

CAROLINE MUNICIPAL LIBRARY

POLICY MANUAL

Category: Board

Policy Number: 107

Title: Meetings of the Library Board

Policy

Statement:

The Board shall meet monthly to review and conduct the business of the Library Board.

Guidelines and Procedures:

1. The Board will meet on the third Monday of each month unless another agreeable date is chosen. The July and August meetings will be combined.
2. The Board will hold an organizational meeting each year in November. The agenda for the organizational meeting is in **Schedule A**.
3. The Board will elect at its organizational meeting a Chair, and a Vice-Chair who each will serve a term of no more than one consecutive year. In the absence of the Chairperson the Vice-Chairperson will act as Chairperson.
4. A majority of the appointed members of the Board will constitute a quorum (4), but there must be representation from both the Village and County.
5. All Board members are expected to attend at least eight meetings per year. If a member misses three consecutive meetings without valid reasons then it is deemed he/she has resigned.
6. The Board will do a self-evaluation in September of each year.
7. Voting may be made by show of hands, except in the case of election of officers in which case it will be by secret ballot. Chairperson has a vote only in the case of a tie.
8. Signing authority will be two of the following: Village Council Representative, Chairperson and Librarian.
9. The Board may appoint sub-committees to deal with any special phase of matters coming under the jurisdiction of the Board.
10. Special meetings for business that cannot wait for a regular meeting may be called by the Chairperson at his/her discretion or at the request of the Board with twenty-four hours notice. The agenda for special meetings is listed in **Schedule A**.

CAROLINE MUNICIPAL LIBRARY

POLICY MANUAL

Category: Board

Policy Number: 108

Title: **Membership in Library and Community Associations.**

Policy

Statement:

The Caroline Municipal Library Board strongly believes that the library should belong to various organizations.

Guidelines and Procedures:

1. The Board will pay an annual membership fee to belong to the Alberta Library Trustees Association.
2. The Board will pay an annual membership fee to belong to the Library Association of Alberta.
3. The Board will pay an annual membership to belong to the Caroline and District Chamber of Commerce.

CAROLINE MUNICIPAL LIBRARY

POLICY MANUAL

Category: Board

Policy Number: 109

Title: **Advocacy**

Policy

Statement:

Advocacy should be the responsibility of the whole Board.

Guidelines and Procedures:

1. Activities which will support this policy should be:
 - Soliciting letters from library supporters.
 - Writing letters to the Minister of Community Development
 - Writing letters to the M.L.A.
 - Writing letters to the M.P.
 - Making presentations to County Council and writing letters to councilors.
 - Participating at election time (re: library issues)
 - Soliciting support of the business community.
 - Soliciting support of the public at large and service groups.

CAROLINE MUNICIPAL LIBRARY

POLICY MANUAL

Category: Finances

Policy Number: 201

Title: **General**

Policy

Statement:

The Caroline Municipal Library Board shall keep detailed financial records of all monies.

Guidelines and Procedures:

1. The Fiscal period shall be January 1 to December 31, inclusive.
2. A Petty Cash fund shall be established of up to \$50.00 for the library and replenished as needed throughout the year.
3. The board shall approve any purchase exceeding \$200.00 for non budgeted items.
4. Expenses of the staff shall be reimbursed with board approval.
5. Funds collected by the library shall be deposited in the Board's bank account at least monthly.
6. Funds collected at the library shall be kept in a secure area until deposited.
7. Any capital project tendering must have a minimum of two (2) quotes with a 60 day guarantee.

CAROLINE MUNICIPAL LIBRARY

POLICY MANUAL

Category: Finances

Policy Number: 202

Title: **Board Financial Responsibilities**

Policy

Statement:

The Board shall insure that adequate measures be taken to insure that financial records are current.

Guidelines and Procedures:

1. Signing officers shall be appointed at each annual organizational meeting and shall be assigned to the Chairperson, Library Manager, and Village Council Representative.
2. Two signatures are required on each cheque.
3. Any changes in banking services shall be by a motion of the board.
4. Surplus funds may be invested at the discretion of the Board.
5. A draft budget shall be prepared and submitted to council prior to December 1st of each year
6. Financial records shall be prepared for audit as soon as reasonably possible after year-end.
7. The board shall appoint the Auditor/Reviewer and submit the name to Village of Caroline and Clearwater County councils for their approval.
8. Audited/Reviewed financial statements shall be submitted to the board for approval.
9. A copy of the approved Financial Statements and Budgets shall be forwarded to each Board member and to each funding jurisdiction including:
 - Village of Caroline
 - Clearwater County
 - Parkland Regional Library System
 - Libraries Section, Alberta Municipal Affairs and Housing.
10. The audited statement is a public document and shall be made available to the public upon request.

CAROLINE MUNICIPAL LIBRARY

POLICY MANUAL

Category: Operations

Policy Number: 301

Title: **Confidentiality of Patron records**

Policy

Statement:

The library shall respect the confidentiality of its patrons and their records of membership.

Guidelines and Procedures:

1. The patron records of the library are confidential.
2. The Library Manager will present all requests for access to the Library's patron records to the FOIP Head with any comments or recommendations.
3. All patron records will be kept confidential but may be shared with resource sharing libraries for the purposes of collecting fines and retrieving borrowed materials. When library members are registered, they will sign a card acknowledging that their contact information will be available to other libraries for these purposes.
4. 4, Library board members, staff and volunteers will hold all personal information on staff and patrons (including patrons of any other libraries) in confidence.
5. No records are kept of the frequency or content of visits to the library by specific patrons.

CAROLINE MUNICIPAL LIBRARY

POLICY MANUAL

Category: Operations

Policy Number: 302

Title: Release of Information Management

Policy

Statement:

This policy will set out the method of release of information other than patron records.

Guidelines and Procedures:

1. The staff of the Library shall use the FOIPP Guidelines for Municipalities as set out by the Village of Caroline and Clearwater County.

CAROLINE MUNICIPAL LIBRARY

POLICY MANUAL

Category: Operations

Policy Number: 303

Title: **Records Retention and Disposition**

Policy

Statement:

The Caroline Municipal Library will retain the following library records based on the schedule provided by the Canadian Income Tax Act and in accordance with schedules provided by the Library Board. The records are held in hardcopy and/or diskette formats. The Library Board Chairperson has the discretion to retain records longer than the period provided for in this policy.

Guidelines and Procedures:

Schedule of records retention:

1. Cash receipts and deposit books, copies of paid invoices receipt books, cancelled cheques, cheque stubs, year-end trial balances, accounts payable, bank statements will be held for 7 years.
2. Bank reconciliations, outstanding cheques, design estimates will be held for 3 years.
3. Employee records including personnel files, job applications of hired personnel and personnel evaluations, payroll records, including T-4 slips, WCB claims and attendance records will be held permanently.
4. Unsolicited resumes, job applications (not hired), interlibrary loan requests, applications for STEP or SEED etc. positions, memorial lists, daily log books will be held for one year.
5. Grant applications, and special events files will be held for 7 years.
6. Board minutes and agendas, agreements, annual reports, assets and final audit reports including financial statements, final budgets, bylaws, committee minutes, historical correspondence, court cases, deeds, insurance claims, general ledger, daybook, general journal, legal opinions and proceedings, record of files destroyed, maintenance reports, media releases, photos, income tax records will be held permanently

CAROLINE MUNICIPAL LIBRARY

POLICY MANUAL

Category: Operations

Policy Number: 303 Page 2

Title: **Records Retention and Disposition**

Disposition of Caroline Municipal Library Records

1. Library records which have been slated for disposal following the time guidelines outlined in this policy shall be shredded or incinerated by the Librarian and/or appointed personnel.
2. The records to be disposed of shall be listed in a document to the Library Board and then, the Board shall make a motion for the destruction of the records.
3. The records will then be disposed of by the Librarian or appointee and a record will be made of the date, method of disposal and time of disposal.
4. Permanent library records will be kept locked in the library in either a filing cabinet or room designated for this purpose.

CAROLINE MUNICIPAL LIBRARY

POLICY MANUAL

Category: Personnel

Policy Number: 401

Title: Job Description – Library Manager

Policy

Statement:

Library personnel shall be knowledgeable in library procedures.

The Library Manager shall be knowledgeable in library procedures, have positive public relation skills, have above average computer skills, excellent Internet and search skills, and be familiar with the Horizon/Dynix Library Automation System or a comparable operating system.

Guidelines and Procedures:

Responsibilities:

1. Collection Development

- To evaluate the library collection for purposes of addition and/or deletion of titles.
- To select and order all library materials including reference and periodicals.
- To maintain the collection in good repair and order.
- To do inventory as needed.
- To keep an up-to-date automated catalogue.
- To weed out materials periodically.
- To correlate book orders to patron requests.

2. Programs and Patron Services

- 2.1 To assist patrons in locating and using library materials and services.
- 2.2 To carry out circulation services to the patrons: checking books in and out of the library, levying overdue book fines accordingly, re-shelving books, and keeping shelves clean and tidy.
- 2.3 To determine need for, plan and carry out appropriate library related programming for all ages.
- 2.4 To maintain an active public relations program, in conjunction with the board.
- 2.5 To maintain records of all library activities, both statistical and descriptive.
- 2.6 To process interlibrary loans.
- 2.7 To develop and maintain a volunteer program.
- 2.8 To train, supervise and evaluate temporary and volunteer staff.

CAROLINE MUNICIPAL LIBRARY

POLICY MANUAL

Category: Personnel

Policy Number: 401 Page 2

Title: **Job Description – Library Manager**

3. Relations with the Board

- To act as technical advisor to the Board. The librarian will sit on all committees and act as a reference when requested.
- To recommend policies to the Board.
- To carry out all approved policies of the Board.
- To attend all Board meetings. If these meetings should occur outside the regular working hours, they shall be paid at the regular hourly rate.
- To keep the Board fully and regularly informed on all aspects of library operations and programs.
- To consult with the Board on instances of out of the ordinary expenditures.
- Shall present a summary in writing of what has occurred and how projects are progressing at each board meeting.

4. Treasurer Duties

- Sets up and monitors bookkeeping/accounting and is familiar with current accounting practices.
- Submits a financial summary and status report at Board meetings.
- Ensures that annual financial reports shall be prepared, independently reviewed and submitted to the government in a timely fashion.
- Spearheads the development of Board financial policy.
- Holds signing authority on Board bank accounts.
- Develops the annual operating budget for board approval.
- Shall prepare applications for grants as directed by the Board.

5. Other responsibilities

- Manage the daily affairs of the library, thereby ensuring consistency of the operation in order that the best service possible will be provided.
- To prepare the annual report and survey and assist the financial committee in preparing the annual budget.
- To know provincial and local library legislation.
- To maintain a regular program of professional development.
- To be alert to opportunities for alternate sources of funding.
- To submit all necessary documentation to Parkland Regional Library System and the Alberta Libraries Section.
- To coordinate all library records as it pertains to the Freedom of Information Act.

CAROLINE MUNICIPAL LIBRARY

POLICY MANUAL

Category: Personnel

Policy Number: 401 Page 3

Title: **Job Description – Library Manager**

- The library manager shall use seasonal themes to decorate the library in an appealing manner, and done in a timely way i.e. two weeks before the event and removed immediately after the event.
- The library manager will be responsible for carrying out the budget as implemented by the board and work to facilitate this.
- Any and all janitorial duties required to maintain the library.
- Any other duties as required.

CAROLINE MUNICIPAL LIBRARY

POLICY MANUAL

Category: Personnel

Policy Number: 402

Title: Performance Appraisal for Employees

Policy

Statement:

All employees of the Library shall be evaluated on a yearly basis according to the goals set out under the job requirements.

Guidelines and Procedures:

The library manager's annual evaluation will be carried out prior to September 30th by a committee of at least two board members.

CAROLINE MUNICIPAL LIBRARY

POLICY MANUAL

Category: Personnel

Policy Number: 403

Title: **Qualifications for Staff Positions**

Policy

Statement:

The library manager shall be qualified to operate the library and must demonstrate sufficient maturity and responsibility to carry out the designated duties to the satisfaction of the Board.

Guidelines and Procedures:

Qualifications

1. A minimum of Grade 12 or adult equivalency, Post Secondary education preferred and a library technician certificate, if possible.
2. Previous library experience would be beneficial.
3. The individual should have above average computer operating abilities, adequate computer troubleshooting skills and excellent Internet and search skills.
4. Be proficient in the Horizon/Dynix automated library system or a comparable automated library operating system.
5. The selected person should have the physical stamina and capability to fulfill the job description.
6. The individual should have the following personal qualities:
 - flexible attitude
 - imagination
 - neatness
 - initiative
 - good communication and organizational skills
 - desire and ability to work with people
 - possess an appreciation of literature

CAROLINE MUNICIPAL LIBRARY

POLICY MANUAL

Category: Personnel

Policy Number: 404

Title: Library Volunteers

Policy Statement:

Library volunteers shall be responsible to and work under the direction of the library manager

Guidelines and Procedures:

Duties/Responsibilities

1. To assist with maintaining the collection in good order and repair, filing materials and reading shelves (ensuring that books are in the correct order).
2. To assist in the overall operations of the library and any outreach programs.
3. Active recruitment shall be the responsibility of the Library Manager who will advise the Board of any interests in volunteering.

CAROLINE MUNICIPAL LIBRARY

POLICY MANUAL

Category: Personnel

Policy Number: 405

Title: **Working Hours and Conditions of Employment**

Policy

Statement:

The library manager shall have the hours of work designated to meet the demands of the reading public and the clerical duties associated with the working of the library.

Guidelines and Procedures:

1. The Board in conjunction with the library manager shall review the number of hours of opening/employment of the library annually.
2. The library manager is required to open the library to the public according to designated operating schedule of the library as described in Appendix A.
3. Board approval is required for overtime hours.

CAROLINE MUNICIPAL LIBRARY

POLICY MANUAL

Category: Personnel

Policy Number: 406

Title: Working Alone

Policy Statement: All staff and volunteers must adhere to Working Alone Policy & Procedures.

Purpose: To provide a safe environment for Library Staff and patrons, through procedure which can be followed if a vulnerable situation occurs that would put staff safety or any patron's safety at risk.

Guidelines and Procedures

1. Any arrangement of furniture or shelving should be kept in straight lines to ensure that visibility of patrons is not obstructed.
2. Computer stations should be kept near the front desk for monitoring.
3. Float monies should be kept to a minimum in cash drawer and the balance stored in a second location.
4. Rocky Mountain House RCMP Contact number must be placed in plain view of the public and staff.
5. New staff and volunteers are oriented / trained in Working Alone Policy and related Procedure.
6. Contact Rocky Mountain House RCMP yearly to ensure they are aware of library hours and activities away from the regular schedule.
7. Routine checks must be made to ensure outside movement censored lights work.
8. The back door should be checked making sure it is locked. This should be done when entering and exiting the library facility.
9. Staff should be aware of who is entering the library.
10. Use of the washroom facilities should be monitored.
11. Make sure all patrons have left the premise at closing time.
12. Lock door at closing time; Tuesday & Friday 6:00 p.m., Wednesday 4:00 p.m., Thursday 7:00 p.m., and Saturday 3:00 p.m., then follow through with closing procedures for the library day.
13. Any staff when working on non-library hours must keep doors locked.
14. The following contact numbers are to be placed in a highly visible place in the circulation area for staff members: Impact: 722-3319

Caroline Supplies: 722-3922

These businesses have agreed to send and/or contact help in case of an emergency at the library and personnel are encouraged to have these numbers memorized. In confronting someone, staff should have the phone in hand and if possible one of these contacts on the line.

CAROLINE MUNICIPAL LIBRARY

POLICY MANUAL

Category: Personnel

Policy Number: 406 Page 2

Title: **Working Alone**

15. Any situation that would endanger the employee's life, they are to flee instead of confronting the offender.

- Leave building and go to nearest home or business, do not try to get into vehicle as keys may slow the process of getting to safety.
- Notify RCMP – Dial 911
- Notify Library Chair

CAROLINE MUNICIPAL LIBRARY

POLICY MANUAL

Category: Personnel

Policy Number: 407

Title: Lateness and Absenteeism

Policy

Statement:

Employees are expected to report to work on time and if absent, verify why they are absent.

Guidelines and Procedures

1. Lateness may be unavoidable occasionally and when this occurs the librarian shall give the reason to the Board Chairperson before commencing work. Unexplained lateness shall be regarded as avoidable.
2. If the librarian is unable to report for work as scheduled, he/she shall make every effort to find a Board approved replacement or notify the Board Chairperson.
3. Absence beyond the librarian's control shall be reported to the Board Chairperson as soon as possible.
4. Employees unable to report for work shall notify the Board Chair and arrange to make up any hours lost as soon as possible.

CAROLINE MUNICIPAL LIBRARY

POLICY MANUAL

Category: Personnel

Policy Number: 408

Title: Salary, Wages and Benefits

Policy

Statement:

All employees shall be adequately compensated for performing their duties in the library.

Guidelines and Procedures:

1. Upon commencing employment, the Board shall determine the library manager's salary and after a one year probationary period shall review the salary.
2. The following are declared as general holidays:
 - New Year's Day January
 - Family Day February
 - Good Friday March/April
 - Victoria Day May
 - Canada Day July
 - Heritage Day August
 - Labour Day September
 - Thanksgiving Day October
 - Remembrance Day November
 - Christmas Day December
 - Boxing Day December
3. When a holiday falls on a Saturday or Sunday, the following workday(s) shall be declared a holiday in lieu.
4. If an employee is required to work on a general holiday, a day off in lieu shall be granted
5. As hourly paid personnel, library managers shall be paid general holiday pay providing they have worked thirty (30) days prior to the statutory holiday in the pre-ceding fifty-two (52) weeks. Holiday pay shall be paid at an employee's regular rate for the number of hours usually worked on that day.

CAROLINE MUNICIPAL LIBRARY

POLICY MANUAL

Category: Personnel

Policy Number: 408 Page 2

Title: **Salary, Wages and Benefits**

6. The Board will consider an annual cost of living increase.
7. The Board shall review the library manager's salary in conjunction with his/her annual performance appraisal.
8. In the absence of the Library Manager, a Board designated casual employee may perform his/her duties. Casual employees will be paid at a rate approved by the Board at the organizational meeting.
9. All employees shall be covered under the Workers Compensation Board, Canada Pension Plan and the Employment Insurance Plan.
10. Annual vacations and all other employment issues shall be in accordance with Alberta Employment Standards.

CAROLINE MUNICIPAL LIBRARY

POLICY MANUAL

Category: Personnel

Policy Number: 409

Title: Continuing Education of Staff

Policy

Statement:

All library staff shall endeavour to keep abreast of new library developments in the field.

Guidelines and Procedures:

1. The staff shall be given reasonable time to attend workshops, seminars, conferences and other library related functions as schedules in the library permits.
2. All staff members will be encouraged to take educational courses to upgrade their library knowledge.

CAROLINE MUNICIPAL LIBRARY

POLICY MANUAL

Category: Personnel

Policy Number: 410

Title: **Expenses for Attending Board Meetings, workshops, conferences and other Meetings.**

Policy

Statement:

Staff shall be compensated for attending library conferences, workshops and meetings

Guidelines and Procedures:

1. The Board will pay registration fees for workshops and conferences.
2. Staff will be paid their hourly rate for attendance at board meetings.
3. Staff will be remunerated for attending the above at their regular salaried hourly rate as follows:
 - up to 4 hours will be considered as ½ day or 4 hours pay
 - over 4 hours will be considered as a full day or 8 hours pay
4. Compensation for subsistence (meals, hotels and other incidentals) will be receipted and paid by the Library Board.
5. Staff attending workshops, conferences and meetings other than board meetings shall be paid for mileage according to Village of Caroline rates.

CAROLINE MUNICIPAL LIBRARY

POLICY MANUAL

Category: Personnel

Policy Number: 411

Title: Expenses for Educational Courses

Policy

Statement:

Library staff shall be encouraged to enroll in and complete courses that will upgrade their skills to work more efficiently in the library.

Guidelines and Procedures:

1. The staff member shall enroll in the course of his/her choice with approval from the Board. The registration expenses are borne by the staff member enrolling.
2. The Board will pay for 50% of the cost of the course upon written evidence of its successful completion by the staff member. An example of written evidence would be a transcript or certificate from the educational body.
3. When the board requires that the librarian take a course, the board shall pay for the course.

CAROLINE MUNICIPAL LIBRARY

POLICY MANUAL

Category: Personnel

Policy Number: 412

Title: Grievances

Policy

Statement:

Employees/volunteers shall have a means of presenting their grievances.

Guidelines and Procedures:

1. An employee/volunteer having a grievance arising from the interpretation, application, operation or alleged violation of the Conditions of Employment, or other matter(s) relating to his/her employment, should first discuss the subject of the proposed grievance with the Library Manager in an attempt to resolve the matter. If it is the Library Manager who has a grievance, then he/she should discuss the matter with the Board Chairperson.
2. If the employee/volunteer and the Library Manager or the Library Manager and the Chairperson cannot resolve the grievance, a full written record of the complaint should be made to the Library Board within 5 days of the discussion. The Library Board shall then act as the Grievance Committee. A written decision shall be forwarded within 10 days to the aggrieved party upon receipt of the written grievance.
3. Should the employee/volunteer fail to comply with any time limits in the grievance procedure, the grievance will be considered conceded and shall be abandoned, unless the parties have agreed in writing to extend the time limits.
4. If an employee/volunteer is not satisfied with the decision received from the Grievance Committee, he/she has the right to appeal to the Alberta Labour Relations Board.

CAROLINE MUNICIPAL LIBRARY
POLICY MANUAL

Category: Personnel

Policy Number: 413

Title: Orientation of Staff

Policy

Statement:

Upon commencement of employment, a new staff member shall receive orientation.

Guidelines and Procedures:

1. The library manager and/or a Parkland Regional Library Consultant shall perform the orientation of a new staff member.
2. The new staff member shall be made aware of all library procedures and duties relevant to that position.

CAROLINE MUNICIPAL LIBRARY

POLICY MANUAL

Category: Materials

Policy Number: 501

Title: **Materials Normally Lent**

Policy

Statement:

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

Guidelines and Procedures:

1. All books, pocket books, magazines, and audiovisual materials normally considered part of the library collection shall be loaned to the public free of charge and within the rules and regulations as established in the Library Board's bylaws.
2. The only exceptions to the above lending policy are as follows:
 - dictionaries
 - atlases
 - encyclopedias
 - reference materials that are labeled as such
 - newspapers
3. Seasonal, school and in-demand items may have a limited borrowing period.
4. Holiday and extension loans may be available.
5. Interlibrary loans are lent for a period determined by the lending library.

CAROLINE MUNICIPAL LIBRARY

POLICY MANUAL

Category: Materials

Policy Number: 502

Title: Selection, Acquisition and Purchase of Materials

Policy

Statement:

Selection, acquisition and purchase of materials for the collection in the library are an important and integral part of the operation of the library. The library shall provide popular current fiction, nonfiction books, videos, audio books & magazines for ALL ages.

Guidelines and Procedures

1. The library subscribes to the "Statements of Intellectual Freedom" adopted by the Canadian Library Association as put forth in Appendix B.
2. The responsibility for the selection and ordering of materials is delegated to the library manager who will take direction from the Board as well as requests made by patrons.
3. Materials for purchase are considered on the basis of:
 - Overall purpose
 - Timeliness
 - Importance of subject matter
 - Quality of production
 - Readability and appeal
 - Authoritativeness
 - Reputation of publisher
 - Reputation of author/artist/composer/producer
 - Format and price
4. In selecting materials for purchase, the library manager shall evaluate the existing collection and consult reputable, unbiased professionally prepared selection aids and/or examine the material.
5. Library Manager shall consult with PRL Field Consultant annually to ensure that a high standard of materials is maintained.
6. Selections are made on the basis of content without regard to the author's race, nationality, and political or religious views. If a patron objects to a library material, he shall fill out a Request for Reconsideration of Library Materials form (Appendix C) before the library board will reconsider the material.

CAROLINE MUNICIPAL LIBRARY
POLICY MANUAL

Category: Materials

Policy Number: 502 Page 2

Title: **Selection, Acquisition and Purchase of Materials**

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

CAROLINE MUNICIPAL LIBRARY

POLICY MANUAL

Category: Materials

Policy Number: 503

Title: Disposition of Library Materials

Policy

Statement:

Periodic evaluation of the library inventory shall be completed and a weeding of materials be based on de-selection criteria.

Guidelines and Procedures:

1. Physical condition – Items that are worn-out, shabby, dirty, damaged, ragged binding, missing or torn pages or of poor appearance shall be weeded from the collection.
2. Subject matter – Information which is no longer accurate, theme or styles that are out-dated, superseded editions, duplication in little-used areas shall be weeded from the collection.
3. Age – Indexed periodicals shall be removed after five years, unindexed periodicals after one year.
4. Lack of use – any item not used within the preceding three-year period shall be removed at the discretion of the librarian.
5. Items weeded according to guidelines 1-4 above may at the discretion of the librarian, be:
 - exchanged with or donated to another library
 - given to any organization that sponsors paper drives
 - given to schools for classroom use
 - sold to the public
 - destroyed
6. Items that will not be removed are books that are out of print and still being used on a regular basis and resources, which would bias the representation of a controversial subject if they were removed.
7. The library will not be guilty of lowering the standards of other public collections by giving away soiled, damaged, mediocre or obsolete materials.

CAROLINE MUNICIPAL LIBRARY

POLICY MANUAL

Category: Materials

Policy Number: 504

Title: Gifts and Donations

Policy

Statement:

The library will consider accepting gifts and donations.

Guidelines and Procedures:

Monetary Donations

Gifts of money will be used in accordance with the wishes of the donor unless such use contravenes Board policy.

Persons requiring income tax deduction receipts shall be directed to the Village Office.

Donations of Furniture, Art, Equipment, etc.

The librarian, in consultation with the Library Board, reserves the right to reject donations that are not needed or that could quickly become obsolete.

The librarian, in consultation with the Library Board, reserves the right to remove donated items when they become obsolete.

Donations of Books and Library Materials

The Library Board welcomes donations of materials to the library provided that such donations enhance the library collection.

The Librarian shall not accept books that have little chance for resale (textbooks) or books that have had their covers removed.

For all of the above:

The Library Board reserves the right to refuse any items that do not enhance the collection.

The Library Board reserves the right to use and dispose of gifts as it sees fit.

Donors shall be acknowledged in an acceptable manner.

CAROLINE MUNICIPAL LIBRARY

POLICY MANUAL

Category: Materials

Policy Number: 505

Title: **Provision of Library Materials to Persons Unable to Use Conventional Print**

Policy

Statement:

The Board believes that those persons unable to read or handle conventional print materials in a normal manner are entitled access to library and information services.

Guidelines and Procedures:

1. The library shall provide "talking books" for patrons who are legally blind, visually handicapped, physically handicapped or suffer a reading disability upon request.

CAROLINE MUNICIPAL LIBRARY

POLICY MANUAL

Category: Materials

Policy Number: 506

Title: **Library Services for Special Needs**

Policy

Statement:

The library shall provide access to library materials and information services for those patrons with special needs.

Guidelines and Procedures:

1. The library will endeavor to provide an outreach service, upon request, to any patron in the community who, by reason of health, age, or unusual circumstance, is unable to visit the library and use its regular services.
2. Whenever possible, the library will attempt to provide, through its own collection and/or regional resources and subject to availability, reasonable access to high interest, suitable vocabulary materials for all age levels.

CAROLINE MUNICIPAL LIBRARY

POLICY MANUAL

Category: Materials

Policy Number: 507

Title: **Provision of Non-English Material**

Policy

Statement:

The library shall provide materials to library patrons in languages other than English.

Guidelines and Procedures:

Should any ethnic group or individual desire certain books to meet their ethnic and cultural needs, books will be borrowed through a block loan.

Orders shall be placed through Parkland Regional Library System.

CAROLINE MUNICIPAL LIBRARY

POLICY MANUAL

Category: Materials

Policy Number: 508

Title: Interlibrary Borrowing

Policy

Statement:

The needs of our community can be met more effectively by sharing resources and services through Parkland Regional Library System and the TRAC Consortium.

Guidelines and Procedures:

1. The library will provide an Interlibrary Loan service to its patrons.
2. The library will provide information services to its patrons. If local resources do not provide the needed information, the library accepts the responsibility for securing the information through the Parkland Regional Library System.
3. Interlibrary loans and other resource sharing arrangements as they arise shall be made in keeping with the Alberta Libraries Act.
4. Interlibrary loan materials will be obtained for registered patrons only.
5. Interlibrary loan materials borrowed by patrons are subject to the loan procedures of the lending Library, as outlined in their respective bylaws, unless it is otherwise stipulated by the lending library.
6. The borrowing library shall pay the lending library for any lost or damaged interlibrary loan books. We in turn can pass these costs including fines to the patron that borrowed the material.
7. Some libraries charge a fee for interlibrary loans. If this is the case, a patron must be advised. The item will only be ordered if the patron is willing to pay the charges.

CAROLINE MUNICIPAL LIBRARY

POLICY MANUAL

Category: Materials

Policy Number: 509

Title: Interlibrary Lending to Other Libraries

Policy

Statement:

The Caroline Municipal Library Board agrees to lend books and videos to other libraries of Alberta.

Guidelines and Procedures:

1. Books lent to other libraries through interlibrary loans shall be lent for a period of up to three weeks use over and above the time spent in transit (coming and going).
2. Videos will be lent for a period of one week's use over and above the time spent in transit.
3. The borrowing library shall be held accountable for any items lost or damaged and shall pay the Library for same.

CAROLINE MUNICIPAL LIBRARY

POLICY MANUAL

Category: Materials

Policy Number: 510

Title: The TAL Card

Policy

Statement:

The Caroline Municipal Library Board will issue The Alberta Library (TAL) card.

Guidelines and Procedures:

Membership:

1. Patrons will be issued The PRL Library Card. They must first complete the TAL application and show proof of identification.
2. Should a card be lost or stolen, its loss should be immediately reported to the home library
3. Any change of address should be reported to all libraries being used.

Borrowing Rights:

1. The Alberta Library Card may be used to borrow materials at any participating library at no additional charge. It is the patron's responsibility to become familiar with the loan conditions of the borrowing library and conform to their policies and rules.
2. Loan limits are at the discretion of the lending library or as stated in TAL policy. Renewals will not normally be permitted.
3. The borrower is responsible for any materials borrowed and for any fines incurred. Loss or damage should be reported to the lending library.
4. Borrowed items may be returned to any library that participates in the Alberta Library Card program. Costs of returning items will be reimbursed by Parkland Regional Library.

Extended Reference Services and Interlibrary Loans:

1. Patrons holding an Alberta Library Card should request extended reference services and interlibrary loan services at their home library.

CAROLINE MUNICIPAL LIBRARY

POLICY MANUAL

Category: Technology

Policy Number: 601

Title: **Availability to the Public**

Policy

Statement:

The Library will endeavour to provide a Public Access Computer and Internet Services to the Public. The Internet, as an information resource, enables the library to provide information beyond the limits of its own collection and provides the opportunity to integrate electronic resources from information networks around the world with the library's other resources.

Guidelines and Procedures:

1. All public access computers, and the Internet provided by the Library are available equally to all library patrons and the public. Access will be made available on a first come first served appointment basis.
2. Availability shall be restricted only by the hours of opening of the library.
3. Recognizing that the Internet offers unrestricted and unlimited access to information, the Library makes no attempt to monitor, control, or restrict the content and type of material available therein.
4. The Internet is largely an unregulated medium and there is little international, federal, provincial or municipal control on its users or its content. While it offers a wealth of information that is personally, professionally and culturally enriching, it also enables access to some material that may be offensive. The library will not be held responsible for content of web sites accessed by the public.
5. Not all Internet information sources provide accurate, complete or current information. Patrons need to be careful information consumers and question the validity of the information received.
6. Only parents or guardians may restrict the access of their own children to Internet resources. Parents are requested to supervise their children's use of the public access computers and the Internet.
7. Use of the public access computers is at the sole risk of patrons. The Library will not be responsible for damage to a patron's diskette or computer, or for any loss of data, damage or liability that may occur from a patron's use of these computers, whether from computer virus infection, or otherwise.
8. Downloading of files if permitted shall not contain copyright material.

CAROLINE MUNICIPAL LIBRARY

POLICY MANUAL

Category: Technology

Policy Number: 602

Title: Use of the Computer

Policy

Statement:

The library shall place certain rules on the use of the public computer and the Internet.

Guidelines and Procedures:

1. The user must register or sign-in prior to each use of the computer, providing his correct name.
2. Time at the Internet terminal shall be by advance booking.
 - Bookings shall be reserved up to one hour per session.
 - Advanced bookings may be made by calling the library ahead of time and are made on first come first served basis.
 - Advanced bookings can be made for a maximum of two hours per week.
 - Time slots may be extended if there is no demand for the terminal.
 - Booked appointments will be held up to 10 minutes only.
3. Anyone under the age of 13 who wishes to use the Internet have his or her parent/guardian sign a permission slip in person, witnessed by library staff.
4. Anyone over the age of 13 but under the age of 18 who wishes to use the Internet must have a completed permission form signed by his or her parent/guardian, which must be returned to the library staff by the person signing the consent form. Library personnel may request proof of age.
5. Only two people are allowed at a computer terminal at any one time.
6. Individuals who appear to be unable to use the computers or access the Internet without help will be asked to stop using the equipment.
7. Absolutely nothing is to be downloaded onto the hard drive of the Public Computer. This is in order to minimize the potential for the introduction of computer viruses.
8. The Library and its staff cannot control the availability of access to the Internet or to a specific information site you may wish to visit.
9. Formatted diskettes or CD's for saving files will be provided at cost by the library.

CAROLINE MUNICIPAL LIBRARY

POLICY MANUAL

Category: Technology

Policy Number: 602 Page 2

Title: **Use of the Computer**

10. Customers are responsible for any damage they have caused to Library's equipment. Any misuse of the computer or Internet access will result in loss of privileges.
11. Access to e-mail will be allowed as long as there is no charge to the library.
12. Use of chat rooms and any type of instant messaging will not be permitted.

CAROLINE MUNICIPAL LIBRARY

POLICY MANUAL

Category: Technology

Policy Number: 603

Title: Training/Staff Duties

Policy

Statement:

Library staff cannot provide in-depth training on the Internet, computer hardware/software use or computer jargon.

Guidelines and Procedures:

1. Library staff will assist with basic training as stipulated by APLEN.

CAROLINE MUNICIPAL LIBRARY

POLICY MANUAL

SCHEDULE A

POLICY 108

Library Board Agenda

Organizational Meeting

Meeting called to order @

Members present:

Members absent:

Others present:

Agenda approved:

Election of Officers:

Review of previous organizational meeting minutes:

Establish and update objectives:

Review long and short range goals:

Establish date, time and place of regular meeting:

Review staff evaluation and wages:

Conduct Board self-evaluation:

Establish committees:

Budget:

Other business:

Adjournment:

**CAROLINE MUNICIPAL LIBRARY
POLICY MANUAL**

**SCHEDULE A
POLICY 108**

**Library Board Agenda
Special Meeting**

Meeting called to order

Members present:

Members absent:

Others present:

Motion to approve the agenda made by:

Business:

1.

Meeting adjourned @

CAROLINE MUNICIPAL LIBRARY
POLICY MANUAL

APPENDIX A
Policy 405

HOURS OF OPERATION

Monday: Closed

Tuesday & Friday: 11:00 a.m. to 6:00 p.m.

Wednesday: 10:00 a.m. to 4:00 p.m.

Thursdays: 11:00 a.m. to 7:00 p.m.

Saturday: 11:00 a.m. to 3:00 p.m.

Sunday: Closed

CAROLINE MUNICIPAL LIBRARY

POLICY MANUAL

APPENDIX B Policy #502

Statement Of Intellectual Freedom

The Library subscribes to the "Statement of Intellectual Freedom" adopted by the Canadian Library Association, as printed below:

Intellectual Freedom

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

Libraries have a basic responsibility for the development and maintenance of intellectual freedom.

It is the responsibility of libraries to guarantee and facilitate access to all expressions of knowledge and intellectual activity, including those that some elements of society may consider to be unconventional, unpopular or unacceptable. To this end, libraries shall acquire and make available the widest variety of materials.

It is the responsibility of libraries to guarantee the right of free expression by making available all the library's public facilities and services to all individuals and groups who need them.

Libraries should resist all efforts to limit the exercise of these responsibilities while recognizing the right of criticism by individuals and groups.

Both employees and employers in libraries have a duty, in addition to their institutional responsibilities, to uphold these principles.

**CAROLINE MUNICIPAL LIBRARY
POLICY MANUAL**

**APPENDIX C
Policy #502**

Reconsideration of Library Materials

Request for Reconsideration for Library Materials

Author: _____

Title: _____

Publisher: _____

Request initiated by: _____

Telephone: _____

Address: _____

Name of organization (if applicable): _____

Use back of sheet if necessary.

ENTIRE FORM MUST BE COMPLETED FOR MATERIAL TO BE RECONSIDERED.

Please use complete sentences.

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

2. What do you feel is the result of reading or viewing this material?

3. For what age group would you recommend this material?

4. Is there anything good about the material?

5. Did you read or view the material in its entirety? Yes_____ No_____

If not, which parts did you examine?

CAROLINE MUNICIPAL LIBRARY
POLICY MANUAL

6. Are you aware of the judgment of this material by literary critics?

APPENDIX C
Policy #502

7. What do you believe is the theme of this material?

8. What would you like the librarian to do about this material?

9. What do you see as the purpose of this material?

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

Date_____ Signature of Complainant_____